



Request for Proposal (RFP)

for

Corporate Agency Arrangement for Health Insurance Business with Standalone Health Insurance Companies

Reference Number:

HO/Insurance/22.12.2021/Corporate_Agency/Health_Insurance

Date of RFP: 22nd December, 2021

Last Date for Seeking Clarifications to RFP: 29th December, 2021

Last Date for Submitting Response to RFP: 14th January, 2022

**Baroda U.P. Bank,
Head Office,
Buddh Vihar Commercial Scheme,
Taramandal, Gorakhpur - 273016 (U.P.)
Phone No. 0551-2230240
Mobile No. 9415537813, 9503371053
e-mail : referral.ho.bupgb@barodauprrb.co.in**

Website: <https://www.barodagraminbank.com>

IMPORTANT DATES / DETAILS FOR BIDDERS

Sr. No.	Description	Details
1	R.F.P. No.	HO/Insurance/22.12.2021/Corporate_Agency/ Health_Insurance
2	Date of issue	22.12.2021
3	Purpose	Corporate Agency Tie-up with Standalone Health Insurance Companies
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	29.12.2021
6	Pre-Bid Meeting	30.12.2021, 3:30 PM
7	Date of replies to queries	04.01.2022
8	Last date of submission of Bid	14.01.2022, 2:30 PM
9	Date & time of opening of Bid	14.01.2022, 3:30 PM
10	Presentation by Eligible bidders	Shall be intimated in due course
11	This document can be downloaded from the Bank's website	www.barodagraminbank.com

A. General Information

Baroda U.P. Bank (hereinafter called the “Bank”) is exploring the possibility of entering into a distribution partnership of Health insurance products by way of corporate agency arrangement, for which bank invites proposals from existing **STANDALONE HEALTH INSURANCE** companies in India (hereinafter called the “Bidder”).

Bidders are hereby advised to carefully review and submit all relevant information as sought in the RFP.

Details of the objectives, eligibility and qualification criteria, 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).

B. About Baroda U.P. Bank

Baroda U.P. Bank is a leading Regional Rural Bank with a network of **1983** Branches, 30 Regional Offices, 3 Administrative Offices geographically located in the state of Uttar Pradesh with its Head Office at **Gorakhpur**. It caters to the banking needs of its customers/clients in **31** Districts of Uttar Pradesh.

Highlights of the Bank’s Performance

Performance Parameters	As on 31 st March, 2021
Total Deposits (Rs. Crores)	52390.62
Total Advances (Rs. Crores)	19624.63
Savings Deposit (Rs. Crores)	35589.98
Net Interest Income (Rs. Crores)	1923.21
Operating Profit (Rs. Crores)	1123.18
Net Profit After Tax (Rs. Crores)	91.33
Net Interest Margin (%)	3.58
Capital to Risk (Weighted) Assets Ratio (%)	11.04
Net NPA (%)	3.51

- Bank has a base of above **3.77 crores** customers as on 1st April, 2021.
- Bank has corporate agency arrangements for life insurance business and non-life insurance business.

For further details please visit Bank’s website www.barodagraminbank.com

C. Objectives

- 1.1. After Baroda U.P. Bank came into existence w.e.f. 1st April 2020 post amalgamation of Baroda Uttar Pradesh Gramin Bank, Purvanchal Bank and Kashi Gomti Samyut Gramin Bank, Bank has entered into tie-up arrangements for life insurance and non-life insurance business with various companies.
- 1.2. With a view to provide full range of Health Insurance products to its valued customers and to realize full value of its outreach, Bank has decided to enter into Corporate Agency Arrangement for distribution of Health Insurance products, subject to all statutory clearances and approvals from all relevant Authorities, under the extant laws and regulatory framework and hence invites proposals from eligible Bidders.
- 1.3. The Bank will evaluate the proposals received and invite the qualified Bidders for Presentation.
- 1.4. The Bank shall enter into Corporate Agency Arrangement with short listed Standalone Health Insurance Companies to facilitate sale of Health Insurance products through our extensive network of branches.

D. Bidder's 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:

- Company must be in the Health Insurance Business only.
- Should have been registered with IRDAI under the Health Insurance category.
- Should have a valid IRDAI license as on date of submission of RFP response, for procuring insurance business in India.
- Should have the minimum solvency ratio of 1.50 as on 31.03.2021. (Certificate of CA to be attached)
- Should have been operational for more than 5 years in India.
- Should have minimum -30- Branches in India as on March 31, 2021 and -3- or more branches in area of operation of Baroda U.P. Bank.
- Authorized representative of Bidder should have given undertaking in Form 1.
- The bidder should have a corporate agency arrangement with at least 1 RRB/1 PSU Bank as on 31.03.2021.

E. Clarification and Amendment of RFP Documents

- The Bidder may request a clarification on any clause of the RFP documents up to **29th December, 2021**.
- Any request for clarification must be sent by standard electronic means to **referral.ho.bupgb@barodauprrb.co.in**.
- The Bank will respond to the queries latest by **04th January, 2022**.
- At any time before the submission of Proposals, the Bank may amend the RFP by issuing an addendum / corrigendum and hosting it on the Bank's website. The addendum / corrigendum will be binding on all the bidders. To give Bidders reasonable time to take an amendment into account in their Proposals the Bank may extend the deadline for the submission of Proposals, if the amendment is found substantial by the Bank.

F. Rejection of Bids

The Bank reserves the right to reject the Bid if,

- Insurer does not meet any of the pre-bid eligibility criteria mentioned under section D.
- The Bid is incomplete as per the RFP requirements.
- Any condition stated by the Bidder is not acceptable to the Bank.
- If the RFP and any of the terms and conditions stipulated in this document are not accepted by the authorized representatives of the Bidder.
- **Required information is not submitted as per the format given.**
- Any information submitted by the Bidder 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 Bid.

G. 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 the entire process at any stage without incurring any liability thereby to the affected Bidder(s) or any obligation to inform the affected Bidder(s) on the grounds for Bank's action.

It shall be sole responsibility of Health 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.

In order to promote consistency among the Proposals and to minimize potential misunderstandings regarding how Proposals will be interpreted by the Bank, the format in which Bidders will specify the fundamental aspects of their Proposals has been broadly outlined in this RFP.

The deadline for submission of the Proposals is mentioned on the cover page of this document. Proposals received after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

In case of any change in deadline the same shall be updated on the Bank's website and shall be applicable uniformly to all bidders.

H. Proposal Validity

All Proposals shall be valid for a period of 90 days from the last date of submission mentioned on the cover page of this document. The Bank will make its best efforts to complete the process within this period. However, should the need arise the Bank may request the Bidder to extend the validity period of their proposals. Bidders, who do not agree, have the right to refuse to extend the validity of their Proposals; under such circumstances, the Bank shall not consider such proposal for further evaluation.

I. Short listing, Evaluation & Selection of Insurance Partner:

The RFP response may be sent or submitted at Office of *Baroda U.P. Bank* at the following address, complete with all the requirements as given in the RFP document latest by **14:30 hours on 14th January, 2022** addressed to:

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

No proposal shall be accepted after this date and time.

- Bank will not be responsible for any postal delays and submission by way of e-mail is not acceptable.
- Bidders are to submit the **RFP in hardcopy** format in **original along with supporting documents.**
- The Bank reserves the right to accept or reject a proposal without assigning any reason whatsoever and may at its sole discretion appoint or take the help of a professional agency to help the bank in evaluation process.
- The Bank may abort entire process at any stage without incurring any liability thereby to the affected bidder/s or any obligation to any of the affected bidders on the grounds for Bank's action.
- Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.
- Evaluation of all eligible bids will be done on basis of the information sought in the RFP, by a committee of the Bank or by the Insurance Advisors. Bidders will be ranked on the basis of the marks scored in evaluation process.
- Bank shall also call for the presentation to interested parties from the shortlisted bidders. The committee will finalize the selection of Health Insurance Company / Companies 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 condition not acceptable to the Bank or communicates any changes from their stated response in 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 next ranked bidder.

Evaluation Process:

1.) **Technical evaluation** of all eligible bidders will be done on the basis of parameters and the weightage (**total 70 Marks**) as mentioned in the table below: (The given parameters from 1 to 7 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	3	3
		ii)Between 61%-80%	2	
		iii)Between 41%-60%	1	
		iv)40% or less	0	
2.	Branch network in Bank's operational area (i.e. 31 districts of Uttar Pradesh)	i)Between 81%-100% Scores	5	5
		ii)Between 61%-80%	3	
		iii)Between 41%-60%	2	
		iv)40% or less	0	
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	5	5
		ii)Between 71%-90%	3	
		iii)Between 51%-70%	2	
		iv)50% or less	1	
7.	Hospital Network	i)Between 91%-100% Scores	5	5
		ii)Between 71%-90%	3	
		iii)Between 51%-70%	2	
		iv)50% or less	0	
8.	Bancassurance experience with public sector banks / RRBs	i) 2 or more bank	5	5
		ii) 1 bank	3	
		iii) None	0	
9.	Renewal ratio	i)Between 91%-100%	5	5
		ii)Between 71%-90%	4	
		iii)Between 51%-70%	2	
		iv)50% or less	0	

10.	Claim settlement ratio	i)Between 91%-100%	6	6	
		ii)Between 81%-90%	4		
		iii)Between 61%-80%	2		
		iv)60% or less	1		
11.	Penalty paid in last 3 years	i) No	2	2	
		ii) Yes	0		
12.	Percentage of Grievance Redressal	i)Between 91%-100%	4	4	
		ii)Between 71%-90%	2		
		iii)Between 51%-70%	1		
		iv)50% or less	0		
13.	Training support in certification of SP and product awareness	i) Available	4	4	
		ii) Not available	0		
14.	Collection mechanism of claim documents & deficient documents through Bank's Branches.	i) Available	4	4	
		ii) Not available	0		
15.	Robust Renewal mechanism (Phone, Notice, E-mail, SMS, etc.) to customers	i) Yes	4	4	
		ii) No	0		
16.	Turn Around Time for claim settlement	For cashless claims	< 03 hours	2	2
			> 03 hours	0	
		For reimbursement claims	< 30 days	3	3
			> 30 days	0	
Total				70	

Please note marking on 1 to 7 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. 5 in branch network parameter and those companies with branch network between 150 to 122 will also get 5 marks since evaluation method provides 5 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 3. If bidder "C" has 20 branches then its performance is 13.33% and therefore 0 mark will be awarded to C.

2.) **The presentation will carry a weightage of 30 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, Customized 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 Mechanism, Renewal mechanism, Marketing strategy etc.

J. Preparation of Proposals

In preparing their Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

While preparing the Proposal, the Bidder must give particular attention to the following:

- The data should be furnished strictly in accordance with the format specified and the dates in the format as **DD/MM/YYYY**
- All monetary numbers should be in Indian Rupees. Denomination in INR Crores is preferred for large numbers.
- Annual numbers for Indian operations should be for Fiscal Year ending March 31, 2021 unless otherwise specified.

Submission of the data in the format other than prescribed will result in the Proposal being deemed non-responsive.

K. Submission, Receipt, and Opening of Proposal

- The original bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person, who has signed the proposal, must initial such corrections.
- An authorized representative who would be signing the Submission letter shall initial all pages of the original Bid Document with company seal.
- The Bid documents along with the **data as per the formats mentioned in the Data Sheet must be submitted at the same time, duly signed by the authorized signatories on all the pages** in a single sealed envelope duly super scribed as ***“Baroda U.P. Bank – RFP for Corporate Agency for Health Insurance”***.
- The bids would be opened on **14th January, 2022** at Head Office of *Baroda U.P. Bank*, Gorakhpur at **15:30 Hrs**. The bidders who would like to be present at the time of opening of bids may send their representatives on the given date & time. The date of opening of Bids may change due to administrative reasons/exigencies.

L. Signing of Agreement:

Upon completion of the process, the Bank shall arrange to enter into a Service Level Agreement with the selected Health Insurance Company / Companies who shall agree to all terms and conditions stipulated by the Bank and will also include the following:

1. The selected Health Insurance Company should agree with the performance standards stipulated by the Bank.
2. The selected Health Insurance Company should maintain all the records related to policy documents of the policy holders and ensure safe custody of it and provide MIS reports to the Bank related to business under this contract from time to time.

3. The selected Health Insurance Company shall indemnify, protect and save the Bank against all Claims, Losses, damages, expenses, action suits and other proceedings, resulting infringements of any law pertaining to patent, trademarks, copyrights or such statutory infringements in respect of its insurance business.
4. The selected Health Insurance Company should provide indemnity to the Bank against all claims, costs and any omissions by the service provider and its representatives.
5. The selected Health Insurance Company shall indemnify the Bank for maintaining confidentiality and obligations in respect of Bank and its constituents by themselves and their representatives / agents.
6. The selected Health 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.
7. Bank shall have the right to terminate the agreement by issue of notice without assigning any reason and also in case of breach of contractual obligations by the selected Health Insurance Company. The selected Health 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.
8. The Bank / any Regulatory Authority shall have the right to audit the books / records of selected Health Insurance Company.
9. The Bank shall have right to set off any amount which is due to the selected Health Insurance Company.



(Debashis Bakshi)
General Manager

Place: Gorakhpur
Date: 22nd December, 2021

Minimum Eligibility Criteria (to be filled by Bidder)

Sr. No.	Eligibility criteria	Bidder (Yes/No)
1.	Company must be in the Health Insurance Business only.	
2.	Should have been registered with IRDAI under the Health Insurance category.	
3.	Should have a valid IRDAI license as on date of submission of RFP response, for procuring insurance business in India.	
4.	Should have the minimum solvency ratio of 1.50 as on 31.03.2021. (Certificate of CA to be attached)	
5.	Should have been operational for more than 5 years in India.	
6.	Should have minimum -30-Branches in India as on March 31, 2021. Should have -03- or more branches in area of operation of Baroda U.P. Bank.	
7.	Authorized representative of Bidder should have given undertaking in Form 1.	
8.	The bidder should have corporate agency arrangement with at least 1 RRB/1 PSU Bank as on 31.03.2021.	

Place:

Signature of Applicant

Date:

Name & Designation / Seal of Organization

FORM 1 - Undertaking by Bidder

[Date/Place]

To:

The General Manager

Baroda U.P. Bank

Head Office

Buddh Vihar Commercial Scheme

Taramandal, Gorakhpur – 273 016

(U.P.)

Dear Sir,

Sub: RFP for proposed Corporate Agency Arrangement for Health Insurance Business

1. We, the undersigned are duly authorized to represent and act on behalf of ***(Bidder-Name of Company)***.
2. Having reviewed and fully understood all information provided in the Request for Proposal Document dated ***(date)***, issued by the Bank, ***(Bidder- Name of Company)*** is hereby submitting the Bid. As required we are enclosing the following:
 - a. Bid as per the RFP
 - b. Other details and supporting documents (as applicable) in response to the requirements outlined in the RFP.
3. Our Bid is unconditional, valid and open for acceptance by Bank till 90 days from the last date of submission of the RFP.
4. We undertake that we shall make available to the Bank, any additional information / clarification it may find necessary or require to supplement or authenticate the Bid.
5. We hereby agree, undertake and declare as under:
 - a. We have examined the RFP document and have no reservations with respect to the same.
 - b. Our Bid is, in all respects, compliant with the requirements of the RFP. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby represent and confirm that our Bid is unqualified and unconditional and is without any deviations, conditions or any assumptions in all respects.
 - c. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby agree and undertake to keep this Bid valid and open for acceptance without unilaterally varying or amending its terms for the period, including any extended period, as specified in accordance with the RFP.

- d. We declare that in the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
 - e. We undertake that in case due to any change in facts or circumstances or applicable laws during the Bidding process, we are disqualified in terms of the RFP, we shall intimate the Bank of the same immediately.
 - f. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bid process and have not been blacklisted by any Nationalized Bank/RRB or Regulatory Authority in the past.
 - g. We confirm that the Bank and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our employees and clients regarding any financial and technical aspects.
 - h. This letter will also serve as authorization to any individual or authorized representative of any entity referred to in the supporting information, to provide such information deemed necessary and requested by *Baroda U.P. Bank* to verify statements and information provided in this Bid, or with regard to our resources, experience, and competence.
 - i. We hereby irrevocably waive any right which we may have at any stage of law or howsoever otherwise 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.
 - j. This letter also serves an authority to the Bank to furnish any information related to the Bidder in relation to the proposed Corporate Agency Arrangement to any Regulatory / Statutory authority in India to which the Bank & its proposed Corporate Agency Arrangement is subjected to.
6. We understand that:
- a. All information submitted under this Bid shall remain binding upon us.
 - b. The Bank may in their absolute discretion reject or accept any Bid.
 - c. We acknowledge the Right of the Bank to reject our Bid without assigning any reason for the Proposed Tie-up and reject all Proposals. Otherwise and hereby waive our right to challenge the same on any account whatsoever.
 - d. Bank is not bound to accept any Bid that it may receive pursuant to the RFP.
7. We acknowledge that the Bank will be relying upon the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statement made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.
8. We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by the Bank from time to time at its sole discretion.

9. This Bid shall be governed by and construed in all respects according to the laws of India. Courts in **Gorakhpur**, India, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.

10. All the terms used herein but not defined, shall have the meaning as ascribed thereto under the RFP.

11. Data reported / submitted in the format are tallied with the data submitted to IRDAI.

12. We confirm that we are complying with the IRDAI guidelines.

(Bidder – Name of the Company)

Seal & Signature of the Authorized Person:

Form 2 – Organization Snapshot

1	Company Profile	Name of the Applicant Firm			
		Complete address – H.O			
		Head Office			
		Website			
		Type of Company, i.e., Private Limited or Public Limited or Joint Venture Partners & % of stake held by each as on 31.03.2021			
		Year of Establishment			
		Month & Year of Commencement of Business			
		IRDAI License Number & Date			
		PAN & GSTN			
		No. of Employees (permanent/regular) as on 31.03.2021			
		Number of Branches as on 31.03.2021 - In India - In Bank's service area			
		2	Financial Strength & Performance	Market Share as on 31.03.2021	
Financial Information	2018-19			2019-20	2020-21
a. Invested Capital (INR Cr)					
b. Profit /(Loss) after Tax (INR Cr)					
c. Accumulated Profit / loss (INR Cr)					
d. Net Worth (INR Cr)					
e. Solvency Ratio					
Other Information	2018-19			2019-20	2020-21
a. Number of Policies					
b. Gross Written Premium (INR Cr)					
c. Average Claim Settlement time (TAT) <i>TAT mentioned is (payment date) – (last document received date) from CMS</i>					
d. Claims Paid (INR Cr)					
e. Grievance Redressal Ratio					
f. Retention/ Renewal Ratio					
g. Claim settlement ratio (Group)					
h. Claim settlement ratio (Retail)					
i. Claim settlement ratio (Overall)					

Form-3: Organization Details

- A. Please provide the list of All Board of Directors as on date with a brief background of each.
- B. Please provide the organization chart as on date showing the structure of various departments that exist and reporting structure of respective functional heads.
- C. Please provide the structure & hierarchy of Bancassurance Department as on date.
- D. Please provide the list of Top Management Executives as on date with their Names, Designation & E-Mail Id's in the format as given below:

Sr. No.	Name of Executive	Designation	Location	E-Mail ID	Contact No.

- E. Please provide the number of branches as on (date) across various districts of Uttar Pradesh.

Form 4: Products & Commission

S.N	Product	Product category	Maximum Commission approved by IRDAI	Maximum Commission offered to bank*
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

**Within the permissible IRDAI regulations and guidelines.*

Form 5: Channel wise break up of business

PARTICULARS	Gross Premium (INR Cr.)		
	2018-19	2019-20	2020-21
Tied Agency			
Corporate Agents-Banks			
Corporate Agents-Others			
Brokers			
Web Sales			
Direct Sales Team			
Others			
TOTAL			

Form 6 – Product wise business

(Figures in INR Cr.)

Products ⇒						
2018-19						
2019-20						
2020-21						

Form 7: Claims settlement

INDIVIDUAL CLAIMS (NUMBER OF POLICIES)

Particulars	2018-19	2019-20	2020-21
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

INDIVIDUAL CLAIMS (INR Cr.)

Particulars	2018-19	2019-20	2020-21
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS (NUMBER OF POLICIES)

Particulars	2018-19	2019-20	2020-21
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS (INR Cr)

Particulars	2018-19	2019-20	2020-21
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

Form 8 – Grievance Redressal

Please provide data pertaining to grievance redressal in the format given below for last 3 FY:

FY	Opening Balance of Grievances c/f	Grievances reported during the Year	No. of Grievances resolved during the Year	No. of grievances pending at the end of the year
2018 – 19				
2019 – 20				
2020 – 21				

Form 9 – Bancassurance Experience

1. Does the bidder have a dedicated vertical and team for RRBs/PSU Banks?

2. List of Banks/NBFCs acting as Corporate Agents for the organization as on March 31, 2021.

Form 10 – Branch Network & Manpower Support

Sr. No.	District	No. of branches of insurance company	Manpower (i.e. no. of agents, company's officials, etc.)	Proposed deployment of manpower exclusively for Baroda U.P. 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				

Form 11: Support

S.N.	Support	Remarks
1	Manpower	
2	Training	
3	Marketing	
4	Operations & MIS	
5	Claims	
6	Technology	
7	Any other support	

Form 12: Compliance – Penalty & Warnings by IRDAI

Please provide the details of Penalty & warnings by IRDAI during last -3- years, if any (Monetary Penalty imposed may be shown separately)

Form 13: Product customization

1. Has the bidder customized products for any of its channel partners till date?
2. Is the bidder willing to customize products for Baroda U.P. Bank?
3. Please provide one example of product customization for any existing channel partner.

Form 14: Claim collection mechanism & Issuance of Health ID Cards

- a. Reimbursement claim documents collection mechanism.
- b. Collection mechanism for deficient documents related to claim.
- c. TAT for issuance and delivery of Health ID Cards directly to the customers.

Form 15: Hospital Network

A. Please provide the details of your hospital network across various states / union territories as on 31.03.2021.

Name of State / Union Territory	No. Of Hospitals on Panel	No. Of Hospitals providing cashless facility

B. Additions/Deletions to Hospital Network

Sr. No.	Name of the TPA (If TPA is used)	No. of Hospitals at the beginning of year (01.04.2020)	No. of Hospitals added to the network during FY 2020-21	No. of Hospitals withdrawn or removed during FY 2020-21	Total number of hospital in the network as on 31.03.2021

Form 16: THIRD PARTY ADMINISTRATOR (TPA)

1. Do you work with TPAs or are all the services handled by your organization itself?
 - We work with TPAs
 - No, we don't use TPAs the entire network and servicing is handled by our company directly
 - We use TPAs and also manage part of the network and servicing ourselves (Both)
2. If you employ the services of any TPA please give the following details:
 - a. Name of each TPA
 - b. Number of Hospitals handled by the TPA (as of 31.03.2021)

Other information

Sr. No.	Parameter	Details required
1.	Bank Promoted OR Bank as Group Company OR Any Bank with Shareholding > 4.99% OR Non-Bank Promoted	
2.	No. of Years of Operation in India	
3.	No. of Branches - in Uttar Pradesh - in Gorakhpur	
4.	Gross Written Premium during Last Year (Rs. in Crore)	
5.	Business Growth in last year (%)	
6.	Dedicated Bancassurance Vertical (Yes / No)	
7.	Solvency Ratio (Last 3 Financial Years)	
8.	Profit after Tax (For Last 3 Years)	
9.	Compliance - Penalty by IRDAI (In Last 3 Years) No. of Occasions Any Serious Violation penalty 25 Lacs or above	
10.	Claim Settlement - Claim Repudiation Ratio (% No. of Claims Rep)	
11.	Grievance Redressal (Avg of 3 years grievances pending)	
12.	Business Proposition - Projected Revenue to the Bank in 3 Years	
13.	Manpower Support - Number of Dedicated Sales Staff Committed & Well Defined Role of Manpower Committed	
14.	Training Support - Well Defined Training Strategy & Training Support for Developing SPs	
15.	Marketing Support - Elaborate Mktg Activities - Joint and Electronic - Cross Selling/Up Selling Support by Insurer	
16.	Operations , Service & Claims Support - Dedicated Support Structure for Bank - Defined TATs on Service and Claims	
17.	Technology , Digitization & MIS Support - Core System - Interface/Integration - Mobile Application for Bank Customers - Partner Portal - Real Time MIS - TAB Based Sales Enablement	

Declaration

- All the information furnished by us hereinabove is correct to the best of our knowledge and belief.
- We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexure.
- We agree that the decision of *Baroda U.P. Bank* in selection process will be final and binding on us.
- We confirm that we have not been barred / blacklisted / disqualified by any Regulator / 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:

Signature of Applicant:

Date:

Name & Designation / Seal of Organization