RFP for Selection of Insurance partner for providing Group Personal Health Insurance Policy (Cancer Insurance coverage) for
RFP Ref: CO/R&GR/BASC/RFP-02/2025-26 Dt. 24.07.2025
Replies to Pre Bid Queries

Query No.	Query Details	Bank's Reply
1	Kindly clarify, whether we have to pay for 24 hours hospitalisations for diagnostic purpose alone.	As per RFP
2	Diagnostic material charges, X-rays, Pathological tests, ECGs, etc. - Covered only when the person is Hospitalised more than 24 hours.	As per RFP
3	Please let us know the eligibility for the cover (any minimum balance requirement for account holders)	List of account holders proposed to be covered under Insurance shall be provided by the Bank
4	Elaborate on IND shakti silver and Gold	These are Bank's products, which are subject to change, at the discretion of the Bank
5	Send us minimum participation	As per RFP
6	Whether all the IND shakti Silver and gold account holders are covered in the policy, if not send us selection criteria.	List of account holders proposed to be covered under Insurance shall be provided by the Bank
7	Who will pay the premium.	Bank will pay the premium
8	Please let us know whether only cervical , ovarian , Uterine , Vulvar , vaginal , Fallopian Tube and Breast cancer are covered.	As per RFP
9	We may not pay the claim to the bank, we may pay the claim to the claimant.	Claim to be paid to the Bank account of the claimant
10	Whether the same group has any other GMC , if yes send us complete	This is an independent policy for the customers of the Bank.
11	We may not agree for penalty clause (Page 10 - 2 % interest)	As per RFP
12	Please provide Previous years loss ratio and loss details for this GPHI Policy.	New policy
13	Who will be the premium payer for this policy. Bank or Customer?	Bank will pay the premium
14	How will customer be aware about this policy	As per RFP
15	NDA to be printed on plain paper or Non-Judicial Stamp Paper and of what value?	Mentioned in the RFP - on Non-Judicial Stamp paper Rs.200/- (as applicable in the state of Tamil Nadu)
16	Pre Contract Integrity Pact to be printed on what value of Non-Judicial Stamp Paper.	Mentioned in the RFP - on Non-Judicial Stamp paper Rs.200/- (as applicable in the state of Tamil Nadu)
17	Please confirm what is this line meaning? How it will be trigger? " With protection of income upto Rs. 25,000/- for 3 months"	Cancer Insurance cover to be provided for the list of customers provided by the Bank. Apart from this, for three months from the date of preferring the Claim by the customer with the Insurance Company, up to a sum of Rs.25,000/- per month, shall be paid to the Claimant, if his / her income is affected due to his / her Cancer ailment.
18	Current Insurer Partner Previous year policy copy, Expiring policy period	New policy
19	Proposed Policy period	As per RFP
20	Share age mix	Will be shared with the successful bidder, at the time of Insurance coverage
21	How Sum insured will be decided? Will it be decided by the insured person or is there any criteria? Please inform the criteria the eligibility criteria to avail the insurance	Sum Insured will be decided by the Bank, as mentioned in the RFP.
22	IND Shakti account holder we're targeting is it specifically for women only?	Presently, coverage will be extended for female beneficiaries. However, Bank reserves right to amend the product at its own discretion, which shall be binding on the Selected Bidder/Insurance Company
23	Only Cancer Care product?	As per RFP
24	Detailed demography details of salary account holders is required in excel format.	Will be shared with the successful bidder, at the time of Insurance coverage
25	Please confirm whether the policy will be issued for the first time? If not, kindly share the detailed claims MIS and summary for past 3 years.	New policy
26	Improvement in coverage compared to expiring policy?	New policy
27	Kindly share the Inception and end count of account holders enrolled in the policy for the past 3 years.	New policy
28	Please share the expiring policy copy to confirm expiring coverages.	New policy
29	Kindly share the premium details for the past 3 years	New policy

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30	Cancer Insurance cover- The requirement is on Indemnity Basis or Benefit Basis?	Indemnity Basis - Claimant can claim actual amount of expenses incurred, up to the sum insured
31	Demography for Existing Accounts	New policy
32	In the room rent category it is mentioned - Normal Room Rent. Request clarity on the room rent requirement	Actual amount of claim through supporting Bills, without any capping; actual charges to be paid
33	Coverage will be on Annual or Pro-rata basis	Coverage for one year
34	Any previous insurer- If yes, then require below mentioned details- a) Complete claim dump for last three years b) Previous Policy Details- Inception and end lives c) Previous policy Copy	New policy
35	Whether the policy is fresh or renewal?	New policy
36	If renewal, Please share expiring insurer name, premium and claim details	Not applicable
37	Expiring Policy Copy	New policy
38	Premium, claims and incurred claims ratio for last three years	New policy
39	We understand the policy will be on a named basis. Please confirm, if otherwise	It is a Named policy. Members covered under the master policy will be issued Certificate of Insurance
40	Please confirm whether the coverage is required only for female beneficiaries?	Presently, coverage will be extended for female beneficiaries. However, Bank reserves right to amend the product at its own discretion, which shall be binding on the Selected Bidder/Insurance Company
41	What is Ind Shakti ?	It is Bank's products, which is subject to change, at the discretion of the Bank
42	Please elaborate the protection of income upto Rs. 25,000/- for 3 months	Cancer Insurance cover to be provided for the list of customers provided by the Bank. Apart from this, for three months from the date of preferring the Claim by the customer with the Insurance Company, up to a sum of Rs.25,000/- per month, shall be paid to the Claimant, if his / her income is affected due to his / her Cancer ailment.
43	The claim will be considered only if prior intimation for addition of account holder done to the insurer,pl confirm	Claim can be intimated by the Customer / Account Holder / Claimant / Bank / any one else, within one month from the date of diagnosis or treatment of cancer
44	Past three years claims history(number as well as amount) and expiring policy cop. Please share illness wise claim details	New policy
45	Minimum number of accounts and Sum Insured to be covered at the time of inception.	Will be shared with the successful bidder, at the time of Insurance coverage
46	What will be the claim intimation period? The timeline is not clear in the tender document.	Claim can be intimated by the Customer / Account Holder / Claimant / Bank / any one else, within the Policy Period.
47	Whether the original documents will be submitted for claim processing	Claim can be intimated by the Customer / Account Holder / Claimant / Bank / any one else, within one month from the date of diagnosis or treatment of cancer
48	Whether any intermediary/broker is involved?	No.
49	Please confirm the Policy Period.	As per RFP
50	Whether these accountholders will also include defense,police,paramilitary and similar risk groups	As per RFP
51	We understand the coverage is required only for Cervical, Ovarian, Uterine(Endometrial), Vulvar, Vaginal, Fallopian Tube and Breast Cancer and no other type of cancer is covered. Please confirm ,if otherwise	As per RFP
52	Active list of account holders	New policy
53	Claim MIS of past 3 years	New policy
54	Claim Summary of past 3 years	New policy