

ANNEXURE-I

PRE-BID QUERIES RAISED BY THE BIDDER AND BANK'S RESPONSE TO THE SAME

SN	CLAUSE	PAGE NO.	CLAUSE	QUERY	BANK RESPONSE
1	Scope of Work: Other terms and conditions under Group Personal Accident Insurance Policy for Canara Bank Employees	40	16	Require claim details for last 3 years policy period 1) Nos of claim in each year (last 3 years data required) 2) Nature of claim (Death/Non Death) for each year (last 3 years' data required) 3) Claim paid for each year (last 3 years' data required) 4) Claim outstanding for each year (last 3 years data required)	Claim details of last 3 years will be provided in Bank's format (Annexure II)
2	Scope of Work: Other terms and conditions under Group Personal Accident Insurance Policy for Canara Bank Employees	40	17	Last year Policy Copy	The policy period is from 01.01.2021 to 31.12.2021 with 89177 lives covered.
3	NA	NA	NA	Complete list of employees with date of birth and designation details in excel sheet	The policy is unnamed policy.
4	NA	NA	NA	Require below details for last 3 years' policy period 1) Premium at Policy Inception of last 3 years 2) Total lives at policy inception of last 3 years 3) Total sum insured at policy inception of last 3 years	Total lives at the policy inception for last 3 years will be shared by the Bank. (Annexure III)
5	NA	NA	NA	Policy will be on named/unnamed basis. Please confirm and share the annexure.	The Policy is unnamed policy. Cadre wise details of employees have been provided in the RFP
6	NA	NA	NA	Claim ratio for last 3 years	Claim details of last 3 years will be provided in Bank's format (Annexure II)
7	NA	NA	NA	Premium for last 3 years	Bank reserves its right for not providing the Premium for last 3 years
8	NA	NA	NA	Is there any change in category wise Sum Insured from last year to this year	There is no change in category wise sum insured





9	Scope of Work: Other terms and conditions under Group Personal Accident Insurance Policy for Canara Bank Employees	39	13	Is enhancement of Sum Insured only at the time of Promotion of Employee	The policy is unnamed policy. The changes in sum insured due to promotions, cadre wise shall be provided to the insurance company by the Bank.
10	Deliverables & Service Level Agreements (SLAs)	10	2.2	LD / Penalty, TDS - It is not applicable for insurance premium.	RFP clause stands
11	Selection of Bidder: Claim Process	17	6.1	Dashboard on claims - This facility is not available. However monthly MIS can be shared	Monthly MIS can be shared
12	Selection of Bidder: Claim Process	18	6.8	online helpdesk - SPOC can be contacted for any queries	SPOC details to be made available to the Bank.
13	General Conditions: Inspection of	21	4	Please clarify	RFP clause stands
14	Eligibility Criteria Declaration	30	Annexure 2(e)	Copy of work orders are not applicable for insurance. To be waived	RFP clause stands
15	Eligibility Criteria Declaration	30	Annexure 2(f)	Experience of insuring one lac people - Chartered accountant certificate may be waived for PSUs	RFP clause stands
16	Eligibility Criteria Declaration	30	Annexure 2(g)	Certificate on claim settlement ratio from Chartered Accountant may be waived for PSUs.	RFP clause stands
17	Track record of Past Implementation of Insurance provided	35	Annexure 4	List of client can be given but there are constraints to provide documentary proof	RFP clause stands
18	Scope Of Work	39	Annexure 6	PPD list please clarify on loss of sense of smell or taste	RFP clause stands
19	Scope of Work: Other terms and conditions under Group Personal Accident Insurance Policy for Canara Bank Employees	40	15	Intimation / submission of claim 1 year. Immediate intimation of claim is mandatory and delay in submission with due reasons may be considered	RFP clause stands
20	Scope of Work: Other terms and conditions under Group Personal Accident Insurance Policy for Canara Bank Employees	40	16	Whether claim to be settled to Canara Bank or to the nominees as mentioned in the sl. No.9. To clarify	The amount to be settled to the nominee/claimant under intimation to the bank
21	Bidder Risk Assessment	53	Appendix E	Is it required for PSUs also	RFP clause stands