

ANNEXURE-1

CHECKLIST

VENDORS TO VERIFY THE CHECKPOINTS AND ENSURE ACCURACY OF THE SAME BEFORE SUBMISSION OF THE BID

SL. NO	ANNEXURES
1	Checklist
2	Letter of proposal submission.
3	Company Information.
4	Detail of Products offered and Approved Commission rates.
5	Branch Data –As on 31.12.2019 - Region-wise
6	Agency data As on 31.12.2019 - Region-wise
7	Key Observations in Last 3 Years
8	Individual Claims Data- Number of policies and Amount of Claims
9	Group Claims Data- Number of policies and Amount of Claims
10	Business done by the organization
	A. Channel wise Business break-up
	B. Segment wise split Business
	C. List of Banks/NBFCs acting as Corporate Agent
	D. Business & Revenue Position for next 3 Years of DBGB
	E. Business Strategy and Road Map to achieve the figures as given in (D)
	F. Servicing Capabilities.
	G. Bancassurance Experience (Group Business)
11	Product Customization

SL. NO	APPENDIX
1	Authorization letter format (for attending bid opening)
2	Form of board resolution
3	Declaration

ANNEXURE- 2

LETTER OF PROPOSAL SUBMISSION

[Location, Date]

To:

The General Manager
Dakshin Bihar Gramin Bank,
Marketing Department
Shri Vishnu Commercial Complex,
Near National Highway Petrol Pump, ByPass N.H.30
Asochak, Patna – 800030
Email: homarketing@dbgb.co.in

Dear Sir,

Sub: RFP for proposed Corporate Agency Arrangement with Dakshin Bihar Gramin Bank.

1. We, the undersigned are duly authorized to represent and act on behalf of [insert] (“Bidder”)
2. Having reviewed and fully understood all information provided in the Request for Proposal Document dated [insert] (“RFP”) issued by the Bank, [Bidder] is hereby tendering the Bid.
3. Our Bid is unconditional, valid and open for acceptance by Bank until 180 days from the last date of submission of the RFP.
4. We undertake that we shall make available to the Bank any additional information / clarification it may find necessary or require to supplement or authenticate the Bid.
5. We hereby agree, undertake and declare as under:
 - a. We declare that in the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our bid.
 - b. We undertake that in case due to any change in facts or circumstances or applicable law during the bidding process, we are disqualified in terms of the RFP, we shall intimate the Bank of the same immediately.
 - c. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bid process in the past five years and have not been blacklisted by any governmental or regulatory authority or stock exchange in the past five years;
 - d. We confirm that the Bank and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our advisors and clients regarding any financial and technical aspects.

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- e. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bank in connection with the selection of the Bidder, or in connection with the Bidding process itself, in respect of the above mentioned proposed tie-up and the terms and implementation thereof.

6. We understand that:

- a. All information submitted under this Bid shall remain binding upon us; and
- b. The Bank may in their absolute discretion reject or accept any Bid, cancel the Bidding process for the proposed tie-up and reject all the proposals.
- c. We acknowledge the Right of the Bank to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- d. Bank is not bound to accept any Bid that it may receive pursuant to the RFP;

7. We acknowledge that the Bank will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.

8. We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by the Bank from time to time at its sole discretion.

9. This Bid shall be governed by and construed in all respects according to the laws of India. Courts in Patna, India shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.

We confirm that we are complying with the IRDAI guidelines.

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person

Company rubber stamp/seal

ANNEXURE -3

COMPANY INFORMATION

[Provide here a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, authorized person submitting the proposal, power of attorney for the authorized person, his contact details, objectives of the firm etc]. Also provide snapshot of your operations in the format given below:

(A)

Sl. No.	DETAILS	Amount in INR Crore		
1	Name of the applicant firm			
	Head Office			
	Address			
	Website			
2	Name of the JV Partners			
	1			
	2			
	3			
3	Year of establishment			
4	Is the Company Bank promoted			
5	Date of commencement of business			
	No. of employees 31.12.2019			
	No. of branches as on 31.12.2019			
6	Financial Information INR Crore	2016-17	2017-18	2018-19
	1.Invested Capital			
	2.Profit after Tax			
	3.Accumulated Profit/ Loss			
	4.Net Worth			
	5.Solvency Ratio			
	6.Gross Premium			
7	Claims Repudiation Ratio (Whichever applicable)			
	1.Claim Repudiation Ratio Fire			
	2.Claim Repudiation Ratio Marine			
	3.Claim Repudiation Ratio Health			
	4.Claim Repudiation Ratio Motor			

(B) Please provide the Organization structure and hierarchy

(C) Please provide the List of Top Management Executives with names, designations, contact no's and email ids

Name	Designation	Contact No.	Email id

(D) Provide the Bancassurance Department Structure and Hierarchy

(E) Provide us mapping of your branches in India and Bihar as on 31.12.2019

ANNEXURE -4

DETAIL OF PRODUCTS OFFERED AND APPROVED COMMISSION RATES

Name of the Product	Product Category (motor, Health, Fire, etc.)	Min. % of Price Discount to be offered to Bank Customers *	Maximum Commission approved by IRDAI	Maximum Commission offered to the Bank*

*Within the permissible IRDAI regulations and guidelines.

ANNEXURE -5

BRANCH DATA –AS ON 31.12.2019

NUMBER OF BRANCHES-REGION WISE

Region	Districts Covered	Branches
Ara	Bhojpur	
Aurangabad	Arwal, Aurangabad	
Begusarai	Begusarai, Khagaria	
Bhabhua	Buxar, Kaimur	
Bhagalpur	Banka, Bhagalpur, Munger	
Biharsharif	Nalanda	
Gaya	Gaya	
Jamui	Jamui, Lakhisarai	
Nawada	Nawada, Sheikhpura	
Patna	Patna, Jehanabad	
Samastipur	Samastipur	
Sasaram	Rohtas	

METRO	
URBAN	
SEMI-URBAN	
RURAL	

ANNEXURE -6

AGENCY DATA – 31.12.2019

Number of Agents-Region Wise

Region	Districts Covered	Branches
Ara	Bhojpur	
Aurangabad	Arwal, Aurangabad	
Begusarai	Begusarai, Khagaria	
Bhabhua	Buxar, Kaimur	
Bhagalpur	Banka, Bhagalpur, Munger	
Biharsharif	Nalanda	
Gaya	Gaya	
Jamui	Jamui, Lakhisarai	
Nawada	Nawada, Sheikhpura	
Patna	Patna, Jehanabad	
Samastipur	Samastipur	
Sasaram	Rohtas	

METRO	
URBAN	
SEMI-URBAN	
RURAL	

ANNEXURE -7

Key Observations in Last 3 Years

ITEM	DETAILS
IRDAI Penalties/Warnings etc.	
Others	

ANNEXURE -8

INDIVIDUAL CLAIMS OF GENERAL INSURERS (NUMBER OF POLICIES)

PARTICULARS	2016-17	2017-18	2018-19
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claims pending at end of year (G=C-D-E)			
Claim Settlement Ratio			

INDIVIDUAL CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS)

(IN INR)

PARTICULARS	2016-17	2017-18	2018-19
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claims pending at end of year (G=C-D-E)			

ANNEXURE -9

GROUP CLAIMS OF GENERAL INSURERS (NUMBER OF CLAIMS)

PARTICULARS	2016-17	2017-18	2018-19
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claims pending at end of year (G=C-D-E)			
Claim Settlement Ratio			

GROUP CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS)

(IN INR)

PARTICULARS	2016-17	2017-18	2018-19
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claims pending at end of year (G=C-D-E)			

ANNEXURE -10

PROVIDE INFORMATION AS SOUGHT BELOW ABOUT THE BUSINESS DONE BY THE ORGANIZATION

A. Channel wise business break-up

PARTICULARS	GROSS PREMIUM		
	2016-17	2017-18	2018-19
Individual Agents			
Corporate Agents-Banks			
Corporate Agents-Others			
Brokers			
Direct Selling			
Others			
Total			

B. Segment wise split business

SEGMENT	GROSS PREMIUM		
	2016-17	2017-18	2018-19
Retail Business			
Group Business			

SEGMENT	NEW BUSINESS PREMIUM		
	2016-17	2017-18	2018-19
Retail Business			
Group Business			

C. List of Banks/ RRBs/ NBFCs acting as Corporate Agent for the Organization as on March 31, 2019, and business done till date

SNO.	Name of the Bank or NBFC	Date of Business Commencement mm/yy	Type of Master Policy/ Insurance scheme	Gross Premium		
				2016-17	2017-18	2018-19

D. Business & Revenue Position for next 3 Years of Dakshin Bihar Gramin Bank

	YEAR 1	YEAR 2	YEAR 3
Premium Per Annum			
Revenue to the Bank			

E. Business Strategy and Road Map to achieve the figures as given in (D)

Elaborate on various kinds of support that will be provided to the Bank with relevant details & strategy keeping in mind the nature of business, profile of customers and geographical spread of branches.

SNO.	SUPPORT ITEM	STRATEGY/ ROAD MAP
1	Man Power Support	
2	Training Support	
3	Marketing Support	
4	Operational Support	
5	Claims Service Support	
6	Technology Support	
7	MIS Support	
8	Any Other Support (Specify)	

F. Servicing Capabilities.

SL.	SERVICING CAPABILITIES	DETAILS

No.		
1	Service cycle - Pre-sales / Post-sales / Claim settlement	
2	Claim settlement TAT	
3	Persistency/ Business Renewal Percentage for Annual Plans	
4	Technology integration with bank system	

G. Bancassurance Experience (Group Business)

SNO	Name of the Bank or NBFC	Date of Business Commencement mm/yy	Type of Master Policy/Insurance Scheme	Gross Premium		
				2016-17	2017-18	2018-19

ANNEXURE -11

PRODUCT CUSTOMIZATION

Is the insurer open to customizing product based on the Bank's requirements (for individual or group products). Give any example of product customization in any of the existing relationships.

ANNEXURE -12

CRITERIA AND WEIGHTAGE TABLE

Sl. No.	PARAMETERS	CRITERIA & WEIGHTAGE				
1	Number of Years of Operation in India	More than 15 years	15-13 Years	10-12 Years	9-5 Years	3-5 Years
		10	8	6	4	2
2	Average Incurred Claim Ratio-Last 3 Years	20-30%	31-40%	41-50%	51-60%	more than 60%
		10	8	6	4	2
3	Average Grievance Resolution Ratio-Last 3 Years	95% - 100%	90% - upto 95%	85% - upto 90%	80% - upto 85%	75%- upto 80%
		10	8	6	4	2
4	Tie-Up with Banks (RRBs/PSU)	More than 3 banks	2-3 banks		1 Bank	
		10	6		4	
5	Point of Presence (No of Branches in Bihar)	More than 3 Branches	2 – 3 Branches		1 Branch	
		10	5		3	
6	Regulatory/ Statutory penalties during last 3 years	No Penalty	Penalty during one of last 3 years		Penalty in 2 or more years	
		10	6		4	
7	Technology driven processes for the Bank	100% seamless	Online Payment Process	Online Issuance of Policy	Claim Settlement Process	TAT (Turn Around Time)
		2	2	2	2	2
8	New Business Premium (Rs. In crores)	More than 1000	700- 1000		500 - 700	100- 500
		20	8		6	4
9	Average Claim Settlement Ratio – last 3 years	91% - 100%	81% - 90%	71% - 80%	60% - 70%	
		10	8	6	4	

AUTHORIZATION LETTER FORMAT (FOR ATTENDING BID OPENING)

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

Ref No:

Date:

The General Manager
Dakshin Bihar Gramin Bank,
Marketing Department
Shri Vishnu Commercial Complex,
Near National Highway Petrol Pump,
ByPass N.H.30, Asochak
Patna – 800030
Bihar.

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

Dear Sir,

This has reference to your above RFP. Mr. /Miss/Mrs. _____ is hereby authorized 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 and shall not be placed inside the bid covers.

FORM OF BOARD RESOLUTION

CERTIFIED TRUE COPY OF THE MEETING OF THE BOARD OF DIRECTORS OF [BIDDER] HELD ON [] AT []

“RESOLVED THAT, [] and [], Directors/Officers of [Bidder], whose specimen signatures appear below, be and are hereby jointly and severally authorized, to do all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid and finalization of our tie-up with the Dakshin Bihar Gramin Bank (“Bank”), in response to the Request For Proposal dated [] issued by the Bank, on behalf of the Company, including but not limited to signing and submitting all applications, Bids and other documents and writings, participating in Bidders’ and other conferences and providing information / responses to the Bank, representing the Company in all matters before the Bank and generally dealing with the Bank in all matters in connection with or relating to or arising out of our Bid and the Bid process and is authorized to negotiate and conclude the tie-up.

Specimen signature _____

Name: Designation:

Specimen signature _____

Name: Designation:

Certified true copy for and on behalf of [Bidder]

Signature of the Authorized Person with date

Name of the Authorized Person

Company rubber stamp/seal

DECLARATION

- All the information furnished by us here in above is correct to be best of our knowledge and belief.
- We have no objection if enquiries are made about the work listed by us in the accompanying sheets/Annexure.
- We agree that the decision of Punjab National Bank in selection process will be final and binding on us.
- We confirm that we have not been barred / blacklisted / disqualified by any regulators / statutory body in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the Bank.

Place:

Signature of the Applicant

Date:

Name and Designation

Seal of Organization