

DAKSHIN BIHAR GRAMIN BANK
REQUEST FOR PROPOSAL FOR CORPORATE AGENCY ARRANGEMENT FOR GENERAL INSURANCE BUSINESS
RFP REF NO. 1/MKT/201920 Date: 01/02/2020

<u>Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments</u>			
SN	PARTICULARS/ ANNEXURE/ APPENDIX	Description of Query/ Clarification sought by Bidder	Bank's Response
1	Date and time of opening of Bid (29/02/2020)	Time of Opening of Bid	Date: 29/02/2020 Time: 11:00 AM Venue: Head Office, Patna
2	Bidder's Eligibility Criteria		
A	The bidders should have comprehensive range of products to cater the needs of various Customer segments of the bank duly approved by IRDA.	Will Self Declaration on company letter head suffice as a documentary evidence	Bidder has to submit a self-declaration on the letter head of the company stating that the range of products so offered to the customers are duly approved by IRDA.
B	The Bidder should be a Non-bank promoted company.	Please specify which documents have to be provided.	Bidder has to submit a declaration on the company letterhead.
C	The bidder should have the minimum Solvency Ratio of 1.5 as on 31.12.2019.	Solvency ratio should be asked for as on 31/03/2019 instead of 31/12/2019 as entire formats (refer Sec J, page 11) & preparation of proposal is being done on the basis of Annual numbers for Fiscal year ending on March 31,2019. Also, our accounts for 31/12/2019 are yet to be approved & adopted by the Board of company. All the RFPs coming in 2019-20 have asked for solvency as on 31/03/2019 & it is generally accounted for the entire year.	The figure for the Solvency Ratio is to be submitted as on 31/03/2019.
3	<u>PARAMETERS & WEIGHTAGE FOR EVALUATION OF BIDS</u> - Average Claim Settlement Ratio – last 3 financial years Annexure 3, Point 7 – Claim Repudiation Ratio	Kindly clarify the term "Repudiation Ratio". Do we require to consider only rejected cases or inclusive of closed cases under the term "Repudiation".	The Repudiation Ratio will not include the cases closed. Annexure 12 is self explanatory for the weightage allotted to the various parameters.
4	Annexure 8 & Annexure 9	please advise - the claims part should also contain claims without payment, as mentioned in the adjacent column	The modified Annexure 8 and Annexure 9 are attached as ANNEXURE A

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5	Annexure 4 - Min. % of Price Discount to be offered to Bank Customers *	Request for clarification	Mention the rates as applicable in the products within the guidelines of IRDA, and the discount to the Bank customers, wherever applicable.
6	Annexure 5 & Annexure 6	<ul style="list-style-type: none"> • Request for clarification • Request for clarification, Number of agents required district wise or Bank's region wise. Also need clarification for the last columns on Branches. 	<p>The Metro/ Urban/ Semi-Urban/ Rural will be applicable only to the state of Bihar</p> <p>The Agents in the Bancassurance channel in the state of Bihar. The table mentions the Regions as well as the districts covered by them, so kindly mention accordingly. Also the last column would apply in the state of Bihar only.</p>
7	Annexure 7	Please specify what other information is required.	Bidder should submit any penalties imposed by Consumer Forum or any court of law.
8	Annexure 10 – Section C & Section G	request for a clarification on Type of Master Policy / Insurance Scheme Coloumn	<p>The modified Section C is attached in ANNEXURE A</p> <p>For Section G, the Bidder requires to submit the names of all the existing Master Policy Holders/ Group Insurance for Banks/ NBFC – Corporate Agency or otherwise.</p>
9	Annexure 10 – Section D	Sir / Madam, request to please share segment wise advances details for the last 3 years	The segment wise Advances details of the Bank are attached as Annexure B
10	Annexure 10 – Section F	Business renewal for Annual plans – here are we supposed to give business renewal plan for our company or our renewal plan for DBGB?	The Section F is part of Annexure 10. The bidder has to state the details of the business done by the organization.
11	Annexure 12 – Point 8	New Business Premium – Here new business premium means (renewal premium not to be considered?), 20 marks weigthage is given here.	Here, the new Business Premium will not include renewal business should not be considered. The weightage given is 10 marks.

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12	Appendix 1 & Appendix 2	A common board resolution copy which authorizes CMD of IFFCO-TOKIO as authorized signatory. Further CMD has officially delegated participation & signing authority of commercial bids to designated senior employees of the company. common board resolution copy and Power of attorney copy to exercise such powers would suffice the requirements under Appendix-1 and Appendix-2 of the annexure document (page no 14 and 15). Kindly confirm.	The Bank confirms it.
OTHER QUERIES			
1	If any Co branded customized general insurance product have been rolled out. What is the GWP of such product.		At present, there is not any customized general insurance product for the Bank.
2	If there is any API integration between Bank and its present insurance partners.		There is not any API integration in the Bank in its Bancassurance channel.
3	Total number of specified persons presently working in the bank to solicit general insurance business.		There are 11 SPs having Composite License.
Foe other queries, please be guided by the RFP.			

Name of the Product	Number of Loans Disbursed			Average Ticket Size
	FY 2016-17	FY 2017-18	FY 2018-19	
KCC	133875	81367	62957	1,00,000/-
Agriculture Term Loan	2012	2358	727	3,00,000/-
SHG	49691	51695	35866	2,00,000/-
MUDRA		50938	39637	2,00,000/-
Housing	351	486	463	15,00,000/-
Education	372	1715	383	5,00,000/-
Vehicle	288	853	1049	5,00,000/-
ODIP	2	24	17	2,00,000/-
Total	186591	189436	141099	

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SEGMENT WISE PREMIUM COLLECTED FY20 - (NOV'19)	
Amount in lakh	
SEGMENT	PREMIUM COLLECTED
MOTOR	57.60
RESIDENTIAL	14.65
COMMERCIAL PROPERTY	157.52
RURAL (CATTLE/ POULTRY)	40.50

Premium Collection and Commission earned.		
Amount in Lakh		
Financial Years	Premium Collected	Revenue Earned
FY17-18	507.09	75.77
FY18-19	543.00	69.00
FY19-20 (Nov'2019)	338.00	23.24

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AMENDMENTS

ANNEXURE A

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)			
<i>Claims closed without Payment (E)</i>			
Claims repudiated (F)			
Claims pending at end of year (G=C-D-E-F)			
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 (F=C-D-E)			

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ANNEXURE -9

GROUP 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)			
<i>Claims closed without Payment (F)</i>			
Claims pending at end of year (G=C-D-E-F)			
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 (F=C-D-E)			

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Annexure 10

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	Gross Premium		
			2016-17	2017-18	2018-19

ANNEXURE -12

CRITERIA AND WEIGHTAGE TABLE

Sl. No.	PARAMETERS	CRITERIA & WEIGHTAGE			
		More than 1000	700- 1000	500 - 700	100- 500
8	New Business Premium (Rs. In crores)				
		10	8	6	4