



**Uttarbanga Kshetriya Gramin Bank
HEAD OFFICE - Coochbehar**

**Request for Proposal (RFP)
For
Corporate Agency Arrangement for
General Insurance Business**

CALENDER OF EVENTS

1. Date of Issue of RFP :: 19.08.2020
2. Date of Submission 05.09.2020 upto 05:00 PM
3. Date of Opening of Bid 09.09.2020 at 04:00 P.M
4. Date of Presentation to be intimated after assessment of technical bid



Index ::

- 1 About the RFP
- 2 Objectives
- 3 Scope of Work
- 4 Bidders Eligibility
- 5 Bid Process
- 6 Rejection of Bid
- 7 Proposal Validity
- 8 Evaluation Of Bids
- 9 Preparation of proposals
- 10 Submission Receipt and opening of Proposal
- 11 Other Terms and Conditions
- 12 Minimum Eligibility Criteria filled by the Bidder - General
- 13 Undertaking by Bidder- Form 1
- 14 Organizational Snapshot - Form 2
- 15 Organization Details-Form 3
- 16 Products and Commission-Form 4
- 17 Channel wise Break up-Form 5
- 18 Segment wise Business – General-Form 6
- 19 Claim Settlement- Form 7
- 20 IRDA penalty and warning-Form 8
- 21 Grievance Redressal- Form 9
- 22 Distribution parameter- Form 10
- 23 Business & Revenue parameter- Form 11
- 24 Support- Form 12



1. About RFP :

In this RFP the term “**Uttarbanga Kshetriya Gramin 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. The bank invites Request for Proposal (hereinafter called RFP) from eligible General Insurance Companies (Bidder) for “Corporate Agency Tie –up” for soliciting / marketing of their insurance products through Bank’s branch network.

2. Objectives :

As per IRDA (Registration of Corporate Agents) Regulations, 2015, Bank is in the process of entering into tie-up with multiple insurers to provide more choice of insurance as well as services to its customers. Currently,

3. Scope of work:

- Customization of Insurance products to cater to all segment of Bank’s clientele base.
- The premium for the above risk cover should be in line with the market and competitive enough to restrain our clients from looking elsewhere.
- Support to Bank in terms of Sales, Renewals, Claims, Customer Complaint Resolution, MIS, IT & Manpower.
- The company should be technologically enabled ,so as to be in a position to provide the bank ,data on policies issued, policy renewals, policies lapsed and claims throughout the bank with all details on a day to day basis and other details such as scanned copies of proposals forms at regular intervals as may be mutually agreed.
- The company should provide access to the Bank, of the updated data of policies sold by bank branches on the company’s portal through a specific User ID & Password.
- The company should provide the MIS updates on status of customer complaints on a weekly basis.
- The commission paid by the company shall be as per IRDAI prescribed rates. The product wise applicable commission rates shall be furnished as per Form 4.
- The company shall put in place a robust system towards risk mitigation for the Bank to function as a Corporate Agent.



4. Eligibility ::

The Bidder should fulfill the following eligibility criteria:

- Should have valid IRDAI license for procuring insurance business in India and should have been registered with IRDAI under General Insurance category.
- Should have been in operation for more than 5 years in India as on 31.03.2020
- Authorized representative of Bidder should submit undertaking in Form 1.
- Should have the minimum Solvency Ratio of 2.0 as on 31.03.2020 as per audited balance sheet.
- Should have comprehensive range of products to cater to the various segments of customers.
- Should have adequate manpower, technical, and underwriting support.
- The bidder should have corporate tie up with minimum 2 (Two) Regional Rural Bank (RRB).

5. Bid Process ::

Bid Document ::

This document can be downloaded from bank's website.

Clarification to RFP and Pre-Bid Queries ::

The bidder may request for clarification on any clause of RFP document on or before 04.09.2020 upto 05:00 P.M.

At any time before the submission of proposals, the Bank may amend the RFP by issuing an addendum and hosting it on the Bank's website. The addendum will be binding on all the bidders. To give Bidders reasonable time to take an amendment into account in their proposals, the Bank may, if the amendment is substantial, extend the deadline for submission of Proposals.

6. Rejection of Bids ::

The bank reserves the right to reject the Bid if,

- The bidder is found to have not fulfilled any of the eligibility criteria.
- The Bid is incomplete as per the RFP requirements.
- Any condition stated by the Bidder is not acceptable to the Bank.
- If the RFP and any of the terms and conditions stipulated in this document are not accepted by the authorized representative(s) of the Bidder.
- Required information is not submitted as per the format given.
- Any information submitted by the Bidder is found to be untrue / fake/ false.
- The Bidder does not provide within the time specified by the Bank, the supplementary information / clarification sought by the Bank for evaluation of the Bid.
- The bank shall be under No Obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever.
- The bank may abort the entire process at any stage, thereby without incurring any liability on any count and without any obligation to inform the affected Bidder(s) of the grounds for Bank's action.
- Proposals received after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

7. Proposal Validity ::

All proposals shall be valid for a period of 180 days from the last date of submission mentioned in "Calendar of Events".

The Bank will make its best effort to complete the process within the specified period. However, should the need arise; the Bank may request the Bidder to extend the validity period of their proposals. Bidders, who do not agree, have the right to refuse to extend the validity of their proposals. Under such circumstances, Bank shall not consider such proposals for further evaluation. The last date of submission of RFP is 05.09.2020. No proposal will be accepted after this date. Bidders have to submit RFP in hard copy format in original along with one set of photocopy and 2 soft copies by means of Pen Drive. The documents in the Pen Drive should be in no other format other than the MS Word.

Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.



The bank may at its sole discretion appoint or take the help of professional consultant to help the bank in evaluation process.

Bank may call for any additional information as may be required.

8. Evaluation of Bids ::

The Bid submitted by the bidders under the RFP will be evaluated by a committee of the Bank. If required the Bank may engage the services of external consultants for evaluation of the bid. The Technical Proposal of the bidders shall be evaluated as per the below criteria (Maximum 65 marks)

1 Business Parameter (13)

- a. Solvency Ratio $>2 = 5$
- b. Net Worth= 4
- c. Profitability (PAT)= 4

2 Service parameter (13)

- a. Grievance Redressal = 6
- b. Claim Ratio= 7

3 IRDAI Penalty (2)

4 Products (7)

5 Business Planning (5)

6 Support parameter (25)

- a. Manpower= 5
- b. Training= 4
- c. Marketing Support =5
- d. Operations, Service and Claims Support= 5
- e. Technology MIS and Digitalization of Process= 6

7 Total 65

8 Presentation 35

Total (7+8) =100



65 marks are allotted for Technical Evaluation. Bidders scoring less than 50 marks (cut-off score) out of 65 marks in the technical evaluation shall not be considered for the presentation process. In case, there is only one Bidder having technical score of 50 or more, the Bank may, at its discretion, also include Bidder with the next highest technical score above a score of 40. In case, none of the participating Bidders qualify on technical criteria and reach or exceed the cut-off score 50, the Bank, at its own sole discretion, may qualify two Bidders on the basis of the top 2 scores with a minimum score of 40. Bidders achieving minimum technical score as mentioned above will be invited for a presentation on a specified date, time before the appointed committee by the Bank. The presentation shall carry 35 marks. The successful bidders will be intimated about the date and time of presentation and will have to make their own travel and stay arrangements at their own cost. Bank will not bear the cost towards the same.

The presentation shall comprise of Distribution Plan / Road Map incorporating the following aspects::

- Marketing strategy.
- Distribution Plan to achieve the business & revenue projections for next 3 years as indicated in the bid.
- Ability to customize products to cater to various segments of Bank's Clientele.
- Sales / Manpower support.
- Branch mapping.
- Claim Servicing (detailed Claim settlement process).
- TAT (Policy issuance & Claim settlement).
- Training Capability.
- Risk mitigation for the Bank in terms of regulation compliance / against any claims / complaints by the policy.
- Holder.
- Technological & MIS support.
- Grievance redressals mechanism.
- A copy of the detailed presentation covering all the above aspects shall be shared with the Bank.
- The Bidders will be ranked on the basis of the sum total of score i.e. technical score + presentation score. 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 approval and thereafter proceed with the signing of Distribution Agreement as per IRDAI regulations.



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

9. Preparation of Proposals :

In preparing their Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal While preparing the Proposal, the Bidder must give particular attention to the following:

The data should be furnished strictly in accordance with the formats specified / applicable among those mentioned in FORM 1 to FORM 12.

- All monetary numbers should be in Indian Rupees. Denomination in INR Crores is preferred for large numbers.
- Annual numbers for Indian operations should be for financial year ending March 31, 2020 unless otherwise specified.
- Submission of the data in wrong type of formats will result in Proposal being deemed non-responsive.

10. Submission, Receipt, and Opening of Proposal ::

The original Bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who has signed the proposal, must authenticate such corrections by initial. An authorized representative who would be signing the Submission letter shall initial all pages of the original Bid document with Company seal.

The Bid document along with the data as per the formats mentioned in the Data Sheet must be submitted at HO, in respective boxes by the date and time mentioned in “Bid details in Brief – Calendar of Events” sheet , in a single sealed envelope duly super scribed **REQUEST FOR PROPOSAL FOR CORPORATE AGENCY AGREEMENT FOR GENERAL INSURANCE BUSINESS.**

No proposal through mail will be accepted. The bidder may send their proposal through Indian Post to **Department of Operation, Head Office, Uttarbanga Kshetriya Gramin Bank, Sunity Road, Coochbehar-736101.** Bank will not be liable for any delay of Postal Department.

The bidders who would want to be present at the time of opening of bids may send their representatives on the given date and time. Therefore from the time the Proposals are opened to the time the Bidders are shortlisted, the Bidder should not contact the Bank or any officials of the bank on any matter, except to seek clarifications correspond to the queries of the bank in writing or email. Any effort by the bidders to influence the Bank in the examination, evaluation, ranking of proposals, and recommendation for award shall result in the rejection of the Bidders Proposal. The Bank reserves right to seek clarifications from the Bidders.



11. Other Terms and Conditions ::

Force Majeure:

Notwithstanding the above provisions, the successful bidder shall not be liable for termination on account of default if and to the extent that the delay or failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purpose of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

Confidentiality:

The bank is bound by an agreement of confidentiality and secrecy with regard to the dealings of all customers, including the borrowers. The selected Bidder shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any third party or competitors. The Bidder shall render himself liable for disqualification /premature termination of contract apart from other legal action as may be warranted for any laxity on its part. The Bank is entitled to be indemnified by the Bidder for any loss/damage to reputation and / or for any breach of confidentiality. The information referred to shall include but not restricted to any and every information concerning the Bank and its customers which the Bidders comes to know only on account of its being associated with the bank through the contract which the Bidder otherwise would not have had access to. The Bidder shall also not make any news release, public announcements or any other reference on RFP on contract without obtaining prior written consent from the Bank. Any reproduction of this RFP by photocopy /Photostat / Electronic or any other means is strictly prohibited without prior consent of the bank.

Resolution of Disputes:

All disputes and controversies between the Bank and the Bidder shall be subject to the exclusive jurisdictional of the Courts in Coochbehar, West Bengal and the parties agree to submit themselves to the jurisdiction of such court.

Period of Tie Up :

The tie up between the selected Insurance companies and the Bank shall be for a minimum period of One year and maximum period of Three years, subject to provision of termination clauses and annual review by the Bank.



Arbitration:

Any controversy related to the bidder under and pursuant to the MOU signed between the Bank and the Bidder, the interpretation thereof or its breach shall, if not resolved by mutual discussions between the parties, be settled by binding arbitration in accordance with the Arbitration and Conciliation Act, 1996. The Arbitral Tribunal shall be composed of one Arbitrator to be appointed by each party, and a third Umpire appointed by such Arbitrators, each party shall bear the costs, fees etc. of the arbitrator nominated by them and shall equally bear the cost of the Umpire.

Inspection of Record:

All Bidder records with respect to any matter covered by this tender (RFP) shall be made available to the Bank at any time during normal business hours, as often as Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data

12. Minimum Eligibility Criteria – General Insurance Companies (To be filled by Bidders)

Sl. No. Eligibility Criteria Met By Bidder (YES / NO)

Document to be submitted:

1 The Bidder should have valid IRDAI license for procuring insurance business in India and should have been registered with IRDAI under General Insurance category. **(Copy of License)**

2 The Bidder should have been in operation for more than 5 years in INDIA Certificate of Incorporation Balance sheet and profit & loss A/C for last 5 years.

3 The Bidder should have a minimum solvency ratio of 1.5 as on 31.3.2020 **CA certified solvency certificate.**

4 Authorized representative of the Bidder has given undertaking in Form 1 duly signed and stamped. **(Undertaking Form 1)**

5 The Bidder should have comprehensive range of products to cater to the need of various segment of customers of the Bank Self – **Declaration duly signed.**

6 The Bidder should have adequate manpower, technical and underwriting support.

Self-Undertaking

7 The Bidder should have minimum claim settlement ratio of 90% and above as on 31.03.2020 **IRDAI certificate.**

8 The bidder should have corporate tie up with minimum 2(two) Regional Rural Bank (RRB).

Relevant documents.

Date: (Authorized Signatory) With Seal of Company



13. Form 1- Undertaking By Bidder

To,
The General Manager
Uttarbanga Kshetriya Gramin Bank,
Head Office, Coochebahr.

Sir,

Sub: RFP for proposal Corporate Agency Arrangement for General Insurance Business.

1. We, the undersigned are duly authorized to represent and act on behalf of Bidder.
2. Having reviewed and fully understood all information provided in the Request for Proposal Document dated issued by the Bank, (Bidder) is hereby submitting the Bid. As required we are enclosing the following: Bid as per the RFP other details and supporting documents (as applicable) in response to the requirements outlined in the RFP.
3. Our Bid is unconditional, valid and open for acceptance by Bank up 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:
 - I. We have examined the RFP document and have no reservations with respect to the same.
 - II. Our Bid is, in all respects, compliant with the requirement of the RFP. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby represent and confirm that our Bid is unqualified and unconditional and is without any deviations, conditions or any assumptions in all respects.
 - III. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby agree and undertake to keep this Bid valid and open for acceptance without unilaterally varying or amending its terms for the period, including any extended period, as specified in accordance with the RFP.
 - IV. We declare that in the event the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.



- V. 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.
- VI. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bid process and have-not been blacklisted by any bank or regulatory authority. 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 employees and clients regarding any financial and technical aspects.
- VII. This letter will also serve as authorization to any individual or authorized representative of any entity referred to in the supporting information, to provide such information deemed necessary and requested by Bank to verify statements and information provided in this Bid, or with regard to our resources, experience, and competence.
- VIII. 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.
- IX. This letter also serves on authority to the bank to furnish any information related to the Bidder in relation to the proposed Corporate Agency Arrangement to any Regulatory/ Statutory authority in India to which the Bank & its proposed Corporate Agency Arrangement is subjected to.

6. We understand that

- i. All information submitted under this Bid shall remain binding upon us
- ii. The Bank may in their absolute discretion reject or accept any Bid.
- iii. We acknowledge the Right of the Bank to reject, our Bid without assigning any reason for the Proposed Tie-up and reject all proposals. Otherwise and hereby waive our right to challenge the same on any account whatsoever.
- iv. 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 of Coochbehar, West Bengal, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.

All the terms used herein but not defined, shall have the meaning as ascribed thereto under the RFP.

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:

Date:



14. Form 2-Organization Snapshot

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

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 & percentage of stake held by each as at 31.3.2020.

5 Year of Establishment.

6 Month & Year of Business Commencement.

7 IRDAI License No and Date.

8 PAN no.

9 GST Registration Number.

10 Number of business Branches as at 31.3.2020(no of branches in the state).

11 Financial Information (Rs. In Cr)

Sl No	Particulars	FY 2017-18	FY 2018-19	FY 2019-20
1	Invested Capital			
2	Operating Profit/Loss			
3	Profit/Loss after Tax			
4	Accumulated Profit/Loss			
5	Solvency Ratio (in %)			
6	Combined Ratio			
7	Net Worth			

12 Business Information

Sl No	Particulars	FY 2017-18	FY 2018-19	FY 2019-20
1	Number of Policies issued			
2	Gross written premium (in cr)			
3	Corporate Agents(Banks)			
4	Corporate Agents(Others)			

5	Brokers			
6	Web Sales			
7	Direct Sales			
8	Individual Agent			
9	Others			

Segment wise business (in Cr.)

SI No	Particulars	FY 2017-18	FY 2018-19	FY 2019-20
1	Fire			
2	Marine			
3	Motor			
4	Others(Please specify)			

13 Claims Paid (In cr.) :

14 Claims Disposal Ratio :

A Claim Disposal Turn Around Time (Days)

15 IRDAI Penalty & Warnings –Yes / No

A If yes, Details of Penalty /warning. Amount of Penalty & Reasons for Penalty.

16 Grievance Redressal :

SI No	Particulars	Number
1	No of Grievances o/s at the start of the year	
2	No of Grievances received during the year	
3	No of Grievances resolved during the year	
4	No of o/s Grievance at the end of the year	

17 Business & Revenue Projections for the Bank Year:

SI No	Particulars	
1	No of Policies	
2	Gross written premium (In Cr.)	
3	Revenue for the Bank (In cr.)	

18 Key Support Areas Support:

- 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)

We have read and understood the terms and conditions of the RFP and express our agreement to them and confirm that decisions of Bank with regard to the RFP will be binding on us. The information contained in the bid sheet is correct to the best of our knowledge and belief. We further confirm that our Company is in a position to comply with all the requirements of the RFP.

All the copies of documents supporting the details specified in the RFP are attached. We confirm that we have not been barred/blacklisted/disqualified by any Regulatory / 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.

We declare that the Key personnel in the Company who are associated with the “Corporate Agency Tie- Up with Bank in General Insurance business” are not related to the Executives of Bank in Scale IV and above.

Date : (Authorized Signatory)
With Seal of Company
Place : Name.....
Designation.....



15. Form 3-Organization Details

- Please provide the list of All Board of Directors as on Date with a brief background of each.
- Please provide the organization chart as on Date showing the structure of respective Functional heads.
- Please provide the structure & hierarchy of Bancassurance Department as on Date
- 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 Email ID
- Please provide the number of business branches as on 31.03.2020 in each State or Union Territory as per the format given below
- State / Union Territory No of Business Branches

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



16. Form 4-Product & Commission

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

- Name of the Product Category Maximum Commission approved by IRDAI.
- Maximum Commission offered to the Bank*

*Within the permissible IRDAI regulations and guidelines

Date: (Authorized Signatory)

With Seal of Company

Place: Name.....

Designation.....



17. Form 5-Channel wise break up

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

Particulars

Gross premium

SI No	Particulars	FY 2017-18	FY 2018-19	FY 2019-20
1	Agency			
2	Corporate Agent(Banks)			
3	Corporate Agents (others)			
4	Brokers			
5	Web sales			
6	Direct Sales			
7	Others			
	Total			

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



18. Form 6-Segment Wise Business

Please provide the segment wise Business break up for last 5 financial years in the format as given below:

SI No	Particulars	FY 2015-16	FY 2016-17	FY 2017-18	FY 2019-20	FY 2019-20
1	Fire					
2	Marine					
3	Motor					
4	Property					
5	Engineering					
6	Liability					
7	Miscellaneous					

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



19. Form 7-Claim Settlements

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

SI No	Particular	FY 2017-18	FY 2018-19	FY 2019-20
1	No of Policies			
2	Amount of Claim(in Lakh)			
3	Claim Pending at start of the Year(A)			
4	Claims intimated/booked(B)			
5	Total Claims(C=A+B)			
6	Claims paid (D)			
7	Claims repudiated (E)			
8	Claims written back(F)			
9	Claim pending at the end of the year (G=C-D-E-F)			

Ageing of claims by business lines as of 31.03.2020. Please give ageing of settled claims in given format below format:

SI No	Particular	Total Number of Policies
1	1 month to 3 months	
2	3 months to 6 months	
3	6 months to 1 year	
4	1 year and above	

Total Amount of claims paid(in Lakh)



20. Form 8-IRDAI Penalty & Warning

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

Has the Bidder been ever penalized by IRDAI? (YES /NO)

Please provide the details for last 5 FY in the format given below

Period	Penalty Amount	Details of Reason of Penalty
FY 2015-16		
FY 2016-17		
FY 2017-18		
FY 2018-19		
FY 2019-20		

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



21. Form 9-Grievance Redressal

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

Please provide the data pertaining to grievance redressed in the format given below for last 3 financial years

Particulars	FY 2017-18	FY 2018-19	FY 2019-20
Opening balance of grievances c/f			
No of grievances reported during the year			
No of grievances resolved during the year			
No of grievances pending end of the year			

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



22. Form 10-Distribution Parameters

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

Does the bidder have a dedicated Bancassurance Team? (YES/NO)

Please provide the list of Banks /NBFC's acting as Corporate Agent for the organization as on 31.03.2020.

Corporate Agency sales force (No of Staff) :

Corporate Agent—Banks Name of the Bank Total Premium (FY 2019-20)
Corporate Agent of

Bidder since

- 1
- 2
- 3
- 4

Corporate Agent – Others Name of the Organization
Total premium (FY 2019-20)

Corporate Agent of

Bidder Since

- 1
- 2
- 3
- 4

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



23. Form 11-Business & Revenue Estimate

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

Please provide the estimated potential for next 3 years that Bank holds to do insurance Business and earn revenue from the same

Particulars	Year 1	Year 2	Year 3
No of Policies			
Gross Direct Premium			
Revenue to the Bank			

Please provide a detailed Business Strategy & Road Map for the Bank to achieve the same.
Please provide a road Map how the company will penetrate into the untapped sources of the customers base of the Bank.

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....



24. Form 12-Support

[To be submitted on the company's letter head and signed by the Authorized signatory with seal]

Please elaborate on the kind of support that Bidder will provide to the Bank on each of the parameters as listed below. The Bidder may feel free to add any other support that it may wish to provide to the Bank which will help in increasing the Business & Revenue. Kindly note that this does not refer to commercial support or payment. The support committed below should be in line with IRDAI guidelines to help the bank increase insurance business and insurance coverage suited to customer needs.

SI No Support Remarks

- 1 Manpower
- 2 Training
- 3 Marketing
- 4 Operational activities
- 5 Claims & Service
- 6 Technology
- 7 MIS
- 8 Any other Support (please Specify)

Date : (Authorized Signatory)

With Seal of Company

Place : Name.....

Designation.....