



**EXPRESSION OF INTEREST
FOR
EMPANELMENT OF INSURANCE BROKER (TRADITIONAL & NON-
TRADITIONAL) IN CANARA BANK**

**Issued by: Canara Bank,
Centralized Procurement & Vendor Management Wing,
1st Floor, Naveen Complex, 14, M G Road,
Bengaluru - 560 001
Email: dittenders@canarabank.com
Phone No: 080-25550127**

EOI Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 06/2024-25 dated 29/01/2025
2.	Name of the Wing	Centralized Procurement & Vendor Management Wing
3.	Brief Description of the EOI	Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank
4.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, Centralized Procurement & Vendor Management Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25584040 Extension- 245/225/474 Fax- 080-25596539 Email: dittenders@canarabank.com Senior Manager, Centralized Procurement & Vendor Management Wing
5.	Date of Issue of EOI	29/01/2025, Wednesday
6.	Earnest Money Deposit (Refundable)	Rs.1,00,000/-
7.	Tender Fee (Non-Refundable)	Rs.11,800/-
8.	Last Date and Time for Submission of Queries for Pre Bid Meeting	04/02/2025, Tuesday, 5.00 PM
9.	Date of Pre Bid Meeting	06/02/2025, Thursday, 4.00 PM
10.	Last Date and Time for Submission of Bids	28/02/2025, Friday, 3.00 PM
11.	Date of Opening of Bid	28/02/2025, Friday, 3.30 PM
12.	Venue for Prebid Meeting and Bid Opening	Pre-bid meeting will be held on 06/02/2025, Thursday, 4.00 PM Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online. Those who are interested in participating the pre bid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to dittenders@canarabank.com . (Physical copy should be submitted at later date)

Internal



		<p>Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting.</p> <p>Pre-bid Queries should be sent to E-mail dttenders@canarabank.com and must reach us on or before 04/02/2025, Tuesday at 5.00 pm. Subject of the email should be given as “Pre Bid Queries for EOI 06/2024-25 dated 29/01/2025”. Queries reaching afterwards will not be entertained.</p>
<p>This document can be downloaded from following websites https://canarabank.com/pages/expression-of-interest</p> <p>Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank’s website only (i.e., https://canarabank.com/pages/expression-of-interest)</p> <p>No individual communication will be sent to the bidders.</p>		

The bank reserves the right to withdraw the EOI any time before the execution of the agreement with the successful bidder without incurring any liability towards the successful bidder for the expenses incurred by it in relation to the tender

Disclaimer

The information contained in this Expression of Interest (“EOI”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this EOI. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank’s Website <https://canarabank.com/pages/expression-of-interest> and it will become part and parcel of EOI.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.

Abbreviations used in this Document

Sl. No.	Abbreviation	Description
1.	AAAI	Advertising Agencies Association of India
2.	BG	Bank Guarantee
3.	BTL	Below the Line
4.	DD	Demand Draft
5.	EMD	Earnest Money Deposit
6.	EOI	Expression Of Interest
7.	GST	Goods and Service Tax
8.	HO	Head Office
9.	IBF	Indian Broadcasting Federation
10.	INS	Indian Newspaper Society
11.	IT	Information Technology
12.	KYC	Know Your Customer
13.	LD	Liquidated Damage
14.	LLP	Limited Liability Partnership
15.	MSME	Micro Small & Medium Enterprises
16.	NEFT	National Electronic Funds Transfer
17.	NI Act	Negotiable Instruments Act
18.	OEM	Original Equipment Manufacturer
19.	OOH	Out of Home
20.	PAN	Permanent Account Number
21.	RFQ	Request for Quotation

CONTENTS

Sl. No.	Details	Sl. No.	Details
1.	About Canara Bank	17.	Erasures or Alterations
2.	Definitions	18.	Evaluation of EOI
3.	About EOI	19.	Clarifications of Offers
4.	Objective	20.	Execution of Agreement
5.	Eligibility Criteria	21.	Modification/Cancellation of EOI
6.	Scope of Empanelment	22.	Responsibility for Completeness
7.	Empanelment Procedure	23.	Intimation to Successful Bidders
8.	De-empanelment of Bidders	24.	Intellectual Property Right
9.	Clarification to the EOI and Pre bid Queries	25.	General Terms & conditions
10.	Pre bid Meeting	26.	Corrupt and Fraudulent Practices
11.	Amendment to EOI	27.	Indemnity
12.	Preparation of Bids	28.	Conflict of Interest
13.	Tender Fee & Earnest Money Deposit	29.	Order Cancellation/Termination of Contract
14.	Submission of Bids	30.	Independent External Monitors
15.	Bid System Offer	31.	Exemptions for Micro & Small Enterprises [MSEs] & Start-Up
16.	Bid Opening		

No	ANNEXURES
1)	Checklist
2)	Covering Letter Format
3)	Eligibility Criteria
4)	Applicant's Profile
5)	Authorization Letter Format
6)	List of major customers in Last 3 Years and References
7)	Compliance Statement
8)	Non-Disclosure Agreement
9)	Escalation Matrix
10)	Service Support Details
11)	Tender Fee & Bid Security Declaration
12)	Scope of Work
13)	Technical Evaluation Criteria
14)	Make in India Certificate
15)	Letter to Return EMD

Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

1. About Canara Bank

- 1.1. CANARA BANK is one of the largest public sector banks owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank, Head office is located at 112, J C Road Bengaluru-560002 and Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 9816 branches, 26 Circle offices and 177 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai, and New York.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include its successors and permitted assigns.
- 2.2. 'EOI' means "Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank".
- 2.3. The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.
- 2.4. 'Contract' means the agreement signed/ Terms & conditions accepted by empaneled Insurance Broker and the Bank at the conclusion of empanelment process, wherever required.
- 2.5. 'Proposal' means that Technical proposal including any documents submitted by the bidder as per the formats prescribed in the EOI.

3. About EOI

- 3.1. Bank solicit the expression of interest (EOI) from the eligible Insurance Broker for each Traditional & Non-Traditional Insurance policies for a period of three years subject to satisfactory annual review, for handling both traditional and non-traditional insurance policies.
- 3.2. Bank invites capable, experienced and reputed Insurance Brokers for empanelment of Insurance Brokers having local office / branch at Bengaluru and major cities for assisting the Bank regarding insurance policies for Bank's Assets and other related works and settlement of claims.
- 3.3. The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of

Internal

the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected Insurance Broker as identified by the bank after completion of the selection process.

4. Objectives

- 4.1. The Bank intends to empanel one Insurance Broker for each traditional & Non-traditional insurance policies, for a period of three years, subject to satisfactory annual review, as detailed below:
 - 4.1.1. Insurance broker for Traditional Insurance coverage
 - 4.1.2. Insurance broker for Non-traditional Insurance coverage.
- 4.2. Bidder has to apply for one category i.e. either Traditional or Non-Traditional duly indicating the preference as per Annexure 3.
- 4.3. Bank will not engage same Insurance Broker for both category of Traditional and Non Traditional Insurance coverage. In the event of Bidder submits two independent proposals, both the proposals are liable to be rejected.
- 4.4. Bank invites application from reputed Bidders to submit their “Expression of Interest” who fulfills the eligibility criteria as Annexure-3 for Empanelment of Insurance Brokers
- 4.5. The scope of assignment /work, other general terms and conditions are detailed elsewhere in this document.
- 4.6. Bank has the right to accept or reject any or all applications at any point of time without assigning any reason thereof.

5. Eligibility Criteria

- 5.1. Interested bidders, who are capable of providing Insurance Broker services as mentioned in the present EOI document and meet the Eligibility Criteria as per Annexure-3, may respond.
- 5.2. Non-compliance to any of the eligibility criteria would result in outright rejection of the bidder’s proposal. The bidder is expected to provide proof for each of the points for eligibility criteria evaluation. The proof provided must be in line with the details mentioned in “Documents to be submitted for Compliance”. Any credential detail mentioned in “eligibility Criteria Compliance” not accompanied by relevant proof documents will not be considered for evaluation.
- 5.3. Canara Bank, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

6. Scope of Empanelment:

- 6.1. Bidder who is interested in participating in this EOI must fulfil the eligibility criteria mentioned in the document and also be in a position to comply with the Bank’s requirements.
- 6.2. Classification - Traditional & Non-Traditional insurance cover are as follows but not limited to:

Sl. No	Cover	Traditional / Non-Traditional
--------	-------	-------------------------------

Internal

1	Standard Fire & Special perils Policy	Traditional
2	Burglary Policy	Traditional
3	Marine / Transit Policy	Traditional
4	All risk: Special contingency	Traditional
5	Public Liability Policy	Traditional
6	Bankers Indemnity	Traditional
7	Insurance on Locker	Traditional
8	Personal Accident Group - Employees	Traditional
9	Directors and Officers Liability Insurance Policy	Traditional
10	Group Term Life Insurance policy	Traditional
11	Stock Broker Indemnity Policy	Traditional
12	Canara GPA Payroll Account	Non - Traditional
13	Canara GTL Payroll Account	Non - Traditional
14	Cancare Policy	Non - Traditional
15	Canara Angel CI and PA Policy	Non - Traditional
16	Cyber Insurance Policy	Non - Traditional
17	Commercial Crime Policy	Non - Traditional
18	Lost Card Insurance policy	Non - Traditional

Any other policies, as decided by the Bank from time to time

6.3. The bidder must also agree to all our terms & conditions mentioned under this EOI.

6.4. Bank will not accept any deviations from the terms and conditions specified in the tender. Deviations may result in disqualification of the offer made by the vendor.

6.5. Performance of the agency:

6.5.1. The empaneled agency shall deliver and perform services in accordance with the time schedule specified by the Bank in its work order or Empanelment Letter.

6.5.2. It will be the utmost responsibility of the empaneled agency to present Canara Bank with a professional, sophisticated and recognizable brand identity.

6.6. Along with the above please refer Annexure-12 for detailed scope of work.

7. Empanelment Procedure

7.1. Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.

7.2. The duration of Empanelment of proposed agencies will be for a period of Three (03) years. However, the Bank reserves the right to cancel or extend the validity period of empanelment subject to annual performance review.

7.3. Performance of the Insurance Brokers shall be evaluated by the Bank every year based on the claim settlement done and day to day follow up done by the insurance broker with Bank's Branches and Insurance Company for the claims lodged.

- 7.4. Bank would empanel the Highest scoring broker in each category(Traditional/Non-traditional) based on the "Technical Score" as per Annexure-13.
- 7.5. The successful agency/ies is/are required to enter into a contract, agreement or any other arrangement in respect of the services. with the Bank as per terms and conditions.
- 7.6. Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.

8. De-empanelment of bidders

- 8.1. During empanelment period, the Bank reserves the right to terminate any Broker without assigning any reason. The Bank's decision will be final in this regard.
- 8.2. Bank retains with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the Bank has authentic information that the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on grounds of fraud or corruption or for some other reason, which in the opinion of the Bank is not compatible with its procurement policy and ethical standard.
- 8.3. If the service provided by the bidder is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the bidder when applying for the tenders, the Bank reserves the right to remove such Bidders from the empaneled list without giving any notice to the bidder in advance.
- 8.4. Delay by the Agency in the performance of its delivery obligations, shall render the agency liable to imposition of liquidated damages, and/or termination of the contract for default and/or any other action viz. black listing/ circulation in industry etc. as it may deem fit.

9. Clarification to the EOI and Pre-Bid Queries

- 9.1. The bidder should carefully examine and understand the scope, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI as per the format mentioned below:

Sl. No.	Bidder's Name	Page No.	Section	EOI Clause	Clause/Technical Specification	Bidder's Query
1						
2						
3						
4						
5						
6						

- 9.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to The Deputy General Manager, Canara Bank, Centralized Procurement and Vendor Management Wing, HO(Annex), #14, Naveen Complex,

MG Road, Bengaluru-560001 in email to dittenders@canarabank.com by the intending bidders as per the bid schedule.

9.3. No queries will be entertained from the bidders after the above date and time mentioned in the bid schedule.

9.4. No oral or individual consultation shall be entertained.

10. Pre-Bid meeting

10.1. A pre-bid meeting of the intending bidders will be held as scheduled in Bid schedule to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting.

10.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.

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

10.4. 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.

10.5. 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 EOI and it will be binding on the bidders.

10.6. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non-submission of Bid. In addition, non-reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

11. Amendment to EOI

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

11.2. Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.

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

12. Preparation of Bids

12.1. Before submitting the bid, the bidders should ensure that they conform to the Eligibility Criteria Declaration as stated in Annexure-3 of this EOI document. Only after satisfying themselves of the Eligibility Criteria, the Offer should be submitted.

- 12.2. All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 12.3. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney along with KYC document showing that the signatory has been duly authorized to sign the bid document.
- 12.4. It is mandatory to provide the compliance to Scope of Work in the exact format of Annexure-12 of this EOI document.

13. Tender Fee & Earnest Money Deposit

- 13.1. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Canara Bank payable at Bangalore.
- 13.2. Bidder has to submit scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 13.3. Bidders can also submit the EMD with Payment online through RTGS / internet banking to the following:
Beneficiary name: DIT Procurement
Account No.:0792201002351
IFSC Code: CNRB0000792
Bank Name: Canara Bank
Branch address: Trinity Circle Bangalore.
- 13.4. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to send scanned copy / proof of the Online Payment Transfer along with bid.
- 13.5. As per the extant guidelines by Government, Micro and Small Enterprises (MSE) and Startup companies are exempted from submitting Earnest Money Deposit (EMD).

14. Submission of Bids

- 14.1. The sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "**Expression of Interest for Empanelment of Insurance Brokers (Traditional / Non-Traditional) in Canara Bank in response to EOI 06/2024-25 dated 29/01/2025**" containing two separate covers one for the Application Fee and another for Documents in compliance of EOI. Submission of the application in any other manner is liable to be rejected.
- 14.2. The category for which vendor is apply should be properly mentioned in the top of the envelope i.e. Traditional / Non-Traditional.
- 14.3. Bank shall not engage same Insurance Broker for both category of Traditional and Non-Traditional category. In the event of Bidder submits two independent EOIs in each category, both the EOIs are liable to be rejected.

Internal

- 14.4. The document is to be submitted in hard copy only.
- 14.5. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box by the bidder/ representatives of the bidder at the Place, Venue, Date and Time mentioned in Bid Schedule.
- 14.6. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 14.7. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly. Bidder has to ensure that the offer is being dropped to tender box.
- 14.8. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 14.9. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Praveen Kumar K K Senior Manager Canara Bank CP & VM Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25550127	Mr. Venkatesh Murthy Divisional Manager Canara Bank CP & VM Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25129474

- 14.10. In case the bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above-mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.
- 14.11. The bidder should make all the necessary arrangements to ensure that the sealed and marked tender documents are dropped in the Tender Box only at the Place, Venue, Date and Time mentioned in EOI schedule.
- 14.12. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

15. Bid System Offer

This EOI has following two parts:

15.1. Technical cum Eligibility Proposal:

- 15.1.1. Indicating the response to the Eligibility Criteria Declaration, Scope of Work, Technical Evaluation Criteria and other terms & conditions. The format for submission is as per Annexure-1.

15.2. Technical Evaluation of Bidders:

15.2.1. Bidders will be evaluated technically on the basis of marks obtained in Technical evaluation criteria as mentioned in Annexure-13.

15.2.2. Bidder with Highest scoring in each category i.e. Traditional and Non-Traditional under Technical Evaluation will be **selected**.

16. Bid Opening

16.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.

16.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (Annexure-5) enclosed and sign in Register of Attendance during opening of EOI.

Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.

16.3. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue 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 EOI in their absence.

16.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

17. Erasures or Alterations

The Offers containing erasures or alterations or overwriting 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 terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

18. Evaluation of EOI

18.1. The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.

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

submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

18.3. EOI submitted by the bidder will be evaluated based on the format mentioned in Annexure-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/EOI. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

19. Clarifications of Offers

19.1. 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 request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.

19.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.

19.3. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

19.4. The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

20. Execution of Agreement

20.1. Within 21 days from the date of issuance of Letter of Empanelment, the selected Insurance Broker shall sign "Agreement" with the Bank at Bengaluru as per Appendix-XX. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.

20.2. The Agreement shall include all terms, conditions and specifications of EOI. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

21. Modification/Cancellation of EOI

21.1. The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.

21.2. The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:

- a) Services contemplated are no longer required.
- b) Change in the scope of work or due to unforeseen circumstances and/or factors and/or new developments.
- c) The project is not in the best interest of the Bank.
- d) Any other reason.

21.3. The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

22. Responsibility for completeness

22.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.

22.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank.

22.3. The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

23. Intimation to the successful Bidders

The Bank will prepare the list of Bidders on the basis of evaluation. The short-listed applicants (empaneled bidders/vendors) will be notified on the Bank's website (www.canarabank.com)/Notice Board. No separate intimation will be sent to individual Bidders.

24. Intellectual Property Rights:

24.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the services provided to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment /software supplied/ service provided on behalf of consortium as VENDOR/ SERVICE PROVIDER.

24.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SERVICE PROVIDER shall at its choice and expense:

- 24.2.1. Procure for BANK the right to continue to use such deliverables.
 - 24.2.2. 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 or
 - 24.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SERVICE PROVIDER for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SERVICE PROVIDER shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.
- 24.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party 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 authorized to agree to any settlement or compromise or the like which would require that the indemnified party to 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.
- 24.4. VENDOR/ SERVICE PROVIDER acknowledges 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 Software/Service

25. General Terms & conditions

- 25.1. The Empaneled Insurance Broker/s is/are expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to Bank's Interest. Agency will maintain confidentiality on matters disclosed till proper instruction is issued for publication. Bank reserve the right to impose penalty in case of any violation of the above.
- 25.2. The agency should be able to execute order at short notices and even on holidays at any place as per our Bank's requirement.
- 25.3. Bank reserves the right to make necessary modification to the selected artwork, concept, film etc.
- 25.4. Applications received after due date & time or without prescribed documents will be rejected.
- 25.5. No binding Legal Relationship will exist between any of the Agencies which has submitted application in pursuant to this document and the Bank until execution of a contractual agreement to full satisfaction of the Bank.
- 25.6. The performance of the services from empaneled agency shall abide by all relevant rules and regulations of the Government as issued from time to time and also to

obtain all licenses, consents and permits, as may be required for the delivery / time to time. Agency shall be responsible for adhering to norms of IRDAI.

26. Corrupt and Fraudulent Practices

- 26.1. Vendor/Service Provider shall at all times observe the highest standard of ethics during the entire contract period.
- 26.2. Vendor/Service Provider shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.

27. Indemnity

- 27.1. VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
 - 27.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;
 - 27.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SERVICE PROVIDER;
 - 27.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider
- 27.2. VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution** supplied by them.
 - 27.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
 - 27.2.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or confidential information, fraud or gross negligence or wilful misconduct or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.
 - 27.2.3. All Employees engaged by VENDOR/ SERVICE PROVIDER shall be in sole employment of VENDOR/ SERVICE PROVIDER and the VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

27.3. VENDOR/ SERVICE PROVIDER's aggregate liability shall be subject to an overall limit of the total Cost of the project.

28. Conflict of Interest:

28.1. VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

28.2. VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/Service Provider shall immediately inform the Bank in writing of such conflict.

28.3. VENDOR/ SERVICE PROVIDER acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SERVICE PROVIDER's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SERVICE PROVIDER; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SERVICE PROVIDER.

29. Order Cancellation/Termination of Contract

29.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 day's notice.

29.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

29.2.1. Delay in delivery beyond the specified period for delivery.

29.2.2. Serious discrepancies noted in the items delivered.

29.2.3. Breaches in the terms and conditions of the Order.

29.2.4. Non submission of acceptance of order within 7 days of order.

29.2.5. Excessive delay in execution of order placed by the Bank.

29.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.

29.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.

29.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

29.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.

29.3. In case the Vendor/Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.

29.4. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one

months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

- 29.5.** The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor/Service Provider, including the pending bills and security deposit, if any, under this contract.
- 29.6.** In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 29.7.** Notwithstanding the existence of a dispute, and/ or the commencement of negotiation and mediation proceedings, Vendor/Service Provider should continue the services. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.
- 29.8.** The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.

30. Independent External Monitors:

The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Smt. Dolly Chakrabarty Email : dollychakrabarty@gmail.com	Sri. Hem Kumar Pande Email : hempande@hotmail.com
--	--

31. Exemptions for Micro & Small Enterprises [MSEs] & Start-Up:

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups, Women, SC/ST and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. The terms and conditions applicable as per the Government of India Guidelines on Purchase Preference.

31.1. Micro & Small Enterprises [MSEs]:

- 31.1.1.** From time to time, the Government of India (Procuring Entity) lays down procurement policies to help inclusive national economic growth by providing long-term support to micro, small and medium enterprises and disadvantaged sections of society . The Procurement Policy for Micro and Small Enterprises, 2012 [amended 2018 and 2021] has been notified by the Government in exercise of the powers conferred in Section 11 of the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006. Details of the policy along with the amendments issued in 2018 and 2021 are available on the MSME website.

- 31.1.2. Under the amended Public Procurement Policy for MSEs, Order 2012, the Central Government Ministries/ Departments/ Public Sector Undertakings shall procure a minimum of 25 per cent of their annual value of goods or services from MSEs. (In accordance with General Financial Rules, 2017, Rule 153-(ii)).
- 31.1.3. Micro and Small Enterprises (MSEs) registered under Udyam Registration are eligible to avail the benefits under the policy. MSEs would be treated as owned by SC/ ST or Women entrepreneurs:
- In the case of proprietary MSE, proprietor(s) are SC /ST or Woman;
 - In the case of partnership MSE, the SC/ ST or Women partners hold at least 51% (fifty-one per cent) shares in the unit;
 - In the case of Private Limited Companies, SC/ ST or Women promoters hold at least 51% (fifty-one per cent) share.
- 31.1.4. It is mandatory to disclose the status as SC/ST/Women for in Udyam Registration.
- 31.1.5. The Policy is applicable to all the Central Government Ministries/ Departments/ CPSUs. However, the policy is not applicable to State Government Ministries/ Departments/ PSUs.
- 31.1.6. MSEs should provide proof of their being registered as MSE for the item under RFP along with their offer, with any agency mentioned in the Notification, including:
- District Industries Centres or
 - Khadi Village Industries Commission or
 - Khadi & Village Industries Board or
 - Coir Board or National Small Industries Corporation or
 - Directorate of Handicrafts & Handloom or
 - Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - Udyam Registration Certificate
- 31.1.7. MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption.
- 31.1.8. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-11.
- 31.1.9. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.
- 31.1.10. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.
- 31.1.11. Additionally, the terms and conditions of the GTC (GeM terms & conditions) with regard to the MSEs exemption enshrined in the GeM portal (gem.gov.in) shall be applicable.

31.2. Start-up:

- 31.2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
- 31.2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document.
- 31.2.3. Relaxation to Startups: As per manual of procurement, the Procuring Entity reserves its right to relax the condition of prior turnover and prior experience for start-up enterprises recognized by Department for Industry & Internal Trade (DPIIT), subject to meeting of quality & technical specifications. Startups may be MSMEs or otherwise. The decision of the Procuring Entity in this regard shall be final
- 31.2.4. Startups are exempted from submission of EMDs.
- 31.2.5. For availing the relaxations, Bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce.
- 31.2.6. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank as per Annexure-11.

31.3. Procurement through Local Suppliers (Make in India):

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 19/07/2024 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under “Make in India” initiative.

- 31.3.1. “Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- 31.3.2. “Class-I local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, meet the minimum local content as prescribed for ‘Class-I local supplier’ under the Public Procurement (Preference to Make in India), Order 2017.
- 31.3.3. “Class-II local supplier” means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for ‘Class-II local supplier’ but less than that

prescribed for 'Class-I local supplier' under the Public Procurement (Preference to Make in India), Order 2017.

- 31.3.4.** "Non-Local supplier" means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than that prescribed for 'Class-II local supplier' under the Public Procurement (Preference to Make in India), Order 2017.
- 31.3.5.** The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20%.
- 31.3.6.** The margin of Purchase preference shall be 20%.
- 31.3.7.** Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP documents.
- 31.3.8.** The 'Class -I Local supplier'/'Class -II Local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class -I Local supplier'/'Class-II Local supplier' as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- 31.3.9.** In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 31.3.10.** False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a Bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- 31.3.11.** All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.
- 31.3.12.** The Bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid.

Canara Bank has the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

DEPUTY GENERAL MANAGER

Annexure- 1
Checklist

The bidder shall confirm whether following are submitted in their EOI/ bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

Sl. No	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter	Annexure- 2		
2.	The documents in support of Eligibility criteria declaration, wherever required as mentioned in this EOI.	Annexure- 3		
3.	Applicant's Profile.	Annexure- 4		
4.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure- 5		
5.	List of Major Customers in Banking Sector of the Bidder in Last 3 Years and References	Annexure- 6		
6.	Compliance Statement	Annexure- 7		
7.	Non-Disclosure Agreement	Annexure- 8		
8.	Escalation Matrix	Annexure- 9		
9.	Office Details	Annexure- 10		
10.	Tender fee and bid security declaration	Annexure- 11		
11.	Scope of Work	Annexure- 12		
12.	Technical Evaluation Criteria	Annexure- 13		
13.	Make in India Certificate	Annexure- 14		
14.	Letter to Return EMD	Annexure- 15		
15.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	Clause No. 12.3		

Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

Sl. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]
1	Whether Bidder has to submit Declaration as per Annexure-11 in lieu of waiver of Tender fee & EMD?	
2	Whether the Bid is authenticated by authorized person? copy of the Board Resolution and the Power of Attorney and KYC documents evidencing the authority delegated to the authorized signatory to be submitted in Conformity to Eligibility Criteria?	
3	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?	
4	Whether address of Office on which communication/ order has to be placed is indicated in Annexure-4.	
5	Whether ensured that the offer is in sealed envelope and super scribed as Expression of Interest for Expression of Interest for Empanelment of Insurance Broker (Traditional / Non-Traditional) in Canara Bank. The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	
6	Whether ensured Indexing of all Documents submitted with page numbers?	

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

Date:

Signature with seal:

Place :

Name:

Designation :

The Authorization letter as per format Annexure-5 is to be carried in person and shall not be placed inside any of the bid covers.	Ensure
--	---------------

Annexure-2
Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

To

The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Wing,
IT, Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka

Dear Sir,

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

@@@

We have examined the above-mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications /amendments, if any, furnished by the Bank and we, the undersigned, offer to get short-listed as **Insurance Broker**. The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to participate in the EOI process to provide the selected services for which requirement arises in the Bank.

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the EOI and have ensured that there is no deviation in filing our response to the EOI and that the Bank will have the right to disqualify us in case of any such deviations.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities/ INS/IBF/AAAI/IRDA etc. in India as on date.

Internal

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date:

Signature with seal

Name:

Designation:

Annexure-3
Eligibility Criteria

[On Firm's / Company's letter head]

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

We have carefully gone through the contents of the above referred EOI along with replies to pre-bid queries & amendment, if any and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
1.	The Bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024.	Certificate of local content to be submitted as per Annexure-14 as applicable.	
2.	<p>The Company operating should be legally compliant company and can be:</p> <p>a. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008.</p> <p>(OR)</p> <p>b. Company duly registered in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.</p> <p>(OR)</p> <p>Proprietorship firm duly registered under the applicable shops and commercial Establishments Act and should be compliant to all the applicable laws.</p>	<p>Copy of Certificate of FIRM/LLP registration.</p> <p>(OR)</p> <p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>(OR)</p> <p>Copy of Certificate of registration under and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>For (c) Documentary proof for confirming registration of Proprietorship firm (e.g. Copy of Certificate of registration under shops and commercial Establishments Act., GST etc.)</p>	

Internal



Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
3.	If not a group of company, Bidder Company shall not be owned or controlled by any Director, or Key managerial personnel of the Canara Bank or their relatives.	Letter of Undertaking in company's letter head has to submit in this effect.	
4.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the EOI process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
5.	The insurance Broker should be licensed by IRDAI. License validity should not have any gaps since last 3 years and License should be valid as on date of submission of response to this EOI.	Copy of valid IRDAI certificate to be submitted.	
6.	The bidder should have an average annual turnover of Rs.15 Crores during last 3 financial years (i.e., 2021-22 & 2022-23, 2023-24) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22 & 2022-23, 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
7.	The Net Worth of bidder should not be negative as on 31/03/2024 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2024.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
8.	The Bidder should be an empaneled Insurance Broker currently for at least 2 Scheduled Commercial Bank having atleast 2500 branches in India out of which 1 should be Public Sector Bank in last 3 years as on the date of submission of Bid.	The Bidder has to provide Empanelment letter along with policy copy mentioning the broker's name/ satisfactory performance certificate/ Reference letter from the Concerned Organization.	
9.	The Bidder should have its own/ franchise Service/Support Office/Helpdesk at any 5 Circle Office out of the 26 Circle Office locations of the Bank as mentioned in Annexure-10 of the RFP.	The Bidder has to provide Details such as Address, Telephone nos. with documentary proof (i.e., lease agreement/electricity Bill/ GST etc.) as per Annexure-10.	



Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
10.	The bidder should support office at Bengaluru for support.	The Bidder has to provide Details such as Address, Telephone nos. with documentary proof (i.e., lease agreement/electricity Bill/ GST etc.) as per Annexure-10.	
11.	Average Premium handled in the last three FY ending 2023-24 by the Bidder shall be above Rs.100 Crores.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect with UDIN.	
12.	The Insurance Broker should have experience in handling latest BASEL compliances.	Proof by way of document / Engagement of Insurance Broker letter by Banks.	
13.	The Insurance Broker should confirm that Insurance Broking services will be free of cost to the Bank.	The bidder should submit self-declaration on the Company's letter head to this effect.	
14.	Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	A declaration stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.	
15.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/	The bidder should submit self-declaration on the Company's letter head to this effect.	



Sl. No.	Eligibility Criteria	Documents to be submitted In compliance with Eligibility Criteria	Bidders Response
	departments as on date of submission of EOI.		
16.	Authorization Certificate - Whether the EOI is authenticated by authorized person.	Bidder to submit a copy of the Board Resolution and the Power of Attorney and KYC documents evidencing the authority delegated to the authorized signatory.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the EOI is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Technical cum Eligibility.

Date:

Signature with seal

Place:

Name:

Designation :

Annexure-4
Applicant's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

Sl. No.	Particulars	Details
1)	Name of the Bidder	
2)	Constitution	
3)	Date of Establishment/ Incorporation	
4)	Whether in collaboration with Foreign Company? If so give details	
5)	Number of Years in the Business	
6)	Address for Correspondence: Registered Office: Corporate Office:	
7)	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
8)	Domestic Customer Base (Number of Clients)	
9)	<u>Details of Service Net Work</u>	
10)	PAN number GSTIN <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our EOI is liable to be rejected.

Date:

Place :

Signature with seal:

Name:

Designation :

Internal

Annexure-5

Authorization Letter Format

(Authorization Letter Format has to submitted in Company's Letter Head)

The Deputy General Manager
Canara Bank,
Centralized Procurement and Vendor Management Wing,
Naveen complex, 14 MG Road
Bengaluru - 560 001

Date: _____

Dear Sir,

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

@@@

This has reference to your above EOI for **Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank**, Mr. / Miss/Mrs. _____ is hereby authorized to attend the EOI opening of the above EOI _____ DT: _____ 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

Place:

Internal

Annexure-6

List of Major Customers in Banking sector of the Bidder in Last 3 Years and References

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 5 years/orders Order No. & date value etc.	Documentary Proof like Satisfactory Letter from organization to be Enclosed or Purchase Order copies along with work completion certificate to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Date:
Place :

Signature with seal:
Name:
Designation :

Internal

Annexure-7
Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

The Deputy General Manager
Canara Bank,
Centralized procurement and vendor Management Wing
Naveen complex, 14 MG Road
Bangalore - 560 001

Date: _____

Dear Sir,

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

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

Sl. No.	Description	Complied Yes/No
1	Scope of Empanelment	
2	Empanelment Procedure	
3	EOI document	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labor laws, from time to time for the resources deployed for **Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank**

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date:
Place :

Signature with seal:
Name:
Designation :

Internal

Annexure-8

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to provide **Services** at locations allocated by Canara Bank, having its office at 14, Naveen complex, HO(annex), M.G Road Bengaluru -560001 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's Infrastructure shared by the BANK in their Expression of Interest is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for "Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank" 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 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:
Place :

Signature with seal:
Name:
Designation :

Internal



Annexure-9
Escalation Matrix

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 04/2024-25 dated 27/09/2024.

For Service Related Issues

Name of the Bidder Firm:

Sl. No.	Name	Level of Contact	Office Postal Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not received in 24 Hours)					
d.		Country Head (If response not received in 48 Hours)					

Any change in designation, substitution will be informed by us immediately.

Date:

Signature with seal

Place:

Name:

Designation:



Annexure- 10
Office Details

(Office Details has to be submitted in Company's Letter Head)

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

Office Locations:

Sl. No.	Circle	Postal Address	Mobile No., Landline No, Email-ID	No. of Engineers/ Service Staff
1.	Agra			
2.	Ahmedabad			
3.	Bengaluru			
4.	Bhopal			
5.	Bhubaneswar			
6.	Chandigarh			
7.	Chennai			
8.	Delhi			
9.	Guwahati			
10.	Hubballi			
11.	Hyderabad			
12.	Jaipur			
13.	Karnal			
14.	Kolkata			
15.	Kozhikode			
16.	Lucknow			
17.	Madurai			
18.	Mangalore			
19.	Manipal			
20.	Mumbai			
21.	Patna			
22.	Pune			
23.	Ranchi			
24.	Trivandrum			
25.	Tirupati			
26.	Vijayawada			

Date

Signature with seal

Name:

Designation :

Internal

Annexure-11

Tender Fee and EOI Security Declaration
(to be provided on letter head)

To

The Deputy General Manager,
Canara Bank,
Centralized procurement and vendor Management Wing
Head Office,
Naveen Complex, 14 M G Road
Bengaluru-001.

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

Dear Sir

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the EOI, we note that we will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank.

[Signature of Authorized Signatory]

Date:
Place :

Signature with seal:
Name:
Designation :

Internal

Annexure-12
Scope of Work

[On Firm's / Company's letter head]

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

1. STRATEGY AND BUSINESS PLAN:

- 1.1. Obtaining detailed information about Bank's business and risk management philosophy Insurance Broker would be functioning as a Broker for the Bank and would be assisting the Bank in pre-placement, placement and post placement process of the insurance of Bank assets and other operational risks.
- 1.2. Familiarizing itself with the client's business and underwriting information and maintaining detailed knowledge of available Insurance markets.
- 1.3. Rendering advice on appropriate Insurance cover, terms and assisting Bank in call of competitive offers from Insurance Company, participating in the evaluation process and recommend as needed by the Bank.
- 1.4. Evaluating the quotation received from Insurer/s for consideration of Bank, without diluting our existing covers. Facilitate insurer meeting and assist in negotiating the best price from the insurer.
- 1.5. Providing requisite underwriting information as required by an insurer in assessing the risk to decide pricing terms and conditions for cover.
- 1.6. Acting promptly on instructions from Bank and providing acknowledgement and progress reports.
- 1.7. Assisting in payment of premium.
- 1.8. Providing services related to insurance consultancy and risk management.
- 1.9. Assisting in the negotiation & settlement of the claims by liaising with various authorities.
- 1.10. Maintenance of proper records of the Insurance policies /claims and other related information.
- 1.11. Rendering preliminary loss advice within reasonable time.
- 1.12. Validation & Forecasting additional coverage benefits
- 1.13. Evaluation of Insurance needs of various assets/products/activities of the Bank.
- 1.14. Customize, design and placement of Insurance policy.
- 1.15. Functioning as a risk management advisor.
- 1.16. Facilitating Insurer meeting and assist in negotiation for best price from the Insurer.
- 1.17. Claim monitoring & management & periodic review.
- 1.18. Providing servicing support.
- 1.19. Assisting in the negotiation & settlement of earlier claims lodged with various Insurance Companies from the year 01.04.2015.

Internal

1.20. The selected Broker firm would be responsible to handle all claims lodged within policies availed through their services, irrespective of the broking firms being replaced next year till its logical ends.

1.21. Notwithstanding the above, any other services related to fulfilment of the obligations as per guidelines of IRDAI from time to time shall be carried out at no extra cost. The Scope of Work (SoW) mentioned above is indicative and non-restrictive in nature. There may be some services relevant but not expressly captured in the aforesaid SoW, which upon being brought to the notice of the Broker by Canara Bank will also form part of the SoW.

1.22. Any other cover as advised by the Statutory authorities from time to time not envisaged at present also will be included under SoW.

2. REGULATORY REQUIREMENTS / RESPONSIBILITIES UNDER IT & DIGITAL TECHNOLOGY:

2.1. To adhere to compliance requirements of RBI, Govt. Agencies, IRDAI and other regulators in the related matters.

2.2. To study extant regulations, risk and compliance requirements which need to be taken into consideration by the Bank and advise during the period of contact.

2.3. To adhere to compliance requirements of Central KYC Registry (CKYCR), e-sign.

3. GOVERNANCE RISK AND COMPLIANCE UNDER IT/CYBER CRIME & DIGITAL TECHNOLOGY:

1.1. To assess the risks and mitigation thereof.

1.2. To design the risk management frame work for the project.

1.3. To study and analyse the current state of risk governance structure for digital business.

1.4. To suggest the changes regarding Risk Management and Compliances policies and procedures of Bank wherever required to support the new business.

4. FRAUD MONITORING AND PREVENTION UNDER IT & DIGITAL TECHNOLOGY:

4.1. a. To assist in Setting up of fraud monitoring, prevention, detection and back office operations framework and to suggest clear cut fraud prevention measures under e-commerce. b. Back end / Back Office operations: To assist the Bank for

i. Complaint redressal process.

ii. Feedback handling process.

iii. Reconciliation process.

We hereby comply with each point of the above scope of work without any deviations.

Date:
Place :

Signature with seal:
Name:
Designation :

Annexure-13

Technical Evaluation Criteria

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section.

Technical Evaluation Parameters

Sl. No.	Criteria	Evaluation Parameters	Documentation/ Evaluation method	Max marks
1.	The Bidder should have experience in the field of conducting Insurance Broking Business Operation in India as on date of EOI.(License validity should not have any gaps)	Number of Years: <ul style="list-style-type: none"> • ≥ 7 Years: 15 Marks • ≥ 5 & < 7 Years: 10 Marks • ≥ 3 & < 5 Years: 5 Marks 	Copy of IRDAI certificate to be submitted for the period of experiance.	15
2.	The Bidder should have provided Insurance Broking services in Schedule Commercial Banks having atleast 2500 branches during last 3 years as on date of EOI.	No. of clients: <ul style="list-style-type: none"> • ≥ 7 clients: 15 Marks • ≥ 5 & < 7 clients: 10 Marks • ≥ 2 & < 5 clients: 5 Marks 	The Bidder has to provide Empanelment letter along with policy copy mentioning the broker's name/ satisfactory performance certificate/ Reference letter from the Concerned Organization.	15
3.	The Bidder should have experience in handling claims portfolio in Schedule Commercial Banks during last 3 years as on date of EOI.	Average claims settled: <ul style="list-style-type: none"> • ≥ 15 Crores: 10 Marks • ≥ 10 & < 15 Crores: 7 Marks • ≥ 5 & < 10 Crores: 5 Marks 	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	10
4.	The Bidder should have handled Average Premium in the last three years as on date of EOI.	Average Premium: <ul style="list-style-type: none"> • ≥ 200 Crores: 10 Marks • ≥ 150 & < 200 Crores: 7 Marks • ≥ 100 & < 150 Crores: 5 Marks 	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	10

Internal



Sl. No.	Criteria	Evaluation Parameters	Documentation/ Evaluation method	Max marks
5.	The Bidder should have provided Insurance Broking services in Schedule Commercial Banks having at least 2500 branches during any one of the year in the past 3 Financial Years	<p>1 Mark for broking of each Insurance Policy of Bank</p> <p>(Max no of policies handled in a single PSB during any one year in the past 3 Financial Years will be considered)</p>	The bidder should submit policy copy mentioned the broker's name/ Reference letter from the Concerned Organization.	5
6.	The Bidder's team should have Qualified professional and have adequate knowledge in Insurance brokering field.	<p>Qualification of personals:</p> <ul style="list-style-type: none"> Fellowship from III, CII certification - 2 marks (Min. 3 Persons) Law Graduate - 1 marks (Min. 3 Persons) Engineering Computer/mechanical/civil /IT/Electrical - 1 marks (Min. 3 Persons) Management - 1 marks (Min. 3 Persons) <p>No of Professionals (Broker Qualified Person as per IRDA):</p> <ul style="list-style-type: none"> ≥ 75: 5 Marks ≥ 50 & < 75: 3 Marks ≥ 20 & < 50: 1 Marks 	Bidder to submit details with copies of the certificates mentioned along with the profile of the professionals and letter from Company Secretary/HR stating that they are on payroll of the bidder along with CA certificate.	10
7.	The Bidder should have its own/ franchise Service /Support Office or helpdesk in India as per Annexure-10.	1/2 Mark for each office/helpdesk/location above 5 offices	The Bidder has to provide Details such as Address, Telephone nos. in separate letter along with documentary proof.	5
8.	Bidder should have valid ISO 9001-2015 Certificate	<p>Available- 5 Marks</p> <p>Not Available-0 Marks</p>	<p>Copy of valid certificate shall be enclosed.</p> <p>(Certificates with more than one year from the issue date will be considered. In case where validity is getting expired during next one year, Bidder to gi nhve</p>	5

Sl. No.	Criteria	Evaluation Parameters	Documentation/ Evaluation method	Max marks
			undertaking assessing immediate renewal)	
9.	Penalty by IRDAI/Adverse ruling or any other regulations or Authority or Judicial courts (Last 3 years and as on date of RFP)	If Yes: (-) 5marks If No: 0 marks	Notarized affidavit to be furnished signed by authorized signatory.	0
10.	Net worth of the bidder must be positive and profitable for the last 3 financial years i.e 2021-22,2022-23 & 2023-24	Up to 15 cr - 2 marks 15 cr - 30 cr - 3 marks More than 30 cr - 5 marks	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2021-22 & 2022-23, 2023-24 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	5
11.	Bidder's Presentation/ Demonstration	Points will be assigned by an internal committee as per Table-II		20
Total				100

Presentation of proposal:

Canara Bank will schedule the presentations and notify the bidders the time and locations. Failure of a bidder to complete a scheduled presentation may result in the rejection of that Bidder's proposal. The Parameters for the Presentation evaluation are mentioned in Table-II.

Table-II
Presentation parameters

Sl. No.	Presentation	Marks
1.	Presentation of the bidder on company profile, company spread, clients' details, empanelment details in public sector Bank, Experience in the field of insurance Broking. Specific about Area of specialization- under Traditional/Non - traditional Insurance cover.	5
2.	Use cases with reference to insurance policies handled in various public Sector Banks. Highlighting the Quantum, Complexity and TAT for settling of the claims.	15
Max - Relative Technical Evaluation Marks		20

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the EOI is liable for rejection. All documentary evidence / certificates confirming compliance to it should be part of Technical Proposal.

Date:

Signature with seal

Name:

Designation:

Internal

Annexure-14
Make in India Certificate

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Bidder's Reference No. _____

Date.....

To,
The Deputy General Manager
Canara Bank,
Centralized Procurement and Vendor Management Wing,
Naveen Complex,
14 M G Road,
Bengaluru - 560 001, Karnataka.

Sub: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 06/2024-25 dated 29/01/2025

Dear Sir/Madam,

(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 19.07.2024 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Canara Bank Tender No..... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows:
_____.
2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place:
Date:

[Signature of Authorized Signatory of Bidder]
Name:
Designation:
Seal

Internal

Annexure-15
Letter to Return EMD (if applicable)
[On Firm's / Company's letter head]

To,

The Deputy General Manager
Canara Bank,
Centralized Procurement and Vendor Management Wing,
Naveen Complex,
14 M G Road,
Bengaluru - 560 001, Karnataka.

SUB: Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank

Ref: EOI 04/2024-25 dated 27/09/2024.

We _____ (Company Name) had participated in the EOI for Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank.

Details of EMD submitted are as follows:

Sl. No.	Bidder Name	BG/DD/NEFT/RTGS Ref No.	Drawn on Bank Name	Date of BG/DD/NEFT/RTGS	Amount in Rupees

Bank details to which the EMD amount to be returned via NEFT/RTGS are as follows:

Account Title/Name	
Account Number	
IFSC Code	
Account Type	
Name of the Bank with Branch Address	

Declaration:

1. We here by note that the EMD submitted will be returned as per the terms and conditions of the EOI.
2. We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us Bank is not liable under any circumstances.

Date:

Signature with seal

Place:

Name:

Designation:

Internal