

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಕೆನರಾ ಬೆಂಕಿ Canara Bank 

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಲಿಮಿಟೆಡ್

ಭಾರತ ಸರ್ಕಾರದ ಒಡೆತನ

A Government of India Undertaking

 ಸಿಂಡಿಕೇಟ್ ಸಿಂಡಿಕೇಟ್ Syndicate

REQUEST FOR PROPOSAL [RFP]

FOR

CORPORATE AGENCY TIE UP WITH GENERAL INSURANCE COMPANIES

**Issued by:
Canara Bank,
Associate Party Product Section
Marketing and Government Relations Wing
H O Annexe, 2nd Cross, Gandhi Nagar
Bengaluru-560009**

BID DETAILS IN BRIEF

Sl No	Description	Details
•	RFP No. and date	RFP - M&GR/APPS/ RFP/01/2020-21 dated 03-02-2021
•	Brief Description of the RFP	Corporate Agency Tie-up with General Insurance Companies
•	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Associate Party Product Section, Marketing and Government Relations Wing H O Annexe, 2 nd Cross, Gandhi Nagar Bengaluru-560009 Tel - 080-22203250 Email: bancassurance@canarabank.com
•	Date of Issue	03-02-2021, Wednesday
•	Last Date of Submission of Queries for Pre Bid Meeting	15-02-2021, Monday @ 5.00 PM
•	Date of Pre-Bid Meeting	16-02-2021, Tuesday @ 11.30 AM
•	Last Date of Replies to Queries	20-02-2021, Saturday
•	Last Date of Submission of Bids	26-02-2021, Friday @ 3.00 PM
•	Date and time of Opening of Bid	26-02-2021, Friday @ 5.00 P M
•	Presentation by Eligible bidders	To be decided by Competent Authority

This document can be downloaded from Bank's website
<https://www.canarabank.com/tenders.aspx>

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A.INTRODUCTION

1. About Canara Bank

CANARA BANK, a body Corporate, and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road, Bengaluru-560002 and among others is having Bancassurance Office at Marketing and Government Relations Wing, H.O. Annexe, 2nd Cross, Gandhi Nagar, Bengaluru-560009. The Bank is having pan India presence of more than 10491 branches, 24 Circle offices, 176 Regional Offices, 215 RAHs and other operational and Administrative offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers. The Bank has stood the test of time by growing steadily, offering vast, varied and versatile services with a personal touch. Today, its good customer service, pre-eminent track record in House Keeping, adherence to Prudential Accounting norms, consistent profitability and adoption of modern technology for betterment of customer service have earned the Bank a place of pride in the banking Community. The growing confidence of its clientele is well reflected in the Bank's performance in all critical areas of its operations all through the years.

2. About RFP

In this RFP the term 'Canara Bank' is referred to as the Bank, which term or expression unless excluded by or repugnant to context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this Request for Proposal hereinafter called the "RFP". A Respondent submitting the proposal in response to RFP for Corporate Agency Tie-up for General Insurance Business shall hereafter be referred to as "Bidder".

The Bank invites Request for proposal from reputed General Insurance Companies for "Corporate Agency Tie-up" for marketing of General Insurance products including Health Insurance products through Bank's branch/RAH and other relevant out lets available now and also likely to be opened in future and /or through electronic channels not limited to internet banking or mobile banking. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria' & 'Technical Proposal') from General Insurance Companies as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

Bank is presently having Corporate Agency agreement with M/s The New India Assurance Co.Ltd, M/s Bajaj Allianz General Insurance Co. Ltd ,M/s TATA AIG General Insurance Co. Ltd and *M/S HDFC ERGO General Insurance Co. Ltd* under the IRDAI open architecture guidelines. Considering the vast scope, inherent potential and availability of several established players in the industry, bank now intends as a matter of policy to relook and select three General Insurance companies for corporate agency arrangement afresh through a mechanism of open architecture. Accordingly bank is floating this RFP. The existing General Insurance partner companies may also submit their proposal afresh under this RFP and undergo the evaluation process being undertaken by the bank for selection of three general insurance companies.

While the RFP is floated with an intent to select three general insurance companies, there is no commitment on the part of the bank to necessarily select three general insurance companies. The bank at its sole discretion reserves the right to select only one /two/three general insurance companies through this RFP process. The bank also reserves its right to cancel this RFP at any stage without assigning any reasons whatsoever.

* Our Tie up with M/S HDFC ERGO General Insurance Co Ltd is for Distribution of Health Insurance products only

3. **Objective**

The Bank intends to enter into the Corporate Agency Agreement for a period of three years with three General Insurance Companies individually to tap into the vast potential available for General Insurance business including Health Insurance business through Bank's branch/RAH and other relevant outlets available now and also likely to be opened in future and /or through electronic channels not limited to internet banking or mobile banking and help customers cover themselves and their assets against various kinds of risks.

4. **Eligibility Criteria:**

The Bidder should fulfill the following eligibility criteria:

- Should have been registered with IRDAI under the General Insurance category.
- Should have been in operation for minimum of 5 years in India
- Should be a Non-bank promoted company
- Should have minimum 150 branches across India as on 31.12.2020
- Should have a minimum solvency ratio of 1.5 as on 31.12.2020
- Should have tie up experience with scheduled bank (excluding RRBs & Co-operative Banks) under Corporate Agency agreement as on date of submission of this RFP. PSU bank Tie up will carry additional weightage.

B. BID PROCESS

6. Bid Document:

This document can be downloaded from Bank’s website <https://www.canarabank.com/tenders.aspx> . A Bidder can submit only ONE Bid.

7. Clarification to RFP and Pre-Bid Queries:

7.1. The Bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases to seek clarification in writing in the same serial order of that of the RFP by mentioning the relevant page number and clause number of the RFP.

7.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, Associate Party Product Section, Marketing & GR Wing, H O Annexe , 2nd cross, Gandhi Nagar, Bengaluru-560009 by the intending bidders before **5:00 PM on 15-02-2021, Monday**. No individual consultation shall be entertained.

8. Pre-Bid meeting:

8.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this RFP.

Date	Day	Time	Venue
16-02-2021	Tuesday	11.30 AM	Canara Bank, Conference Hall, Associate Party Product Section, Marketing and Government Relations Wing H O Annexe, 2 nd Cross, Gandhi Nagar Bengaluru-560009

No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under Negotiable Instruments Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. In case there is a change of venue necessitated, the same shall be adequately informed to the bidders. Authorised representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of 2 representatives from each Bidder to participate in the pre-bid meeting.

8.2. Bank has the discretion to consider any other queries raised by the bidder’s representative during the pre-bid meeting.

8.3. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

8.4. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank’s website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the Bidder/s, and any other

clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the Bidders. The queries raised by the bidders shall be addressed on or before **20-02-2021** .

9. Amendment to Bidding Document:

9.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whatsoever, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

9.2. Notification of amendments will be made available on the Bank's website and will be binding on all bidders and no separate communication will be issued in this regard.

9.3. The Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids in order to allow prospective bidders a reasonable time to enable them to take into account the amendment in preparing their bids.

10. Bid System Offer

The bidders shall submit technical bid consisting of eligibility criteria and technical specifications as per the instructions provided in **APPENDIX-A**.

11. Preparation of Bids:

11.1. The Bid shall be typed in English language with font size of 12 and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. The person or persons signing the Bids shall put his signature on all pages of the bid document .

11.2. Before submitting the bid, the bidders should ensure that they conform to the eligibility criteria as stated in clause-4 of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.

11.3. The Bid shall be prepared as per the instructions provided in APPENDIX-A and all the relevant documents / annexure as mentioned therein should be submitted along with the Bid in the prescribed format.

11.4. All the pages of Bid including Brochures should be made in an organized, structured and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorised Signatory. Bids with erasing / overwriting / cutting and without authentication will be liable for rejection. Authorisation letter for signing the Bid documents duly signed by Bidder's Authorised signatory should be submitted. Failure to submit this information along with the bid may result in disqualification.

11.5. It is mandatory to provide the technical details in the exact format of ANNEXURE-6 of this RFP.

After ensuring the above, the bid along with the relevant documents / annexure shall be placed inside an Envelope and sealed and superscripted on the top of the cover as “Corporate Agency Tie-up with General Insurance Companies in response to RFP- M&GR/APPS/ RFP/01/2020-21 dated 03-02-2021”.

11.6. The offer may not be evaluated or may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

11.7. The Bank shall not allow / permit any modification/addition/deletion of any information including technical specifications contained in the bid after it is being submitted to the Bank.

12. Documentation:

Technical information in the form of Brochures / Manuals / CD /any other acceptable form etc. must be submitted in support of the Technical information / offer made in the bid.

13. Erasures or Alterations:

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using routine terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” etc is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

14. Assumptions/Presumptions/Modifications:

The Bank would like to expressly state that any assumption, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder’s response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, terms, conditions ,deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date can not make any plea of having specified any assumption, terms, conditions, deviations etc in the bidder’s response to this RFP. No offer can be modified or withdrawn by a bidder after the submission of Bid/s.



15. Submission of Bids:

15.1. The bid/s properly superscribed should be deposited in the Tender Box kept at Canara Bank, Associate Party Product Section, Marketing & Government Relations Wing, H. O. Annexe, 2nd Cross, Gandhi Nagar, Bengaluru - 560 009, on or before 26-02-2021, Friday @ 03.00 PM. If last day of submission of bids is declared a holiday under Negotiable Instruments Act by the Government or closed due to bundh or for any other unavoidable reasons subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid which is deposited after the said date and time shall not be considered. No offer will be accepted directly. The Name and address of the Bidder and information in terms of clause 11.5 of this RFP are to be specifically mentioned on the Top of the envelope. If the envelope is not properly sealed and marked, the Bank will assume no responsibility for the bid's misplacement or premature opening.

16. Bid Opening:

16.1. The Bid shall be opened in the presence of the Bidder's authorised representative/s as per following schedule.

Date	Day	Time	Venue
26-02-2021	Friday	5.00PM	Canara Bank, Associate Party Product Section, Marketing and Government Relations Wing , H O Annexe, 2 nd Cross, Gandhi Nagar Bengaluru-560009

Bidder's authorised representative may be present in the venue well in time along with an authorization letter in hand for bid opening under this RFP, as per the format (ANNEXURE-3) enclosed.

Note: Authorisation letter should be carried in person , in the absence of such letter ,they may be restrained from participating in the bid opening process.

16.2. Attendance of all the authorised representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Bidder and with full signature.

16.3. If last day of submission of bids is declared a holiday under Negotiable Instruments Act by the Government or closed due to bundh or for any other unavoidable reasons subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid which is deposited after the said date and time shall not be considered.

16.4. The following details will be announced at the time of bid opening.

- Bidders name
- Such other details as the Bank at its discretion may consider appropriate.

16.5. If any of the bidders or all bidders who submitted the tender are not present during the specified date and time of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Bid in their absence.

16.6. The Bidders shall leave after opening of the bid and announcement of relevant details by the bank.

C.SELECTION OF BIDDER

17. Preliminary Scrutiny :

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions of the Eligibility Criteria and bidding document is submitted without any material deviations.

18. Clarification Of Offers:

18.1. During the process of scrutiny, evaluation, and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame as stipulated by the Bank.

18.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

19. Evaluation of Bids:

The Bid submitted by the bidders under this RFP will be evaluated by a Committee of the Bank.

Evaluation shall be based on the eligibility criteria stipulated and response to the technical proposal. The eligible bidders will be called for making a presentation to the bank.

19.1. The Technical Proposal of the bidders shall be evaluated as per Appendix-B. 70 Marks is allotted for Technical Evaluation. Bidders scoring less than 50 marks (cut-off score) out of 70 marks in the technical evaluation shall not be considered for the selection process.

19.2. Bidders achieving minimum technical score as mentioned above will be invited for a presentation before a committee appointed by the Bank for this purpose on a specified date and time at a venue to be informed later to the bidders. The presentation shall carry 30 marks. The Successful bidders invited for the presentation will have to make their own travel and stay arrangements at their

own cost. The presentation shall comprise of Distribution Plan incorporating the Marketing Strategy, Ability to customize products to cater to various segments of Bank's Clientele, Business projections for next 3 years, Sales support, Branch mapping, Servicing aspects, Grievance Redressal mechanism, Training capabilities, Risk mitigation measures for the Bank, Digital & Technological aspect , MIS and other relevant matters. The presentation has to be crisp and will have to be completed within the allotted time limit which will be intimated to the bidder along with the invitation for presentation.

19.3. Bidders will be ranked on the basis of the sum total of score i.e. technical score + the presentation score.

19.4. The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.

20. **Bid Validity Period:**

The Proposal / response submitted shall be valid for 6 calendar months from the last date for submission of the offer (BID).

21. **Proposal Ownership:**

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank.

As the Bidder's proposal is central to the evaluation and selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered, or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must me completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

22. **Project Ownership:**

The bidder should have complete ownership of the solutions/products being offered as required in this RFP. The bidder to submit a letter of undertaking assuring the satisfactory execution and performance of the project. The bidder must specify any and all relationships with third parties in respect of matters related to issuance, renewals and Claims settlement of Insurance Policies, which are relevant to this RFP.

23. **Acceptance of Offer:**

The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

The Bank will not be under any obligation to meet and have discussions with any bidder and/ or to entertain any representations in this regard.

The bids received and accepted will be evaluated by the Bank to select the best bid in the interest of the Bank. However, the Bank does not bind itself to accept any Bid and reserves the right to reject any or all bids at any point of time without assigning any reasons whatsoever. The bank reserves the right to re-tender.



The Bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may opt to modify/withdraw the tender.

24. Signing of Agreement

The bidders whose bid is accepted by the bank will be referred to as the selected bidders and Bank will notify the name of the selected bidders by display in the Notice Board of the Bank.

Bank will enter into Corporate Agency Agreement and SLA with the selected Bidder as per the Corporate Agency/IRDAI/RBI/any other regulatory guidelines , on a date to be decided later by the Bank.

D.TERMS AND STIPULATIONS.

25. Effective Date:

The effective date of the tie up shall be date of signing of Corporate Agency Agreement by the selected bidder.

E.GENERAL CONDITIONS:

26. Intellectual Property Rights:

Bidders are warranted that any of the deliverables and inputs provided by any party during the process of RFP and also in future shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.

In the event that the Deliverables become the subject of claim of violation or infringement of a third party’s intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; or [b] replace or modify such deliverables to make them non- infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard.

The bidder has to acknowledge in writing that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of the bidder.

27. Indemnity:

The selected bidder shall indemnify the bank against any claims relating to the violation of intellectual property rights, deficiency of service in all matters relating to issuance and servicing of policies, settlement of claims and all other obligations as specified in the scope of the RFP. The indemnification obligation stated in this clause apply only in the event that the indemnified party (**Bank**) provides the indemnifying party (**bidder**) prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorised to agree to any settlement or compromise or the like which would

require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

28. Inspection of Records:

Bank at its discretion may verify the records or appoint third party for verification of records relating to the information provided in the bid document and the bidder shall extend all cooperation in this regard. Reserve Bank of India, IRDAI and other regulatory authorities may also conduct inspection of the services provided by the bidder to the Bank.

29. Assignment:

The Bidder shall not assign to any one, in whole or in part, its obligations to perform under the RFP/agreement, except with the Bank's prior written consent.

If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bidder under this RFP.

30. Confidentiality and Non-Disclosure

The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not to be disclosed or used other than for the purpose of the RFP process. Bidder shall suitably defend; indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in ANNEXURE-4.

No media release/public announcement or any other reference to the RFP or any program there under shall be made without the prior written consent of the Bank, by photographic, electronic or other means.

31. Amendments to the Agreement:

The Corporate Agency agreement and Service Level agreement [SLA] to be executed with the successful bidder will be drawn with due reference and respect to the corporate agency guidelines and regulatory provisions as stipulated by IRDAI/RBI/other regulatory authorities .Once executed, no amendments or modifications of Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing.

32. Responsibilities of the Bidder :

By submitting a signed bid/response to this RFP the Bidder certifies that:

- No attempt shall be made by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with CANARA BANK. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.

F. ANNEXURES

ANNEXURE-I

Checklist

1	Check List	
2	Letter of undertaking	
3	Authorization Letter Format (for attending bid opening)	
4	Non-Disclosure agreement format	
5	Track Record in Corporate Agency Tie-up with Banks / Financial Institutions	
6	Technical Bid Format	
7	Compliance Statement	
8	Products & Commission Details	

No.	Other Clauses	Bidder Response [Yes/No]
1	Whether the Bid is authenticated by authorised person? Copy of Power of Attorney or Authorization letter from the Bidder/s authorizing the person to sign the bid document is to be submitted with the Bid	
2	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials).Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?	
3	Whether ensured that the Bid is prepared as per the instructions provided in APPENDIX A and is placed along with the relevant documents / annexure in an envelope super scribed “ Corporate Agency Tie-up with General Insurance Companies in response to RFP- M&GR/APPS/ RFP/01/2020-21 dated 03-02-2021 ”, The Name of the Bidder and Due date of the RFP is specified on the top of the envelope?	
4	Whether ensured Indexing of all Documents submitted with page numbers?	

Signature with Seal.....

Bidders to verify the above checklist and ensure accuracy of the same before submission of the bid.



17. We confirm and declare that we have sound business polices, 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/RBI and any other regulatory guidelines relating to the insurance business and management of corporate agency relationship.

Place:

Signature of Applicant

Date:

Name & Designation

Seal of Organization



ANNEXURE-3

Authorization letter format (for attending bid opening)

(To be presented by the authorised person at the time of Bid Opening on the letter head of Bidder and should be signed by an Authorised Signatory with Name and Seal of the Bidder’s Company)

Ref No:

Date:

The Deputy General Manager,
Canara Bank,
Associate Party Product Section,
Marketing & GR Wing,
H O Annexe, 2nd cross
Gandhinagar
Bengaluru -560009, Karnataka

Dear Sir,

SUB: RFP for Corporate Agency Tie-up with General Insurance Companies.

Ref: Your RFP

This has reference to your above RFP.

Mr./Miss/Mrs. _____ is hereby authorised to attend the bid opening of the above RFP on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative
Signature of Authorizing Authority
Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person. In the absence of this letter , the representative may be restrained from attending the bid opening process



ANNEXURE-4

Non-Disclosure Agreement

(To be given on the Bidder Company’s Letter Head)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to enter into a Corporate Agency Tie-up agreement for selling General Insurance products with Canara Bank, having its registered office at 112, J C Road, Bengaluru - 560 002 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank’s IT Infrastructure and data shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for “Corporate Agency Tie-up with General Insurance Companies” and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK’s property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK’s written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date:

Signature with Seal

Name:

Designation:

ANNEXURE-5

Track Record in Corporate Agency Tie-up with Banks / other Financial Institutions (excluding RRBs & Co-operative Banks)

Sl. No .	Name and complete Postal Address of the Bank / Financial Institution	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Period of Partnership with the Bank / Financial Institution (From year to To year)	Business mobilized through this partnership during the past 5 years	Documents substantiating the performance and partnership
1	2	3	4	5	6

(Enclose necessary documentary proof)

Date:

Signature with Seal

Name:

Designation:

ANNEXURE 6

TO BE SUBMITTED ON THE BIDDER COMPANY'S LETTER HEAD AND SIGNED BY THE AUTHORIZED SIGNATORY WITH SEAL

TECHNICAL BID SHEET ON CORPORATE AGENCY TIE UP WITH CANARA BANK
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RFP. REF No. M&GR/APPS/ RFP/01/2020-21

Date:

1	Name of the Company					
2	Complete Address with Tel No. & Website (for further communication)					
3	Name, Designation, Contact No. & Email ID of the official for any communication in relation to the bid					
4	Names of the JV Partners & % of stake held by each as at 31.12.2020					
5	Year of Establishment					
6	Month & Year of Business Commencement					
7	IRDAI License No. and Date					
8	PAN					
9	GST No.					
10	Number of Branches as at 31.12.2020 (No. of Branches State-wise)					
11	Financial Information (Rs. in Cr)					
		2016-17	2017-18	2018-19	2019-20	2020-21*
a	Invested Capital					
b	Operating Profits / (Loss)					
c	Profit / (Loss) after Tax					
d	Accumulated Profits / Loss					
e	Solvency Ratio (in %)					
f	Combined Ratio					
g	Network					
12	Business Information					
a	Number of Policies					
b	Gross Written Premium (in Cr.)					
c	Corporate Agents (Banks)					
d	Corporate Agents (Others)					
e	Brokers					
f	Web Sales					
g	Direct Sales					
h	Individual Agents					
i	Others					

13.	Segment-wise business (Rs. in Cr)				
a	Fire				
b	Marine				
c	Motor				
d	Health				
e	Others				
14	Claims Paid (in Cr.)				
15	Claims Disposal Ratio				
a	Claims Disposal Turn Around Time				
16	IRDAI Penalty & Warnings - Yes / No				
a	If Yes, Details of Penalty / warning , Amount of Penalty & Reasons for Penalty				
17	Grievance Redressal				
a	No. of Grievances O/S at the start of the year				
b	No. of Grievances received during the year				
c	No. of Grievances Resolved during the year				
d	No. of O/S Grievances at the end of the year				
e	Total no. of policy complaints per 10000 policies				
f	Total No of claim complaints per 10000 claims registered				
18	Business & Revenue Projections for the Bank				
	Year	2021-22	2022-23	2023-24	
a	No. of Policies				
b	Gross Written Premium (in Cr.)				
c	Revenue for the Bank (in Cr.)				
19	Key Support Areas				
	Support	Bidder shall enclose item wise response indicating the envisaged plan			
a	Manpower				
b	Training				
c	Marketing				
d	Operational & Service				
e	Claims				
f	Technology				
g	MIS				
h	Grievance Redressal				
i	Risk Mitigation				
j	Others (Please specify)				

***31.12.2020**

20.A. INDIVIDUAL CLAIMS OF GENERAL INSURERS

(Amt in Rs Cr.)

Particulars	2016-17		2017-18		2018-19		2019-20		2020-21*	
	No.	Amt	No.	Amt	No.	Amt	No.	Amt	No.	Amt
Claims pending at start of year (A)										
Claims intimated/booked during the year (B)										
Total claims (C=A+B)										
Claims paid (D)										
Claims repudiated (E)										
Claims closed during the period (F)										
Claims pending at end of year (G=C-D-E-F)										

B.GROUP CLAIMS OF GENERAL INSURERS

(Amt in Rs Cr.)

Particulars	2016-17		2017-18		2018-19		2019-20		2020-21*	
	No.	Amt	No.	Amt	No.	Amt	No.	Amt	No.	Amt
Claims pending at start of year (A)										
Claims intimated/booked during the year (B)										
Total claims (C=A+B)										
Claims paid (D)										
Claims repudiated (E)										
Claims closed during the period (F)										
Claims pending at end of year (G=C-D-E-F)										

***31.12.2020**

21. THIRD PARTY ADMINISTRATOR

Does the Bidder have TPA or are the services are provided 'in house'? Please provide the claim processed percentage by TPA, in house services for the years 2018-19, 2019-20 and 2020-21*.

Sl no	Name of TPA	No of Hospitals at the beginning of the year	No of Hospitals added to the network during the year	No of Hospitals withdrawn or removed till 31.12.20	Total no of hospitals in the network till 31.12.20

22. HOSPITAL NETWORK

Please provide the details of your hospital network across various states/union territories as on 31.12.2020

Name of state	No of Hospitals in panel	No of Hospitals providing cashless facility

23. Please provide segment wise break up of business in the format as given below:

FY	Figures in INR Cr					
	Individual Health	Travel	Personal accident	Group Health	Others	Total
FY 2016-17						
FY 2017-18						
FY 2018-19						
FY 2019-20						
FY 2020-21*						

*As on 31.12.2020

24. DISTRIBUTION SET UP:

1. Does the bidder has a dedicated Bancassurance Vertical & Team? (Yes/No)
2. Please provide the list of Banks acting as corporate Agent for the organisation as on 31.12.2020

Sl No	Name of the Bank	Corporate Agent of Bidder since date (mm/yy)

3. Please provide the list of Banks having group policy as on 31.12.20 from the bidder:

Sl No	Name of the Bank	Product name	Master Policy Holder since date (mm/yy)

25. ORGANISATION DETAILS:

A. Please provide the list of All Board of Directors as on Date with a brief background of each

B. Please provide the organisation chart as on date showing the structure of various departments that exist and the reporting structure of respective functional heads

C. Please provide the structure & hierarchy of Bancassurance Department as on Date.

D. Please provide the list of Top Management Executives as on Date with their Names, Designation & Email Id's in the format as given below

Name	Designation	E-mail id

E. Please provide the number of branches as on 31.12.20 in each state or union Territory as per the format given below:

State/Union Territory	No of Branches

F. Please provide the following details which shall be used to communicate with the bidders. The bidders are requested to use the e-mail id only for any clarification, if any

Name	
Designation	
E mail ID	

ANNEXURE-7
COMPLIANCE STATEMENT

SUB: Your RFP XXXXX for Corporate Agency Tie-up with General Insurance Companies.

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Description	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all Annexures, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bids)		
Technical Specifications	We certify that the systems/ services offered by us for tender confirms to the specifications (as per ANNEXURE-6) stipulated by you except the following deviations.		
Scope of Work	As detailed in the RFP		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date:

Signature with Seal

Name:

Designation:

APPENDIX B

RFP Evaluation Criteria matrix

The Technical evaluation will be based on the following criteria (Maximum 70 Marks):

Sl No.	Parameter	Maximum Weightage
1	No. of years of Operation in India	5
2	Solvency Ratio	8
3	Profitability (last 5 years net profit)	5
4	Penalty by IRDAI (Last 5 years)	5
5	Claim Disposal Ratio (avg. of last 5 years)	8
6	Grievance (A]Total no. of policy complaints per 10000 policies B] Total No of claim complaints per 10000 claims registered) last 3 years avg.	8
7	Bank Tie-ups with Scheduled Commercial Banks (excluding RRBs & Co-operative Banks)	6
8	Technology & MIS	7
9	Products	8
10.	Third Party Administrators , In house services	5
11.	Network Hospital	5
	TOTAL	70

30 Marks is earmarked for Presentation. The presentation shall comprise of Distribution Plan / Road Map incorporating the following aspects.

- Overall preparedness for the tie up
- Market standing and experience
- Marketing Strategy
- Distribution Plan to achieve the business & revenue projections for next 3 years as indicated in the bid
- Sales / Man Power support
- Branch mapping
- Servicing , Renewal support
- Claims settlement procedure
- Grievance Redressal mechanism
- Training capabilities
- Risk mitigation measures for the Bank in terms of regulation compliance / against any claims / complaints by the policy holders
- Compliance to the regulatory standards
- Technology & MIS Support - Bidders should be able to provide Digital Infrastructure as well as have the capability to integrate with Bank's core banking solutions and risk mitigation measures to comply with regulations.



- Ability to customize products to suit the various segments of customers

A copy of the detailed presentation covering all the above aspects shall be shared to the bank.

The presentation has to be crisp, to the point and compliant to the time economy norms to be set out for the RFP process.

The various Information of Bidder/s collected (which is not included in the technical criteria) may also form part of the Evaluation presentation.

The Bidder with the highest total score (Marks for Technical + Presentation) will be declared successful and shall be recommended for the Corporate Agency Tie-up. After the identification of the successful Bidder, the Bank will follow the internal procedure for necessary approvals and thereafter proceed with the signing of Corporate Agency Agreement as per IRDAI regulations.