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Uttar Bihar Gramin Bank

HEAD OFFICE, KALAMBAGH CHOWK,

MUZAFFARPUR, BIHAR, 842 001

(Sponsored By :: Central Bank of India)

Operation Department

Date: 10.03.2025

Uttar Bihar Gramin Bank, one of the largest Regional Rural Bank invites quotes for the Bankers Indemnity Insurance Policy 2025-26 from Public Sector General Insurance Companies approved by the IRDAI as per the following :-

SCHEDULE OF EVENTS

S.No	Particulars	
1.	Tender Reference :	HO/OPR/17/24-25/6898
2.	Date of commencement of issue of RFP	10-03-2025
3.	For receipt of queries on RFP	17-03-2025
4.	Date for Pre-Bid Meeting	18-03-2025
5.	Last date for Bid Submission of RFP	24-03-2025
6.	Opening of Tender	25-03-2025
7.	Address of Communication	General Manager, Uttar Bihar Gramin Bank Head Office, OPR Department, Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
8.	Place of Opening of Bid	Uttar Bihar Gramin Bank Head Office, OPR Department, Sharma Complex, Kalambagh Chowk, Muzaffarpur-842001
9.	Contact Details	Interested Bidders are requested to send the email smopr@ubgb.in cmopr@ubgb.in Mobile No. 9297869343

BANKER'S INDEMNITY INSURANCE POLICY(BIIP) 2025-26

A	Insured Name	Uttar Bihar Gramin Bank
B	Address for Communication	GENERAL MANAGER, Uttar Bihar Gramin Bank, OPR Dept., Head Office, Sharma Complex, Kalambagh Chowk Muzaffarpur- 842001 (Bihar)
C	Locations to be	1. All offices &/or work places of the insured but not

	covered	<p>limited to</p> <ol style="list-style-type: none"> 2. Head Office 3. Regional office 4. Branch/administrative offices, Branches 5. Cash Acceptors/Depositors(offsite and onsite)– Owned and Hired 																																
D	Scope of Cover	<ol style="list-style-type: none"> 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 N. STFI Cover O. Earthquake Cover 																																
E	Sum Insured	<table border="1"> <tr> <td>1. Basic Sum Insured (Section A to H)</td> <td>Rs115.00 Lacs</td> </tr> <tr> <td>2. Additional Sum Insured for sections :</td> <td></td> </tr> <tr> <td>A. Add. SI Cash On premises</td> <td>Rs300.00 Lacs</td> </tr> <tr> <td>B. Add. SI Cash In Transit</td> <td>Rs 300.00 Lacs</td> </tr> <tr> <td>C. Add. SI Forgery & Alterations</td> <td>Rs 20.00 Lacs</td> </tr> <tr> <td>D. Employee Dishonesty/infidelity</td> <td>Rs 200.00 Lacs</td> </tr> <tr> <td>E. Hypothecated Goods</td> <td>included in basic SI</td> </tr> <tr> <td>F. Registered post Parcel/Courier</td> <td>included in basic SI</td> </tr> <tr> <td>G. Appraisers</td> <td>included in basic SI</td> </tr> <tr> <td>H. GMDS Agent</td> <td>Rs20 Lac(AOA):(AOY)for each agent.</td> </tr> <tr> <td>I. Securities</td> <td>Rs 10.00 Lacs</td> </tr> <tr> <td>J. Computer and Electronics Crime</td> <td>Rs. 40.00 Lacs</td> </tr> <tr> <td>K. Failure of KYC norms</td> <td>included in basic SI</td> </tr> <tr> <td>L. Negligence (Errors/Omissions / Negligence act of insured</td> <td>Included in Basic Sum Insured</td> </tr> <tr> <td>M. ATM related Frauds</td> <td>Rs. 20 lacs</td> </tr> <tr> <td>N. STFI Cover</td> <td>525 lacs</td> </tr> </table>	1. Basic Sum Insured (Section A to H)	Rs115.00 Lacs	2. Additional Sum Insured for sections :		A. Add. SI Cash On premises	Rs300.00 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 200.00 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	Rs20 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	Included in Basic Sum Insured	M. ATM related Frauds	Rs. 20 lacs	N. STFI Cover	525 lacs
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		O. Earthquake Cover	525 lacs
F	Premium Quotation	Including all the above mentioned covers	
G	Deductible Excess	10% of the claim amount subject to maximum of Rs25000 EEL (Each and Every Loss)	
H	Period of Insurance	31/03/2025 to 31/03/2026	
I	Retroactive date	01/04/2021	
J	Claim settlement Ratio	Mention the claim settlement ratio of Company	
K	ICRA rating	Mention the rating of ICRA of Company	
L	Claim History	Will be provided on demand	
M	Other terms and conditions	As per Annexure 1	

We furnish below general information relating to our Bank as on 31.12.2024 :

a) Classification of offices:

	Particulars	Rural	Semi-Urban	Urban	Metro	Total at present As on 31.12.2024
a	Branches/RO	637	345	44	0	1026
b	Administrative Offices/Head office	--		15		15

b) No. of Employees as on 31.12.2024:

Sl.No	Particulars	Staff position as on 31.12.2024
A	Officers	2075
B	Office assistants	1007
C	Sub-staff-office attendants Full scale	98
D	Outsourcing personnel deployed by agency under contract for cleaning, sweeping & maintenance of branch premises.	0
	TOTAL	3180

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 line for survey, 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/survey or some deficiencies/clarifications in one

go only

- No claim should be closed without intimation to CM-OPR, HO, UBGB (cmopr@ubgb.in & smopr@ubgb.in)
- 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.

Moreover, the bank has the right to withdraw this RFQ at any moment without any prior notice and the same shall be binding on all parties.

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Annexure -1

Following special conditions are also forming part of the Banker's Indemnity Policy which will be effective from 31-03-2025 to 31-03-2026

The Policy covers

1. Loss of cash by customer in Bank's premises/ offices, (Due to Robbery, Dacoity etc.) AOA (Any one Accident) Rs. 10.00 Lacs AOY (Any one Year) 115.00 Lacs
2. Negligent act of the Third party enterprises (advocates / suppliers / dealers etc. AOA Rs. 25.00 Lacs AOY Rs. 115.00 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.
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 correspondent's / banking facilitators)
10. The Retroactive period shall be 01-04-2021.
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. Deficiency in adherence to KYC norms.
20. 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.
21. The above document is also available on the Bank's website- www.ubgb.in
22. The quotes in sealed cover should be sent on or before the closing date to ensure that the same reaches to GENERAL MANAGER, Uttar Bihar Gramin Bank, OPR Deptt., Head Office, Sharma Complex, Kalambagh Chowk, Muzaffarpur- 842001 (Bihar). The sealed cover should be super scribed "Rate Quote for BIIP-2024-25" with full name, contact number and postal address of the rate quoting company.
23. No quote shall be accepted after the scheduled date and time.
24. The quotes should be signed by the Authorized Official of the Insurer with seal as a token of having accepted the clauses/ conditions.
25. Conditional quotes shall not be considered and shall be liable to be discarded ab-initio.
26. 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.
27. 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.

28. The bidder to furnish their policy wordings.

29. Claim process to be clearly defined.

30. Bidder to furnish escalation matrix.

31. Loss data will be provided on demand.
