

Corrigendum-1 to GEM/2025/B/7040211 dated 24/12/2025 for Selection of Insurer for Renewal of Group Cancer Care Policy for Canara Angel SB Account Holders with Canara Bank for a Period of one year from 12/04/2026 to 11/04/2027

It is decided to amend the following in respect of the above RFP:

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7)

Description	Existing details	Amended details
Bid End Date/Time	16/01/2026, 15:00:00	<u>20/01/2026</u> , 15:00:00
Bid opening Date/Time	16/01/2026, 15:30:00	<u>20/01/2026</u> , 15:30:00

b. GeM bid document/ATC Clauses:

Sl. No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	Existing Annexure-2 Pre-Qualification Criteria	<u>Amended Annexure-2 Pre-Qualification Criteria attached to this corrigendum</u>
2.	Annexure-9 Scope of work	Annexure-9 Scope of work	Existing Annexure-9 Scope of work	<u>Amended Annexure-9 Scope of work attached to this corrigendum</u>
3.	Annexure-14 Bill of Material	Annexure-14 Bill of Material	Annexure-14 Bill of Material	<u>Amended Annexure-14 Bill of Material attached to this corrigendum</u>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 12/01/2026
Place: Bengaluru


Deputy General Manager



Annexure-2

Amended Pre-Qualification Criteria
[On Firm's / Company's, letter head]

SUB: Selection of Insurer for Renewal of Group Cancer Care Policy for Canara Angel SB Account Holders with Canara Bank for a Period of one year from 12/04/2026 to 11/04/2027

Ref: GEM/2025/B/7040211 dated 24/12/2025

We have carefully gone through the contents of the above referred RFP along with replies to prebid queries & amendment, if any and furnish the following information relating to Qualification Criteria.

Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The Bidder should submit signed Pre-Contract Integrity Pact on Non-Judicial Stamp Paper of Rs.500/- or as per respective state Stamp Act whichever is higher as per Appendix-E.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024).	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	The Company operating should be legally compliant company and can be: a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008. (OR) b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013. (OR) Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.	Copy of Certificate of FIRM/LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. (OR) Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	





Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
		For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)	
4.	The bidder should submit a declaration a. If not a group of company, Bidder Company is not owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives (or) b. If not a group of company, Bidder Company is owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking/Declaration to the effect in company's letter head has to be submitted to this effect.	
5.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
6.	The bidder should be well established & reputed Insurance Companies licensed by IRDAI and registered under Companies act 1956, with more than 5 years of existence in Life Insurance Business in India as on bid date.	Copy of valid IRDAI certificate to be submitted.	
7.	The bidder should have proven experience of managing Group Mediclaim/Critical Illness Policy for for at least one (01) Scheduled Commercial Bank/ Public Sector Undertaking having PAN India branch network of more than 1000 branches for a group size of at least 25,000 for at least one year in the last three financial years (i.e., 2022-23, 2023-24 and 2024-25).	Bidder should submit Copies of Work Orders/ Agreements with PSU Banks/PSUs on the company's letterhead clearly stipulating the group size should be furnished. Or Copies of Policies issued to PSU Banks/ PSU Or CA Certificate with Unique Document Identification Number certifying the same	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
8.	Total Gross written Premium collection should be more than INR 1000 crores during financial Year 2024-25.	Insurance company should submit the Copy of Audited Balance Sheet for the Financial Year ending 31st March 2025 duly attested by authorized signatory, and Bidder must produce a certificate from the Company's Chartered Accountant/s/ Company Secretary to this effect and the documents certified by the Chartered Accountant/s should mandatorily contain Unique Document Identification Number	
9.	The bidder should have the minimum solvency ratio of 1.5% as on 31/03/2025 (This criterion is not applicable for PSU insurance companies)	Bidder should submit certificate from the Company's Secretary/ CA Certificate with Unique Document Identification Number certifying to this effect.	
10.	The Bidder shall have its Claim processing/ coordinating Office within Bangalore jurisdiction and all Claims arising from this Policy shall be processed from the same office till its logical conclusion.	The Bidder should submit a declaration duly attested by authorized signatory including details of existing Branch details like local Contact Person Name, Address, Mobile No, Email-id etc.	
11.	The bidder should have a minimum claim settlement ratio of above 75% in each of the financial Years (2023-24 and 2024-25) in Group Mediclaim/Critical Illness Insurance.	Bidder should submit CA Certificate with Unique Document Identification Number certifying the same. Or Separate declaration on company letterhead signed by authorised signatory	
12.	The Net Worth of bidder should not be negative as on 31/03/2025 and should have not been eroded more than 30% in the last three financial years ending on 31/03/2025. (This criteria is not applicable for PSU insurance companies)	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
13.	Bidders should not be under debarment/blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the	The Bidder should submit self-declaration on the Company's letter head to this effect.	



Sl. No.	Qualification Criteria	Documents to be submitted In compliance with Qualification Criteria	Bidders Response
	date of submission of bid for this RFP.		
14.	<p>Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means:</p> <ol style="list-style-type: none"> An entity incorporated, established or registered in such a country; or A subsidiary of an entity incorporated, established or registered in such a country; or An entity substantially controlled through entities incorporated, established or registered in such a country; or An entity whose beneficial owner is situated in such a country; or An Indian (or other) agent of such an entity; or A natural person who is a citizen of such a country; or A consortium or joint venture where any member of the consortium or joint venture falls under any of the above. 	<p>A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.</p> <p>[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]</p>	
15.	<p>Authorization Certificate - Whether the Bid is authenticated by authorized person.</p>	<p>Bidder to submit a copy of the Board Resolution and the Notarized Power of attorney /Letter of authority if authority is sub delegated as mentioned in Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.</p>	



We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence/ certificates confirming compliance to Qualification Criteria should be part of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:



Annexure-9

Amended Scope of Work

SUB: Selection of Insurer for Renewal of Group Cancer Care Policy for Canara Angel SB Account Holders with Canara Bank for a Period of one year from 12/04/2026 to 11/04/2027.

Ref: GEM/2025/B/7040211 dated 24/12/2025

A. Requirement Details

Sl. No	Particulars	Details
1.	Name of the insured	Canara Bank
2.	Address of the department administering the Scheme	Retail Resources & Development Section, Resources Vertical, Strategy, Resources & Govt Services Wing Head Office. 112, J C Road, Bengaluru - 560002
3.	Cover required	Master Policy –Critical Illness which shall cover only Cancer indemnity cover – covering Female General Saving Account (Canara Angel) Holders with Canara Bank.
4.	Scope of cover	Female General Saving Account Holders with Canara Bank (Canara Angel)
5.	Type of Cover	Cancer Indemnity cover including:- a. Hospitalization cover (inpatient incl dayCare and outpatient) b. Conventional treatments (e.g., including but not limited to Chemotherapy, Radiotherapy, organ transplantation (for cancer), Surgeries for excision of cancerous tissue or removal of organs/ tissues (Onco-surgery). c. Pre and post hospitalization (30 and 60 days) d. Ambulance charges upto INR 2,000 per hospitalization e. Follow up Care post treatment - upto INR 3,000 twice a year, after treatment for Cancer has been discontinued basis recommendation of Medical Practitioner for at least six months with "No evidence of disease (NED)"
6.	Age Group	Age group: 18 to 70 years
7.	Average age of account holder	40 years
8.	Sum Insured range per person	Minimum INR 1 lac and thereafter in multiples of 1 lac and not exceeding INR 10 lacs
9.	Scheme Administration	By Retail Resources & Development Section, Resources vertical, Strategy, Resources & Govt Services Wing, Head Office, Bengaluru
10.	Claim amount	Will be as per sum insured declared at the time of enrolment/inception of policy



11. Addition/deletion	<p>A list of General Saving Accounts (Canara Angel) to be covered will be provided to the insurance company at the commencement of the first Policy. Subsequently, addition/ deletion of accounts will be shared with the Insurer every month on the basis of which insurer shall issue endorsements on pro-rata basis. The Bank shall provide Cash deposit (CD) account facility of equivalent to 2 months projections.</p> <p>Invoices and Exclusions to be submitted within 15 Days after submission of DATA , if exclusion data not shared it will be deemed that all given data has accepted</p>
12. Pre-existing cover	Any detection of cancer prior to inception of policy will not be covered.
13. Number of accounts	Bank expects to cover around 12.55 lacs accounts as on 11/04/2026. Additionally, it is estimated to cover 6.45 Lakh accounts during the policy period for 2026-2027.
14. Medical	No medical examination. The insurer shall not ask for individual proposal forms to be filled by account holders
15. Procedure for claims	<p>In the event of a claim claimant / insured person needs to submit relevant claim documents to broker/insurance company.</p> <p>Claims will be processed by the insurance company independently; Bank will not be a party to any dispute arising out of claim settlement process at any stage.</p>
16. Claim/settlement period	The claim should be settled within 15 working days of receipt of last required complete document.
17. Payment of premium	Annual Premium on pro-rata basis will be paid by the Bank.
18. Claim Settlement Mode	The claim should be settled on Cashless Mode and Reimbursement only if hospital is not in the insurer's network and subject to prior approval of insurer.
19. Quotation	Insurance company shall quote based on projected number of accounts that will be given by the bank.
20. Selection	The Insurance Company quoting the lowest overall premium (inclusive of GST) will be engaged for the proposed Policy, subject to fulfilment of other conditions



B. DETAILS OF ACCOUNT HOLDERS COVERED UNDER EXPIRING POLICY (As on Oct 2025)

Sum Assured (in INR lacs)	Number of Account Holders
3	937020
5	42059
10	17947
Total	997026

Total number of accounts covered as on October 2025 is ...997026

Bank expects to cover around 12.55 lacs accounts as on 11/04/2026. Additionally, it is estimated to cover 6.45 Lakh accounts during the policy period for 2026-2027.

C. PREMIUM PAYMENT

- i. At the time of inception of policy, bank will be paying premium on actual number of accounts which will be declared by the bank.
- ii. Premium for accounts added in subsequent months during policy period will be paid on pro rata basis. The Bank shall provide a CD facility equivalent to 2 months' projections.
- iii. Bank shall provide details i.e. name of account holder, unique identification code, date of enrollment under the program and sum insured for enrolling the customer under the policy
- iv. The quoted premium rate will remain unchanged for the entire policy period.
- v. Bank reserves the right to negotiate with L1 insurance company on pricing after allotment of tender anytime during the tenure of the policy.
- vi. There should not be any mid-term cancellation/review clause under the policy
- vii. Bank reserves the right to modify/add/delete scope of cover including sum insured for new customer as well as for existing customer in midterm as per business requirement and at the sole discretion of bank. The enhanced cover shall be effective from the date of declaring to the insurance company, subject to availability of sufficient CD balance on the date from which enhancement is required.
- viii. Aggregate limit if any for a single incident/event/loss shall not be made applicable for this policy.
- ix. Any other condition imposed by insurer in contradiction to the RFP will make the bid null and void.
- x. Selected L1 insurance company shall open an account with Canara Bank for remittance of premium from bank.
- xi. Insurer to maintain MIS as per format attached as Annexure-9A and share the same with bank and Broker by 10th of every succeeding month or as and when required by the Bank, in excel format.

D. IMPORTANT TERMS

The rates quoted must be final and considered firm as on the policy effective date.



- i. Proposal must not have any Premium/claims review clause.
- ii. The rate quoted by the Insurance Company will remain the same throughout the Policy period.
- iii. Insurance company will not be allowed to modify any terms and conditions of the policy post inception of the policy.
- iv. Insurance company will not have the right to cancel or discontinue the insurance policy during the policy period due to any reason whatsoever, which may inter-alia stem from an adverse claim ratio.

E. TERMS AND CONDITIONS

- 1) A master policy will be issued for one year and the customers will be covered on pro-rata basis.
- 2) Bank will pay a deposit premium equivalent to two months of projected enrolments.
- 3) Bank will share actual number of active members on inception of policy with the short-listed insurer.
- 4) Bank expects to cover around 13 lacs accounts (Additional 6.5 Lakhs for 2026-2027) during the policy period which will be renewed annually.
- 5) Insurer will quote on per account rate based on the projections given by the Bank and the policy will be issued from the date of agreement on actual number of existing accounts which will be declared by the Bank at the time of inception of the policy.
- 6) Subsequently, Bank will declare actual enrolments for previous month by the 15th of every month and pay actual premium basis which insurer will pass an endorsement by adjusting the CD account.
- 7) The policy should cover errors and omissions of up to 100 lives per annum, ensuring coverage for rightful individuals in case of clerical errors or omissions, operational errors at Branch/office level. Basically, the rightful account holder of Canara Bank shall not be denied claim under this clause if certified by the Bank including but not limited to if the customer was not declared under the policy. Bank shall pay the premium for such accounts over and above the CD balance and inception of premium.
- 8) In case of multiple accounts, the insured will be eligible to claim under one account higher the amount.
- 9) The cover is applicable only for primary account holder.
- 10) The premium rate quoted by insurer shall remain unchanged during the policy period.
- 11) There should not be any mid-term cancellation/review clause under the policy.
- 12) Disbursement of claim amount must be done only in Canara Bank account only.
- 13) Aggregate limit if any for a single incident/event/loss shall not be made applicable for this policy.
- 14) Bank reserves the right to modify/add/delete scope of cover including sum insured for new customer. Such change shall be communicated to the insurer and shall be effective only from next month for fresh enrolments.
- 15) Any other condition imposed by insurer in contradiction to the RFP will make the bid null and void.
- 16) Disbursement of Claim amount should be done in Only Canara bank Account of the claimant.
- 17) Format for Maintaining MIS on real time Basis, to be shared with Bank and Broker by 5th of every succeeding month, or as and when required by the Bank shall be as per Annexure 9A.



F. CLAIM DETAILS

Policy Period	Claim Reported		Claim Settled				Claim Outstanding		Claim Rejected		Claim Withdrawn/ Closed	
			Amount Paid		Amount Not Payable							
	No	Amt	No	Amt	No	Amt	No	Amt	No	Amt	No	Amt
2024-2025	113	1.78	33	0.59	33	0.33	44	0.36	20	0.28	16	0.22
2025-2026 (as on Dec 2025)	183	5.4	116	2.3	116	0.32	58	2.47	5	0.19	4	0.12

We comply with the above Scope of Work, Non-compliance to any of the scope of work will lead to disqualification of the bidder in technical proposal.

Date:
Place:

Signature with seal
Name:
Designation:



Annexure-14
Amended Bill of Material

SUB: Selection of Insurer for Renewal of Group Cancer Care Policy for Canara Angel SB Account Holders with Canara Bank for a Period of one year from 12/04/2026 to 11/04/2027

Ref: GEM/2025/B/7040211 dated 24/12/2025

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. The base location for the project execution would be Bangalore.
3. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
4. Do not change the structure of the format nor add any extra items.
5. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Premium Details

[Amount in Rupees]

Sum Assured	Per Account Rate	Estimated No. of Accounts as on 11/04/2026	Total Premium Amount (Excl. of Taxes)	Tax on Column d		Total Premium Amount (Incl. of taxes)
				Tax %	Tax Amount	
a	b	c	d=(b*c)	e	f	g=d+f
3,00,000		11,87,020				
5,00,000		47,059				
10,00,000		20,947				
Total Premium Amount						

Note: The payment will be made on the basis of actual no. of accounts as on 31/03/2026 in respective sum insured rate. The premium for the subsequent new accounts opened will be paid on monthly on prorata basis during the proposed contract period as per the Scope of the Work.

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:
Place:

Signature with seal
Name:
Designation:

