

**REPLIES TO PRE BID QUERIES**

**Name:** Empanelment of Insurance Brokers

**Ref:** Pre – Bid Meeting held on 14.12.2018 With regard to RFP GAW/FB/01/2018-19 Dated 20.11.2018.

Cl. ref	Query	Banks Reply / clarification
<b>Cl 5: Point 3&amp; 4</b>	<p>The Bidder shall be serving at least three Institutions like SBI /Public Sector Banks / Private Banks with Branch network of more than 1000 pan India.</p> <p>This clause to be modified as:</p> <p>(a) The Bidder shall be serving at 3 Institutions like SBI or Associate /Public Sector Banks / Schedule Commercial Bank for traditional business.</p> <p>(b) The Bidder shall be serving Global Banks for non- traditional business.</p> <p>(c) In order to increase participation from good brokers, the criteria shall be amended to include Brokers who has experience in handling any public Sector/ Private Sector / Co- Operative Banks in India.</p>	<p>1. Since our Bank is Public Sector Bank, the condition of servicing a PSB is felt necessary.</p> <p>2. Since we are comparing with peer Banks of our size, minimum Branches of 1000 with pan India presence is felt necessary.</p> <p>Hence no modification is permitted in this clause.</p>
<b>Cl 19.8:</b>	To share the expiring policy copies of Insurance policies, last year sum insured and premium paid.	Cannot be shared.
<b>Cl 5 Point 9:</b>	The Firm / Company to have experience in handling BASEL II compliance.	<p>The Broking firm should have knowledge of compliances under BASEL II.</p> <p>Self declaration from the firm to be submitted.</p>
<b>Cl 14</b>	The requirements of technical information in support of technical offer made in the form of Brochures / Manuals / CD etc.	Refer Annexure 7 and particulars sought to be furnished with support documents in the form of Manual or Brochures or CD with or without spirally bound.
<b>Annexure 1. Point 10</b>	<p>No. of corporate clients along with copies of engagement letters of PSU banks/other institutions:</p> <p>We request you to clarify whether <b>other institutions</b> refers to other Financial institutions or any other institutions of different industry</p>	Only Banking / Financial Institutions.
<b>Appendix B Point 9:</b>	<p>Insurance Broking Business for Insurance Cover on- Traditional - 5 Marks Non Traditional - 5 Marks, Both - 10 Marks.</p> <p>Please highlight on what basis will marks be awarded for this condition as it is not very clear.</p>	<p>It is clearly indicated in the RFP. Bank requires Brokers with expertise in both Traditional &amp; Non- Traditional Insurance.</p> <p>Letter from the Institutions which the firm serves is required.</p>

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<b>Appendix B Point 6</b>	Proportionately 1(one) mark will be awarded for each 1 crore or part thereof, for average premium mobilized for last 3 FY subject to a maximum of 10 marks. This point is not very clear and hence we request the bank to throw some light on how the marking will be calculated for this point.	The same is clearly mentioned in page 33 point 6 of the RFP document.
	<b>Suggestion :</b> There is an overlap in the covers of Cyber and Bankers Indemnity if they both fall in Non-traditional, it would be better to ensure synergies between the two policies. Bank can cover both Severity and frequency risks.	As per RFP under Clause: 19.7 policies from 1 to 13 are inter-related and looked after by one particular Wing. Further they are basically traditional in nature and existing since a long time. The RFP terms remains unchanged.
<b>Cl. 5 Point 7:</b>	Penalty by IRDAI /Adverse ruling or any other regulations or authority or judicial courts (last 3 years) – 10 marks. Deductions in marks for FY –2017-18 - 4 marks, 2016-17 -3 marks & 2015-16 - 3 mark. (Document of IRDAI to establish that there are no penalty imposed /action taken ) (mentioned in Evaluation process point no -5). Obtaining a certificate from IRDA is cumbersome. Self declaration should suffice as in most tenders. Request that IRDA document maybe dispensed with.	Clause 5 Point 7 clearly mentions about the documentary proofs required.
	Appointment as LIA of SBI is a eligible condition.	No. Only entities servicing as Insurance Brokers job to any of the Banks can be considered under Clause 5 point 3&4.
	Assisting in the negotiation & settlement of earlier claims lodged with various Insurance Companies from the year 01.04.2013- Kindly provide clarity on what are the pending claims numbers and the amount of pending claims required.	It cannot be provided now. Such documents will be shared only with the selected Insurance Brokers of our Bank.
<b>Cl. 27</b>	Can indemnity be modified and capped. Clarify on the Provisions of this clause	No modification will be permitted in the clause.
<b>Cl. 30</b>	Confidentiality and Non- Disclosure -Can the liability be capped. Clarify the provisions and what is the expectation from the bidder under this clause.	No modification will be permitted in the clause.
<b>Cl. 15</b>	If alterations will not be considered, will this have an overriding effect on the deviations and exceptions created?	Clause 15 is clear in this regard and no modifications will be allowed.
<b>Cl.5 Point 7</b>	Merger / Acquisition / JV of applicant: <b>Suggestion:</b> Any organization which has globally acquired another organization , where both ( Indian entities) are bidding for separate category, maybe looked into/reviewed at your discretion	It will be as per guidelines / licenses issued by IRDA.

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<p><b>Cl.19 Point 4</b></p>	<p>Top Six Bidders who qualify in the Eligibility criteria (Technical Evaluation) will be called for the presentation.  <b>Suggestion:</b>                      1. Will there be a combined evaluation of the top bidders or will it be segregated as the preference of line (Traditional Vs. Non-traditional) given by them?                      2. Also, in addition, if a bidder is not among the top bidders in his preferred line of insurance – will there be option for him to be considered in the alternate choice on the basis of credentials and capabilities?</p>	<p>1. It will be at the discretion of the Bank.                       2. No.</p>
<p><b>Annexure 6</b></p>	<p>Documents substantiating the performance under claim settlement.  <b>Suggestion:</b>                      We have NDA's signed with the Banks and other Institutions and therefore shall not be able to share the supporting documents.</p>	<p>Copies of engagement letters of PSBs certified by Bidders are acceptable. However, for premium mobilized and claims settled documents substantiating the performance are required for evaluation.</p>
<p><b>Appendix B</b></p>	<p>Premium collected For last 3 FY 2015-16, 2016-17, 2017-18.  <b>Suggestion:</b>                      What is the minimum and maximum range of premium needed for evaluation? And What is the scoring pattern?</p>	<p>Appendix B Point 6 clearly mentions the Premium collected and scoring pattern.</p>
<p><b>Annexure 9</b></p>	<p>Specific information on claims management, experience and data regarding claim settled in PSB  <b>Suggestion:</b>                      Kindly amend the criteria to include- 'Specific information on claims management, experience and data regarding claim settled in PSB/ RRB's/ Private and Co-operative Banks'</p>	<p>RFP terms are clear and same is applicable.</p>
<p><b>Appendix B Point 3</b></p>	<p>Number of Insurance Broking Offices PAN India and Number of States having Broking Office Branch office - 1 mark for each Metro - Bengaluru, Chennai, Mumbai, Kolkata, Delhi &amp; Ahmadabad, and ½ Mark for each State Capital, subject to a maximum of 15 marks. (Details such as Address, Telephone Nos. in separate letter).  <b>Suggestion:</b>                      To enable effective participation, Bidder Company should be given an opportunity to showcase its capability and demonstrate client advocacy (dedicated extension of IT platform/ staff/ branch/ unit) to provide service to any regional location of your insurance requirement.                      Secondly, marking scheme and scoring pattern may be considered on the basis of total number of branch locations/ regional resources available at different locations of the broking company.</p>	<p>The purpose is to select a Broker to attend claims Pan-India Basis, Region / State wise. Hence RFP terms remain unchanged.</p>

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<b>Appendix B Point 3</b>	Number of States having Broking Office Branch office - 1 Mark for each Metros - Bengaluru, Chennai, Mumbai, Kolkata, Delhi & Ahmedabad, and ½ Mark for each State Capital, subject to a maximum of 15 marks. (Details such as Address, Telephone nos., in separate letter). <b><u>Suggestions:</u></b> We request you to consider for having the offices on PAN India basis for a maximum of 15 marks, 1 mark each for having IRDA approved offices in each city.	No modification will be permitted in the clause.
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**ALL OTHER TERMS & CONDITIONS OF THE TENDER REMAINS UNCHANGED.**

DEPUTY GENERAL MANAGER  
CANARA BANK, GA WING  
HO, BENGALURU

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