



Request For Proposal (RFP)

**Reference Number: HO/Insurance/05.01.2021/Corporate Agency/
General Insurance**

Corporate Agency Arrangement for General Insurance Business

**Baroda U.P. Bank,
Head Office,
Buddh Vihar Commercial Scheme,
Taramandal, Gorakhpur - 273016 (U.P.)
Phone No. 0551-2230010
Mobile No. 9503371053, 7704007400
e-mail : referral.ho.bupgb@barodauprrb.co.in**

Sr. No.	Description	Details
1	R.F.P. No.	Ref No - HO/Insurance/05.01.2021/Corporate Agency/General Insurance
2	Date of issue	05/01/2021
3	Purpose	Corporate Agency Tie-up with General Insurance Company
4	Bank's address for communication & submission of RFP/Tender	Baroda U.P. Bank, Head Office, Buddh Vihar Commercial Scheme, Taramandal, Gorakhpur - 273016 (U.P.)
5	Last date for submission of queries	12/01/2021
6	Pre-Bid Meeting	14/01/2021, 3:00 PM
7	Date of replies to queries	21/01/2021
8	Last date of submission of Bid	28/01/2021, 2.30 PM
9	Date & time of opening of Bid	28/01/2021, 3:30 PM
10	Presentation by Eligible bidders	Shall be intimated in due course
11	This document can be downloaded from Bank's website	www.barodagraminbank.com

Note:

1. RFP to remain valid for 90 days from the last date of submission.
2. Bank reserves the right to change these dates with appropriate intimation to the Bidders through it's website.
3. The Bids received will be opened as per the date and time mentioned above. At the time of opening of Bids, the Bidder's authorised representatives may be present and witness the process.

Disclaimer

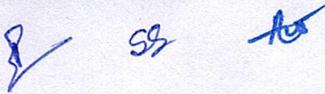
The purpose of this invitation for proposal is to provide the Insurance Company (ies) with information to assist the formulation of their proposals. Baroda U.P. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of invitation for proposal. Subject to any law to the contrary, and to maximum extent permitted by law, Baroda U.P. Bank and its directors, officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) or expenses incurred suffered by any person acting on refraining from acting because of any information, including forecasts, statements, estimates, projections contained in Invitation or ancillary to it, whether or not the loss or damage or expenses arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its directors, employees, contractors, agents, or advisers.

Baroda U.P. Bank reserves the right to reject any or all the expression of interest proposals received in response to this document at any stage without assigning any reason whatsoever. The discretion of bank shall be final, conclusive and binding on all the parties.



General Manager

Baroda U.P. Bank



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Request For Proposal (RFP) for suitable partner for selection of General Insurance Business under Multiple Corporate Agency Arrangement.

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Background

Baroda U.P. Bank is established under RRB Act 1976 {23(1)} and having stake of Government of India, UP State Govt., Bank of Baroda. Baroda U.P. Bank came into existence on 01.04.2020 post amalgamation of Baroda Uttar Pradesh Gramin Bank, Purvanchal Bank and Kashi Gomti Samyut Gramin Bank. It is one of the leading and strongest RRB of India. It operates in 31 districts of Uttar Pradesh namely: Allahabad, Ambedkar Nagar, Amethi, Auraiya, Azamgarh, Ballia, Bareilly, Basti, Chandauli, Deoria, Etawah, Faizabad, Fatehpur, Ghazipur, Gorakhpur, Jaunpur, Kanpur Dehat, Kanpur Nagar, Kaushambi, Kushinagar, Maharajganj, Mau, Pilibhit, Pratapgarh, Raebareli, Sant Kabir Nagar, Sant Ravidas Nagar, Shahjahanpur, Siddharth Nagar, Sultanpur and Varanasi. Bank extends its services through 3 Administrative Offices, 30 Regional Offices and 1983 branches to approx. 3.45 crore customers.

Objectives

With the change in law and partnership architecture suggested in the Insurance Regulatory And Development Authority of India (Registration of Corporate Agents) Regulations, 2015, Baroda U.P. Bank has planned to expand its distribution strength of General insurance products by way of Corporate Agency Arrangement with a view to provide full range of General Insurance products to its customers and to realize full value of its reach, asset size and customer base. Bank has taken a view to develop goals and objectives for new partnership to evaluate new partner and thereafter enter into Corporate Agency Arrangement for distribution of General Insurance products, subject to all statutory clearances and approvals from all relevant Authorities in this behalf under the extant laws and regulatory framework.

About RFP

Baroda U.P. Bank (hereinafter called the "Bank") invites Request For Proposal for General Insurance business by way of multiple Corporate Agency Arrangement from existing General Insurance companies in India ("Bidders") for entering into Corporate Agency Arrangement with the Bank for Distribution of General Insurance products in its operational area.

Shortlist of Bidders shall be prepared after evaluation of the proposals by the committee of the bank constituted for the purpose with due approval of competent authority.

Bidders are hereby advised to carefully review and submit all relevant information in the same chronology under the relevant sections only, with their RFP responses.

Details of the objectives, scope of the services, eligibility and qualification criteria and other data, documents required to be submitted along with RFP, criteria that would be adopted for evaluation of the responses for short listing and other information is contained in the RFP document. The RFP document can be downloaded from the Bank's website www.barodagraminbank.com and alternatively hard copies of the document can be obtained from Baroda U.P. Bank, Head Office, Buddh Vihar Commercial Scheme, Taramandal, Gorakhpur - 273016 (U.P.).

The last date and time for submission of proposals, complete with all the requirements as given in the RFP document.

Bid Opening

The Bid shall be opened in the presence of the Bidders as per the following schedule.

Date	28/01/2021
Day	Thursday
Time	3:30 P.M
Venue	Baroda U.P. Bank, Head Office, Buddh Vihar Commercial Scheme, Taramandal, Gorakhpur - 273016 (U.P.)

How to Apply:

The eligible and interested insurance company may download the documents from the Bank's website - www.barodagraminbank.com. The Request For Proposal (RFP) with documents of credentials as required in RFP shall be submitted to the Bank (as per address furnished below in a sealed cover and super scribed as "Application for Corporate Agency arrangement for General Insurance Business")

Whom to Submit:

**General Manager
Baroda U.P. Bank
Head Office – Gorakhpur
Buddh Vihar Commercial Scheme,
Taramandal, Gorakhpur - 273016
(Uttar Pradesh)**

Eligibility Criteria (All Mandatory Provisions):

It is mandatory for the potential Bidders to ensure that the following minimum eligibility criteria are met in order to participate in the process:

- 1. The bidders should have been registered with IRDAI 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.**
- 2. The bidder must have a track record of minimum 5 years of operations in General Insurance business in India as on 31.03.2020.**

Terms and Conditions

1. Period of Contract:

The tie up between the selected General Insurance Company and the Bank shall be for a period of 3 (Three) years commencing from a date to be determined/advised after completion of the process of selection, subject to annual review of performance. The arrangement may continue thereafter at the discretion of the Bank, subjected to satisfactory performance.

2. Scope of Services:

All products of selected insurance company i.e., Retail as well as Group products etc. should be made available to all the eligible customers of Baroda U.P. Bank.

3. Amendments:

At any time before the submission of Proposals, the Bank may amend the RFP by issuing an addendum and hosting it on the Bank's website. The addendum will be binding on all the Bidders. To give Bidders reasonable time in which to take an amendment into account in their Proposals the Bank may in its sole discretion if deems fit that the amendment is substantial, extend the deadline for the submission of Proposals.

4. Right to reject Application:

The Bank Reserves the right to reject any application if

- The Bidders do not meet all the conditions under Eligibility Criteria (All mandatory provisions).
- Any condition stated by the Bidders is not acceptable to the Bank.
- The RFP and all the terms and conditions stipulated in this document are not accepted by the Bidders.
- Any information submitted by the Bidders is found to be untrue / fake / false.
- The Bidder does not provide, within the time specified by the Bank, the supplemental information / clarification sought by the Bank for evaluation of the application.
- Incomplete bid is submitted.

5. No Obligation / Liability of the bank:

The Bank shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank may abort entire process at any stage without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for Bank's action.

It shall be sole responsibility of General Insurance Company to comply with all statutory and regulatory provisions (including RBI/ IRDAI/Any other Regulatory body) while delivering the services mentioned in the RFP.

Bank shall be under no obligation for honoring any claim of insurance policy holder. The insurance company will indemnify the Bank for any loss / expenses incurred on account of any action initiated by the policy holder for their claim, against the Bank.

6. Signing of Contract:

The bidders whose application is selected shall have to execute an agreement containing terms and conditions of contract including indemnity, non-disclosure clauses etc.

7. Confidentiality Agreement:

Disclosure of any information received by the successful bidders in course of business to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said bidders.

8. Publicity:

Any publicity by the company in which the name of Bank is to be used shall be done with the explicit written concurrence of Bank.

9. Resolution of Disputes:

Baroda U.P. Bank and the General Insurance Company shall make every effort to resolve any disagreement or dispute arising between them under or in connection with the contract amicably and/or by direct informal negotiation. The unresolved issues shall be referred to Arbitration, one Arbitrator to be appointed by the parties if agreed upon or two Arbitrators, one to be appointed by each party. The arbitration will be governed by the Arbitration and Conciliation Act, 1996.

10. Jurisdiction of the Court:

All the disputes and controversies between Bank & Bidder shall be subject to the exclusive jurisdiction of the Court in Gorakhpur and the parties agree to submit themselves to the jurisdiction of such court, this RFP/contract agreement shall be governed by the laws of India.

11. Right to amend Terms & Conditions:

Baroda U.P. Bank reserves the right to alter the terms & conditions of RFP document, including the last date for submission of application in connection with the Request For Proposal.

12. Termination:

Baroda U.P. Bank shall be entitled to terminate the agreement at any time by giving **60 days** prior written notice to the bidders.

Further, Bank shall be entitled to terminate the agreement at any time by giving notice if:

- a.) The bidders breaches its obligations under the RFP or the subsequent agreement and if the breach is not cured within 30 days from the day of notice.
- b.) The Bidder:-
 - i. has a winding up order made against it; or
 - ii. has a receiver appointed over all or substantial assets; or
 - iii. is or becomes unable to pay its debts as they become due; or
 - iv. enters into any arrangement or composition with or for the benefit of its creditors; or
 - v. passes a resolution for its voluntary winding up or dissolution or if it is dissolved.
- c.) Any information submitted by Bidder is found to be untrue/fake/false.
- d.) The Bidder is found to have indulged in any unlawful Act.

Selection Process:

- A Proposal shall be rejected, if it does not meet the bidder's eligibility criteria as elaborated in this RFP. Only eligible proposals shall be further taken up for evaluation.
- From the time, the proposals are opened to the time the bidders are shortlisted, the bidders should not contact the Bank on any matter. Any efforts by the bidders to influence the bank in the examination, evaluation, ranking of proposals & recommendation for awards shall result in the rejection of the bidder's proposals. The Bank reserves the right to seek the clarification from the bidders.
- The Bank may abort entire process at any stage without thereby incurring any liability to the affected bidder/s or any obligation to any of the affected bidders on the grounds for Bank's action.
- The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- Proposals received after the specified time on the last date shall not be eligible for consideration & shall be summarily rejected.

Evaluation of Bids:

- The bid submitted by the bidders under this RFP will be evaluated by a committee of the Bank.
- The selection process shall consist of two stages. The first stage will be for the technical proposal evaluation on the basis of information sought in parameters and weightage table and the second stage shall be the presentation to the Committee.
- The Bank may, at its discretion, waive any minor non-conformity or any minor irregularities in the offer. This waiver shall be binding on all the bidders & the Bank reserves the right for such waivers.
- The Committee will conduct evaluation to prepare a list of bidders General insurance companies, fulfilling the objectives and meeting the eligibility criteria, based on parameter (weightage of 85 Marks) as given in this Request For Proposal. Bank may call bidders for any additional details.
- Bidders achieving minimum 50 marks or above will be invited for a presentation on a specified day and time before the appointed committee by the bank. The presentation will carry a weightage of 15 marks. Successful Bidders will be intimated about the date & time of presentation and will have to make their travel and stay arrangements at their own cost. Bank will not bear the cost for the same.
- In keeping with business potential assessed through the study, interested parties are required to prepare a comprehensive business realization plan. The plan should clearly articulate size of business to be achieved together, fee income to be realized by the bank, and support required to be provided by the bank to achieve the planned fee income. The plan should also suggest expected contribution from both the partners to put required operational infrastructure in place.
- The committee will finalize the selection of General Insurance Company on the basis of marks scored in evaluation process and the presentation made. Bank's decision in this regard would be final.
- In case the successful Bidder is not agreeable to signing the service level agreement or impose any conditions not acceptable to the Bank or communicates any changes from their stated response in the RFP or presentation made to the Bank which may not be acceptable to the Bank, the Bank may at its sole discretion decide to partner with the next ranked bidder.
- The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.

Bid Validity Period:

- The Proposal /response submitted shall be valid for 90 days from the last date for submission of the offer.
- Bank will not be responsible for any postal delays and **submission by way of e-mail is not acceptable.**

Signing of Agreement:

Upon completion of the process, the Bank shall arrange to enter into a Service Level Agreement with the selected General Insurance Company who shall agree to the terms & conditions stipulated by the Bank, which among other conditions, will also include the following :-

1. The selected General Insurance Company should agree with the performance standards stipulated by the Bank.
2. The selected General Insurance Company should maintain all the records related to policy documents of the policy holders and ensure safe custody of it.
3. The selected General Insurance Company should be able to provide the MIS reports related to business under this contract to the Bank as per requirements from time to time.
4. It will be the sole responsibility of the selected General Insurance Company to provide uninterrupted service to the customer/s.
5. The selected General Insurance Company and its representatives should maintain secrecy and confidentiality of all records and information shared under this contract.
6. The selected General Insurance Company should indemnify the Bank for of confidentiality and obligations by the selected General Insurance Company, its representatives and agents at the first demand by the Bank.
7. The selected General Insurance Company shall indemnify, protect and save the Bank against all claims, losses, damages, expenses, action suits and other proceedings, resulting infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of its insurance business.
8. The selected General Insurance Company should procure necessary licenses, permissions and approvals from the competent authority and comply with all applicable laws in respect of insurance business done by them as well as in relation to the sub-contractors engaged by them.
9. The selected General Insurance Company should provide indemnity to the Bank against all claims, costs and all and omissions by the service provider and its representatives.
10. Bank shall have the right to terminate the agreement by issue of notice without assigning reason and also in the case of breach of contractual obligations by the selected General Insurance Company. The selected General Insurance Company shall not terminate the agreement for convenience and in any case shall give at least 60 days notice to the Bank before termination of agreement.
11. The selected General Insurance Company should agree to charge minimum premium rates and offer maximum permissible commission thereof at par, as quoted by other General Insurance Company(ies) i.e. successful bidder(s).
12. The Bank shall have right to Set Off any amount which is due to the selected General Insurance Company.

Assignment:

The Selected General Insurance company shall not assign, in whole or in part, its obligations to perform under the proposal, except with the Bank's prior written consent.

Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for termination on account of default if and to the extent that the delay or failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purpose of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

Evaluation Process:

- 1.) Technical evaluation of all eligible bidders will be done on the basis of parameters and the weightage (total 85 Marks) as mentioned in the table below: (The given parameters from 1 to 6 are based on percentile method).

Sr. No.	Parameters	Weightage		
		Particulars	Marks Assigned	Maximum Marks
1.	Number of years of operation in India	i)Between 81%-100% Scores	5	5
		ii)Between 61%-80%	3	
		iii)Between 41%-60%	2	
		iv)40% or less	0	
2.	Branch network in Bank's operational area (i.e. 31 districts of Uttar Pradesh as mentioned on page no. 5 of this RFP document)	i)Between 81%-100% Scores	15	15
		ii)Between 61%-80%	10	
		iii)Between 41%-60%	5	
		iv)40% or less	3	
3.	Net worth of insurance company	i)Between 81%-100% Scores	5	5
		ii)Between 61%-80%	3	
		iii)Between 41%-60%	2	
		iv)40% or less	1	
4.	Average business during the last 3 years from Bancassurance	i)Between 81%-100% Scores	5	5
		ii)Between 61%-80%	3	
		iii)Between 41%-60%	2	
		iv)40% or less	1	
5.	Profit after tax (Average of last 3 years)	i)Between 81%-100% Scores	3	3
		ii)Between 61%-80%	2	
		iii)Between 41%-60%	1	
		iv)40% or less	0	
6.	Manpower Support (Exclusive for Baroda U.P. Bank)	i)Between 91%-100% Scores	10	10
		ii)Between 71%-90%	6	
		iii)Between 51%-70%	4	
		iv)50% or less	0	
7.	Bancassurance experience in years with public sector banks/RRBs	i)2 or more bank	5	5
		ii) 1 bank	3	
		iii) None	0	
8.	Renewal ratio	i)Between 91%-100%	5	5
		ii)Between 71%-90%	4	
		iii)Between 51%-70%	2	
		iv)50% or less	1	
9.	Claim settlement ratio	i)Between 91%-100%	7	7
		ii)Between 81%-90%	5	
		iii)Between 61%-80%	3	
		iv)60% or less	1	
10.	Penalty paid in last 3 years	i) Yes	0	2
		ii) No	2	
11.	Percentage of Grievance Redressal	i)Between 91%-100%	5	5
		ii)Between 71%-90%	3	
		iii)Between 51%-70%	1	
		iv)50% or less	0	
12.	Adequate training support in certification of SP and product awareness	i) Available	5	5
		ii) Not available	0	

13.	Technology support (Integration of platforms and others/Online policy issuance)	i) Available	3	3
		ii) Not available	0	
14.	Customize or exclusive product to be made available for Baroda U.P. Bank	i) Yes	5	5
		ii) No	0	
15.	Robust Renewal mechanism (Phone, Notice, E-mail, SMS, etc.) to customers	i) Yes	5	5
		ii) No	0	
Total				85

Please note marking on 1 to 6 parameters of the above given table is based on percentile method wherein highest performer will get 100% marks and the value which made him highest performer will become benchmark for rest participants.

For example, bidder "A" has branch network of 150 in our operational area which is the largest branch network among all bidders having 150 is the 100% score. "A" will be eligible to get full marks i.e. 15 in branch network parameter and those companies with branch network between 150 to 122 will also get 15 marks since evaluation method provides 15 marks to those whose performance are in between 81% to 100%. If bidder "B" has 99 branches which is 66% of 150 therefore mark on branch network parameter would be 10. If bidder "C" has 20 branches then his performance is 13.33% and therefore 3 mark will be given to C.

- 2.)** The presentation will carry a weightage of 15 marks. The presentation shall comprise of comprehensive business realization plan. The plan should clearly articulate size of business to be achieved together, fee income projection for next three years, Customize products for the Bank to suit various segment of customers, Technology & MIS support, Man power support, Branch Mapping, Claims settlement and servicing support, Grievance Redressal Support, Renewal mechanism, Marketing strategy etc.

Company Profile & Formats for other information

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 (if applicable)			
		Year of establishment			
		Date of Commencement of business			
		IRDAI Licence no. And Date			
		PAN And GSTN No			
		Number of Employees (Permanent / Regular) as on 31.03.2020			
		Number of Branches in Bank's operational area as on 31.03.2020 (Please provide details of Branches with full address)			
2	Financial Strength & Performance	Market Share as on 31.03.2020			
		Financial Information (INR Crore)	2017-18	2018-19	2019-20
		Invested Capital			
		Profit after Tax			
		Accumulated profit / loss			
		Net worth			
		Solvency Ratio (last three years)			
		Gross Premium			
		Average claim settlement time (TAT)			
		Customer Grievance			
Claim Settlement Ratio					

2.) Bidders Eligibility Criteria

S. No	Criteria	Input	Remarks
1	The bidders should have been registered with IRDAI 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 31.03.2020.	No. of Years	

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

a). Total Business in different LOB (Line of Business) as per IRDA format

Particulars	No of Policies issued			Gross Premium		
	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
Total						

b). Bancassurance Experience

S.No	Name of Bank	Date of commencement of business (dd/mm/yy)	Gross Premium		
			2017-18	2018-19	2019-20
1					
2					
3					

4.) Claim Settlement

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

Particulars	2017-18	2018-19	2019-20
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		2017-18	2018-19	2019-20
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

Particulars	2017-18	2018-19	2019-20
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 U.P. Bank	
4	Robust Renewal mechanism (Phone, Notice, E-mail, SMS, etc.) to customers	

10.) Branch Network of Bidder & Manpower Support

Sr. No.	Name of District	No. of Branches of Insurance Company	Manpower (i.e. no. of agents, company's officials, etc.)	Proposed deployment of Manpower exclusively for BUP Bank
1	Allahabad			
2	Ambedkar Nagar			
3	Amethi			
4	Auraiya			
5	Azamgarh			
6	Ballia			
7	Bareilly			
8	Basti			
9	Chandauli			
10	Deoria			
11	Etawah			
12	Faizabad			
13	Fatehpur			
14	Ghazipur			
15	Gorakhpur			
16	Jaunpur			
17	Kanpur Dehat			
18	Kanpur Nagar			
19	Kaushambi			
20	Kushinagar			
21	Maharajganj			
22	Mau			
23	Pilibhit			
24	Pratapgarh			
25	Raebareli			
26	Sant Kabir Nagar			
27	Sant Ravidas Nagar			
28	Shahjahanpur			
29	Siddharth Nagar			
30	Sultanpur			
31	Varanasi			
Total				

Format for queries on Eligibilities Criteria, Scope of work, Terms & Conditions etc.

Applicants have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in the below format only.

S.No	Page	Point/Section	Clarification point as Stated in the tender document	Queries /Suggested /Deviation

Queries can be mailed at referral.ho.bupgb@barodauprrb.co.in

Declaration (On Company Letter head)

To

General Manager
Baroda U.P. Bank
Head Office - Gorakhpur
Buddh Vihar Commercial Scheme,
Taramandal, Gorakhpur - 273016

Re: RFP for proposed Corporate Agency tie up with Baroda U.P. Bank

- All the information furnished by us in all the accompanying sheets/annexures are correct to the best of our knowledge and beliefs.
- We have no objection if enquiries are made about the work listed by us in the accompanying sheets/annexures.
- Our Bid is unconditional, valid and for acceptance by Bank until 90 days from the last date of submission of the RFP.
- We have examined and have no reservations in respect to the RFP document.
- We understand that in the event that the Bank discovers anything contrary to our above declarations, the Bank will be empowered to forthwith disqualify us and our Bid.
- We undertake that in case due to any change in facts or circumstances or applicable law during the Bidding process, we are disqualified in terms the RFP, we shall intimate the Bank of the same immediately.
- We hereby irrevocably waive any right which we may have at any stage at law or howsoever arising to challenge or question any decision taken by the Bank in connection with the selection of the Bidder, or in connection with the Bidding process itself, in respect of the above mentioned proposed tie-up and the terms and implementation thereof.
- We agree that the decision of Baroda U.P. Bank in selection process will be final and binding on us.
- We understand that our response is towards a Corporate Agency Agreement with the Bank for a period of 3 Years. This arrangement can be discontinued at the discretion of the Bank by giving a notice period of 60 days. In case of such a notice being served, we undertake to make all arrangements for providing continuous service to the policy holders till the maturity of the policies and to issue NOC for change of insurer as per IRDAI guidelines.
- We confirm that we are complying with the IRDAI guidelines.
- We confirm that we have not been barred/blacklisted/disqualified by any regulators/Statutory Body in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the Bank.

Place:

Authorised Signatory of Bidder

Date:

Name & Designation
Seal of the Organisation

Authorization letter format (for attending bid opening)

(To be presented by the authorized person at the time of Bid Opening on the letter head of Bidder and should be signed by an Signatory with Name and Seal the Company)

Ref No:

Date:

General Manager
Baroda U.P. Bank
Head Office - Gorakhpur
Buddh Vihar Commercial Scheme,
Taramandal, Gorakhpur - 273016

Dear Sir/Madam,

SUB: for Corporate Agency Tie-up with General Insurance Company

Your RFP No. -----

This is reference to your above RFP , Mr./Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above RFP on behalf of our organisation.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

Note: This Authorisation letter is to be carried out by authorized representative at the time of bid opening.