Replies to Pre bid Queries for GeM bid Ref. No: GEM/2024/B/4675832 dated 22/02/2024 for Selection of Insurer for Renewal of Banker's Indemnity and Master Asset Insurance Policy for the Period from 01/04/2024 to 31/03/2025 in Canara Bank

Sť No	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply	
1	Generic	Generic	Generic	Claims details for the last 3 years	Claim details attached along with the Replies to the pre bid queries	
2	Generic	Generic	Generic	No. of branches last year and this year - whether new branches have been opened during the year	Details attached along with the Replies to the pr bid queries	
3	Generic	Generic	Generic	Top 5 locations sum insured	Location details of top 5 Asset Value attached along with the Replies to the pre bid queries	
4	Generic	Generic	Generic	No. of currency chest branches and their respective sum insured	Details cannot be shared	
5	Annexure-4 Make in India Certificate	Make in India Certificate	Make in India Certificate	Waiver of CA validation for Make in India certificate, especially for PSU insurers who are 100% local and have zero foreign investments	Bidders to comply with RFP/GeM Bid terms and conditions	
6	Generic	Generic	Generic	For Asset policy, kindly let us have last 3 years claim details.	Claim details attached along with the Replies to the pre bid queries	
7	Generic	Generic	Generic	For Asset policy, kindly let us have expiring policy copy.	Details cannot be shared	
8	Generic	Generic	Generic	For Asset policy, kindly let us have locationwise SI Bifurcation.	Location details of top 5 Asset Value attached along with the Replies to the pre bid queries	
9	Generic	Generic	Generic	For Asset policy, kindly let us have basement SI exposure.	Details cannot be shared	
10	Generic	Generic	Generic	For BI Policy, kindly let us have security measures adopted by client.	Details attached along with the Replies to the pr bid queries	
11	Generic	Generic	Generic	For BI Policy, kindly let us have last 3 years claim details (Reported, paid, outstanding-Both No. and Amount).	Claim details attached along with the Replies to the pre bid queries	
12	Generic	Generic	Generic 131 14	For BI Policy, kindly let us have any changes from expiring policy coverage.	Details attached along with the Replies to the pr bid queries	
13	Annexure-4 Make in India Certificate	Make in India Certificate	Make in India Certificate	For both the tenders, Make in India certificate signed by CA will be difficult as we are PSU company and we donot have any fixed statutory auditor and our annual reports are online published every year. Therefore, being a PSU, we would like to kindly request to waive off this pre qualification criterion.	Bidders to comply with RFP/GeM Bid terms and conditions	
14	Generic.	Generic	Generic	Claims MIS of last 3 years with the details of cause of loss:	Claim details attached along with the Replies to the pre bid queries	
15	Generic	Generic	Generic	Premium and Claims Details of last 3 years -	Claim details attached along with the Replies to the pre bid queries. Premium details cannot be shared.	

Replies to Pre bid Queries for GeM bid Ref. No: GEW/2024/B/4675832 dated 22/02/2024 for Selection of Insurer for Renewal of Banker's Indemnity and Master Asset Insurance Policy for the Period from 01/04/2024 to 31/03/2025 in Canara Bank

Šl No *	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply	
16	Generic	Generic	Generic	Whether the terms and conditions given in the RFQ are as per the expiring policy?	Changes in limit/updgradtion of the covarages has been made. The terms and conditions has been prepared as per Bank's requirement.	
17	Generic	Generic	Generic	What are the Major preventive measures/improvements taken by the Canara bank recently as a loss mitigation measures , wrt to the losses reported under BBI policy	Details attached along with the Replies to the pre bid queries	
18	Generic	Generic	Generic	Please provide the maximum Sum Insured per location (including Building, P&M, contents, etc)/ AND location wise sum insured bifurcation if available for SFSP policy.	Location details of top 5 Asset Value attached along with the Replies to the pre bid queries	
19	Generic	Generic	Géneric	Provide the premium and claim details for the last three years under all types of Policies taken, namely, fire (SFSP), Marine, Public liability, Burglary, Bankers Indemnity, Electronic Eqpt Policy.	Claim details attached along with the Replies to the pre bid queries	
20 .	Annexure-2 Pre-Qualification Criteria	Qualification Criteria	Sl. No. 6 Qualification criteria:- The Bidder should have served at least 1 PSB (nationalized bank) / private sector banks having pan India branch network of more than 500 branches, covering banker's indemnity and other assets policies for the banks, for any one continuous year during the last five years as on 31.12.2023.	Qualification criteria:- No. 6, Request revision in point no. 6 to: "insurance company should have served at least 100 banks (PSB / Private / Co-operative / Regional banks covering bankers indemnity" To be incorporated	Bidders to comply with RFP/GeM Bid terms and conditions	
.21	Generic	Generic	Generic	Detailed claims MIS for past 5 yrs (line item wise excel sheet - type of claim) Under Banker's Indemnity Policy	Three years claim details attached along with the Replies to the pre bid queries	
22	Generic	Generic	Generic	Expiring premium details	Details cannot be shared	
23	Generic	Generic	Generic	Location wise sum insured break-up. Request excel sheet for this data - For Asset Policies	Location details of top 5 Asset Value attached along with the Replies to the pre bid queries	
24	Generic	Generic	Generic	Detailed claims MIS for past 3 yrs (line item wise excel sheet - type of claim)- For Asset Policies	Claim details attached along with the Replies to the pre bid queries	

Date: 06/03/2024 Place: Bangalore

Deputy General Manager

Section



Details sought as per the Pre-Bid Queries for GeM Bid Ref. No. GEM/2024/B/4675832 dated 22/02/2024 for Selection of Insurer for Renewal of Banker's Indemnity and Master Asset Insurance Policy for the Period from 01/04/2024 to 31/03/2025 in Canara Bank

1. No. of Branches Pan India last year and this year:

Total No of Branches previous year was 9713 and the present number of branches is 9582, (Including 161 new branches opened during the year 2023-24 and branches merged during the course of time).

2. Under "On Premises" Head, all Currency chests should be covered, However the following 3 Currency Chests should be covered with additional Rs. 200 crore

Currency Chest Honnavar, Karnataka DP Code:12820 Currency Chest Kalaburgi, Karnataka DP Code: 8042 Currency Chest Bijapur, Karnataka DP Code: 12811

3. Details of Top 5 Properties of the Bank with Asset values location-wise

SI No	PROPERTY NAME	TOTAL (AMOUNT IN RS. IN CRORES)
1	SPENCER TOWERS,NO. 86, M G ROAD,BANGALORE(Long Leased Property Owned by Bank)	145.95
2	BANDRA KURLA COMPLEX, PLOT C- 14, G BLOCK, MUMBAI (Long Leased Property Owned by Bank)	128.52
3	M/S CHITRAPUR MUTT, Bengaluru(Long Leased Property Owned by Bank)	65.65
4	Bengaluru NGV Flats, Koramangala, Bengaluru(Long Leased Property Owned by Bank)	36.52
5	BDA FLATS (240), VALAGERA HALLI, Mysore Road, Bengaluru(Own Property of the Bank)	30.26

4. Past 3 years claim data

4.1. Fire & Special perils Policy (Amount, Rs. in lakhs)

	202	2022-23			2023-24		
Fire and special perils policy	No of claims	Sum of Estimated loss/Sum of Settled amount	No of claims		Sum of Estimated loss	No of claims	Sum of Estimated loss
Total Intimated claims	28	59.69	2	22	54.84	32	143.39
Settled (A)	28	49.86	2	22	43.01	14	30.31
Outstanding (B)	0	0		0	0	18	100





4.2. Burglary Policy (Amount, Rs. in lakhs)

	2021	1-22	202	2-23	2023-24		
Burglary	No of claims	Sum of Estimated loss /Sum of Settled amount	No of claims	Sum of Estimated loss	No of claims	Sum of Estimated loss	
Total Intimated claims	15	16.02	7	2.1	8	3.13	
Settled (A)	15	6.11	7	0.94	6	1.25	
Outstanding (B)	0	0	0	0	2	0.4	

4.3. Electronic Equipment Policy (Amount, Rs. in lakhs)

	2021	-22	2022-	23	2023-24		
EEI POLICY	No of claims	Sum of Estimated loss/Sum of Settled amount	No of claims	Sum of Estimated No of claims		Sum of Estimated loss	
Total Intimated claims	2	0.8	0	0	0	0	
Settled (A)	2	0.59	0	0	0	0	
Outstanding (B)	0	0.00	0	0	0	0	

4.4. Bankers Indemnity Policy (Amount, Rs. in lakhs)

	2	021-22	202	22-23	2023-24		
Bankers Indemnity	No of claims	Sum of Estimated loss/Sum of settled amount	No of claims	Sum of Estimated loss	No of claims	Sum of Estimated loss	
Total Intimated claims	118	1947.74	175	4836.236	232	4877.92	
Settled (A)	104	1019.53	96	313.00	62	27.41	
Outstanding (B)	14	404.81	79	4418.08	170	4798.48	





4.5. Sections wise Claims data on Bankers Indemnity policy for 3 Financial Years.

Section Wise Ca			F	Rs. in L	akhs)					
		2021-2	2		2022-2	3		2023-24		
Nature of Loss	No of Clai ms	Estimat ed loss	Est. Max Insurer Liability / Banks Establis hed liability	No of Clai ms	Estimat ed loss	Est. Max Insurer Liability / Bank's Establis hed Liability	No of Clai ms	Estimat ed loss	Est. Max Insurer Liability / Bank's Establis hed Liability	
Appraisers	3	35.16	35.16	5	164.07	164.07	2	63.5	63.5	
ATM Damage	77	49.88	49.88 `	79	38.52	38.52	91	40.17	40.17	
Cash loss	14	40.51	40.51 `	24	11.16	11.16	45	39.24	39.24	
Counterfeit Currency	0	0	0	1	10.15	10.15	8	23.81	23.81	
Employee Dishonesty	3	1148.43	1148.43	16	3070.65	3070.65	12	974.5	974.5	
Erroneous transfer	2	52.24	52.24	3	63.78	63.78	3	102.85	102.85	
Forged Securities	1	21.00	21.00	14	672.08	672.08	30	2659.24	2659.24	
Forgery/Alter ation	8	252.5	252.5	. 6	80.41	80.41	5	95.69	95.69	
Impersonation	0	0	0	0	0	0	3	58.85	58.85	
Loss of keys/related loss	0	0	0	2	1.186	1.186	2	1.7	1.7	
Premises theft	0	0	0	0	0	0	2	18	18	
Spurious Gold.	8	303.6	303.6	23	655.93	655.93	29	800.37	800.37	
Janata Agent	2	44.42	44.42	2	68.3	68.3	0	0	0	
Liability arising out of opening account	0	0	0	0	0	0	0	0	0	
Grand Total	118	1947.7	1947.74	175	4836.2 4	4836.23	232	4877.9 2	4877.92	





5. For BI Policy, kindly let us have security measures adopted by client.

Bank has taken various measures under the Operational Risks both procedural aspects and on Security enhancement.

Measures are taken to control repetition of same incidents. Guidelines are reiterated for the knowledge of staff members.

For example, in case of Gold Loan, as our Gold portfolio is increasing, Bank has taken the following steps to avoid recurrence of appraiser frauds / spurious gold pledging.

- The re-appraisal of the gold for Gold loans is done as per Bank's policy
- Physical verification of contents in Gold Loan packets are done 100% cases.
- It is made mandatory for the Regional Office Executives to check adherence to security measures aspects by the branches during their branch visits.
 - In terms of Security coverage, Premises are provided with CCTV, fire alarm, burglar alarm etc. Bank has installed "Block Shaft" mechanism in selective/vulnerable ATMs to counter Shutter Tampering incidents in the ATMs. Also e-surveillance is installed for monitoring ATM's.

Security guards are provided to selective branches/ATMs based on risk perception/requirement.

6. In BI Policy, Changes are made in some limits & policy excess to suit the banks present requirement. These limits are clearly mentioned in the RFP.

