

Request for Proposal (RFP)
of
Group Personal Accident Insurance
for UCO Bank Employees

Date of Issue: **05.09.2026**

Ref No: UCO/Resources/RFP/01/2026-27

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UCO BANK

Head Office, 10, BTM Sarani, Kolkata 700001

DISCLAIMER

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of UCO Bank with the Bidder. 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 their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where ever necessary obtain independent advice. UCO Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. UCO Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Details in Brief

Tender Ref No	UCO/Resources /RFP/01/2026-27
Brief Description of RFP	Selection of Insurance Company for Group Personal Accident Insurance for UCO Bank Employees
Date of issue of RFP	05.09.2026
Bid related queries	Queries related to the bid can be addressed on the below email ID: ho.resources@uco.bank.in khushalgoenka@rathi.com kaustavsaha@rathi.com
Last date and time for submission of query	11.09.2026, 04:30 PM
Pre bid meeting	15.09.2026, 11:30AM
Date of response of RFP queries	18.09.2026
Last date and time for submission of Technical and Commercial bid	25.09.2026, 04:00 PM
Date and time of opening of Eligibility documents	25.09.2026, 04:30 PM
Date and time of opening of Commercial Bid	On a subsequent date which will be communicated to eligible bidders through GeM portal www.gem.gov.in
Address for communication and contact number	UCO BANK Resources Department, 2nd Floor Head Office, 10, BTM Sarani, Kolkata 700001 Ph No. 033-44558453

Please note:

1. The above mentioned are tentative dates and the Respondent acknowledges that he/she cannot hold Bank responsible for any revision in these dates. The bids shall be opened online on the date and time specified in the tender published through GeM Portal. The bid opening process will be conducted electronically, and for that no physical presence of bidders or their representatives will be required. If the date falls on a holiday, the bid shall be opened on the next working day. Any change from the above shall be informed on the bank's website/ E-mail to the Bidders.
2. Any bid received after last date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid.

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Introduction

UCO Bank a body corporate established under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 (as amended from time to time), having its Head Office at 10, B.T.M.Sarani, Kolkata -700001, India and its Resources Department at 2nd Floor of Head Office, hereinafter called 'The Bank' is one of the leading Public Sector Bank in India having around 3412 branches, two Overseas Branches one each at Singapore & Hong Kong Centres & a representative office in Tehran.

Bank has appointed **M/s Anand Rath Insurance Brokers Ltd (ARIBL)** (hereinafter referred to as "**Broker**" or "**The Broker**") to advise and assist the Bank on the procurement and overall servicing of the Insurance Policies of the Bank. M/s Anand Rath Insurance Brokers Ltd are a composite Broker licensed by the Insurance Regulatory and Development Authority of India (IRDAI) and are headquartered at 9th Floor, Times Tower, Senapati Bapat Marg, Kamla Mill Compound, Lower Parel Mumbai – 400 013.

1. Objectives of the RFP

The Bank intends to take Group Personal Accident Insurance for all UCO Bank Employees, for the first time for sum insured values along with list of Coverages as stated in Scope of Work. The interested insurance companies may submit their bid as per the schedule mentioned on the GeM Portal. The complete bidding process will be executed through GEM Portal only.

- a. Addendum/Corrigendum, if any, to this tender will be published on GEM Portal only.
- b. The Bank intends to issue this bid document, hereinafter called RFP, to eligible Insurance Service Providers in India, hereafter called as "Bidders or Vendors", to participate in the competitive bidding for issuing "Group Personal Accident Insurance" to UCO Bank employees for sum insured values along with list of coverage as stated in Scope of Work of this document.
- c. All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.
- d. Bank will not accept any deviations from the terms and conditions specified in this RFP document. Deviations could result in disqualification of the offer made by the vendor at the discretion of the Bank
- e. The bidders have to submit bids online on GEM Portal within prescribed timeline. The complete bid documents need to be uploaded by the bidder duly signed and stamped in the portal.
- f. Bank will not accept any deviations from the terms and conditions specified in the RFP. Deviations could result in disqualification of the offer made by the vendor at the discretion of the Bank.

2. Definitions

The Bank intends to cover all employees of the Bank under Group Personal Accident Insurance Policy.

'Bidder' or 'Vendor' means an eligible General Insurer submitting a proposal in response to this RFP.

'Bank' means, unless excluded by or repugnant to the context or the meaning thereof, '**UCO Bank**', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.

'Contract' or 'Agreement' means the agreement signed by the successful bidder and the Bank, in the format as prescribed by the Bank, at the conclusion of bidding and selection process, wherever required and includes all such annexure(s), appendix(es), document(s), enclosure(s) etc. incorporated by reference therein.

"Coverage" shall mean the Sum Insured and coverage provided under the policy as mentioned in this

RFP, subject to the terms, conditions, limitations and exclusions of the Policy.

"**IRDAI**" shall mean the Insurance Regulatory and Development Authority of India established under the Insurance Regulatory and Development Authority Act 1999.

"**Law**" includes all statutes, enactments, acts of legislatures and the parliament, laws, byelaws, rules, regulations, ordinances, notifications, guidelines, policies, directions, directives and orders of any government, statutory authority, court, tribunal, board or recognized stock exchange of India.

'**Proposal**' or '**Bid**' or '**Offer**' or '**Quotation**' means that Technical/Financial/commercial proposal, including any documents, submitted by the bidder in response to and as per the formats prescribed in this RFP.

- "**Parties**" shall mean the Insured and the insurer.
- "**Policy**" shall mean policy as mentioned in this RFP issued by the insurer.
- "**Policy Holder**" shall mean UCO Bank (insured) who shall pay the premium for Group Personal Accident Insurance for UCO Bank Employees as mentioned in this RFP, which is subject to servicing by the insurer in pursuance of the agreement.

'**RFP**' means this Request for Proposal floated by the Bank for selection of eligible General Insurer for Group Personal Accident Insurance For UCO Bank Employees as mentioned in this RFP.

'**Successful Bidder**' will be bidder selected by the Bank after concluding the bidding and selection process, subject to compliance to all the Terms and Conditions of this RFP, etc.

No provision of the Agreement/RFP shall be interpreted in favor of, or against, any Party by reason of the extent to which such Party or its counsel participated in the Drafting hereof or by reason of the extent to which any such provision is inconsistent with any prior draft hereof.

- Any grammatical form of a defined term herein shall have the same meaning as that of such term.
- The terms "herein", "hereof", "hereinafter", "hereto", "hereunder" and words of similar import refer to this RFP as a whole.
- Headings are used for convenience only and shall not affect the Interpretation of this RFP.

3. Eligibility and Evaluation Criteria

Stage 1: Eligibility & Technical Evaluation (70 Marks)

Bids that do not meet the eligibility criteria as specified below shall be rejected and shall not be considered further. Eligible bids shall be subjected to technical evaluation based on the documents submitted in support of the eligibility and evaluation criteria. The technical evaluation shall carry a weightage of **70 marks**.

In the event that, at the time of opening the Technical bid, it is found that the commercial Bid or any indication of commercial pricing has also been enclosed/ submitted along with the Technical Bid, the Bidder shall be disqualified from the process, and such Bid shall be rejected outright.

Stage 2: Presentation (30 Marks)

The Bank will invite bidder(s) to make a presentation (Online/ Offline) before a Committee of Senior Executives of the Bank. The presentation will be scheduled on a specified place, date and time intimated to the Bidders. In case it is decided by committee to take presentation Offline mode, Bidders will have to make their own travel and stay arrangements and Bank will not bear the cost for the same. Bidder shall submit copy of presentation made before the Committee well in time. The presentation shall carry a weightage of **30 marks**.

Stage 3: Eligibility Final Selection (Stage 1 + Stage 2 = 100 Marks)

Bidders shall be ranked based on the **aggregate marks** obtained in Stage 1 and Stage 2. The Bidders with **aggregate marks 60 and above** will be qualified for Stage 4. The Bank reserves the right to select one or more bidder(s) or to reject all bids, in whole or in part, without assigning any reason whatsoever.

Stage 4: Commercial Bid

Bidders who qualify in Stage 3 shall be considered eligible for participation in Stage 4 i.e. Commercial Bid.

Eligibility to Respond

Only those bidders fulfilling the eligibility criteria specified herein need to respond to this RFP.

Integrity Pact (IP) – Bidder has to sign and submit an Integrity Pact (IP) as per format prescribed by the Bank as given in Annexure-A of the RFP. Submission of Integrity Pact on non-judicial stamp paper will be mandatory criteria for prequalification of a vendor and the same has to be submitted as a part of the Technical Bid. IP should be signed by the authorized signatory of the vendor/ Bidder. Signing of the IP shall be the first item in Pre-qualification criteria since this is a requirement to be fulfilled and checked before considering any offer and evaluating its compliance to other parameters such as technical, functional etc.

Eligibility and Evaluation Criteria

Total Marks: 70

SN	Eligibility	Proof	Evaluation Matrix	Marks	Maximum Marks
I.	The bidder must be a Government organization/PSU or a company incorporated in India under the Companies Act, 1956/2013, holding a valid IRDAI licence for the required insurance and claims services. The bidder must have been operational in India for at least five years as on 31 March 2026 , and its IRDAI licence must remain valid throughout the proposed policy servicing period.	Copy of certificate of incorporation and Copy of license issued by IRDAI and Renewal Receipts to be submitted for FY 21-22, 22-23, 23-24, 24-25, 25-26 & 26-27	Insurance license valid for more than 20 Years and above	10	10
			Insurance license valid for >15 Years to =< 20 years	8	
			Insurance license valid for > 10 Years to = < 15 years	6	
			Insurance license valid for >=5 years to = < 10 years	4	
II.	The Bidder should not be currently blacklisted by Government / Government Agency / Bank / Institution of India. There should not have any penalties from regulatory authorities.	Self-declaration in letter head signed by authorized signatory	Penalties levied / imposed for the past three (3) FY i.e.23-24, 24-25, 25-26 and 26-27 till date.	0	10
			No penalty	10	
III.	The bidder shall have experience in providing General Insurance policies, including at least one (1) Group Personal Accident (GPA) insurance policy to a Scheduled Commercial Bank (SCB) for the last 3 FY i.e. 23-24, 24-25, 25-26	The bidder shall submit a self-declaration on its letterhead, duly signed by the authorized signatory , along with the client's name, policy number, policy	8 to 12 SCBs	10	10
			5 to 7 SCBs	8	
			2 to 4 SCBs	5	

		period, and a copy of the relevant policy document, as part of the bid submission.	1 SCB	2	
IV.	The bidder shall have minimum settlement ratio of 90% in settling Group Personal Accident (GPA) claims average for three FY i.e. 23-24, 24-25, 25-26	The bidder shall submit a self-declaration on its letterhead, duly signed by the authorized signatory,	Above 98%	5	5
			Above 93% to 98%	3	
			90% to 93%	2	
V.	The bidder organization shall have a minimum market share of not less than 2 % for the financial year ended 31.03.2026.	Self Declaration in letter head signed by authorized signatory.	Above 5%	10	10
			From 4% and above To upto 5%	8	
			From 3% and above To upto 4%	5	
			From 2% and above To upto 3%	2	
VI.	The bidder shall have a minimum network of One hundred (100) branches, including satellite branches and/or customer service offices, spread across the country as on Tender Publishing date.	Certificate from authorized signatory	Above 500	5	5
			401 - 500	4	
			301 - 400	3	
			100 - 300	2	
VII.	The Gross Written Premium Collection for the financial year 2025-26 should be at least ₹500 Crores (Rupees Five Hundred Crores only), including reinsurance.	Audited Annual Report	Above 25000 Cr.	10	10
			15001 – 25000 Cr.	8	
			5001 – 15000 Cr.	6	
			500 - 5000 Cr.	4	
VIII	Bidders should have a minimum solvency ratio of 1.5 for the last 3 financial year's i.e 2023-24, 2024-25 and 2025-26. (This is not applicable to PSU Insurance companies and will be rewarded 5 marks)	Bidder must produce a certificate from Company's Chartered Accountant/s.	Avg Above 2.00	5	5
			Avg 1.76 – 2.00	3	
			Avg 1.50 – 1.75	2	
IX.	Bidders have any plan/ proposal of merging/ takeover/ amalgamation with another company or group of companies as on date of submission of RFP response which consequently may make the new Company ineligible to participate in this process as per eligibility criteria herein above.	Self-declaration in letter head signed by authorized signatory.	No	5	5
			Yes	0	

Note:

Bidder should submit proof in support of above mentioned criteria while submitting the proposal. Bidders who do not fulfill the above criteria or who fail to submit proof will be rejected ab initio.

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Self-certified Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made along with bid. The Bank reserves the right to verify/evaluate the claims made by the bidders independently. All certificates, reference letter, undertaking should be in English, duly complete with signature, name and stamp of the issuing authority and their organization. Only those bidders fulfilling all the above eligibility criteria will be short-listed for further evaluation.

In case the company bidding is the new entity because of result of merger or takeover/ buy/ purchase of business/ operations from another entity then the earlier entity whose business/ operations new entity has taken over/bought/purchased should satisfy this criterion.

I. Presentation- Marks and Scoring Matrix			
<i>Shortlisted bidders shall be invited to make a presentation of 10–15 minutes covering the following topics (Total Marks: 30).</i>			
Sr. No.	Evaluation Criteria	Marks	Max Marks
1	Demonstrated understanding of the client	5	30
2	Service infrastructure and presence	5	
3	Claims Management & Settlement TAT	5	
4	Digital support to the bank and MIS support	5	
5	Grievance Redressal Mechanism	5	
6	Value additions to the bank including free add-ons over and above scope of cover in this tender.	5	

4. Scope of Work

The Bank intends to procure the Group Personal Accident Insurance Policy for all employees of the Bank covering all Employees including Accidental death, Air Accidental Insurance, Permanent Total disability, and Permanent partial disability and all add-ons as mentioned in the Scope of Cover. The bank will award the contract to the successful bidder, and the bidder should deliver the service on the following scope:

I. Bidder should be registered with IRDAI for General Insurance Company.

II. "Service" provided by the bidder shall include the following:

- To register the claim immediately on receipt of the intimation of the claim via phone/ Email/ Fax and/or in writing.
- To advise the claim Number/ Reference number immediately on receipt of the intimation of claim. Also, send an acknowledgement to the Bank/Broker lodging the claim immediately after receipt of intimation of claim.
- To process the claim at the earliest on receipt of a complete set of documents.
- To send a letter to the Insured's claimant/ legal heir / legal representative/nominee in case of any requirement/ deficiencies in the documents submitted within 7 working days of the date of receipt of documents.
- To Provide a Management Information System Report on a regular / monthly basis, and as well as on demand to UCO Bank.
- No claims shall be rejected/ declined for delay in intimation and/ or submission of claim documents.

III. Bidder to issue the policy for 1 year.

IV. Bidder should adhere to terms and conditions of the quote slip, please refer to the detailed Scope of work and policy wording for as per below mentioned Annexure:

Sr No.	Name of Policy	Annexures
1	Group Personal Accident Policy for UCO Bank Employees	Refer " Annexure F "

5. Scope of Cover:

1. Accidental Insurance including Accidental death, Air Accidental Insurance, Permanent Total disability, and Permanent partial disability and all Add-ons as mentioned in the Scope of Cover.
2. Terrorism Cover/ Naxalite/ Militant Activities to be covered.
3. Death due to Animal Bite/AOG Perils/RSMD to be covered.
4. In case of failure to pay the insurance claim amount, and if any claim arises through court etc. the insurance company shall be liable.
5. 24*7 Worldwide cover.

The Bank proposes to procure Group Personal Accident Insurance for UCO Bank Employees, as detailed herein.

The Bank shall award the tender/contract to the successful bidder, who shall be responsible for providing the insurance services in accordance with the scope of work defined in this RFP.

Proposer Name	UCO BANK
Address for Communication	General Manager, Resources Department, 2nd Floor, Head Office, Kolkata, 700001
Policy Period	1 year from date to be advised with option to extend yearly for a further 2 years
Geographical Location and Coverage	Worldwide 24x7 coverage

GROUP PERSONAL ACCIDENTAL INSURANCE SCHEME FOR UCO BANK EMPLOYEES

Sum Insured Limits & Slab Structure – Insurance Covers

S.No	Cadre	Head Count as on 31.08.2026	Proposed Per Person Sum Insured (Amt in Lakhs)	Total Sum Insured (Amt In Lakhs)
1	ED & MD	3	200	600
2	Executives (Scale VI, VII & VIII) & CVO	126	150	18900
3	Executives (Scale IV & V)	1079	100	107900
4	Officers (Scale I to III)	12587	75	944025
5	Clerical	5780	50	289000
6	Sub-staff	1682	40	67280
Total		21257		1427705

Note: The above data is as on 31.08.2026 and it may vary at the time of risk cover. L1 bidder must consider the Bank's updated data at the time of inception of risk cover.

Under the proposed Group Personal Accident Insurance Scheme (Group PAIS), **all employees of the Bank shall be covered, as per the details and requirements communicated by the Bank.**

Benefits	Amount in Rs
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Accidental death including Air Accident, Death due to animal bite/insect bite/snake bite	100 % of Capital Sum Insured
Permanent Total Disability (PTD)	100 % of Capital Sum Insured
Loss of two limbs, two eyes or one limb and one eye	100 % of Capital Sum Insured
Loss of one limb or one eye	50 % of Capital Sum Insured
Permanent Partial Disability	Amount Payable
Loss of toes – all	20 % of Capital Sum Insured
Great – both phalanges	5 % of Capital Sum Insured
Great – one phalanx	2% of Capital Sum Insured
Other than great, if more than one toe lost each	1% of Capital Sum Insured
Loss of hearing – both ears	75% of Capital Sum Insured
Loss of hearing – one ear	30% of Capital Sum Insured
Loss of four fingers and thumb of one hand	40% of Capital Sum Insured
Loss of four finger	35% of Capital Sum Insured
Loss of thumb – both phalanges	25 % of Capital Sum Insured
Loss of thumb – One phalanx	10% of Capital Sum Insured
Loss of index finger- three phalanges or two phalanges or one phalanx	10% of Capital Sum Insured
Loss of middle finger- three phalanges or two phalanges or one phalanx	6% of Capital Sum Insured
Loss of ring finger- three phalanges or two phalanges or one phalanx	5% of Capital Sum Insured
Loss of little finger - three phalanges or two phalanges or one phalanx	4% of Capital Sum Insured

Loss of metacarpals – first or second, third, fourth or fifth(additional)	3% of Capital Sum Insured
Any other permanent partial disablement	Percentage as assessed by the doctor
Child Education (Dependent children up to 25 years)	Lump sum Rs. 5.00 Lakh irrespective of number of children
Girls Child Marriage (Unmarried Girl Child)	Lump sum Rs. 5.00 Lakh irrespective of number of girl children.
Death cover for Spouse	Rs. 3.00 Lakh for Sub staff & Clerical Staff AND Rs.5.00 Lakh for other staff (Scale 1 - 8,CVO,ED's & MD)
Note: Participating Bidders may, at their discretion, offer additional add-on covers or benefits at no additional premium, over and above the covers specifically requested under this Tender, provided such additional covers are clearly specified in the quotation and are offered without any reduction, restriction or alteration to the coverage and benefits stipulated in the Tender.	

Terms and Conditions	- The policy will be applicable for existing as well as new employee as per criteria set by the Bank. - The insurance coverage shall commence from the time the premium is paid to the insurance company. The selected bidder shall open and maintain a dedicated account with UCO Bank exclusively for this policy. The Bank shall deposit the insurance premium directly into the said account. The Addition / Deletion of employees shall be shared by 10th of each month for employee added in the preceding month and premium payable shall be on pro-rata basis upto the date of expiry of policy. STANDARD SCOPE OF COVERAGE AND EXCLUSIONS - FOR UCO Bank Employees - Coverage applicable to UCO Bank Employees. - Coverage effective from policy inception as applicable Monthly addition/deletion of employees based on Bank data. Pro-rata premium adjustment for membership changes. - Premium rates to remain fixed during the policy period. No mid-term cancellation by insurer. - Coverage world-wide & paid in INR. - Participating insurers shall offer flexibility to give enhancement or reduction of coverage limits, subject to internal norms of the Bank. - All admissible claims will be payable by the insurance company. Bank shall have no liability whatsoever in respect thereof. - The Policy will remain in force for the entire policy period. - On receipt of the claim, the insurance company should send acknowledgement to the Bank. Bank will remain the central point for claims coordination assisted by the Broker. All communications on the claim may be addressed to the Bank/Broker. - Any requirement/ deficiencies in the documents submitted shall be sought by the insurer within 7 working days of receipt of the claim documents. All the documents being in
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	order, the Insurance Company will settle the claim within 15 working days from the date of receipt of documents. In case of unexplained delay of beyond 30 working days, the Insurance Company shall pay interest @2% above the prevailing Bank Rate from the date of claim, on the claim amount. 8. The claim settlement amount under the Personal Accident Policy shall be remitted to the UCO Bank, which shall thereafter arrange for disbursement of the claim proceeds to the eligible employee in case of Disablement and to legal heirs/nominee in case of the deceased employee, in accordance with the Bank's prevailing procedures and applicable regulations. 9. All correspondence relating to submission, processing, and settlement of claims shall be directly between the bidder and the claimant, with the assistance of the appointed insurance broker. 10. If the bank is made party in legal processing related to the claim settlement, selected bidder shall implead itself in such proceedings and shall contest the case and ensure that the bank is protected and indemnified. 11. In the event of any grievance, dispute or challenge faced by any staff/ claimant in relation to claim settlement under the policy, the claims shall be examined, processed, strictly in accordance with the terms, conditions, exclusions and limitations of the Policy issued by the Insurer through Tripartite discussions with Bank, Broker & Insurance Company. 12. For the Group Personal Accident (GPA), the participating bidder shall quote the premium inclusive of all riders as specified in the Tender Document, and any deviation, exclusion or conditional quotation from the specified coverage or riders shall render the bid liable to rejection. The quoted rates shall remain firm and binding for a period of six (6) months from the date specified in the Tender Document. 13. A minimum of two (2) bidders shall be required to qualify in the technical evaluation. However, the Bank may, at its discretion, proceed to conclude the tender in the event at least one (1) valid financial bid is received. 14. "Error & Omission" of maximum "50 lives" per annum which means in case due to clerical error and omission in data in case a rightful person is left out from coverage the same shall be covered under the policy subject to Bank maintaining sufficient balance in CD Account with L1 Bidder. 15. The L1 bidder shall provide the Bank and/or its appointed Insurance Broker with access to a secure, web-based claims management portal/dashboard, enabling real-time access to the status and progress of individual claims reported under the Policy/Programme.
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6. Adoptions and Implementation of Integrity Pact (IP) in Bank

- As per directives of Central Vigilance Commission (CVC), Bank has adopted and implemented the pre contract integrity Pact. As per the guidelines, in respect of all major procurements which envisages as agreement between the prospective vendors/bidders and the buyer committing the persons /officials of both the parties not to exercise any corrupt influences on any aspect of the contract.
- Bidder needs to execute the Integrity Pact as per the format enclosed as Annexure-A forming a part of the RFP document on or before last date & time of bid submission. The Integrity Pact is to be stamped as per the applicable State Law where it is being executed.

7. Proposal Process Management

- a. Bank reserves the right to accept or reject any or all proposals, to revise the RFP, to request one or more re- submissions from all bidders or clarifications from one or more bidders, or to cancel the process in part or whole.
- b. The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank will, in no case be responsible or liable for those costs.
- c. The bidder should have a service office in Kolkata, West Bengal.

8. Overview of Evaluation Process

- i) Eligibility documents (Annexure A) and Commercial Bid (Annexure-E) to be submitted by bidder as per stipulated date/time, address and the manner as mentioned above in this document.
- ii) The bidders to appoint one representative to act as executive representative of the bidder for all future correspondence, bidder to provide contact details of such a representative.
- iii) The bids shall be opened through GeM Portal as per the tender schedule mentioned above. The bid opening shall be carried out electronically for the participating bidders, as per GeM guidelines. In the event of the specified date of bid opening being declared a holiday for the Bank, the bids shall be opened at the appointed time and place on next working day.
- iv) Contingent to the validation of the Integrity Pact and the eligibility criteria being met, the bidder's official submission will be taken into consideration, with immediate disqualification in case of any discrepancy in that regard.

The bidders who qualify as per eligibility in totality will only be eligible for the commercial bid opening thereafter.

The L-1 bidder shall be determined on the basis of the lowest total price quoted as specified in the scope of work. Award of contract shall be made accordingly, to the respective L1 bidder, subject to meeting technical and commercial eligibility criteria.

- v) The L1 winning bidder shall proceed with due process to issue the Insurance Policy.

9. Language of Bid

The language of the bid response and any communication with the Bank must be written in English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern. No overwriting or pen lineation is acceptable.

10. Documentation Process:

- i. The Integrity Pact (Annexure A) shall be submitted online through the GeM portal and the original duly executed hard copy, stamped as per applicable State law, and the original shall be submitted to the Bank at the time of bid submission. No deviation in the prescribed IP format shall be permitted.
 - ii. The Eligibility documents as per Annexure: B – The Eligibility Criteria Compliance should be complete in all respects and contain all information asked for in these documents. (Supporting documents should be attached) It should not contain any price information.
 - iii. Annexure C (Undertaking by the Bidder) & D (Organization Snapshot) are to be submitted as per format
- RefNo:UCO/RESOURCES/RFP/01/2026-27

prescribed by the bank.

iv. Commercial Bid: As per Annexure E.

v. Policy Wording: As per Annexure F.

- a) The aforementioned documents except the integrity pact should be submitted on the bidders' letter head and should bear the bidders' seal along with the name, designation & signature of the Authorized Signatory of the bidder. A certificate w.r.t. the authorization to be provided.
- b) The bidder should ensure that all the annexures are submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- c) The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or based on stability, capabilities, track records, reputation among users and other similar features of a bidder.
- d) The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to opening of bids from the participating bidders. Notification of amendments/corrigendum will be made available on the GEM portal and will be binding on all bidders and no separate communication will be issued.
- e) In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

The bank reserves the right to drop the RFP proceeding any time.

11. Commercial Bid

The Commercial bid must be submitted as provided for in the template attached as Annexure E. Opening of the commercial bids will be subject to the vendors getting shortlisted on the basis of eligibility evaluation.

12. Summary of Proposal Format

The bid shall be submitted online through the GeM portal comprising Technical Bid and Financial Bid. No physical submission shall be accepted. Only submission of Pre contract Integrity Pact should be submitted in original.

Technical Bid: - All the below annexures to be submitted:

- Integrity Pact (Annexure A) shall be submitted in hard copy as well as uploaded through GeM Portal.
- Documents pertaining to Eligibility Criteria (Annexure B) to be submitted through GeM Portal.
- Annexure C (UNDERTAKING BY THE BIDDER) to be submitted through GeM Portal.
- Annexure D (ORGANISATION SNAPSHOT) to be submitted through GeM Portal.

Financial Bid: All the below annexures to be submitted:

- Commercial Bid (Annexure E) to be submitted through GeM Portal.

The Commercial Bid, along with the above annexure, shall be uploaded through GeM Portal. The uploaded document shall be clearly titled as:

“Commercial Bid for Group Personal Accident Insurance for all UCO Bank employees.”

Both the **Technical Bid and Commercial Bid shall be submitted/ uploaded simultaneously through GeM Portal**, in the respective bid sections, within the stipulated bid submission timeline.

13. Proposal Ownership

The proposal and all supporting documentation submitted by the bidders shall become the property of the Bank unless the bank agrees to the vendor's specific requests, in writing, that the proposal and documentation be returned or destroyed.

14. Rejection of Bids

The Bid is liable to be rejected if:

- a. The document does not bear signature of authorized person in each page and is not duly stamped.
- b. It is received through Fax/E-mail/ post/courier.
- c. It is not stamped.
- d. It is received after expiry of the due date and time stipulated for Bid submission.
- e. It is incomplete including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP).
- f. It is evasive or contains incorrect information.
- g. **Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. is made.**
- h. It does not comply with all the points mentioned in the scope of work. Noncompliance of any RFP clause will lead to rejection of the bid.
- i. Non-submission of Integrity Pact (IP) in original physical form.
- j. Bids not containing the requisite Annexures as per point no 12 and as given elsewhere in the RFP.

15. Bidder's Liability

The Bidder's liability in case of claims against the Bank resulting from misconduct or negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

16. Modifications and/or Withdrawal of Bid

- a. No bid will be allowed to be submitted or modified after the deadline for submission of bids.
- b. No bid shall be withdrawn in the intervening period between deadlines for submission of bids.
- c. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- d. Only one bid is to be accepted from each bidder, no change permitted.

17. Price

There shall be no increase in premium for any reason whatsoever during the policy period. Any standard clauses in the policy document pertaining to increase of premium or modification or alteration of RFP terms and conditions shall not be accepted during the policy period.

18. Notification of Award

After selection of the L1 bidder and after obtaining internal approvals, the Bank will send Notification of Award /Purchase Order to the selected Bidder.

19. Amendments to Bidding Documents

- a. Bank reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- b. Prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by

amendment. Clarification /amendment, if any, will be notified on GeM Portal/ Bank's website. No individual communication would be made in this respect.

20. No Commitment to Accept Lowest Bid or Any Tender

- a. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice.
- b. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder.

21. Governing Law and Disputes

The selected Bid shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts in Kolkata.

22. Confidentiality

- a. The selected bidder shall ensure strict confidentiality of the details of customers/ clients/ claimants of the bank.
- b. This document contains information confidential and proprietary to the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidders, premature termination of the contract, and / or legal action against the bidders for breach of trust.
- c. The bidder (and his employees) shall not, unless the Bank gives permission in writing, disclose any part or whole of this RFP document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Bank (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder will maintain strict confidentiality.
- d. The bidder, his employees and agents shall not, without prior written consent from the Bank, make any use of any document or information given by the Bank or its Authorized personnel, except for purposes of performing the contract award.
- e. In case of breach the Bank shall take such legal action as it may be advised.

23. Clarifications

All queries and clarifications regarding the RFP must be sent to the following e-mail id: ho.resources@uco.bank.in with subject "RFP Clarifications – for Group Personal Accident Insurance for UCO Bank employees" as per the date given in the schedule of events of this RFP document.

Bidders are requested to visit our Bank's website/ GeM Portal for clarifications and other communications if any.

Contact Persons for clarifications (Broker):

- **Khushal Goenka, Sr Relationship Manager (Mobile No. 9830302176)**

Ref No: UCO/RESOURCES/RFP/01/2026-27

- **Kaustav Saha, Senior Manager (Mobile No. 9830496456)**
- **Deep Shikha, Deputy Manager (Mobile No. 8294625973)**

Contact Persons for clarifications (Bank):

- **Harish Kumar Tanwar AGM (Mobile No.9770702255)**
- **Suman Kumar, AGM (Mobile No. 8291017566)**
- **Sunil Kumar , Sr. Manager (Mobile No. 9122527646)**

24. Termination

The Bank shall be entitled to terminate the agreement with the selected Bidder at any time by giving due written notice to the selected bidder if:

- The Selected Bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice.
- The Selected Bidder (i) has a winding up order made against it; or (ii) has a receiver appointed over all or substantial assets; or (iii) is or becomes unable to pay its debts as they become due; or (iv) enters into any arrangement or composition with or for the benefit of its creditors; or (v) passes a resolution for its voluntary winding up or dissolution or if it is dissolved. The Selected Bidder shall have right to terminate only in the event of winding up of the Bank.

In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], UCO Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the selected Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

25. Dispute Resolution Mechanism

The Bidder and the Bank shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- ii. The matter will be referred for negotiation between Personnel Service Department of The Bank / Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- iii. In case any dispute between the Parties is not settled by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or reenactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.
- iv. The Arbitration Notice should accurately set out the disputes between the parties, the intention of

the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the conditions shall be in writing and shall be made as provided in this Tender Document.

- v. The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language.
- vi. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction.
- vii. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides."

26. Jurisdictions

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Kolkata.

27. Errors and Omissions

Each bidder should notify the Bank of any error, fault, omission or discrepancy found in this RFP document, but not later than five business days prior to the due date of lodgment of response to RFP.

28. Severability

If any provision of this RFP is held to be illegal, invalid, or unenforceable under any applicable law, and if the rights or obligations of the Parties under this RFP will not be materially and adversely affected thereby (a) such provision will be fully severable; (b) this RFP will be construed and enforced as if such illegal, invalid, or unenforceable provision had never been comprised a part hereof; and (c) the remaining provisions of this RFP will remain in full force and effect and will not be affected by the illegal, invalid, or unenforceable provision or by its severance here from."

29. Vicarious Liability (If Applicable)

The selected bidder shall be the principal employer of the employees, agents, contractors, sub- contractors, etc., engaged by the selected bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors, etc., by the selected bidder, for any assignment under the contract. All remuneration, claims, wages dues, etc., of such employees, agents, contractors, sub-contractors, etc., of the selected bidder, shall be paid by the selected bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected bidder's employees, agents, contractors, subcontractors, etc. The selected bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected bidder's employees, agents, contractors, sub-contractors, etc.

30. Independent External Monitors

Ref No: UCO/RESOURCES/RFP/01/2026-27

- i. The BUYER has appointed Independent External Monitors (hereinafter referred to as "Monitors") for this Integrity Pact, in consultation with the Central Vigilance Commission (CVC).
- ii. The Monitors shall independently and objectively review whether, and to what extent, the parties comply with the obligations under this Integrity Pact.
- iii. The Monitors shall perform their functions neutrally and independently and shall not be subject to instructions from the representatives of either party.
- iv. Both parties agree that the Monitors shall have the right to access all documents relating to the project/procurement, including minutes of meetings.
- v. If a Monitor notices or has reason to believe that a violation of this Integrity Pact has occurred, he/she shall inform the Authority designated by the BUYER.
- vi. The BIDDER(s) agree that the Monitors shall have unrestricted access to all project documentation of the BUYER, including documents provided by the BIDDER. The BIDDER shall also grant the Monitors, upon request and demonstration of valid interest, unrestricted and unconditional access to its relevant records. The same shall apply to subcontractors. The Monitors shall be contractually bound to maintain confidentiality of all information and documents of the BIDDER and its subcontractors.
- vii. The BUYER shall provide the Monitors with sufficient information regarding all meetings between the parties relating to the project which may have an impact on the contractual relationship. The Monitors shall be offered the option to participate in such meetings.
- viii. The Monitor shall submit a written report to the designated Authority of the BUYER/Secretary in the Department within 8 to 10 weeks from the date of reference or intimation by the BUYER or the BIDDER and may, if required, submit suggestions for corrective action.
- ix. As per the directives of the Central Vigilance Commission (CVC), bidders/suppliers/contractors shall observe the highest standards of ethics during procurement and execution of contracts and shall not indulge in any corrupt or fraudulent practices.
- x. "Corrupt Practice" means offering, giving, receiving, or soliciting anything of value to influence the action of an official in the procurement process or contract execution.
- xi. "Fraudulent Practice" means misrepresentation of facts to influence a procurement process or the execution of a contract to the detriment of the Bank and includes collusive practices among bidders, before or after bid submission, designed to establish bid prices at artificial, non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- xii. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices.
- xiii. The Bank further reserves the right to declare a firm ineligible, either indefinitely or for a specified period, for award of contracts if it determines that the firm has engaged in corrupt or fraudulent practices. The Bank's decision in this regard shall be final and binding on all bidders.
- xiv. No bidder shall contact the Bank or any of its employees, directly or indirectly, on any matter relating to its bid from the time of bid opening until the award of contract. Any additional information may be submitted only in writing.
- xv. The following Independent External Monitors (IEMs) have been appointed by the Bank:

i) Dr. Manoj Kumar Chhabra
C-182 (3rd Floor), Sarvodya Enclave,
Malviya Nagar, New Delhi - 110017
Email: mkchhabra10@gmail.com

ii) Mr. Rajvir Singh
H. No. B-71A, Ashok Enclave-II,
Sector-37, Faridabad, Haryana
Email: rsgodara1963@gmail.com

xvi. All pages of the Integrity Pact (IP) must be duly signed and stamped. The Integrity Pact shall be submitted separately to the concerned Department, as directed.

31. Submissions of Bids

The bid shall be submitted online through the GeM portal on or before **25th September 2026** before 04.00 PM comprising Technical Bid and Financial Bid. No physical submission shall be accepted. Only submission of Pre Contract Integrity Pact should be submitted in original.

Contact persons from M/s Anand Rathi Broker's office:

- Khushal Goenka, Senior Relationship Manager (Mobile No. 98303 02176)
- Kaustav Saha, Senior Manager – Operations & Claims, (Mobile No. 98304 96454)
- DeepShikha, Deputy Manager- (Mobile No. 8294625973)

ANNEXURE A

ANNEXURE A - PRE CONTRACT INTEGRITY PACT

Ref No: UCO/RESOURCES/RFP/01/2026-27

(To be stamped as per the Stamp Law of the Respective State)

1. Whereas UCO Bank having its registered office at UCO BANK, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 acting through its Resources Department, represented by Authorised Signatory hereinafter referred to as the Buyer and the first party, proposes to engagement of Insurance Company hereinafter referred to as Services.

And

M/s _____ represented by _____ Authorized signatory, (which term, unless expressly indicated by the Agreement, shall be deemed to include its successors and its assignee), hereinafter referred to as the bidder/seller and the second party, is willing to offer/has offered the Insurance.

2. Whereas the Bidder/Seller is a private company/public company/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking and registered under The Banking companies (Acquisition & Transfer Act of 1970), as amended from time to time. Buyer and Bidder/Seller shall hereinafter be individually referred to as —Party or collectively as the —parties, as the context may require.

3. Preamble

Buyer has called for tenders under laid down organizational procedures intending to enter into Agreement for services of Insurance Company and the Bidder /Seller is one amongst several bidders /Proprietary Vendor /Customer Nominated Source/Licenser who has indicated a desire to bid/supply in such tendering process. The Buyer values and takes primary responsibility for values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder (s) and / or Seller(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitor(s) (IEM) in consultation with Central Vigilance Commission, who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

4. Commitments of the Buyer

4.1 The Buyer commits itself to take all measures necessary to prevent corruption and fraudulent practices and to observe the following principles:-

(i) No employee of the Buyer, personally or through family members, will in connection with the tender, or the execution of an Agreement demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(ii) The Buyer will during the tender process treat all Bidder(s) /Seller(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder (s) /Seller(s) the same information and will not provide to any Bidders(s) /Seller(s) confidential /additional information through which the Bidder(s) / Seller(s) could obtain an advantage in relation to the process or the Agreement execution.

(iii) The Buyer will exclude from the process all known prejudiced persons.

4.2 If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the Indian Legislation Prevention of Corruption Act 1988 as amended from time to time or if there be a substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer and in addition can initiate

disciplinary action.

5. Commitments of the Bidder(s) /Seller(s):

5.1 The Bidder(s)/ Seller(s) commit itself to take necessary measures to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the Agreement execution.

- (i) The Bidder(s) /Seller(s) will not directly or through any other persons or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the Agreement or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage during the tendering or qualification process or during the execution of the Agreement.
- (ii) The Bidder(s) /Seller(s) will not enter with other Bidders / Sellers into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non- submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (iii) The bidder(s) /Seller(s) will not commit any offence under the Indian legislation, Prevention of Corruption Act, 1988 as amended from time to time. Further, the Bidder(s) /Seller(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information constrained or transmitted electronically.

5.2 The Bidder(s) /Seller(s) shall ensure compliance of the provisions of this Integrity Pact by its sub-supplier(s) / sub-contractor(s), if any, Further, the Bidder /Seller shall be held responsible for any violation /breach of the provisions by its sub-supplier(s) /sub- contractor(s).

5.3 The Bidder(s)/Seller(s) will not instigate third person to commit offences outlined above or be an accessory to such offences.

6. Previous Transgression

6.1 The Bidder /Seller declares that no previous transgressions have occurred in the last three years from the date of signing of this Integrity Pact with any other company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify Bidder's /Seller's exclusion from the tender process.

6.2 If the Bidder /Seller makes incorrect statement on this subject, Bidder /Seller can be disqualified from the tender process or the Agreement, if already awarded, can be terminated for such reason without any liability whatsoever on the Buyer.

7. Company Code of Conduct

Bidders /Sellers are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

8. Sanctions for Violation

8.1 If the Bidder(s) /Seller(s), before award or during execution has committed a transgression through a violation of Clause 5, above or in any other forms such as to put his reliability or credibility in question, the Buyer is entitled to disqualify the Bidder(s) /Seller (s) from the tender process or take action as per the procedure mentioned herein below:

- (i) To disqualify the Bidder /Seller with the tender process and exclusion from future Agreements.
- (ii) To be bar the Bidder/Seller from entering into any bid from Buyer for a period of two years.
- (iii) To immediately cancel the Agreement, if already signed /awarded without any liability on the Buyer to compensate the Bidder /Seller for damages, if any. Subject to Clause 5, any lawful Claim due to the Bidder/Seller for supplies effected till date of termination would be made in normal course.

8.2 If the Buyer obtains Knowledge of conduct of Bidder /Seller or of an employee or representative or an associate of Bidder /Seller which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform to its Chief Vigilance Officer.

9. Compensation for Damages

- 9.1** If the Buyer has disqualified the Bidder(s) /Seller(s) from the tender process prior to the award according to Clause 8, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit in case of open tendering.
- 9.2** If the Buyer has terminated the Agreement according to Clause 8, or if the Buyer is entitled to terminate the Agreement according to Clause 8, the Buyer shall be entitled to encash the advance Bank guarantee and performance bond / warranty bond, if furnished by the Bidder / Seller, in order to recover the payments, already made by the Buyer for undelivered Stores and / or Services.

10. Independent External Monitor(s)

- 10.1** The Buyer has appointed independent External Monitors for this Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors are given in RFP).
- 10.2** As soon as the integrity Pact is signed, the Buyer shall provide a copy thereof, along with a brief background of the case to the independent External Monitors.
- 10.3** The Bidder(s) / Seller(s) if they deem fit necessary, may furnish any information as relevant to their bid to the Independent External Monitors.
- 10.4** If any complaint with regard to violation of the IP is received by the buyer in a procurement case, the buyer shall refer the complaint to the Independent External Monitors for their comments / enquiry.
- 10.5** If the Independent External Monitors need to peruse the records of the buyer in connection with the complaint sent to them by the buyer, the buyer shall make arrangement for such perusal of records by the Independent External Monitors.
- 10.6** The report of enquiry, if any, made by the Independent External Monitors shall be submitted to MD & CEO, UCO Bank, Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 within 2 weeks, for a final and appropriate decision in the matter keeping in view the provision of this Integrity Pact.
- 10.7** The word "Monitor" would include both singular and plural.

11. Law and Place of Jurisdiction

This Integrity Pact is subject to Indian Laws, and exclusive Jurisdiction of Courts at Kolkata, India.

12. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extant law in force relating to any civil or criminal proceedings.

13. Integrity Pact Duration

13.1 This Integrity Pact begins when both parties have legally signed it. It expires of order / finalization of Agreement.

13.2 If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by MD & CEO, UCO Bank.

13.3 Should one or several provisions of this Integrity Pact turn out to be invalid; the remainder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

14. Other Provisions

14.1 Changes and supplements need to be made in writing. Side agreements have not been made.

14.2 The Bidders (s)/ Sellers (s) signing this IP shall not initiate any Legal action or approach any court of law during the examination of any allegations/complaint by IEM and until the IEM delivers its report.

14.3 In view of nature of this Integrity Pact, this Integrity Pact shall not be terminated by any party and will subsist throughout its stated period.

14.4 Nothing contained in this Integrity Pact shall be deemed to assure the bidder / Seller of any success or otherwise in the tendering process.

14.5 This Integrity Pact is signed with UCO Bank exclusively and hence shall not be treated as precedence for signing of IP with MoD or any other Organization.

14.6 In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

15. The Parties here by sign this Integrity Pact at Kolkata on .

BANK/BUYER	BIDDER
Signature :	Signature :
Name :	Name :
Designation:	Designation:
UCO Bank	Name of Org.
Office Seal	Office Seal
Witness	Witness
Signature:	Signature:
Name & Address:	Name & Address:
Signature :	Signature :
Name & Address:	Name & Address:

ANNEXURE B

ANNEXURE B - ELIGIBILITY ASSESSMENT

Eligibility and Evaluation Criteria

Total Marks: 70

SN	Eligibility	Proof	Evaluation Matrix	Marks	Maximum Marks
I.	The bidder must be a Government organization/PSU or a company incorporated in India under the Companies Act, 1956/2013, holding a valid IRDAI licence for the required insurance and claims services. The bidder must have been operational in India for at least five years as on 31 March 2026 , and its IRDAI licence must remain valid throughout the proposed policy servicing period.	Copy of certificate of incorporation and Copy of license issued by IRDAI and Renewal Receipts to be submitted for FY 21-22, 22-23, 23-24, 24-25, 25-26 & 26-27	Insurance license valid for more than 20 Years and above	10	10
			Insurance license valid for >15 Years to =< 20 years	8	
			Insurance license valid for > 10 Years to = < 15 years	6	
			Insurance license valid for >=5 years to = < 10 years	4	
II.	The Bidder should not be currently blacklisted by Government / Government Agency / Bank / Institution of India. There should not have any penalties from regulatory authorities.	Self-declaration in letter head signed by authorized signatory	Penalties levied / imposed for the past three (3) FY i.e.23-24, 24-25, 25-26 and 26-27 till date.	0	10
			No penalty	10	
III.	The bidder shall have experience in providing General Insurance policies, including at least one (1) Group Personal Accident (GPA) insurance policy to a Scheduled Commercial Bank (SCB) for the last 3 FY i.e.	The bidder shall submit a self-declaration on its letterhead, duly signed by the authorized signatory,	8 to 12 SCBs	10	10
			5 to 7 SCBs	8	
			2 to 4 SCBs	5	

	23-24, 24-25, 25-26	along with the client's name, policy number, policy period, and a copy of the relevant policy document, as part of the bid submission.	1 SCB	2	
IV.	The bidder shall have minimum settlement ratio of 90% in settling Group Personal Accident (GPA) claims average for three FY i.e. 23-24, 24-25, 25-26	The bidder shall submit a self-declaration on its letterhead, duly signed by the authorized signatory,	Above 98%	5	5
			Above 93% to 98%	3	
			90% to 93%	2	
V.	The bidder organization shall have a minimum market share of not less than 2 % for the financial year ended 31.03.2026.	Self Declaration in letter head signed by authorized signatory	Above 5%	10	10
			From 4% and above To upto 5%	8	
			From 3% and above To upto 4%	5	
			From 2 % and above To upto 3%	2	
VI.	The bidder shall have a minimum network of One hundred (100) branches, including satellite branches and/or customer service offices, spread across the country as on Tender Publishing date.	Certificate from authorized signatory	Above 500	5	5
			401 - 500	4	
			301 - 400	3	
			100 - 300	2	
VII.	The Gross Written Premium Collection for the financial year 2025-26 should be at least ₹500 Crores (Rupees Five Hundred Crores only), including reinsurance.	Audited Annual Report	Above 25000 Cr.	10	10
			15001 - 25000 Cr.	8	
			5001 - 15000 Cr.	6	
			500 - 5000 Cr.	4	

VIII	Bidders should have a minimum solvency ratio of 1.5 for the last 3 financial year's i.e 2023-24, 2024-25 and 2025-26. (This is not applicable to PSU Insurance companies and will be rewarded 5 marks)	Bidder must produce a certificate from Company's Chartered Accountant/s.	Avg Above 2.00	5	5
			Avg 1.76 – 2.00	3	
			Avg 1.50 – 1.75	2	
IX.	Bidders have any plan/ proposal of merging/ takeover/ amalgamation with another company or group of companies as on date of submission of RFP response which consequently may make the new Company ineligible to participate in this process as per eligibility criteria herein above.	Self-declaration in letter head signed by authorized signatory.	No	5	5
			Yes	0	

Place:

Date:

Signature of Applicant:

Name & Organisation:

Seal of Organisation

ANNEXURE C

ANNEXURE C - UNDERTAKING BY THE BIDDER (On Letter Head)

To,

THE General Manager- Resources,

UCO BANK,

10, BTM SARANI, KOLKATA 700001

Dear Sir,

Sub: RFP of Group Personal Accident Insurance for UCO Bank employees

1. We, the undersigned are duly authorized to represent and act on behalf of ("**Bidder**") in terms of the enclosed Board Resolution at Schedule 1.
2. Having reviewed and fully understood all information provided in the Request for Proposal Document dated [insert] ("RFP") issued by the Bank, [Bidder] is hereby submitting the Bid. As required we are enclosing the following:
 - a) Bid as per the RFP
 - b) Other details and supporting documents (as applicable) in response to the requirements outlined in the RFP.
3. Our Bid is unconditional, valid and open for acceptance by Bank until 180 days from the last date of submission of the RFP.
4. We undertake that we shall make available to the Bank, any additional information / clarification it may find necessary or require to supplement or authenticate the Bid.
5. We hereby agree, undertake and declare as under:
 - a) We have examined the RFP document and have no reservations with respect to the same.
 - b) Our Bid is, in all respects, compliant with the requirements of the RFP. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby represent and confirm that our Bid is unqualified and unconditional and is without any deviations, conditions or any assumptions in all respects.
 - c) Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby agree and undertake to keep this Bid valid and open for acceptance without unilaterally varying or amending its terms for the period, including any extended period, as specified in accordance with the RFP.
 - d) We declare that in the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
 - e) We undertake that in case due to any change in facts or circumstances or applicable law during the Bidding process, we are disqualified in terms of the RFP, we shall intimate the Bank of the same

immediately.

- f) We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bid process and have not been blacklisted by any Nationalized Bank or regulatory authority in the past five years.
 - g) We confirm that the Bank and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our employees and clients regarding any financial and technical aspects.
 - h) This letter will also serve as authorization to any individual or authorized representative of any entity referred to in the supporting information, to provide such information deemed necessary and requested by UCO Bank to verify statements and information provided in this Bid, or with regard to our resources, experience, and competence.
 - i) We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bank in connection with the selection of the Bidder, or in connection with the Bidding process itself, in respect of the above-mentioned Proposed Tie-up and the terms and implementation thereof.
- 6) We understand that:
- a) All information submitted under this Bid shall remain binding upon us.
 - b) The Bank may in their absolute discretion reject or accept any Bid.
 - c) We acknowledge the Right of the Bank to reject, our Bid without assigning any reason for the Proposed Tie-up and reject all Proposals. Otherwise, and hereby waive our right to challenge the same on any account whatsoever.
- 7) We acknowledge that the Bank will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.
- 8) We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by the Bank from time to time at its sole discretion.
- 9) This Bid shall be governed by and construed in all respects according to the laws of India. Courts in Kolkata, India, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.
- 10) All the terms used herein but not defined, shall have the meaning as ascribed thereto under the RFP.
- 11) All the information furnished by us here in above is correct to the best of our knowledge and belief.
- 12) We have no objection if enquiries are made about the work listed by us.
- 13) We agree that the decision of UCO Bank in selection process will be final and binding on us.
- 14) We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body in India and we understand that if any false information is detected at a later date, the assignment shall
- Ref No: UCO/RESOURCES/RFP/01/2026-27

be cancelled at the discretion of the Bank.

- 15) We confirm and declare that we have sound business policies, ethical values and are a customer /insured friendly organization and shall not do any act which may have the effect of reputational and other losses, damages to the Bank.

We confirm that we are complying to the IRDAI guidelines.

Place:

Date:

Signature of Applicant:

Name & Designation

Seal of Organization

ANNEXURE D

ANNEXURE D - ORGANISATION SNAPSHOT

1	Name of the Applicant Firm			
	Complete address – H.O			
	Tel. No.			
	Website			
2	Names of the JV Partners & % of stake held by each as on 31.03.2026			
	1.			
	2.			
	3.			
3	Year of Establishment			
4	Month & Year of Commencement of Business			
5	IRDAI License Number & Date			
6	Number of Branches as on Tender Publishing Date			
7	Financial Information	2023-24	2024-25	2025-26
	a. Invested Capital (INR Cr)			
	b. Operating Profit / (Loss) (INR Cr)			
	c. Profit / (Loss) after Tax (INR Cr)			
	d. Accumulated profit / loss (INR Cr)			
	e. Net worth (INR Cr)			
	f. AUM (INR Cr)			
	g. Solvency Ratio			
8	Business Information	2023-24	2024-25	2025-26
	a. Number of Policies			
	b. Gross Written Premium (INR Cr)			
	c. Claims Paid (INR Cr)			
9.	Average Claim Settlement Ratio in Group Personal Accident Policies			
	2023-24	2024-25	2025-26	Average

***To be CA Certified.**

ANNEXURE E – COMMERCIAL BID

To:

Date:

Dear Sir,

Re: Request for Proposal (RFP) of Group Personal Accident Insurance For UCO Bank employees.

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required Insurance cover in conformity with the said Bidding documents as under

Proposer Name	UCO BANK					
Address for Communication	General Manager, Resources Department, 2nd Floor, Head Office, Kolkata, 700001					
Policy Period	1 year with the provision of yearly renewal after expiry of policy.					
GROUP PERSONAL ACCIDENTAL INSURANCE SCHEME FOR UCO BANK EMPLOYEES						
Sum Insured Limits & Slab Structure – Insurance Covers						
Brief of Covers						
Benefits	Sub -staff	Clerical	Officers (Scale I to III)	Executives (Scale IV & V)	Executives (Scale VI, VII & VIII) & CVO	EDs & MD
Personal Accidental Death including Air Accident + Permanent Total disability & Permanent Partial Disability) per employee**	40,00,000	50,00,000	75,00,000	1,00,00,000	1,50,00,000	2,00,00,000
1. Terrorism Cover/ Naxalite/ Militant Activities to be covered.** 2. Death due to Animal Bite/AOG Perils/RSMD to be covered.** 3. 24 X 7 Worldwide cover**						
Add on (Over and above the Basic SI)						
Child Education (Dependent Child/childre n up to 25 years Lump sum Rs. 5 lakhs irrespective of number of children)	5,00,000	5,00,000	5,00,000	5,00,000	5,00,000	5,00,000

Girls Child Marriage (Unmarried Girl Child Lumpsum Rs. 5 lakhs irrespective of number of girl children)	5,00,000	5,00,000	5,00,000	5,00,000	5,00,000	5,00,000
Death cover for Spouse	3,00,000	3,00,000	5,00,000	5,00,000	5,00,000	5,00,000

Under the proposed group PAIS, all employees of UCO Bank will be covered. The number of employees (cadre wise) is mentioned hereunder:

PREMIUM COMPUTATION							
	Sub - staff	Clerical	Officers (Scale I to III)	Executives (Scale IV & V)	Executives (Scale VI, VII & VIII) & CVO	EDs & MD	Grand Total
(A) Number of employees	1,682	5,780	12,587	1,079	126	3	21,257
(B) Net Premium Per Employee including all add-ons							
(C) Total Net Premium for the Employee Category (A*B)							Total Net Premium for all Employees
(D) GST@18% (GST @18% on Total Net Premium for All Employees)							
(E) Gross Premium for the Employee Category (C+D)							
(F) Final Gross Premium in words							
List of free add-ons Offered							
Note: The above data is as on 31.08.2026 and it may vary at the time of risk cover. L1 bidder must consider the Bank’s updated data at the time of inception of risk cover.							

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by UCO Bank up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of..... 2026.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

ANNEXURE F – POLICY WORDING

Group Personal Accident Insurance Policy for UCO Bank Employees

TERMS AND CONDITIONS OF GROUP PERSONAL ACCIDENT (DEATH including Air Accident +PTD+PPD) Named Basis

WHEREAS the Insured named in the Schedule herein (herein after called the 'Insured' has made and/or caused to be made to the _____, (herein after called 'the Insurer' proposals and/or declaration dated as stated in the Schedule hereto which together with any statements and warranties contained therein shall be the basis of this contract and is/are deemed to be incorporated herein for the insurance hereinafter set forth in respect of persons detailed in the Schedule of Insured Persons (herein after called the ('Insured Persons')). Insured person means the Employee of UCO Bank.

Now this Policy witness that subject to and in consideration of the payment made to the Insurer the premium for the period stated in the Schedule or for any further period for which the Insurer may accept payment for the renewal of this Policy and subject to the terms, provisions, exceptions and conditions herein expressed or contained or hereon endorsed, the Insurer shall pay to the INSURED to the extent and in the manner hereinafter provided that if any of the Insured Persons shall Sustain bodily injury / death resulting solely and directly from accident including caused by external, violent and visible means, injury which may be internal and lead to death, the sum hereinafter set forth in respect of any of the Insured persons specified in the Schedule.

a) If such injury shall within twelve (12) calendar months of its occurrence be the sole and direct cause of death of the insured person, the capital sum insured stated in the schedule hereto applicable to such insured person.

b) If such injury within twelve (12) calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of

i) sight of both eyes or of the actual loss by physical separation of the two entire hands or two entire feet or of one entire hand and one entire foot or of such loss of sight of one eye and such loss of one entire hand or one entire foot, the capital sum insured stated in the schedule hereto applicable to such insured person.

ii) Use of two hands or two feet or of one hand and one foot or of such loss of sight of one eye and such loss of use of one hand or one foot, the capital sum insured stated in the schedule hereto applicable to such insured person.

c) If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the total and irrecoverable loss of

i) the sight of one eye or of the actual loss by physical separation of one entire hand or one entire foot, fifty percent (50%) of the capital sum insured stated in the schedule hereto applicable to such insured person.

ii) total and irrecoverable loss of use of a hand or a foot without physical separation, fifty percent (50%) of the capital sum insured person.

Note : For the purpose of Clauses (b) and (c) above physical separation of a hand or foot means separation of hand at or above the wrist and/or of the foot at or above the ankle.

d) if such injury shall as a direct consequence there of immediately permanently totally and absolutely disable the insured person from engaging in being occupied with or giving attention to any employment or occupation of any description whatsoever, then a lump sum equal to hundred percent(100%) of the capital sum insured stated in the schedule hereto apply to such insured person.

e) if such injury shall within twelve (12) calendar months of its occurrence be the sole direct cause of the total and irrecoverable loss of use or of the actual loss by physical separation of the following then the percentage of the capital sum insured applicable to such insured person in the manner indicated below :

Permanent Partial Disability	Amount Payable (Percentage of Capital Sum Insured)
Loss of toes – all	20% of Capital Sum Insured
Great – both phalanges Great – one phalanx	5% of Capital Sum Insured
Great – one phalanx	2% of Capital Sum Insured
Other than great, if more than one toe lost each	1% of Capital Sum Insured
Loss of hearing – both ears	75% of Capital Sum Insured
Loss of hearing – one ear	30% of Capital Sum Insured
Loss of four fingers and thumb of one hand	40% of Capital Sum Insured
Loss of four finger	35% of Capital Sum Insured
Loss of thumb – both phalanges	25% of Capital Sum Insured
Loss of thumb – One phalanx	10% of Capital Sum Insured

Loss of index finger- three phalanges or two phalanges or one phalanx	10% of Capital Sum Insured
Loss of middle finger- three phalanges or two phalanges or one phalanx	6% of Capital Sum Insured
Loss of ring finger- three phalanges or two phalanges or one phalanx	5% of Capital Sum Insured
Loss of little finger - three phalanges or two phalanges or one phalanx	4% of Capital Sum Insured
Loss of metacarpals – first or second, third, fourth or fifth(additional)	3% of Capital Sum Insured
Any other permanent partial disablement	Percentage as assessed by the doctor

ADDITIONAL COVERS / ADD-ON COVERS UNDER Group Personal Accident Insurance:

a. **Education Benefit for Children (lumpsum payment):** In the event of **Accidental Death of the Insured Person**, an additional benefit towards the **education expenses of dependent child/children** shall be payable, subject to a **lump-sum payment of ₹5,00,000 for the dependent child/children**, provided that each such child is **not more than 25 years of age as on the inception date of the Policy**. The benefit shall be subject to the **terms, conditions, limitations and exclusions of the Policy**.

Marriage Benefit for Girl Child (lumpsum payment) In the event of **Accidental Death of the Insured Person**, an additional benefit towards the **marriage expenses of unmarried girl child/children** shall be payable, subject to a **lump-sum payment of ₹5,00,000**. The benefit shall be subject to the **terms, conditions, limitations and exclusions of the Policy**.

b. **Accidental Death Benefit for Spouse:** In the event of Accidental Death of the Insured Person's spouse, an amount of Rs. 3.00 Lakh & Rs. 5.00 lakh as opted for the cadre **under this benefit** shall be payable, subject to the terms, conditions and exclusions of the Policy.
Accidental Death cover for Spouse Rs. 3.00 Lakh & Rs. 5.00 lakh as per cadre of UCO Bank.

- c. Death due to Animal bite/AOG Perils/ RSMD to be covered
- d. Terrorism Cover/ Naxalite/ Militant activities to be covered

Dependent Child means a biological or legally adopted child of the Insured Person who is

financially dependent upon the Insured Person for his/her maintenance and education, is not gainfully employed, and is within the age limit specified under the Policy. For the purpose of any benefit specifically provided for children, the child must satisfy the eligibility conditions prevailing on the date of commencement of the Policy.

EXCLUSIONS:

1. Compensation under more than one of the foregoing sub-clauses in respect of the same period of disablement of the insured person.
2. Any other payment to the same person after a claim under one of the Sub-Clauses (a) (b) (c) or (d) has been admitted and become payable.

PROVIDED ALWAYS THAT:

1. The Insurer shall not be liable under this Policy in respect of Death for Payment of compensation
 - a) from intentional self-injury, suicide or attempted suicide,
 - b) whilst under the influence of intoxicating liquor or drugs
 - c) whilst engaging in Aviation or Ballooning whilst mounting into, dismounting from or traveling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world. This exclusion will not apply to army, defense and police personnel.
 - d) directly or indirectly caused by VENEREAL DISEASES, AIDS OR INSANITY,
 - e) Arising or resulting from the insured person committing any breach of law with criminal intent.

{Standard type of Aircraft means any aircraft duly licensed to carry passengers (for hire or otherwise) by appropriate authority irrespective of whether such an aircraft is privately owned OR chartered OR operated by a regular airline OR whether such an aircraft has a single engine or multi engine}.

2. Payment of compensation in respect of death due to or arising out of or directly or indirectly connected with or traceable to declared war, invasion, civil war, rebellion, insurrection, mutiny, Military or usurped power seizure, capture, arrests, restraints, and detentions of all kings, princes and people of whatsoever nation condition or quality.
3. Payment of Compensation in respect of death to the Insured person –
 - a) Directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception, combustion shall include any self-sustaining process of nuclear fission.
 - b) Directly or indirectly caused by or contributed to by or arising from nuclear weapons material.

4. Pregnancy Exclusion Clause:

The Insurance under this Policy shall not extend to cover death resulting directly or indirectly caused by contributed to or aggravated or prolonged by childbirth or from pregnancy or in consequence thereof.

Provided also that the due observance and fulfillment of the terms and conditions of this Policy (Which conditions and all endorsements hereon are to be read as part of this Policy) shall so far as they relate to anything to be done or not to be done by the Insured and/or Insured person be a condition precedent to any liability of the Insurer under this Policy

CONDITIONS

1. Upon the happening of any event which may give rise to a claim under this Policy, Bank will intimate with all particulars to the Insurer/ broker immediately by email/ telephone/ fax/ letter. The relevant supportive documents as per the agreement between the insurer and insured may be submitted to broker at the earliest. No claims will be rejected on account of delay in intimation of claims/submission of claim documents.
2. Proof satisfactory to the insurer shall be furnished of all matters upon which a claim is based. In the event of death, a postmortem examination of the body of the Insured person if conducted and if necessary shall also be submitted to the insurer.
3. All the documents being in order, the Insurer will settle the claim within 15 days from the date of receipt of the documents. In case of unexplained delay of beyond 30 days, the Insurer shall pay interest @2% above the prevailing Bank Rate from the date on claim, on the claim amount.
4. The Insurer shall not be liable to make any payment under this policy in respect of any claim, if such claim be in any manner fraudulent or supported by any fraudulent statement or device, whether by the Insured or by any person on behalf of the Insured.
5. This Policy may be renewed by mutual consent every year and in such event, the renewal premium shall be paid to the Insurer on or before the date of expiry of the Policy or of the subsequent renewal thereof. The Insurer shall not however, be bound to give notice that such renewal premium is due.
6. The Insurer shall not be bound to take notice or be affected by any notice of any trust, charge, lien, assignment or other dealing with or relating to this Policy but the receipt of the Insured shall in all cases be an effective discharge to the Insurer.
7. If any dispute or difference shall arise to the quantum to be paid under the policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties in difference or if they cannot agree upon a single arbitrator within 60 days of any party invoking arbitration, the same shall be referred to panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/differences and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliations Act 1996.
8. In case either party shall refuse or fail to appoint arbitrator within two calendar months after receipt of notice in writing requiring an appointment, the other party shall be at liberty to appoint sole arbitrator and in case of disagreement between the arbitrators the difference shall be referred to the decision of an umpire who shall have been appointed by them in writing before entering on the reference and who shall sit with the arbitrators and preside at their meetings.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the Insurer has disputed or not accepted liability under or in respect of this policy.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this policy that the award by such

arbitrator/arbitrators or umpire of the amount of the loss or damage shall be first obtained

It is also hereby further expressly agreed and declared that if the Insurer shall disclaim liability to the Insured for any Claim hereunder and such claim shall not, within 12 calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

FORMING PART OF POLICY NUMBER **CLAIM PROCEDURE**

The fulfillment of the terms and conditions of this Policy (including the realization of premium) in so far as they relate to anything to be done or complied with by the Policy holder, including complying with the following steps by the Claimant for admissibility of the Claim.

1. Claims Intimation in the event of accident which has resulted in a Claim or may result in a Claim covered under the Policy, Bank must notify to the insurer/ Broker through telephone/email/ fax/letter immediately. Relevant documents to be submitted after the date of (death/PPD/PTD) at the earliest.
2. The following details are to be provided to the insurer/ broker at the time of intimation of Claim
 - a. Name of the Employee
 - b. Employment Number with cadre/designation
 - c. Brief note on incident
 - d. Loss amount
 - e. Date of Accident
 - f. Date of Death (if applicable)
 - g. Details of Dependant Children up to 25 years (if any)
 - h. Details of unmarried girl child (if any)
3. The claimant/Nominee /legal heir /legal representative shall submit the following documents to broker in support of the Claim at the earliest as per workflow mentioned in the SLA
4. An FIR or Police Report shall be required only in cases where the accident involves a motor vehicle, third-party involvement, suspected foul play, assault, hit-and-run, or any other circumstances where police investigation is required under applicable law. For other accidental death or injury claims, submission of an FIR shall not be mandatory unless specifically warranted by the circumstances of the claim.

For Accidental Death:

1. Claim form duly filled in and signed by the legal heir/nominee/legal representatives and attested by bank official.
2. Death certificate in original or copy of death certificate duly attested by bank officials or gazetted officer
3. Copy of First Information Report (FIR)/Police intimation (attested by bank official)/General diary with brief details of incident duly attested by police official/attested by bank official.

4. Copy of post-mortem report and viscera report if it is conducted (attested by bank officials). In case post-mortem not conducted, other supporting document which confirms cause of death may be submitted.
5. Proof of Employment.
6. Discharge/death summary (In case insured was admitted to hospital for treatment).
7. If the death occurs in the hospital a medical certificate to be submitted.
8. In the event of a missing person declared dead by the governing authority then in such a situation the claim should be settled by the insurer on the basis of FIR/ Police intimation (attested by bank official)/General diary with brief details of incident by police official/ attested by bank official, claim form and claim intimation only
9. Copy of KYC documents of deceased employee and legal heir/nominee/legal representatives attested by bank official.

Permanent Total Disability / Permanent Partial Disability:

1. Claim Form signed by the employee / legal heir/nominee/legal representatives and attested by bank official.
2. KYC Documents of the disabled employee
3. Employment Proof-Certificate from Bank with relevant information.
4. Disability certificate / Report issued by treating Medical Practitioner
5. Discharge Summary with supporting documents i.e. Investigation reports, X Ray, MRI, Consultation Reports, Lab Reports etc.
6. Photograph of the disabled customer showing the disability if available.
7. FIR / Police Complaint wherever applicable.
8. Any other document supporting the claim.

Child Education Cover:

1. KYC Documents of the Child
2. Age proof of Child
3. Proof to establish relationship – Passport/Education certificate establishing proof of relationship of child with employee.
4. Any other document supporting the claim.

Unmarried Girl Child Marriage Cover:

1. KYC Documents of the Child
2. Age proof of Child
3. Proof to establish relationship – Passport/Education certificate establishing proof of relationship of child with employee.

Payment of Claims:

The claim settlement amount under the Personal Accident Policy shall be remitted to the Employer Bank, which shall thereafter arrange for disbursement of the claim proceeds to the eligible legal heirs/nominee of the deceased UCO Bank, in accordance with the Bank's prevailing procedures and applicable regulations
 Provided that on payment of claims:

i) In case of death or permanent total disablement-
 Deletion by an endorsement the name of the insured person in respect of whom such sum is paid without any refund of premium.

ii) In case of permanent partial disablement –
 Reduce by endorsement the Capital Sum Insured by the amount admissible under the claim in respect of the insured person to whom such sum shall become payable.

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RENEWAL AND CANCELLATION

1. This policy may be renewed by mutual consent every year and in such event, the renewal premium shall be paid to the insurer on or before the date of expiry of the policy or of the subsequent renewal thereof. The Insurer shall not however, be bound to give notice that such renewal premium is due
2. The insurer shall not be bound to take notice or be affected by any notice of any trust, charge, lien, assignment or other dealing with or relating to this policy but the receipt of the Insured shall in all cases to be an effective discharge to the insurer.
3. If insured wishes to cancel the policy the insured should give the insurer 15 days notice in writing. The insurer shall refund to the insured balance premium after retaining premium as per the short-term scale for the unexpired Policy Period as shown below:

Policy Period	Premium Retained (% of Annual Rate)
Up to 1 Month	25%
Up to 3 Months	40%
Up to 6 Months	75%
Up to 9 Months	90%
Exceeding 9 Months	100%

4. It is hereby agreed and understood that, this insurance being a group policy availed by the Insured covering employees , the benefit thereof would not be available to members who cease to be part of the group for any reason whatsoever.
5. No refund of premium shall be due on cancellation if the Insured person has made a claim under this Policy.
6. The policy will remain in force for the entire policy period. The insurer will not cancel the policy mid-way till its Expiry

TERRITORIAL LIMITS AND LAW

The insurer covers Accidental Bodily Injury sustained by the Insured Person during the Policy Period anywhere in the World, but the insurer will make payment within India and in Indian Rupees. Further additional covers (add- on covers) under PAI would be applicable within India. The construction, interpretation and meaning of the provisions of this Policy shall be determined in accordance with Indian Law.

Authorised Signatory