CORRIGENDUM

This is for information of all bidders that following amendments/Corrigendum are being made in RFP document (Reference Number: HO/Referral/27.07.2018/Corporate Agency/ General Insurance) for selection of bidders.

The bidders are advised to take into account the following amendments/corrigendum before submission of their bids against this RFP. If any bidder has already submitted his/her bid, then he/she should submit his/her bid taking into account following amendments/corrigendum. For convenience and clarity, only amended pages of RFP document including the formats are being uploaded.

General Manager

Baroda Uttar Pradesh Gramin Bank

Information for qualifying bid

1.) Company information for technical evaluation

[Provide here a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, authorized person submitting the proposal, his contact details, objectives of the firm etc]. Also provide snapshot of your operations in the format given below.

1	Company Profile	Name of the Insurance Company			
		Head Office			
		website			
		Complete address			
		Type of company, i.e., Private limited or Public limited or a Bank promoted company, please provide joint venture partners details			
		Year of establishment			
		Date of Commencement of business			
		IRDAI Licence no. And Date			
		PAN And GSTN No			
		Number of Employees (permanent/Regular) 31.03.2018			
		Number of Branches as on 31.03.18 (Please provide details of Branches with full address)			
2	Financial Strength & Performance	Market Share as on 31.03.2018			
		Financial Information (INR Crore)	2015-16	2016-17	2017-18
		Invested Capital			
		Profit after Tax			
		Accumulated profit / loss			
		Net worth			
		Solvency Ratio (last three years)			
		Gross Premium			
		Average claim settlement time (TAT)			
		Customer Grievance			
			2015-16	2016-17	2017-18
		Claim settlement ratio			

2.) <u>Bidders Eligibility Criteria</u>

S. No	Criteria	Input	Remarks
1	The bidders should have been registered with IRDA under the General Insurance category and valid IRDAI license as on the date of submission of RFP response for procuring General insurance business in India.	IRDAI License No.	
2	The bidder must have a track record of minimum 5 years of operations in the General Insurance business in India as on 31.03.2018.	No. of Years	

3.) **Please provide information about the business done by the organization**

a). <u>Total Business in different LOB (Line of Business) as per IRDA format</u>

Particulars	No of Policies issued			Gross Premium		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Total						

b). <u>Bancassurance Experience</u>

S.No	Name of Bank	Date of commencement of business (dd/mm/yy)	Gross Premium		
			2015-16	2016-17	2017-18
1					
2					
3					

4.) **Claim Settlement**

Total Claims in different LOB as per IRDA format **(NO. OF CLAIMS)**

Particulars	2015-16	2016-17	2017-18
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims Repudiated/Closed (E)			
Claims pending at end of year (G=C-D-E)			
Claim Settlement Ratio			

5.) **Grievance Redressal**

S.No		2015-16	2016-17	2017-18
1	No of Grievances O/S at the start of the year			
2	No of Grievances Received during the year			
3.	No of Grievances resolved during the year			
4	No of O/S Grievances at the end of the year			

6.) Retention/Renewal Ratio

	2015-16	2016-17	2017-18
Retention/Renewal Ratio			

7.) Key Observation in last three years

Item	Details
IRDA Penalties/ warnings etc.	
Internal Audit	Yes/No
Promoter / company issues with SEBI and/ or any other exchange	
Others (Any penalty by Regulatory/statutory authority)	

8.) Key Support availability

Sr. No.	Parameters	Availability (Yes/No)
1	Adequate training support in certification of SP and product awareness	
2	Technology support (Integration of platforms and others/Online policy issuance)	
3	Customize or exclusive product to be made available for Baroda Uttar Pradesh Gramin Bank	
4	Robust Renewal mechanism (Phone, Notice, E-mail, SMS, etc.) to customers	

9.) Premium Details of the products offered and Approved Commission rates

Sr. No	Product	Premium Rate	Maximum Commission Approved by IRDAI	Maximum Commission offered to the Bank*
1	**Standard Fire & Special Perils policy without any deletion of coverage**	-	-	-
	a) Dwelling			
	b) School, Colleges, club, hospital			
	c) Hotel, Restaurants			
	d) Shops – Non hazardous			
	e) Shop dealing in hazardous goods			
2	**Cattle Insurance covering Milch cows Buffalows**	-	-	-
	a) Non Scheme			
	b) Govt. Scheme			
3	**Sheep, Goat, Pigs**	-	-	-
	a) Non scheme			
	b) Govt. scheme			
4	Farmers package Insurance covering farmer tractor and household goods			
5	**Motor Insurance (Comprehensive) Mention minimum discount offered on tariff rates ****	-	-	-
	a) 4 wheelers			
	b) 2 wheelers			
	c) 3 wheelers			
	d) Transport vehicles i.e. Bus, Truck etc.			
6	Janta Personal Accident (S.I. Rs. 50000/-)			
7	Shop-keeper Insurance			
8	Burglary Insurance			
9	**Insurance cover for building structure (constructed out of loan)**	-	-	-
	a) Residential for 3 years			
	b) Residential for 10 years			
10	Insurance cover for Education loan (Mention Product(s) and respective quote(s))			
11	**PAIS** for Kisan Credit Card holders (S.I. Rs. 50000/-)		NIL	NIL

* *Within the permissible IRDA regulations and permission.*

** *Attach annexure as per tariff and type of vehicle.*