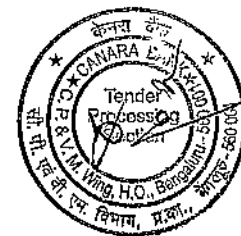


Reply to Prebid Queries; EOI 06/2024-25 dated Expression of Interest for Empanelment of Insurance Broker (Traditional & Non-Traditional) in Canara Bank for a period of 3 years in Canara Bank

Sl. No.	EOI Clause	Page No.	Section	EOI Clause	Clause/Technical Specification	Bidder's Query	Banks response
1	EOI 06/2024-25 Dt 29/01/2025 ATC	8	4. Objective	4.2	Bidder has to apply for one category i.e either Traditional or Non-traditional duty indicating the preference as per Annexure-3	We understand, that we need to provide a declaration showing our preference for Traditional/Non- Traditional policies as per Annexure -3 but Annexure 3 is a eligibility criteria and there is no specific format for selection of the preference. Request you to please clarify and provide the format for selection of Traditional/Non-traditional category.	Bidder to refer the Corrigendum. Bidder has to apply for any one of the category i.e. either Traditional or Non-Traditional duty super scribed in Envelope as " Expression of Interest for Empanelment of Insurance Broker (Traditional or Non-Traditional)" in Canara Bank.
2	EOI 06/2024-25 Dt 29/01/2025 ATC	30 of 47	Annexure - 3	Eligibility Criteria Point no. 7	The Net Worth of the bidder should not be negative as on 31.03.2024 and also should not have been eroded more than 30% in the last three financial years ending on 31.03.2024. 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.	We recommend the following revision in the language of this criterion: "The Net Worth of the bidder should be positive as on 31.03.2024 and the Broker needs to be compliant with IRDAI stipulated Net Worth Requirements." Justification: We recommend that the evaluation should be restricted to positive net worth and minimum net worth requirement for insurance brokers as laid down by IRDAI, as broker is not the risk carrier and net worth of the broker has no impact on settlement of claims. Hence, request you to revise the criteria as suggested.	Bidder to comply with EOI terms and conditions.
3	EOI 06/2024-25 Dt 29/01/2025 ATC	44 of 47	Annexure - 13	Technical Evaluation Criteria - Point no. 8	Bidder should have valid ISO 9001-2015 certificate.	We recommend the following revision in the language of this criterion: "Bidder should have valid ISO 9001-2015 certificate/ valid ISO 27001:2022 certification." Justification: Generally, ISO Certification 9001:2015 is related to process which involves quality management more relevant with manufacturing sector. Whereas the suggested ISO certification of 27001:2022 is issued for Data Security, the services which you have sought in the tender is more related to securing and saving data, as broker will be the custodian of your financial and personal data including your customer's data as applicable . In addition, this is more relevant in tune with the Data Privacy Act of Indian Government. So, the suggested certification will be more relevant to you instead of ISO 9001:2015 as the 27001:2022 is also in tune with the increased emphasis on Cyber Security & compliance being recommended by IRDAI.	Bidder to refer the Corrigendum.



4	EOI 06/2024-25 Dt 29/01/2025 ATC	10 of 47	8. De- empanelment of Bidders	Point 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	Please confirm, whether Liquidated Damages clause will be applicable for the tender?	Bidder to refer the Corrigendum.
5	EOI 06/2024-25 Dt 29/01/2025 ATC	40 of 47	Annexure-11	Tender Fee & EOI Security Declaration	We declare that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance bank security before the deadline defined in the EOI.	Please confirm, whether Performance Bank Security clause will be applicable for the tender.	Bidder to refer the Corrigendum.
6	EOI 06/2024-25 Dt 29/01/2025 ATC	43	Technical Evaluation Parameters	Point no.2 & Point no.5	The Bidder should have provided Insurance Broking services in Schedule Commercial Banks having at least 2500 branches during last 3 years as on date of EOI. No. of clients More than 7: 15 marks More than 5 to 7 : 10 marks More than 2 to 5: 5 marks	Scheduled Commercial Banks includes both Public Sector Banks and Private Banks. Most of the Private Banks does not have branches more than 2500 across India. Hence we request you to reduce the number of branches from 2500 to 1000 branches	Bidder to refer the Corrigendum.
7	EOI 06/2024-25 Dt 29/01/2025 ATC	29	Annexure-3 Eligibility Criteria	Point no.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	As an Insurance broker how is Class-I & II Public Procurement (Make in India) is applicable to us. Does that mean that, if we get the policies issued through any of the insurance companies based out of India then we shall qualify for "Make in India" benefits? Or whether our stakeholder components/Shareholding Pattern would make us qualify for that. If yes then what all benefits we will be getting as an insurance broker? And suppose, if we do not get appropriate capacity locally and if we were to approach a cross border reinsurer then whether we will fail to qualify for the "make in India" benefits? Please confirm	Bidder to comply with EOI terms and conditions.
8	EOI 06/2024-25 Dt 29/01/2025 ATC	NA	NA	General Query	General Query	Requesting you to kindly provide an editable copy of the tender as it is becomes very difficult to type everything. This shall take a lot of time to type-in the details. Requesting you to kindly grant sufficient extension in view of the above OR provide an editable copy of the tender document for ease of accessibility.	Searchable format will be uploaded in Canara Bank Website.
9	EOI 06/2024-25 Dt 29/01/2025 ATC	2 of 47	EOI Details in Brief Description	6. Earnest Money Deposit (Refundable)	6. Earnest Money Deposit (Refundable)	Kindly clarify the expiration date of the EMD/validity of the EMD to be submitted	180 days.



10	EOI 06/2024-25 Dt 29/01/2025 ATC	8 of 47	4. Objectives	4.2 Bidder has to apply for one category i.e. either Traditional or Non-Traditional duly indicating the preference as per Annexure 3	4.2 Bidder has to apply for one category i.e. either Traditional or Non-Traditional duly indicating the preference as per Annexure 3	<ul style="list-style-type: none"> Kindly clarify whether the bidder can participate and bid for both the categories i.e. either Traditional or Non-Traditional. IF YES, requesting you to kindly provide amendments wherever necessary 	Bidder has to apply for only one category Traditional or Non-traditional. Bidder to refer the Corrigendum.
11	EOI 06/2024-25 Dt 29/01/2025 ATC	12 of 47	14	Submission of Bids	"two separate covers one for Application Fee"	Kindly clarify whether Application Fee is the Tender Fee of Rs. 11,800 or EMD amount (Refundable) of Rs. 1,00,000/-	Application Fee is Rupees 11,800/- (inclusive of taxes) and EMD Amount is Rupees 1,00,000/-
12	EOI 06/2024-25 Dt 29/01/2025 ATC	15 of 47	Clause 20.	Execution of Agreement	Within 21 days from the date of issuance of Letter of Empanelment, the selected Insurance Brokers shall sign "Agreement" with the Bank at Bengaluru as per Appendix-XX.	Kindly clarify whether Appendix-XX is "Annexure-8 Non-Disclosure Agreement"	Bidder to refer the Corrigendum.
13	EOI 06/2024-25 Dt 29/01/2025 ATC	35	Annexure-6	List of Major Customer in Banking Sector of the Bidder in Last 3 Years and References	Documentary Proof like Satisfactory Letter from organization to be Enclosed or Purchase Order copies along with work completion certificate to be enclosed	Kindly clarify, whether submission of policy copy/ies with the broker name endorsed on it, can be considered as a valid documentary Proof.	Bidder to refer the Corrigendum.
14	EOI 06/2024-25 Dt 29/01/2025 ATC		Annexure-10	Office Details	Office Locations	For Sr No.8 we understand that Delhi can be read as Delhi NCR, kindly clarify whether our understanding is correct	Yes it is correct.
15	EOI 06/2024-25 Dt 29/01/2025 ATC		Annexure 13 Technical Evaluation Criteria	6. The Bidder's team should have Qualified professional and have adequate knowledge in the insurance brokering field.	Bidder to submit details with copies of the certificate mentioned along with profile of professionals and letter from Company Secretary/HR stating that they are on payroll of the bidder along with CA Certificate	<ul style="list-style-type: none"> We understand that copies of certificate are to be provided only for Qualification of personals i.e. Fellowship, Law, Engineering and Management. For number of broker qualified professionals letter from Company Secretary/HR stating that they are on payroll would be considered. Kindly confirm whether our understanding is correct. 	Bidder to refer the Corrigendum.



16	EOI 06/2024-25 Dt 29/01/2025 ATC	45 of 47	Table-II Presentation Parameters	Canara Bank will schedule the presentations and notify the bidder the time and locations	Canara Bank will schedule the presentations and notify the bidder the time and locations	<ul style="list-style-type: none"> We understand that the presentation has to be made by the successful bidders who have technically qualified and date of which shall be communicated by Canara Bank. Further, presentation shall not be a part of this EOI submission. Kindly clarify whether our understanding is correct 	Presentation is part of Technical Evaluation.
17	EOI 06/2024-25 Dt 29/01/2025 ATC	46 of 47	Annexure-14, Make in India Certificate	Details of location at which local value addition will be made as follows:	Details of location at which local value addition will be made as follows:	Kindly clarify what details are to be provided	Please refer the clause 31.3 procurement through Local Suppliers (Make In India).
18	EOI 06/2024-25 Dt 29/01/2025 ATC	46 of 47	Annexure-14 Make in India Certificate	Annexure-14 Make in India Certificate	General	<ul style="list-style-type: none"> We understand that the tender released are only for the Traditional and Non-Traditional Insurance requirements and does not include any Reinsurance requirements. 	EOI scope is self explanatory.
19	EOI 06/2024-25 Dt 29/01/2025 ATC	30	5.2 Annexure	Eligibility criteria	The Bidder should be an imperial insurance broker currently for at least two scheduled commercial bank having at least 2500 branches in India out of which one should be public sector bank in last three years as on the date of submission of bid.	If bidder does not have a PSU bank but other large Schedule bank as client, will the bidder be eligible?	Bidder to refer the Corrigendum.

Date : 18-02-2025
Place: Bengaluru


Deputy General Manager

