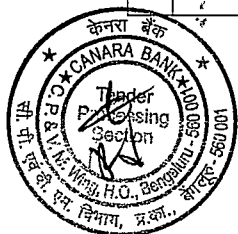




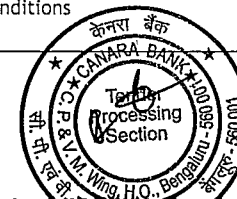




Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Response
17	81	Appendix-E	Pre Contract Integrity Pact	4. Commitments of Bidder/Seller/Contractor/Service Providers: 4.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.	Brokerage	Bidder to comply with RFP terms and conditions
18	82	Appendix-E	Pre Contract Integrity Pact	6. Earnest Money (Security Deposit) [If Applicable]	Confirm Applicability of EMD/SD	EMD/SD is not applicable
19	83	Appendix-E	Pre Contract Integrity Pact	8. Fall Clause	To be discussed towards waiver	Bidder to comply with RFP terms and conditions
20	55	Annexure 8	Scope of Work	<b>Policy Details:</b> 8. Payment of claim should be settled within 15 days from the date of submission of all claims documents, including clarifications, if any. In case of unexplained delay of beyond 30 working days, the Insurance Company shall pay interest @2% above the prevailing Bank Rate from the date of claim, on the claim amount.	Request that this point be waived off. As an insurance company, we are required to pay claim amount as per the Sum Assured	Bidder to comply with RFP terms and conditions
21	55	Annexure 8	Scope of Work	<b>Policy Details:</b> 10. The selected bidder should release the payment of claim to the claimant through the Bank on submission of attested copy of death certificate and claim form without insisting any other document like postmortem report, FIR etc. as the case may be.	In line with the regulations and to avoid fraudulent claims, it is required that the insurance company collect necessary claim related documents. Request that insurance company should be able to collect all claim related documents as necessary (same can be shared at time of bid submission). The is followed with all the partners with Employer Employee GTLI schemes. Request to consider the same.	RFP clause stands good, however, on case to case basis, Bank may examine the matter to provide the same.
22	55	Annexure 8	Scope of Work	<b>Policy Details:</b> 12. Dedicated Helpline Number/s or SPOC Support on call to be provided for any query from the employee.	HDFC Life has centralized service help desk number and same shall be provided for Canara Bank. Request to consider the same.	Bidder to comply with RFP terms and conditions



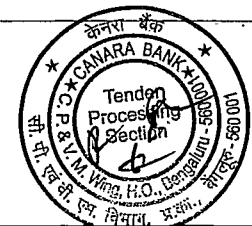
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23	55	Annexure 8	Scope of Work	<b>Policy Details:</b> 14. The Policy should be a worldwide cover and it should be 24*7 cover	Generally, Insurance companies will have a list of countries where claim shall not be paid. For HDFC Life, the countries are listed in next spread sheet Given that Canara Bank does not have office in these countries, Request to consider the same.	RFP clause stands good. The data of employees enclosed as per Bank's format in Addendum-V and Addendum-VI.
24	54	Annexure 8	Scope of Work	<b>Policy Details:</b> The Aggregate limit on claim settlement for a single incident should not be applied.	In general every Insurance company will have a set limit on Claims we have	Bidder to comply with RFP terms and conditions
25	9	Section B	Introduction	<b>1. About Canara Bank:</b> Bank has offices abroad in London, Dubai and New York	How many employees are there abroad? Breakup of same would be required at the time of sharing the data	The data of employees enclosed as per Bank's format in Addendum-VI.
26	11	Section B	Introduction	<b>8. Scope of Work:</b> 8.3. During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier	What would these related areas mean?	Clause is self explanatory. Bidder to comply with RFP terms and conditions.
27	12	Section C	Deliverables and Service Level Agreements	<b>3. Claim Process:</b> 3.1. The bank may require the L1 bidder to arrange for the dashboard on claims to view at any given point of time on the number of claims reported/settled/outstanding	Can we submit monthly reports to fulfill the requirement	Yes. But insurance company shall also submit the data as and when sought by the Bank.
28	17	Section D	Bid Process	<b>5. Preparation of Bids</b> Part A: Technical Bid 5.1.7. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection: 5.1.7.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked). 5.1.7.2. It should not provide any price information like, unit price, tax percentage, tax amount etc.	Does that mean, we have to enclose a dummy/blank Bill of Material as part of Technical Bid?	Masked bill of material has to submit along with technical bid. Bidder to comply with RFP terms and conditions
29	22	Section F	Ownership & Awarding of Contract	<b>1. Bid Validity Period:</b> The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.	RCD of the scheme is 1st Feb, 2024. As per 64 VB clause, the payment has to be made on or before the RCD. Hence, request you to waive this condition as the quote will not be valid post RCD. (we have another 52 days for the renewal date)	Bidder to comply with RFP terms and conditions
30	30	Section G	General Conditions	12. Indemnity	Can this be waived off as an exception?	Bidder to comply with RFP terms and conditions
31	36	Section H	Purchase Preference	3. Procurement through Local Suppliers (Make in India):	We are a service provider and not into supply of goods, still we need to give any confirmation/acknowledgement with regards to this?	Bidder to comply with RFP terms and conditions



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32	42	Annexure-2	Pre-Qualification Criteria	<p><b>Qualification Criteria:</b> The bidder should be well established &amp; reputed Insurance Companies licensed by IRDAI and registered under Companies act 1956, with more than 5 years of existence in General Insurance Business in India as on bid date. <b>Documents to be submitted</b> In compliance with Qualification Criteria: Copy of IRDAI certificate to be submitted.</p>	Request you to confirm if there is a mis print of "General Insurance" instead of "Life Insurance"	Yes, It is "Life Insurance"
33	42	Annexure-2	Pre-Qualification Criteria	<p><b>Qualification Criteria:</b> The bidder should have proven experience of managing Group Term Life Insurance Policy for Public Sector Banks/ Public Sector Undertakings/Private Companies for a group size of at least 25,000 during the last two financial years (i.e. 2022-23 and 2023-24). <b>Documents to be submitted</b> In compliance with Qualification Criteria: Bidder should submit Copies of Work Orders/ Agreements with PSU Banks/PSUs/Private Companies on the company's letterhead clearly stipulating the group size should be furnished.  Or Copies of Policies issued to PSU Banks/ PSU  Or CA Certificate with Unique Document Identification Number certifying the same</p>	Can a certificate from CS be provided in place of CA Certificate?	Bidder to comply with RFP terms and conditions
34	48	Annexure - 4	Make in India Certificate	NA	We are a service provider and not into supply of goods, still we need to give any confirmation/acknowledgement with regards to this?	Bidder to comply with RFP terms and conditions
35	52	Annexure 8	Scope of Work	<p><b>Policy Details:</b> 5. The policy should cover all kinds of death including but not limited to natural death, accidental death, suicidal death, and death due to any illness including COVID and any other new pandemic/epidemic may arise in future days results in death, death due to pre-existing illness including critical illness will also be covered.</p>	Are there any members who are identified with pre-exisitng illness or critical illness or any sort of illnesses? If so, can you please share detailed information about these members like Age, Gender and what illnesses are they diagnosed with?	All employees to be covered without good health certificate invariably.



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36	53	Annexure 8	Scope of Work	<p><b>Policy Details:</b>                      7. Insurance coverage is as under:                      Subordinate Cadre 20 months' gross salary subject to a minimum of Rs.10 lakhs                      Clerical Cadre 20 months' gross salary subject to a minimum of Rs.15 lakhs                      Officer employees 20 months' gross salary subject to a minimum of Rs.20 lakhs</p>	Can you please confirm minimum and maximum monthly salary at all levels? (or) a confirmation that no one is exceeding 10 times of their annual CTC?	No one is exceeding 10 times of their annual gross salary.
37	53	Annexure 8	Scope of Work	<p><b>Policy Details:</b>                      7. Insurance coverage is as under:                      Subordinate Cadre 20 months' gross salary subject to a minimum of Rs.10 lakhs                      Clerical Cadre 20 months' gross salary subject to a minimum of Rs.15 lakhs                      Officer employees 20 months' gross salary subject to a minimum of Rs.20 lakhs</p>	We would request you to share the data in excel format capturing the following fields of data. 1) DOB 2) Gender 3) Designation 4) CTC 5) SA	Data enclosed as per Bank's format in Addendum-V
38	53	Annexure 8	Scope of Work	<p><b>Policy Details:</b>                      7. Insurance coverage is as under:                      Subordinate Cadre 20 months' gross salary subject to a minimum of Rs.10 lakhs                      Clerical Cadre 20 months' gross salary subject to a minimum of Rs.15 lakhs                      Officer employees 20 months' gross salary subject to a minimum of Rs.20 lakhs</p>	We would request you to share the claim MIS in excel format capturing the following fields of data. 1) Date of Death 2) Reason of Death 3) Death intimation date 4) Claim Amount Bifurcation	Data enclosed as per Bank's format in Addendum-II, III and IV
39	53	Annexure 8	Scope of Work	<p><b>Policy Details:</b>                      9. The settlement of the claims shall be done to the nominee(s) as provided by the Bank. If there is no nomination as per Bank records; the claim shall be settled to legal heirs.                      17. In the event of claim, all the claims settlement should take place directly to the centralized bank account of Canara Bank</p>	Both these points are contradictory. Can you please give us a clarity on this?	As per the extant procedure, the claim is to be settled in favour of nominee/legal heirs but the amount is to be credited to centralized bank account of Canara Bank for onward payment to claimants. However, if the regulatory guidelines mandate, the same shall be adhered to.
40	53	Annexure 8	Scope of Work	<p><b>Policy Details:</b>                      18. The list of employees will be provided after the pre-bid meeting. The data may vary slightly at the time of placement of business and insurance company must consider the Bank's updated list at the time of inception of risk cover by the L1 bidder.</p>	What would be the approximate change in terms of percentage with respect to member count at each level and the sum assured from the inception data?	The approximate change in members count might be less than 10%. However, the exact percentage change in the members count or sum insured can not be predicted.



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41	53	Annexure 8	Scope of Work	<p><b>Policy Details:</b> 10. The selected bidder should release the payment of claim to the claimant through the Bank on submission of attested copy of death certificate and claim form without insisting any other document like postmortem report, FIR etc. as the case may be.</p>	<p>Incase of suicide/accident (unnatural death), FIR and Postmortem report would be required. So request your support in accomodating the same.</p>	<p>RFP clause stands good, however, on case to case basis, Bank may examine the matter to provide the same.</p>
42	79	Appendix-E	Pre Contract Integrity Pact	<p>8. Fall Clause The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded</p>	<p>Pricing completely depends on the group demographics, hence request you to waive off this clause</p>	<p>Bidder to comply with RFP terms and conditions</p>
43	41	Annexure-2	Pre-Qualification Criteria	<p><b>Qualification Criteria:</b> The bidder should have proven experience of managing Group Term Life Insurance Policy for Public Sector Banks/ Public Sector Undertakings/Private Companies for a group size of at least 25,000 during the last two financial years (i.e. 2022-23 and 2023-24). <b>Documents to be submitted</b> <b>In compliance with Qualification Criteria:</b> Bidder should submit Copies of Work Orders/ Agreements with PSU Banks/PSUs/Private Companies on the company's letterhead clearly stipulating the group size should be furnished.  Or Copies of Policies issued to PSU Banks/ PSU  Or CA Certificate with Unique Document Identification Number certifying the same</p>	<p>We have cumulative group size of 25,000 members for GTL policies of different organisations which includes PSUs &amp; Private Companies</p>	<p>Bidder to comply with RFP terms and conditions</p>

