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UTTAR BIHAR GRAMIN BANK, HEAD OFFICE, MUZAFFARPUR- 842001

Uttar Bihar Gramin Bank, one of the largest Regional Rural Bank invites quotes for the Bankers Indemnity Insurance Policy 2020-21 from General Insurance Companies approved by the IRDAI as per the following :-

SCHEDULE OF EVENTS

S.No	Particulars	
1.	Tender Reference :	HO/GAD/12/19-20/1842
2.	Date of commencement of issue of RFP	06-03-2020
3.	For receipt of queries on RFP	13 March 2020
4.	Date for Pre-Bid Meeting	16 March 2020
5.	Last date for Bid Submission of RFP	19 March 2020 at 2:30pm
6.	Opening of Tender	19 March 2020 at 3:30 pm
9.	Address of Communication	General Manager, Uttar Bihar Gramin Bank Head Office, GAD Department, Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
10	Place of Opening of Bid	Uttar Bihar Gramin Bank Head Office, GAD Department, Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
11..	Contact Details	Interested Bidders are requested to send the email smgad@ubgb.in , smopr@ubgb.in cmopr@ubgb.in

BANKER'S INDEMNITY INSURANCE POLICY (BIIP) 2020-21

A	Insured Name	Uttar Bihar Gramin Bank
B	Address for Communication	GENERAL MANAGER, Uttar Bihar Gramin Bank, GAD Dept., Head Office, Sharma Complex, Kalambagh Chowk Muzaffarpur- 842001 (Bihar)
C	Locations to be covered	<ol style="list-style-type: none">1. All offices & / or work places of the insured but not limited to2. Head Office3. Regional office4. Branch/administrative offices, Branches5. Cash Acceptors / Depositors (offsite and on site) – Owned and Hired

D	Scope of Cover	A. On premises B. In Transit C. Forgery & alterations D. Employee Dishonesty/infidelity E. Hypothecated Goods F. Registered post Parcel/Courier G. Appraisers H. GMDS Agent I. Securities J. Computer and Electronics Crime K. Failure of KYC norms L. Negligence And Errors And Omissions M. ATM related Frauds																															
E	Sum Insured	<table border="1"> <tr> <td data-bbox="617 735 1071 808">1. Basic Sum Insured (Section A to H)</td> <td data-bbox="1071 735 1445 808">Rs 100.00 Lacs</td> </tr> <tr> <td data-bbox="617 808 1071 871">2. Additional Sum Insured for sections :</td> <td data-bbox="1071 808 1445 871"></td> </tr> <tr> <td data-bbox="617 871 1071 913">A. Add. SI Cash On premises</td> <td data-bbox="1071 871 1445 913">Rs 300.00 Lacs</td> </tr> <tr> <td data-bbox="617 913 1071 955">B. Add. SI Cash In Transit</td> <td data-bbox="1071 913 1445 955">Rs 300.00 Lacs</td> </tr> <tr> <td data-bbox="617 955 1071 1018">C. Add. SI Forgery & Alterations</td> <td data-bbox="1071 955 1445 1018">Rs 20.00 Lacs</td> </tr> <tr> <td data-bbox="617 1018 1071 1081">D. Employee Dishonesty/infidelity</td> <td data-bbox="1071 1018 1445 1081">Rs 100.00 Lacs</td> </tr> <tr> <td data-bbox="617 1081 1071 1123">E. Hypothecated Goods</td> <td data-bbox="1071 1081 1445 1123">included in basic SI</td> </tr> <tr> <td data-bbox="617 1123 1071 1186">F. Registered post Parcel/Courier</td> <td data-bbox="1071 1123 1445 1186">included in basic SI</td> </tr> <tr> <td data-bbox="617 1186 1071 1228">G. Appraisers</td> <td data-bbox="1071 1186 1445 1228">included in basic SI</td> </tr> <tr> <td data-bbox="617 1228 1071 1312">H. GMDS Agent</td> <td data-bbox="1071 1228 1445 1312">Rs 20 Lac (AOA): (AOY) for each agent</td> </tr> <tr> <td data-bbox="617 1312 1071 1354">I. Securities</td> <td data-bbox="1071 1312 1445 1354">Rs 10.00 Lacs</td> </tr> <tr> <td data-bbox="617 1354 1071 1417">J. Computer and Electronics Crime</td> <td data-bbox="1071 1354 1445 1417">Rs. 40.00 Lacs</td> </tr> <tr> <td data-bbox="617 1417 1071 1459">K. Failure of KYC norms</td> <td data-bbox="1071 1417 1445 1459">included in basic SI</td> </tr> <tr> <td data-bbox="617 1459 1071 1564">L. Negligence (Errors/Omissions / Negligence act of insured employees)</td> <td data-bbox="1071 1459 1445 1564">Included in Basic Sum Insured</td> </tr> <tr> <td data-bbox="617 1564 1071 1606">M. ATM related Frauds</td> <td data-bbox="1071 1564 1445 1606">Rs. 20 lacs</td> </tr> </table>		1. Basic Sum Insured (Section A to H)	Rs 100.00 Lacs	2. Additional Sum Insured for sections :		A. Add. SI Cash On premises	Rs 300.00 Lacs	B. Add. SI Cash In Transit	Rs 300.00 Lacs	C. Add. SI Forgery & Alterations	Rs 20.00 Lacs	D. Employee Dishonesty/infidelity	Rs 100.00 Lacs	E. Hypothecated Goods	included in basic SI	F. Registered post Parcel/Courier	included in basic SI	G. Appraisers	included in basic SI	H. GMDS Agent	Rs 20 Lac (AOA): (AOY) for each agent	I. Securities	Rs 10.00 Lacs	J. Computer and Electronics Crime	Rs. 40.00 Lacs	K. Failure of KYC norms	included in basic SI	L. Negligence (Errors/Omissions / Negligence act of insured employees)	Included in Basic Sum Insured	M. ATM related Frauds	Rs. 20 lacs
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F	Premium Quotation	Including all the above mentioned covers																															
G	Deductible Excess	10% of the claim amount subject to maximum of Rs 25000 EEL																															
H	Period of Insurance	01/04/2020 to 31/03/2021																															
	Retroactive date	01/04/2018																															
I	Claim settlement Ratio	Mention the claim settlement ratio of Company																															

J	ICRA rating	Mention the rating of ICRA of Company
K	Claim History	Will be provided on demand
L	Other terms and conditions	As per Annexure 1

We furnish below general information relating to our Bank as on 29.02.2020 :

a) Classification of offices :

	Particulars	Rural	Semi-Urban	Urban	Metro	Total at present As on 31.01.2019
a	Branches/RO	639	349	44	0	1032
b	Administrative Offices/Head office	--		15		15

b) No. of Employees as on 29.02.2020 :

Sl. No	Particulars	Staff position as on 29.02.2020
A	Officers	1574
B	Office assistants	1154
C	Sub-staff- office attendants full scale	333
D	Outsourcing personnel deployed by agency under contract for cleaning, sweeping & maintenance of branch premises.	0
	TOTAL	3061

The following terms & conditions would also be a part of the policy:

- Insurance company would also be required to enter into a Service level agreement with Uttar Bihar Gramin Bank which would capture the following conditions:
 - Pre agreed panel of surveyors
 - Time lines for surveys, survey report submission to be mentioned
 - Standard and common LOR to be provided by the insurer to all the surveyors
 - Queries to be raised by the insurer/surveyors on deficiencies/clarifications in one go only
 - No claim should be closed without intimidation to CM-OPR, HO, UBGB
 - Fraud Monitoring Return (FMR) date should be treated as Date of discovery of loss.
 - Conditions mentioned in Annexure -1 are integral part of this RFQ.

Any other information/clarification may be obtained from the Chief Manager, Operation Department, Head Office, Uttar Bihar Gramin Bank, Sharma Complex, Kalambagh Chowk, Muzaffarpur- 842001 (Bihar) or on telephone number 8102913788 during office hours.

(Rajesh Kumar)
GENERAL MANAGER

Annexure -1

Special conditions attached and forming part of the Banker's Indemnity Policy No. _____
effective from 01-04-2020 to 31-03-2021

The Policy covers

- 1) Loss of cash by customer in Bank's premises/ offices, (Due to Robbery, Dacoity etc.)
AOA Rs. 10.00 Lacs AOY 100.00 Lacs
- 2) Negligent act of the Third party enterprises (advocates / suppliers / dealers etc. AOA
Rs. 25.00 Lacs AOY Rs. 100.00 Lacs
- 3) The Policy covers losses directly due to fraudulent use of insured's own computer
systems by employees,
- 4) Under the head cash in transit by Bank as well as by outsourced agencies, the
following conditions are applicable for contingency" (in transit)
 - For transit up to Rs 30.00 lacs : Two armed guard to escort
 - For transit above Rs 30.00 lacs to Rs 50.00 Lacs : Four armed guard to escort,
 - For transit above Rs.50.00 lacs. 01.00 crore: Five armed guards required to escort
- 5) The movement of cash may be done either by the vehicles owned by bank/hired
vehicle/ employee's own vehicle / public transport
- 6) Policy covers loss of damage due to Fire and Allied perils, earthquake, all types of
AOG perils including storm, typhoon, flood, inundation etc.
- 7) Loss of cheques/ instruments deposited in the drop box also covered for
Fraud and/or dishonesty, under the policy
- 8) The Bank has appointed cash-in-transit service providers/own employees for cash
in transit between currency chests branches, any branches of the bank and also
to the other bank branches/ currency chests/ Bank's premises / etc., and vice versa.
- 9) To cover "losses resulting wholly or partially from any negligent act of the Insured's
Employee" during transit (agencies / banking correspondents / banking facilitators)
- 10) The Retroactive period shall be 01-04-2018.
- 11) Any additional term , condition or any such new stipulation, not specified in the quote
would not be entertained later
- 12) Though the Bank has laid down conditions for money in bank premises (maximum
retention / hold-up in a day), however such conditions should not be the ground for
rejecting/ reducing any claim.
- 13) Security alarm system and CCTV are installed by the Bank however absence/non
working of CCTV/Security Alarm System however should not be the ground for
rejecting/ reducing any claim.

- 14) Series of Fraud/s committed by a single staff/ person will be treated as single loss and single excess be applied
- 15) On account payment of 75% to be granted / paid where Final Police report is awaited (in all cases including fraud cases.)
- 16) Cash in Transit shall mean and include Cash in Transit either by Bank on its own or through Agencies engaged by the Bank, which shall include Loading and Unloading the cash at various points &/or branches &/or offices pick up and/or delivery of cash from &/or to the customers of the bank and vice versa.
- 17) The subject Policy covers Computer and Electronic Crime committed by the Bank Employees &/or contract employees of the agencies to whom any jobs are outsourced by the Bank.
- 18) Notwithstanding anything contained in this policy to the contrary the subject policy covers fraud by staff in respect of any goods and/or commodities pledged or hypothecated or mortgaged or deposited with the Bank.
- 19) Cash includes foreign currency but claim in respect of foreign currency shall be paid in Indian Rupees.
- 20) Deficiency in adherence to KYC norms.
- 21) Negligence of employees:- Loss to the bank due to the negligence of the employees whilst discharging their duties, include "losses resulting wholly or partially from any Errors and any Omissions and any Negligent act of the Insured's Employee". Banks staff accountability report and internal investigation report is the base/main documents to establish negligent act of the staff.
- 22) The above document is also available on the Bank's website- www.ubgb.in
- 23) The quotes in sealed cover should be sent on or before the closing date to ensure that the same reaches GENERAL MANAGER, Uttar Bihar Gramin Bank, GAD Deptt., Head Office, Sharma Complex, Kalambagh Chowk, Muzaffarpur- 842001 (Bihar). The sealed cover should be super scribed "Rate Quote for BIIP-2020-21" with full name, contact number and postal address of the rate quoting company.
- 24) No quote shall be accepted after the scheduled date and time.
- 25) The quotes should be signed by the Authorized Official of the Insurer with seal as a token of having accepted the clauses/ conditions.
- 26) Conditional quotes shall not be considered and shall be liable to be discarded ab-initio.
- 27) The sealed envelopes containing quotes shall be opened in presence of a Committee comprising of Bank Executives. Presence of the representatives of Insurers willing to be present at the opening of the quotes is solicited.
- 28) The L1 will be selected as per the premium quotation. Right to accept or reject any or all quotes in part or full or to further negotiate the rate shall rest with the General Manager- OPR, UBGB, Muzaffarpur. There shall be no compulsion of the Bank to accept the lowest offer.
- 29) The bidder to furnish their policy wordings.

- 30) Claim process to be clearly defined.
 - 31) Bidder to furnish escalation matrix.
 - 33) Loss data will be provided on demand.
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