

CANARA BANK

Responses to the RFP Pre Bid Queries for Corporate agency tie-up with General Insurance Companies

All interested bidders are hereby informed that the following clarifications to be taken into account for proposal submission. All other terms and conditions remain unchanged. No further queries/clarification will be entertained by the Bank

Sl No	Page No	Clause/ Annexure No	Original RFP Clause	Bidder's Query	Bank's reply
1	8	Clause -5	Scope of work - Soft copies of proposal forms	For the policies issued by the bank through portal, whether Bank will take the responsibility for maintaining soft copies of proposals as a part of Regulatory requirements	Soft copies of proposals will have to be made available to the Bank for all the policies issued through Bank
2	14	Clause -22	Project ownership - Letter of Undertaking	Request for format / wording related to satisfactory execution and performance of the project	There is no specific format. The Bidder may submit a letter of undertaking assuring satisfactory execution and performance of the project.
3	26	Annexure-5	Track record in CA Tie up - Period of partnership with the bank	Kindly clarify whether period of partnership refers to COR or MOU	The period of partnership refers to the period commencing from the date of Corporate Agency arrangement
4	26	Annexure-5	Track record in CA Tie up- Business mobilised	Kindly clarify whether year - wise data required or cumulative data for 5 years	The year wise business mobilised data has to be furnished for the past 5 years and for the current financial year 2020-21* as on 31.12.2020
5	26	Annexure - 5	Track record in CA Tie up- Documents substantiating the performance and partnership	As MOU is a confidential document, kindly clarify if details from IRDAI website is sufficient. If not , please clarify document to be attached	a) For performance - A copy of the extract of the performance note on partnerships duly certified by the auditor of the Company . b) For proof of partnership - The insurance company may provide a snapshot from IRDAI website.
6	30	Point -24	Distribution set up - Corporate Agent of Bidder since date (mm/yy)	Kindly clarify whether date of COR or MOU is required	The date of execution of Corporate agency agreement or distribution agreement between the Bidder and Corporate Agent
7	7	Clause-4	Eligibility criteria	Requesting digitally enabled offices used for service / support exclusively for the bidder also be considered	No such deviation is permitted under the eligibility criteria
8	10	Clause-11	Point 11.1 - Preparation of the bid	The bid to be submitted in Font size 12- kindly confirm if any specific font to be used	The bid may be submitted in any suitable business font preferably Arial, Times new roman etc.



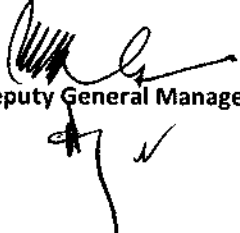
9	11	Clause -11	Point 11.5- Preparation of the bid	Please confirm on hard and soft copies to be submitted in addition to the original bid document	Both hard and soft copies of all relevant documents/Annexures will have to be submitted in addition to the original bid document
10	24	Annexure - 3	Authorisation letter format (for attending bid - opening)	Understand the same needs to be carried for attending bid opening. Is there any separate authorisation to be enclosed with the RFP document - if yes, request to share the format	Companies should submit the registered Power of attorney with specific clause of permission or Authorization letter from the Bidder/s authorizing the person to sign the bid document is to be submitted with the Bid
11	28	Annexure-6 , Point 18	Business & Revenue projections	Request for sector wise advances , No of customers for working out projections . Some of the details are available in Annual report but No of customers is not available	The sector wise advances details available in the public domain (www.canarabank.com) is for ready reference and may be considered for working out projections.
12	28	Annexure - 6 , Point-19 (a)	Manpower support	Request to share State Wise Number of Circles/Regions and Branches to workout manpower distribution	Refer to the official Canara bank website www.canarabank.com
13	29	Point -21	Third Party Administrator	The question mentions whether TPA service are "in house" and details of claims processed percentage by TPA, in house service for the years 2018-19, 2019-20 and 2020-21* ,The table given is pertaining to the number of network hospitals only ,Please share the format (if any) OR the summary can be shared by the bidder in words.	The claims processed percentage by TPA , In house for the years 2018-19, 2019-20 and 2020-21* may be submitted by the bidder in tabular format
14	32	Point -4	List of products approved by IRDA	The details asked in Annexure -8 are same – This points may be addressed as refer to Annexure 8 - Kindly suggest.	All details sought under Annexure-8 (Products & Commission details) and Annexure-6 , Point 26 , sub point -4 (Product information) has to be furnished by the Bidder
15	19	Annexure I	Whether the bid is authenticated by authorized person? Copy of Power of Attorney or authorization letter from the Bidder's authorizing the person to	The bank has not provided any specific format of the board resolution. Will it be ok if the bidder provides the BR in their own specific format authorizing the person to act on behalf of the company.	No specific format is designed for this purpose .Companies should submit the registered Power of attorney with specific clause of permission or Authorization letter from the Bidder/s authorizing the person to sign the bid document is to be submitted with the Bid



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16	36	Appendix - B	RFP evaluation criteria matrix	Requesting your kind information on : If the last 5/3 years evaluation period is including or excluding the current financial year , FY 20-21	The evaluation period is for the preceding 5 years/ 3 years and for the current financial year , FY 20-21* as on 31.12.2020
17	All	RFP		Request for RFP document in word format	Unstamped/Unsigned PDF document is uploaded on Bank's website www.canarabank.com
18	7	Clause -4	Eligibility Criteria	Request for removing the criteria of Non-Bank Promoted Company Request for removing requirement of 150 branches Request for not to exclude RRBs for tie up experience with scheduled Banks Minimum solvency Ratio of 1.5 as on 31.12.2020 - As on 31.12.2020, the provisional solvency Ratio , stands at 1.40 .	Eligibility criteria is mentioned vide Clause -4 under the heading Eligibility criteria and they are sacrosanct. A company promoted directly/indirectly by the Bank will not be eligible to participate in the bid.

Date : 20/02/2021

Place : Bengaluru


Deputy General Manager

