



मानव संसाधन प्रबंध विभाग/ Human Resource Management Department
कर्मचारी स्वास्थ्य अनुभाग/ Employee Health Section

Minutes of the Pre-bid Meeting

RFP for OPD Policy for Pensioners of Reserve Bank of India - April 1, 2026, to March 31, 2027

(Tender No.: [RBI/HRMD-CO Central Office Departments/Others/14/25-26/ET/998](#))

An offline pre-bid meeting on the captioned RFP was held at RBI, COB on February 16, 2026 (Monday) at 1100 Hrs. The meeting was chaired by Shri Bipin Nair, General Manager, EHS, HRMD, Central Office and attended by prospective bidders. The list of participants is furnished in [Annex-I](#).

2. M/s Marsh Insurance Brokers India Private Limited (Marsh), the empanelled broker of the Bank gave the presentation on the Group Medclaim Policy for Outpatient Department (GMP-OPD) and highlighted the following important points to the prospective bidders.

- Bidders were advised during the presentation to thoroughly review the Plan Design and RFP in its entirety, and to submit their financial quote along with all required documents as outlined in the tender.
- Bidders were advised to submit Non-Disclosure Agreement (NDA) on their letterhead, as per Annex – 1 of the RFP documents, post which additional documents along with detailed NDA and Service Level Agreement (SLA) will be shared by Marsh.
- Bidders were advised that no pricing or financial information should be submitted along with the Technical Bid; failure to comply with this requirement will result in the disqualification of the Technical Bid.
- Certain annexures are required to be executed on ₹500 stamp paper, as specified in the RFP.

- The documentation must be complete and in proper order, fully adhering to the requirements for supporting documents as outlined in the RFP.
- Participating bidders are required to submit their financial bid based on the Plan Design for 2026-27 policy.
- Bidders must comply with certification requirements to avoid disqualification.
- The selected bidder shall collaborate with the TPAs appointed by the Bank, and the use of in-house TPAs by the selected bidder (if any) will not be permitted for the policy.

3. The queries submitted by the prospective bidders and response of the Bank are furnished below:

Sl. No.	Queries	Bank's Response
1	<p>The Oriental Insurance Company Ltd. sought following clarifications on paperless processing of claims.</p> <ul style="list-style-type: none"> i. Procedure for paperless processing of reimbursement claims ii. Requirement of physical copies for verification /validation and audit purpose in select claims 	<p>The participants were informed that</p> <ul style="list-style-type: none"> i. Reimbursement claims shall be processed paperless based on documents uploaded by the retiree through the TPA portal. Physical documents shall not be mandatorily required. Claims shall be settled on actuals and not restricted to network or discounted rates. ii. The Bank shall work with the selected insurer and the TPAs to evolve an appropriate mechanism to address verification and audit requirements under the paperless claim processing framework. The final decision in this regard shall rest with the Bank.

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	<p>iii. What will be the fraud control and documents authentication mechanism will be implemented to ensure genuineness of uploaded records.</p>	<p>iii. Appropriate fraud control and document authentication measures shall be put in place under the claim processing framework. Technological tools and audit mechanisms may be deployed by the Insurance Company/TPA for this purpose in consultation with the Bank.</p>
2	<p>The Oriental Insurance Company Ltd. requested to provide clarification on “<i>Option of both cashless and reimbursement claims through the TPA</i>”.</p> <p>i. As multiple TPAs are currently servicing the policies, kindly confirm whether all TPAs have arrangements in place to provide cashless facilities at diagnostic center and pharmacies.</p> <p>ii. We request the detailed network list of empaneled diagnostic center and pharmacies under each TPA for our reference.</p>	<p>The participants were informed by representatives of Marsh that</p> <p>i. The current TPAs have arrangements in place to provide cashless facilities at diagnostic centres and pharmacies and the selected insurer may also collaborate with the TPAs to expand their network.</p> <p>ii. The selected insurance company may undertake a pre-policy network building exercise with the TPAs on the basis of the past claim preferences to encourage cashless settlement of claims.</p>
3	<p>The Oriental Insurance Company Ltd. requested to provide clarification on the following:</p> <p>i. Coverage for Over-the-Counter (OTC) Medicines</p> <p>ii. Since the policy has been active during the current year, please confirm whether the Bank has approved</p>	<p>The participants were informed that</p> <p>i. The policy provides coverage for OTC medicines up to cumulative limit of ₹2,000/- per year which are curative in nature and do not require a doctor's prescription.</p> <p>ii. An indicative list of OTC medicines is provided in the plan design. Additional curative items may be approved by the</p>

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	any additional OTC items beyond those listed. If yes, kindly share details of such approved items.	Bank, however, the same shall be subject to a cumulative limit of ₹2,000 in a policy year.
4	<p>The Oriental Insurance Company Ltd. requested to provide clarification on the following</p> <ul style="list-style-type: none"> i. Coverage on attaining the of age 60/75 years. ii. In the unfortunate event of the demise of a pensioner and/or their spouse, will coverage for eligible dependent child(ren) continue under the policy? If coverage continues, whether within the current policy year or in subsequent renewals, please clarify the basis on which their sum insured will be determined. 	<p>The participants were informed that</p> <ul style="list-style-type: none"> i. Pensioners attaining age 60 shall be added from the first day of the succeeding month. Pensioners attaining age 75 shall have their sum insured enhanced from the first day of the succeeding month. ii. In the event of the pensioner's demise, the coverage for the family members, which includes the spouse and eligible disabled dependent children, will continue.
5	<p>The Oriental Insurance Company Ltd. requested to provide clarification on the following:</p> <ul style="list-style-type: none"> i. Admissions and Exits – Deposit Premium Mechanism 	<p>The participants were informed that</p> <ul style="list-style-type: none"> i. Admissions and exits are proposed to be processed on an annual premium (deposit) basis with fortnightly declarations. Further, coverage shall not be denied on the ground of inadequacy of deposit premium for a particular month.

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	<p>ii. How compliance with Section 64VB of the Insurance Act, 1938 (requirement of receipt of premium prior to assumption of risk) will be ensured, particularly in circumstances where the available deposit premium is insufficient at the time of addition of new members. The mechanism proposed to ensure that adequate premium is available before risk commencement for newly added members.</p>	<p>ii. The selected insurer shall monitor utilisation of the deposit premium and raise timely intimation/notes for replenishment of the cash deposit sufficiently in advance to avoid any shortfall. Necessary coordination in this regard shall be undertaken to ensure continuity of coverage in compliance with applicable regulatory requirements.</p>
6	<p>Manipal Cigna requested to provide clarification on whether the premium details mentioned in the plan design are inclusive or exclusive of GST.</p>	<p>The participants were informed that premium details mentioned in the plan design are exclusive of GST.</p>
7	<p>ICICI Lombard requested to provide claims data for the previous 3 years.</p>	<p>The participants were informed, that the Claim MIS and Summary for the GMP OPD Policy for the previous three years will be provided subject to the submission of Non-Disclosure Agreement (NDA) as specified in the RFP.</p>
8	<p>Manipal Cigna asked whether health tech partners will be allowed instead of TPAs</p>	<p>The participants were informed that Marsh will inform them about the TPAs selected by the Bank for policy year 2026-27</p>

Note: For certain other queries on filling up of technical bid, scoring, process of selection, etc., the participants were advised to refer to the RFP document.

4. General Manager, RBI thanked all the participants and advised them to submit their bids well in advance to avoid last minute technical glitches, if any, on the MSTC portal.

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List of Participants Present in the Pre-bid Meeting

Sl. No.	Name	Organisation
1	Mr. Bipin Nair, General Manager	RBI
2	Mr. Saksham Sood, Asst. General Manager	RBI
3	Mr. Santosh Kushwaha, Manager	RBI
4	Mr. Vikas V, Asst. Manager	RBI
5	Mr. Siddharth Dongre	Marsh
6	Mr. Sushant Mallya	Marsh
7	Ms. Nutan Das	Marsh
8	Mr. Girish Rajpal	Marsh

S. No	Insurer	Name
1	ICICI Lombard	Mr. Rahul Bagree
		Ms. Minal Rajput
2	New India	Mr. Siddhesh Bhangre
		Mr. Gaurav Magare
3	Oriental Insurance	Ms. Ruchika Agarwal
		Mr. Sankalp Kumar

4	Bajaj General Insurance	Mr. Vikas Vatsa
		Mr. Rohit Deorukhkar
5	Niva Bupa Health	Mr. Pranav Badiyani
		Mr. Deepanshu Hansrajani
6	SBI General	Mr. Shubhankar Tandon
		Ms. Vaishali Malik
7	Aditya Birla	Mr. Sandesh Nersekar
8	Manipal Cigna	Mr. Sheldon Frens
		Mr. Kaushal Kochar
9	Universal Sompo	Mr. Ajit Kute
10	TATA AIG	Mr. Rishabh Rawat
		Mr. Aditya Singh