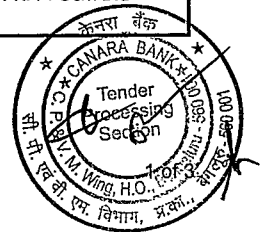
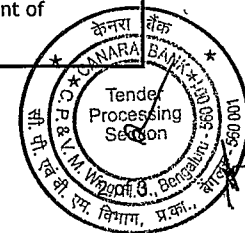


GeM Ref No: GEM/2024/B/5108457 dated 01/07/2024 for Selection of Insurer for Group Personal Accident Insurance and Travel Insurance Policy for Saving Account Holders under proposed new product with Canara Bank for a period of one (01) year.

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	NA	Generic	Generic	Generic	1. Clear definition of "Immediate Family" in PA+Travel Insurance RFP under Point b "Trip Cancellation and Interruption" required.	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.
2	NA	Generic	Generic	Generic	2. What will be the basis of choosing the SI for PA? Will it be linked to Income of the A/C holder?	Sum insured will be decided as per bank discretion
3	NA	Generic	Generic	Generic	Whether we want to offer a single product or multiple products to this partner. If we want multiple products, then please include details for each product in the questions below.	Bidders to comply with RFP/GeM bid terms and conditions
4	NA	Generic	Generic	Generic	Which segment of customers are you planning to cater?	No restriction on the segment of customers
5	NA	Generic	Generic	Generic	What is the relation between the company and the group-members.(member base)? o For example: It can be an employer/employee relationship or in case of an NGO it can be trustees/members being benefited by the NGO; or else bank customers, etc.	RFP-clause-is-self-explanatory. Bidder to comply with RFP/GeM bid terms.
6	NA	Generic	Generic	Generic	In which mode this policy will be sold? o For example o -as a loan attachment/ to saving account holders by the bank employees, o -or through Cigna's call centre/ agents o -any other means	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.
7	NA	Generic	Generic	Generic	If the sale is on attachment basis, what is the expected attachment ratio?	Bidders to refer the RFP for the required details
8	NA	Generic	Generic	Generic	What is portfolio type: 1) Credit-linked 2) Employer-Employee 3) Affinity?	Affinity
9	NA	Generic	Generic	Generic	Will the premium be funded by the group-policy holder or customer?	Bank will be paying the premium on behalf of the account holders
10	NA	Generic	Generic	Generic	What will be the legal status of the company under which business will be sourced: 1) Corporate Agent 2) Broker 3) Others (Please specify the details)?	Bidders to comply with RFP/GeM bid terms and conditions
11	NA	Generic	Generic	Generic	What is the enrolment period (after which the enrolment will stop)? - (Term, more than a year is only available for credit link policies).	Bidders to comply with RFP/GeM bid terms and conditions
12	NA	Generic	Generic	Generic	Who is the TPA for this arrangement? What will be the TPA fees?	Bidders to comply with RFP/GeM bid terms and conditions

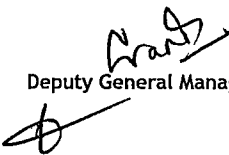


13	NA	Generic	Generic	Generic	What is the size of the customer base which the partner has? What is the expected growth rate of this potential base?	Bidders to comply with RFP/GeM bid terms and conditions
14	NA	Generic	Generic	Generic	What is the Age-Mix of the target population?	Bank will not be able to provide the details
15	NA	Generic	Generic	Generic	What is the Gender-Mix of the target population?	Bank will not be able to provide the details
16	NA	Generic	Generic	Generic	What is the Risk Class mix by member count (Risk Class definition is given in table below)	Bank will not be able to provide the details
17	NA	Generic	Generic	Generic	What is the zone mix by member count	Bank will not be able to provide the details
18	NA	Generic	Generic	Generic	We would like Survival Period of 30 days to be applicable otherwise a minimum loading of 10% will be applied on the rates. Please mention if Survival Period need to be waived off.	Bidders to comply with RFP/GeM bid terms and conditions
19	NA	Generic	Generic	Generic	Who are the existing insurance providers for this partner?	Bidders to comply with RFP/GeM bid terms and conditions
20	NA	Generic	Generic	Generic	What are their product features and prices?	Bidders to comply with RFP/GeM bid terms and conditions
21	NA	Generic	Generic	Generic	What is the expected Business Volume from this partner?	Bidders to comply with RFP/GeM bid terms and conditions
22	NA	Generic	Generic	Generic	Premium expectancy?	Bidders to comply with RFP/GeM bid terms and conditions
23	NA	Generic	Generic	Generic	-Will the Policy be a Mandatory or else Voluntary	RFP clause is self explanatory. Bidder to comply with RFP/GeM bid terms.
24	NA	Generic	Generic	Generic	-Who will pay for the premium?	Bank will be paying the premium on behalf of the account holders
25	NA	Generic	Generic	Generic	-Will this be a named or else unnamed policy	Bidders to refer the RFP for the required details
26	NA	Generic	Generic	Generic	1. We received another tender request for the same customer set (savings account holders). Why again a separate tender?	Bidders to comply with RFP/GeM bid terms and conditions
27	NA	Generic	Generic	Generic	2. Will this be bundled?	Bank is offering complimentary insurance benefit cover to the savings account holders opening the account under the new proposed variant
28	NA	Generic	Generic	Generic	3. What is the criteria for SI allocation?	Sum insured will be decided as per bank discretion
29	NA	Generic	Generic	Generic	4. Death whilst on and off duty shall be covered - will this policy also cover defence/police personnel's?	No restriction on the segment of customers



30	NA	Generic	Generic	Generic	Past claim experience in below format	Bidders to comply with RFP/GeM bid terms and conditions
31	NA	Generic	Generic	Generic	1. Projected number of lives	Bidders to refer the RFP for the required details
32	NA	Generic	Generic	Generic	2. Demography of lives to be covered (Age, occupation, married/unmarried)	Bank will not be able to provide the details
33	NA	Generic	Generic	Generic	3. In the tender the sum insured ranged from Rs. 1 lakh to Rs.1 crore. On what basis is the sum insured provided to the policyholder?	Sum insured will be decided as per bank discretion
34	NA	Generic	Generic	Generic	4. Is there any POS condition (Obligatory transactions in months prior to accident for the claims to be admissible) applicable for the given accounts.	Bidders to refer the RFP for the required details
35	NA	Generic	Generic	Generic	5. Please confirm that this is a direct tender and no broker is involved.	Bidders to comply with RFP/GeM bid terms and conditions
36	NA	Generic	Generic	Generic	6. It is mentioned in the tender that, "The Company's liability shall be subject to a Deductible as specified in the Schedule to the Policy, for any and all claims arising in a particular year." Please confirm what is the deductible applicable in case Burglary insurance cover.	Bidders to comply with RFP/GeM bid terms and conditions
37	NA	Generic	Generic	Generic	Please share if there is any similar PA policy ongoing in Canara Bank.	Bidders to comply with RFP/GeM bid terms and conditions
38	NA	Generic	Generic	Generic	If it is a policy renewal, kindly share the policy copy, premium collection detail and last 3 years claim dump.	Bidders to comply with RFP/GeM bid terms and conditions

Date: 12/07/2024
Place: Bengaluru


Deputy General Manager

