**Request for Proposal (RFP)**

**Employee Group Mediclaim and Personal Accident Policy – 2026-27**

## 1. Introduction & Background

Bandhan Bank is an Indian commercial bank that transformed from a microfinance institution into a full-fledged universal bank in August 2015. Headquartered in Kolkata, West Bengal, We offer Mediclaim / health insurance for all of our employees along their family. Policy period will be 20th August 2026 to 19th August 2027.

## 2. Objectives

The key objectives are as follows:

- To provide free health insurance and personal accident policy
- To provide comprehensive insurance coverage to employees and their dependents (emp+4)
- Total employee strength of 75000 employees +dependents
- 5th & 6th dependent on selection and voluntarily basis
- Top Up policy is effective from 01st Oct

## 3. Scope of Work (Mandatorily followed for participation)

a. To provide cashless services at network hospital
b. To provide medical reimbursement service
c. To provide service of Group Personal Accident Policy
d. To allow inclusion deletion of members during the policy period
e. The Insurance Company should not have been barred / blacklisted by any Government Department, PSU, Regulatory Authority or Financial Institution during the last five years
f. The Insurance Company should have an internal grievance redressal mechanism with defined timelines for resolution of employee complaints and escalations.
g. The Insurance Company should have a Full-Fledged Branch in Kolkata for Policy Issuance & Servicing.
h. The Insurance Company should disclose Claim Settlement Ratio in Health Insurance portfolio as per latest IRDAI annual report/public disclosure in below format;

| FY | Opening O/S (A) | Reported Claims (B) | Settled Claims (C) | Claim Settlement Ratio |
|---|---|---|---|---|
| FY 2022-23 | | | | |
| FY 2023-24 | | | | |
| FY 2024-25 | | | | |
| Average | | | | |

4. Non-Disclosure Agreement (NDA) should be placed along with all Technical submission from the entity's side.

5. Commercial bid will be floated after completion of Technical evaluation.

6. Contact Details for Queries: -

   Mr. Somenath Nandi - 9051021830, somenath.nandi@bandhanbank.com

   Mr. Indranil Roy Choudhury-9830501278, indranil.roychoudhury@bandhanbank.com

7. Evaluation – Parameters

| | **Insurance Company evaluation Framework -Total -100 marks** | | | | | |
|---|---|---|---|---|---|---|
| **Sl. No** | **Parameter** | **Measurement** | **Required documents** | **Marks** | **Total Marks** | **Marks Obtained** |
| 1 | As per registration with the IRDA- the minimum period of operation | More than 15 years | Copy of registration/license | 10 | 10 | |
| | | More than 10 years | | 8 | | |
| | | Less than 10 Years | | 5 | | |
| 2 | Single underwritten premium above 1 lakh lives in last two years | More than 1 corporates | Details of Corporate with evidence | 20 | 20 | |
| | | 1 corporate | | 15 | | |
| | | Nil | | 0 | | |
| 3 | Single underwritten premium above 30 Cr | More than 2 corporate | Details of Corporate with evidence | 20 | 20 | |
| | | 2 corporates | | 15 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | (excluding GST) last two years | Nil | | 0 | | |
| 4 | Solvency Ratio | Above 1.5 | Details with evidence preferably from IRDA website/ public disclosure | 20 | 20 | |
| | | Below 1.5 | | 15 | | |
| | | Below 1 | | 10 | | |
| 5 | Settlement Ratio | Above 98% | Latest IRDA annual report/public disclosure | 20 | 20 | |
| | | Above 95% | | 15 | | |
| | | Below 95% | | 10 | | |
| 6 | Net Worth (Share Capital + Reserve & Surplus) | Above 3000 Cr | The latest audited financial statements 2024-25 | 10 | 10 | |
| | | 3000 Cr | | 8 | | |
| | | Below 3000Cr | | 5 | | |

**** Note that percentage ratio of Technical and Commercial evaluation will be 50 : 50**

**<u>Group Mediclaim Policy terms & conditions 2026-27</u>**

| | |
|---|---|
| Name of the Insured | **BANDHAN BANK LIMITED** |
| Existing Policy Period | **20th Aug 2025 - 19th Aug 2026** |
| Existing TPA | **Medi Assist** |
| Expiring Insurer | **Iffco-Tokio** |
| **Policy Conditions & Benefits** | |
| Family def. (Self+ 4 Dependent)+2 Dependent | Self+Spouse +Dependent children +Parents/parents in law<br>Premium needs to be quoted additionally for 5th & 6th Dependent, Employee will pay for 5th and 6th person (Within Family relations) |
| Policy type (Floater / Non-Floater) | Floater |
| Total no. Emp (As on 31-05-2026) | **74000 Approx (Premium to be quoted on Per family wise)** |
| Sum insured per Family | 1, 2, 3, 4 & 5 lakhs |
| Pre-existing disease | Waived |
| 30 days waiting period | Waived |
| Waiting period of 1st, 2nd year & 4th Year | Waived |
| Internal Congenital Disease | Covered |
| Maternity benefit only for Emp & Spouse | 50k for both C & Normal for 1st two living children, in case of twins it shall be considered as single delivery. **Irrespective of the Room Rent limit**. (No capping for SI 4 & 5Lakhs); 9 months waiting period - Waived. |
| | In case of complication during, pre or post-delivery, full / available sum insured may be utilised. |

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| | Surrogacy coverage: Coverage of Surrogacy delivery cost within maternity limit. |
| | Pre & Post Natal Expenses - Pre Natal (9 Month) and post Natal (3 Month) covered upto (OPD/IPD) basis within maternity limit. |
| Baby day one | Yes within family SI |
| Pre and Post hospitalisation | 60 days & 90 Days respectively. |
| | No Claim will be hold/wait for settlement of Final payment to Hospital |
| Day care procedures | Covered as per IRDA/Insurer & any OT procedure performed under GA & LA. |
| Room rent limit | For 1 Lac SI :: 2% for normal; For 2 Lacs, 3 Lacs, :: 1% for Normal **ICU/NICU/ITU/HDU/ISOLATION cases as per actual basis**. (No Proportionate or sublimit Clause will impose) No room rent capping in case of fatal accident/Death/injury /RTA /COVID-19. Room rent will be applicable by calculating base + top SI (incase of opting top up) Maximum upto 8000/- for normal. No Capping for SI 4 & 5 lakhs |
| | No capping & NME deductions in case of **accident/injury / COVID-19/RTA/ Death** |
| Ambulance charges | 5000 /incident |
| Repatriation of remains | Repatriation of remains 'Rs 30000/- subject to minimum distance of 100kms |
| Air Ambulance | Yes |
| Domiciliary Hospitalisation | Covered |
| Covid Home Care | Agreed upto 10% of SI |
| Hernia (all types) | Hernia capped INR 50000(excluding Mesh/stapler/implant) **for bilateral 1 lakh** (Excluding mesh/stapler /implant), **Irrespective of the Room Rent limit.** No Capping for SI 4 & 5 lakhs. |
| Cataract Per Eye | 30k including cost of lens (multi/mono focol/toric/any lens) **irrespective of any opted package. No Capping for SI 4 & 5 Lakhs** |
| Co-Payment | No Co-Payment |
| Addition and deletion of the members during the policy period | Allowed |
| Mid Term inclusion | Allowed |
| Claim intimation | Waived, documents to be submitted within 90-120 days from DOD |
| Stop Loss | No stop loss condition applicable |
| Morden Treatment & advance Procedure | All Morden Treatment Covered (including immunotherapy, intra vetreal injections, robotic Surgery, all **IVIG,** Hormonal, Monoclonal antibody etc) within SI upto 100% |
| Robotic Surgery | Any kind of robotic Surgery is covered |
| Cyberknife treatment & Stem cell transplantation covered. | Cyberknife treatment & Stem cell transplantation covered without any copayment i.e 100% of SI |

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| Special Coverage | Oral chemotherapy without any copay. Macular degeneration of Retina (injection of Avastin / Lucentis / Macugen, due to age is also covered. **Cancer related any medicine/drug/any treatment OPD /IPD basis covered (Like stand-alone medicine Lysodern/Mitotane and other steroids)** |
| Lasik Surgery | Lasik / laser guided Treatment or Surgery is covered for all beneficiaries. |
| Psychiatric ailments / Mental Illness | Hospitalization arising out of Psychiatric ailments Covered within SI |
| | The coverage for Hospitalized treatment of mental illness is also covered up to SI |
| **Special coverage for Employee only** | Incase of Carcinoma, Pet CT, MRI and Biopsy Charge to be covered upto Rs. 8000 maximum/Year on OPD basis (Applicable for emp only) |
| | No claims should be denied due to history of personal habits. |
| | Incase of emergency admission to hospital, claim needs to be payable maximum for evaluation & diagnosis purpose (max 20000) within the FSI. |
| | In case of employee death, dependent may be be covered upto end of the policy period, subject to the instruction of Insured. |
| | In case of death of Employee, no deduction will be charged subject to availability of sum insured. This is not applicable for Dependent. |
| | Retired Employee - Will be allowed as covered upto end of the policy period. |
| Congenital Disease | Congenital Internal disease covered under policy. |
| | External Congenital Disease to be covered if treatment is done for non-cosmetic purpose |
| Terrorism | Covered. |
| Reimbursement | Payment needs to be done within 7 working days from the date of last documents received date |
| Bariatric surgery covered. | Bariatric / Obesity related treatment surgery to be covered upto FSI for all policy members if medically advised except for cosmetic surgeries. **(Above 35 BMI )** |
| LGBT | LGBT: We shall restrict the coverage to one partner which needs to be declared at initial enrolment and no addition/deletion/alteration shall be allowed during currency of the policy Gender change treatment/surgeries and post-surgery complications leading to any other ailment remains excluded from the scope of coverage. |
| Treatment of Functional Endoscopic Sinus Surgery | Treatment of Functional Endoscopic Sinus Surgery within a limit of Rs. 50000 |
| Corporate Buffer | Rs. 50 lakhs (Annual Basis) to be used for all diseases except capped ailment. No Restriction for buffer uses based on Corporate HR approval is require. |
| Special Coverage | **OT instruments & machine charges used for treatment purpose. Emergency & monitoring charges, External and or durable medical equipment payable.** |

Bandhan Bank

**Bandhan Bank Limited**
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| | |
|---|---|
| Special Coverage for 5 Lac SI GRID | For Employees having Sum Insured of Rs. 5 Lac- No deduction on claims; All claims to be honoured for the beneficiary's irrespective admissibility. |
| Special Coverage for 4 Lac SI GRID | For Employees having Sum Insured of Rs. 4 Lac- Room rent on actual basis & Disease wise no capping (including maternity, Cataract, hernia etc) |
| All Types of scopies & Biopsy | Biopsy, Endoscopy, Colonoscopy, Bronchoscopy and Hysteroscopy to be covered (All Types of scopies & Biopsy) - Maximum upto Rs 30000 as an IPD/Daycare basis. |
| Accidental Cases | Incase of Accident of an employee, Approval should not be delayed or hold due to investigation/ verification. Treating doctor declaration & case summary need to be honoured for claim purpose. |
| Hospitalisation | Treating doctor is the best person to judge and decide the hospital stay/ line of treatment/Medicine Used, claims should not be stuck or denied due to line of Treatment |
| Hospitalisation | Hospitalisation in Remote locations/ B, C grade Hospitals, nursing homes. documents may not be available as per requirements, but claims should not be on hold for the documentation or denied due to the same |
| Infertility Related treatment | Treatment/Surgery related to ovarian cyst, polyp, tumor etc. should not be Restricted by relating the same as infertility if it is directly not related or mentioned. |
| | IVF & other infertility treatment covered maximum up to 50K (IPD/OPD) |
| Organ Donar Expenses | Hospitalization Expenses for Organ donor to be covered excluding cost of organ |
| Autism & Epilepsy coverage | Autism, **Cerebral Plasy** & Epilepsy treatment, etc. and similar ones covered (OPD /IPD basis) **Base SI & Top-up SI as applicable.** |
| Cancer / Chronic liver & kidney disease / COPD | **Claim should not be repudiated by relating previous history of personal habits.** |
| Retrograde Intra renal procedure | Retrograde Intra renal procedure to be covered |
| **PPN/GIPSA rates** | **Not applicable** |
| Excluded hospital | Genuine claims & treatment should not be denied. Verification may be done and obtain proper report for claim settlement purpose. |
| Cover for Bed-ridden members | Bed-ridden members expenses covered (IPD & OPD) Basis within the Base Policy sum insured for all beneficiaries. **Base SI & Top-up SI as applicable.** |
| Policy Terms | All the above points needs to be incorporated in policy documents |
| SLA | All three parties should sign along with all the highlighted points and responsibilities |
| **Instalment Facility** | **2 Instalments : 60% & 40% (6 Months Gap)** |
| Mid Term SI Enhancement | In case of Promotion Only or Bandhan Bank initiated steps if any. |
| **TPA** | **Medi Assist India TPA Limited** |

**GPA Policy Terms & conditions 2026-27**

| Policy Conditions | Existing Benefits |
|---|---|
| Total no. Emp (As on 31-05-2026) | **74000 Approx** |
| Sum insured per Life | 10 lakhS, 12 lakhs, 25 lakhs, 35 lakhs, 60 lakhs, 80 lakhs & 120 lakhs (List Enclosed) |
| Coverage | Accidental Death Benefit, Permanent Total Disablement, Permanent Partial Disablement and Temporary Total Disablement |
| | Terrorism is covered as SI |
| | Accidental Medical Extension upto INR 1,00,000/- This will be subject to admissibility of the PA Claim under the Policy. |
| | Weekly Indemnity (1% of SI upto INR 5000/-) upto 104 weeks |
| | Carriage of Dead Body in case of accident INR 2500 or actual expense insured whichever is less |
| | Education Benefit - Upto INR 5000 per child upto 2 children upto 23 years on the event of Accidental Death or PTD of the employee. |
| | Ambulance Charges INR 1,000 or actual whichever is less. |
| Addition and deletion of the members during the policy period | Allowed from DOJ & DOL :: 90 days from date of joining |
| Mid Term Inclusion & Deletion | Allowed (for deletion premium will be refunded proportionately) |
| Claim intimation | 90 day |
| Stop Loss | No stop loss condition applicable |
| Claim Submission | After receiving from Nomiee's end |
| Claim Settlement | Within 7 days after Complete Documentation |
| Policy Issuance / midterm endorsement | Within 10 working days from the date of premium paid along with all policy terms & condition. |
| Agreement | SLA to be signed (insured/Insurer) |

**Schedule of Technical Submission :**

| Sr. No | Particulars | Date |
|---|---|---|
| 1 | Issuance of RFP documents to Vendors and publishing RFP on Bank's Website | 23/ June /2026 |
| 2 | Submission of technical queries to this RFP by | 28/ June /2026 |
| 3 | Submission of Technical response to this RFP by interested service providers to the email ID mentioned above | 01/ July /2026 |

**Disclaimer**

The information contained in this RFP document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of Bandhan Bank Limited,(“Bandhan Bank”/ “the Bank”) is provided to the Bidder subject to the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and it is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice/clarifications. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be intimated or made accessible to all Bidders on the official website of Bandhan Bank. Any information contained in this document will be superseded by any later written information on the same subject made available / accessible to all recipients by Bandhan Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this bid stage. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the selected Bidder or concessionaire, as the case may be, for the project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder, and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process. Bandhan Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Bandhan Bank shall be final, conclusive and binding an all the parties directly or indirectly connected with the bidding process. Bids not satisfying the procedure prescribed in the RFP document will be treated as invalid and rejected summarily. It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other.

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