

Reference No. KGB/SPD/BANC/2021-22/RFP/01 Dated : 26.07.2021

## Request for Proposal (RFP)

### Corporate Agency Arrangement For Standalone Health Insurance Business

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Gandhinagar, Ballari - 583103

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**Important Dates for Bidders**

Subject	Date/Time
RFP Ref.Number& Date	KGB/SPD/BANC/2021-22/RFP/01 Dated :26.07.2021
Purpose	Selection of Standalone Health Insurance Companies for Corporate Agency Agreement
Date & Time for seeking clarification to RFP	05.08.2021 Before 5:00pm
Date by when Bank will respond to the clarification sought by bidders and upload on the website	07.08.2021 On or Before 5:00pm
Date & Time for bidders to submit response to RFP	10.08.2021 Before 5:00pm
Date & Time of Opening of Bid	Shall be intimated by the Bank
Presentation by qualifying bidders	10.08.2021 Before 2:30pm
Address for submission of bid & place of Opening of Bids	Sri D Shankaranarayana, Chief Manager & Principal Officer Bancassurance Section Strategic Planning & Development Wing, Karnataka Gramin Bank, Head office , No.32, Sanganakal Road, Gandhinagar, Ballari-583101 Karnataka
Website address	<a href="http://www.karnatakagraminbank.com">www.karnatakagraminbank.com</a>
E mail address	<a href="mailto:Bancassurance@kgbk.in">Bancassurance@kgbk.in</a>

**REQUEST FOR PROPOSAL (RFP) FOR SUITABLE PARTNER SELECTION FOR STANDALONE  
HEALTH INSURANCE BUSINESS UNDER CORPORATE AGENCY ARRANGEMENT**

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### A. Definitions

**Bank:** Bank means “Karnataka Gramin Bank”

**Bidder:** Bidder Means Standalone Health Insurance Company responding to this RFP

**IRDAI :** IRDAI Means Insurance Regulatory & Development Authority of India

**Bid/Proposal:** Bid or Proposal means the response submitted by the bidder to this RFP

### B. General Information about Karnataka Gramin Bank

Karnataka Gramin Bank , a RRB established by Government of India under the provisions of RRBs Act 1976, enacted by the parliament formed by the Government of India vide Gazette Notification No.852 dated 22.02.2019 on amalgamation of Pragathi Krishna Gramin Bank sponsored by Canara Bank and Kaveri Grameena Bank sponsored by State Bank of India with effect from 01.04.2019.

Upon amalgamation of two RRBs, the area of operation of the Bank increased to 22 districts in the state of Karnataka.

Bank is working on 3 tier structure i.e Head Office-Regional Offices-Branch Offices. At present we have 18 Regional offices and 1134 branches across 22 districts as 31.03.2021. Our 19<sup>th</sup> Regional office -Vijayanagara RO has been established at new Vijayanagara District effective from 01.04.2021.

Apart from Regional Offices & Branch Offices, we have specialised branches likes ARM (Asset Recovery Management Branch), Currency Chest, Retail Hub.

While firmly adhering to the policy of prudence and caution, the Bank has been on the forefront of introducing various innovative services and systems. Business has been conducted with successful blend of Rural Development, traditional values, ethics and modern infrastructure.

For details please visit our Bank's Website [www.karnatakagraminbank.com](http://www.karnatakagraminbank.com)

### Highlights of Bank's Performance (Bank as a whole):

Rs. In Crores

Parameter	FY 2019-20	FY 2020-21
Total Business	50220	55855
Total Deposits	28435	31068
Total Advances	21785	24787
CASA Deposits	10433	11435
Net Interest Income	1176	1288
Operating Profit	731	723
Capital Adequacy Ratio	12.38	11.81
CD Ratio	76.61	79.78

### Branch Network

Sl.No	Region	No.of Branches
1	Ballari	53
2	Bengaluru	70
3	Bidar	54
4	Chamarajanagar	59
5	Chikkamagaluru	53
6	Chitradurga	84
7	Davanagere	51
8	Hassan	60
9	Kalaburgi	64
10	Kolar	82
11	Koppal	51
12	Madikeri	38
13	Mandya	72
14	Mysuru	54
15	Raichur	67
16	Shivamogga	43
17	Tumakuru	68
18	Vijayanagar	50
19	Yadgir	61
	Total	1134

### C.About RFP:

The Bank invites Request for Proposal from reputed Standalone Health Insurance Companies for “Corporate Agency Tie-Up” for distribution of Health Insurance Products through Bank’s Branch outlets and/or through electronic channels not limited to internet banking or mobile banking. In this connection Bank invites sealed proposals (conformity to Eligibility Criteria & Technical proposal) from Standalone Health Insurance companies as per the Terms & Conditions. Technical specifications and scope of work is described elsewhere in this document.

The invitation has been prepared solely for the purpose of enabling Karnataka Gramin Bank to become Corporate Agent with one eligible Standalone Health Insurance Company for Bancassurance business through branches of the Bank across our network coverage area within the prescribed regulatory framework.

For further details please refer Bank’s website [www.karnatakagraminbank.com](http://www.karnatakagraminbank.com)

### D. Objectives

Post New Corporate Agency guidelines notified by IRDAI, Bank has decided:

- To go with a corporate agency tie-up for Standalone Health Insurance Business and plans to enter into agreement with one stand alone health Insurance Company.
- To provide full range of financial products to its customers, realize full value of its reach and customer base and to facilitate the customers to cover themselves against various kinds of risks.

With the aforesaid objectives Bank invites proposals from eligible Standalone Health Insurance Companies (Bidder) with a view to enter into corporate agency arrangement with shortlisted bidder, to facilitate distribution of health Insurance products in India through Karnataka Gramin Bank branch outlets and/or through electronic channels but not limited to internet banking or mobile banking.

The Bank proposes to select one Health Insurance Companies for this purpose and enter into a Corporate Agency agreement for a period of 03(three) years or till 31.08.2024 whichever is earlier, subject to annual review of performance. However, there is no commitment on the part of the bank to necessarily select a Standalone Health Insurance Company.

Bidders are hereby advised to carefully go through and submit all relevant information's 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 short listing as well as other relevant information's is contained in this document. The RFP document can be downloaded from the Bank's website [www.karnatakagraminbank.com](http://www.karnatakagraminbank.com)

### E. Bidder 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. Should have a valid IRDAI license as on date of submission of RFP response, for procuring insurance business in India
2. Should have been registered with IRDAI under the Standalone Health Insurance category
3. Should have been operation for at least two years in India as on 31.03.2021
4. The bidder should have the minimum solvency ratio of 1.5 as on 31.03.2021
5. The bidder should have a minimum of 1 schedule bank under Corporate agency arrangement as on date of submission of this RFP including PSU Bank if any
6. Authorized representation of Bidder should submit undertaking in form 1
7. Should have good Standing and reputation in the market and have sound business policies and ethical values.

### F. Clarification and Amendment to the RFP

The Bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. Any request for classification must be sent by the bidders through E-mail in the same serial order of that of the RFP by mentioning the relevant page number and clause number of the RFP strictly in the format given below:

Sl No	Page	Point / Section	Classification point as stated in the tender document	Queries /Clarification	Explanation /remark,if any

All communications regarding points requiring clarifications and any doubts can be sent to email id [bancassurance@kgbk.in](mailto:bancassurance@kgbk.in) on before 5:00 pm on 05.08.2021.

The queries raised by the bidders shall be addressed on or before 5.00 pm on 07.08.2021 and final response will be uploaded on website on 07.08.2021. The clarification of the bank in response to the queries raised by the bidder/s, and any other Clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders. Should the bank deem necessary, it may amend the RFP as a result of any clarification.

At any time before the submission of proposals, the bank may amend the RFP by issuing an addendum and posting it on 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 at its discretion, if the amendment is substantial, extend the deadline for the submission of proposals.

### G. Rejection of Bids

The Bank reserves the right to reject the Bid if,

- The bid is incomplete as per the RFP requirements at the time of bid submission
- 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 representative 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 supplementary information / clarification sought by the bank for evaluation of the bid
- Any other reason which the bank may deem appropriate for rejection of the Bid
- Any effort by Bidders to canvassing/ lobbying / influence the bank in the examination, evaluation, ranking of proposals and recommendation for award shall result in the rejection of the Bidders' Proposal.

The Bank shall be under no obligation to accept any proposal received in response to this RFP and shall be entitled to reject any or all proposals without assigning any reason whatsoever. The Bank may abort the entire process at any stage, thereby 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.

The deadline for submission of the proposals is mentioned in “ **Important Dates for Bidders**” on Page No 2 of the document Proposals received after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

The bidder may resubmit the proposal, before the deadline for submission, at their own discretion; such resubmission shall be allowed only once. In case of such a resubmission only the resubmitted proposal shall be considered and the proposal submitted initially shall be ignored by the bank.



### H. Proposal Validity

All proposals shall be valid for a period of 180 days from the last date of submission mentioned in “Important Dates for Bidders”. The Bank will make its best effort to complete the process within the specified period. However should the need arise the bank may request the Bidder to extend the validity period of the proposals. Bidders who do not agree have the right to refuse to extend the validity of their Proposals. Under such circumstances Bank shall not consider such proposal for further evaluation

- The last date for submission or RFP is 10.08.2021 before 5.00 pm No proposal shall be accepted after this date and time. If last day of submission of bids is declared a holiday under Negotiable Instruments Act by the Government or closed due to bundh or for any other unavoidable reasons subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP.
- Bank will not be responsible for any postal delays and submission by way or e-mail is not acceptable. Bidders are to submit the RFP in hardcopy format in original along with one set of photocopy and 2 soft copies by means of CD/DVD/ Pen drive should be in no other format other than the word, excel and power point.
- Bids of only those Bidders will be evaluated who meet the minimum eligibility criteria as specified in the RFP.
- The bank may at its sole discretion appoint or take the help of a professional agency to help the bank in evaluation process.
- Bank may call for any additional information as required

**Note - Non compliance to any condition above will lead to bids being rejected.**

### I Evaluation Process:

The evaluation process will be split into 3 stages.

- Stage 1: A proposal shall be rejected, if it does not meet the bidder's eligibility criteria as elaborated under section “E” of this document. Only eligible proposals shall be further taken up for evaluation.
- Stage 2: Technical Evaluation of all eligible bids will be done on the basis of the information sought in form 2 to form 16. This will carry a weightage of 70 marks. The short listing will be based on the evaluation parameters & the weightage for each of these parameters as shown in the table below.



### Parameters & Weightage for Evaluation of Bids of Bidders meeting the Eligibility criteria

S No	Parameter	Weightage
1	Non- Bank Promoted Company	3
2	Gross Written Premium	5
3	Solvency Ratio	5
4	Penalty by IRDAI	4
5	Claim settlement	5
6	Grievance Redressal	4
7	Bank Tie Ups	4
8	Manpower Support	5
9	Training Support	3
10	Marketing Support	3
11	Operational & service Support	4
12	Claims Support	4
13	Technology and MIS Support	5
14	Renewal Ratio	4
15	Products	5
16	Third Party Administrators	3
17	Network Hospital	4
	<b>Total</b>	<b>70</b>

Bidders will also carry weightage on Digital Infrastructure & capability to integrate with Bank's Core Banking Solution and risk Mitigation Measures to comply with the regulations.

- Stage 3: Upon RFP evaluation, the bank reserves the right to invite all eligible bidders (Insurance Companies) ranked in an order before a committee or senior exclusive appointed by the bank. The presentation will be scheduled on a specified day and time. The Presentation will carry a weightage of 30 marks. Successful bidders will be intimated about the date & time of presentation and will have to make their own travel and stay arrangements at their own cost. Bank will not bear the cost for the same. The bank reserves the right to invite any number of bidders to make a presentation at its own discretion without assigning any reason.

Bidders will be ranked on the basis of the sum total of the marks scored in technical evaluation process and the presentations made by the shortlisted bidders. The bank intends to enter into corporate agency arrangements with the top 2 or 1 bidder or may not enter into agreement with anyone.

- The corporate agency arrangement would be for a period of 03(three) years or till 31.07.2024 whichever is earlier subject to annual review. The agreement shall be subject to termination including for convenience at the sole discretion of the Bank without assigning any reasons.

- In case the successful bidder is not agreeable to signing the service level agreement or impose any conditions not acceptable to the bank or communicate any charges from their stated responses in the RFP or presentations 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/bidders. Here it would be pertinent to mention that bank shall be within its rights to stipulate such terms and conditions as it may deem fit including the good practices to be followed by the insurance company and those which it should not adopt in the Service Level Agreement/memorandum of Understanding.

The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.

### J. Preparation of Proposal

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 their proposal, the Bidder must give particular attention to the following:

- The data should be furnished strictly in accordance with the formal specified.
- 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 31.03.2021 unless otherwise specified.
- The data for the FY 2020-21 should be upto 31<sup>st</sup> March 2021

Submission of the data in the wrong type of formats will result in the proposal being deemed non-responsive No clarification will be sought by the bank.

### K. Submission, Receipt and opening of Proposal

The original bid shall contain no interlineation or overwriting. The bid containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the proposal. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable and is unacceptable.

The Bank would like to expressly state that any assumption, terms, conditions, deviation etc, which the bidder includes in any part of the Bidder's response to the RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, terms, conditions, deviations etc have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviations etc in the bidder's response to this RFP. No proposal can be modified or withdrawn by a bidder after submission or Bid/s.

An authorized representative who would be signing the submission letter shall initial all pages of the Original Bid Document with company seal.

The Bid document along with the data as per the formats mentioned in Data sheet must be submitted at the same time but in a single sealed envelope duly super scribed as **“Karnataka Gramin Bank-RFP for standalone Health Insurance Business under Multiple Corporate Agency Agreement”**.

The name and address of the Bidder and the date of submission of the RFP are to be specifically mentioned on the Top of the envelope. If the outer envelope is not sealed and marked, the Bank will assume no responsibility for the bid's misplacement or premature opening.

The bidders who would want to be present at the time of bids may send their representative on the given date and time. (Max 1 representative)

The bidder understands that the bank is a public sector bank. The bank and its officials are bound by the guidelines of governance and transparency in processes. The bank has undertaken the RFP process to ensure that there is transparency and fairness in the process of selection of suitable insurance partner and the bank and its customers get the best possible support and service to the extent permitted by IRDAI.

Therefore from the time the Proposals are opened to the time the bidders are shortlisted, the Bidder should not contact the Bank or any officials of the bank on any matter, except to seek clarifications or respond to the queries of the bank in writing or email. Any effort by Bidders to influence the bank in the examination, evaluation, ranking of proposals and recommendation for award shall result in the rejection of the Bidders' proposal. Any request for clarification(s) and all clarification(s) in response thereto shall be through E-mail as specified in the section “F”.

Karnataka Gramin Bank, its employees are not liable towards any financial loss caused to the bidder either directly or indirectly as a result of their response to this RFP.

### L. Scope of Services

All IRDAI approved products of selected insurance company i.e. Retail as well as Group products etc should be made available to all the eligibility customers of the Karnataka Gramin Bank.

### M. Terms and Conditions

#### 1. 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.

### 2. Confidentiality:

The bank is bound by confidentiality and secrecy with regard to the dealings of all customers. Further, the customers of the bank are its valuable assets and any disclosure of the information relating to the customers can cause irreparable loss and damages to the Bank. The selected Bidder shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any one, any third party or competitors. The Bidder shall render himself liable for disqualification/premature termination of contract apart from other legal action as may be warranted for any laxity on their part. The bank is entitled to be indemnified by the Bidder without any cap for any loss/damage to reputation and/or for any breach of confidentiality. The information referred to shall include but not restricted to any and every information concerning the bank and its customers which the Bidder comes to know or could have access to. The Bidder shall also not make any news release public announcements or any other reference on RFP or contract without obtaining prior written consent from the Bank. Any reproduction of this RFP by Xerox/Photostat/Electronic or any other means is strictly prohibited without prior consent of the Bank.

### 3. Resolution of Disputes:

All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the Courts in Ballari and the parties agree to submit themselves to the jurisdiction of such court.

### 4. Arbitration:

Any controversy related to the bidder under and pursuant to the MOU signed between Bank and the bidder, the interpretation thereof or its breach shall, if not resolved by mutual discussions between the parties be settled by binding arbitration in accordance with the Arbitration and Conciliation Act 1996. Arbitration shall be conducted in Mumbai in English language. The Arbitration Tribunal shall be composed of sole Arbitrator to be appointed by the parties if the parties cannot reach consensus on a sole Arbitrator parties shall be free to approach court of competent jurisdiction.

### 5. Inspection of Records:

All Bidder records with respect to any matters covered by this tender shall be made available to Bank and/or the RBI/IRDAI, its auditors at any time during normal business hours, as often as Bank/RBI/IRDAI deems necessary to audit, examine and make experts or transcripts of all relevant data.

### 6. Legal Relationship:

No binding legal relationship will exist between any of the Standalone Health Insurance Companies and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

### 7 Service Level Agreement:

Upon completion of the selection process the selected Standalone Health Insurance Company should sign a Service Level Agreement with the Bank, which among other conditions, will also including the following

- a) The selected Standalone Health Insurance Company should agree the performance standards stipulated by the Bank.
- b) The selected Standalone Health Insurance Company should maintain all the records related to policy documents of the policy holders and ensure safe custody of it.
- c) The selected Standalone Health 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.
- d) It will be the sole responsibility of the selected Standalone Health Insurance Company to provide uninterrupted service to the customer/s.
- e) The selected Standalone Health Insurance Company and its representative should maintain secrecy and confidentiality of all records and information shared under this contract.
- f) The selected Standalone Health Insurance Company should indemnify the Bank for of confidentiality and obligations by the selected Standalone Health Insurance Company its representatives and agents at the first demand by the Bank.
- g) The selected Standalone Health 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.
- h) The selected Standalone 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 as well as in relation to the sub-contractors engaged by them
- i) The selected Standalone Health Insurance Company should provide indemnity to the Bank against all claims costs and all and omissions by the service provider and its representatives.
- j) Banks 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 Standalone Health Insurance Company. The selected Standalone health Insurance Company shall not terminate the agreement for convenience.
- k) Bank /RBI or any regulatory authority shall have the right to audit the selected Standalone Health Insurance Company.
- l)

### Other Terms & Conditions

- a. The Standalone Health Insurance Companies should submit the process document on application collection, premium reconciliation, policy bond issuance and claim settlement
- b. The company will open a current account with the Bank for collection of Premium and subsequent renewal premiums.
- c. The company should have a wide range of products capable of bundling with liability products covering riders if any, customized products based on the need and requirement of the Bank customers.
- d. The products should be in line with the market conditions and should be competitive enough, to restrain our clients from looking elsewhere.
- e. The company should have a fair and speedy claim settlement process.

- f. The company should be technology enabled and willing to integrate with the Bank's installed technology platform, so as to be in a position to provide the bank with list of the policies issued on pan India basis. All such details and consolidated statement must be submitted by the 5<sup>th</sup> of the succeeding month disclosing calculation of commission for internal/external audit purpose.
- g. For any cancellation/endorsement pertaining to the said issued policies will be notified to the bank within 7 days of changes.
- h. The company should be in a position to remit the revenue/commission payable to the Bank every month at the corporate level with complete details by the 15<sup>th</sup> of succeeding month.
- i. The selected Insurance Company should provide necessary training to the staff or the Bank.
- j. Selected Bidder shall be the "Principal Employer" of the employees, agents, contractors, sub-contractors etc engaged by selected bidder and shall be vicariously liable for all the acts, deeds, matters or things whether the same is within the scope of power or outside the scope of power, vested under contract. No right of any employment in Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, sub-contractors etc by the selected bidder, for any assignment under the contract. All remuneration, claims, wages dues etc of such employees, agents, contractors, sub-contractors etc of selected bidder shall be paid by selected bidder alone. Bank shall not have any direct or indirect liability or obligations to pay any charges claims or wages of any of the selected bidders employees, agents, contractors, sub- contractors etc. Selected bidder shall agree to hold bank, its successors, assigns and administrator fully indemnified and harmless against loss or liability, claims, actions or proceedings. If any, whatsoever nature that may arise or caused to Bank through the action of selected bidders' employees, agents, contractors, sub-contractors etc.

### N. MINIMUM ELIGIBILITY CRITERION (TO BE FILLED BY BIDDERS)

Sr. No.	Eligibility Criteria	Criteria met by Bidder (YES/NO)
1	Bidder has a valid IRDAI license as on date of submission of RFP response for procuring insurance business in India	
2	Bidder is registered with IRDAI under the Standalone Health Insurance category. Please enclose a copy of the IRDAI License	
3	Bidder should have been operated for more than 2 years in India as on 31.03.2021	
4	Bidder should have a minimum solvency ratio of 1.5 as on 31.03.2021*	
5	Authorized representative of Bidder has given an undertaking in form 1 duly signed and stamped	
6	Bidder should have a minimum of 1 Scheduled Bank under corporate agency arrangement as on date of submission of this RFP including PSU Bank, if any	

\*Please submit a CA certificate or certified true copy in this regard.

Place:

Date:

Signature of Applicant

Name & Designation

Seal of Organization

SP&D Wing  
Head Office  
32, Sanganakal Road  
Gandhinagar, Ballari - 583103

T +91 08392-236406  
T +91 08392-236446  
Email: [dw.dev@kgbk.in](mailto:dw.dev@kgbk.in)  
[www.karnatakagraminbank.in](http://www.karnatakagraminbank.in)



### Form-1

[Location, Date]

Undertaking by Bidder (On Letter Head)

To

The General Manager,  
Bancassurance Section,  
Strategic Planning & development Wing  
Head Office,  
Karnataka Gramin Bank,  
No.32 Sanaganakal Road,  
Gandhinagar, Ballari-583101.

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 [insert] ("Bidder") in terms of the enclosed board resolution at schedule 1.
2. Having reviewed and fully understood all information provided in the request for proposal document dated [insert] ("RFP") issued by the bank [Bidder] 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 until 180 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 complaint with the requirements of the RFP. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, weather 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.

SP&D Wing  
Head Office  
32, Sanganakal Road  
Gandhinagar, Ballari - 583103

T +91 08392-236406  
T +91 08392-236446  
Email: [dw.devp@kgbk.in](mailto:dw.devp@kgbk.in)  
[www.karnatakagraminbank.in](http://www.karnatakagraminbank.in)



- c. Notwithstanding any qualifications or conditions, weather 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 law 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 or regulatory authority in the past five years.
- 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 Karnataka Gramin 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 at 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 on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to his 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 or India Courts in Karnataka, India shall have exclusive jurisdiction in relation to any dispute arising from the RFP this Bid and Bid process.
10. All the terms used herein but not defined shall have the meaning as ascribed thereto under the RFP.
11. All the information furnished by us here in above is correct to the best of our knowledge and belief.
12. We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexure.
13. We agree that the decision of Karnataka Gramin Bank in selection process will be final and binding on us.
14. 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.
15. We confirm and declare that (none/specify the number with reason) that of our Corporate Agency agreement have been terminated/not renewed and/or served notice for discontinuation of the Corporate Agency agreement by any such Bank as on date of submission of this RFP during the last 3 years on account other than amalgamation/merger/closure of schedule bank.
16. We confirm and declare that we have sound business policies, ethical values and are a customer /insured friendly organization and shall not do any act which may have the effect of reputation and other losses, damages to the bank.

We confirm that we are complying with the IRDAI Guidelines.

Place:

Date:

Signature of Applicant:

Name & designation

Seal of organization

Form- 2

### ORGANISATION SNAPHOT

1	Name of the Applicant Firm					
	Complete address- H O					
	Tel no					
	Website					
2	Name of the JV Partners&% of stake held by each as on 31.03.2021					
	1					
	2					
	3					
	4					
3	Year of Establishment					
4	Month & year of Commencement of Business					
5	IRDAI License Number & Date					
6	Number of Branches as on 31.03.2021					
7	Financial Information	2016-17	2017-18	2018-19	2019-20	2020-21
	a Invested Capital (INR Cr)					
	b Operating Profit/(Loss)(INR Cr)					
	c Profit / (Loss) after Tax (INR Cr)					
	d Accumulated profit / loss (INR Cr)					
	e Net worth (INR Cr)					
	f AUM (INR Cr)					
	g Solvency Ratio					
8	Business Information	2016-17	2017-18	2018-19	2019-20	2020-21
	a Number of Policies					
	b Gross Written Premium (INR Cr)					
	c Claims Paid (INR Cr)					
9	Combined Ration	2016-17	2017-18	2018-19	2019-20	2020-21

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### Form - 3

#### ORGANISATION 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 the 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 ids in the format as given below

Name	Designation	E-mail id

- E. Please provide the number of branches as on 31.03.2021 in each State or Union Territory as per the format given below

State / Union Territory	No. of Branches

- F. Please provide the following details which shall be used to communicate with the bidders. The bidders are requested to use this email id only for any clarification, if any

Name	
Designation	
Email- ID	



FORM - 5

### CHANNEL WISE BREAK UP

Channel wise break up Business

(Figures in INR Cr)

PARTICULARS	Gross Premium				
	2016-17	2017-18	2018-19	2019-20	2020-21
Tied Agency					
Corporate Agents (Banks)					
a) PSU BANKS					
b) PVT Banks Including MNC / Foreign Banks in India					
c) Other Banks					
Corporate Agents (Others)					
Brokers					
Web Sales					
Direct Sales Team					
Others					

FORM - 6

### SEGMENT WISE BUSINESS

Please provide segment wise break up of business in the format as given below.

(Figures in INR Cr)

FY	Individual Health	Travel	Personal Accident	Group Health	Others	TOTAL
FY 2016-17						
FY 2017-18						
FY 2018-19						
FY 2019-20						
FY 2020-21						

The Bidder may choose to give more detailed information by business lines under the section others.



### FORMS - 7

#### IRDAI PENALTY & WARNINGS

Has the Bidder been ever penalized by IRDAI in the below given FY? (Yes /No)

Please provide details in the format as given below:

FY	Penalty / Warning	Amount of Penalty If applicable (in Rs.)	Detailed reason for Penalty
FY 2016-17			
FY 2017-18			
FY 2018-19			
FY 2019-20			
FY 2020-21			

In case of both Penalty & Warning issued, the same should be mentioned separately for each Financial Year.

FORM - 8

### INDIVIDUAL CLAIMS OF STANDALONE HEALTH INSURERS (NUMBER OF POLICEIS)

Particulars	2016-17	2017-18	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 the year (G=C-D-E-F)					

### INDIVIDUAL CLAIMS OF STANDALONE HEALTH INSURERS (AMOUNT OF CLAIMS)

(Figures in INR Cr)

Particulars	2016-17	2017-18	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)					

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### GROUP CLAIMS OF STANDALONE HEALTH INSURERS (NUMBER OF CLAIMS)

Particulars	2016-17	2017-18	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 OF STANDALONE HEALTH INSURERS (AMOUNT OF CLAIMS)

(Figures in INR Cr)

Particulars	2016-17	2017-18	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 - 9

### GRIEVANCE REDRESSAL

Please provide a data pertaining to grievance redressal in the format given below:

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
2016-17				
2017-18				
2018-19				
2019-20				
2020-21				

FORM - 10

### DISTRIBUTION SET UP

1. Does the Bidder have a dedicated Bancassurance Vertical & Team? (Yes / No)
2. Please provide the list of Banks acting as Corporate Agent for the organization as on 31.03.2021

Sl. No	Name of the bank	Corporate Agent of Bidder since date (MM/YY)

3. Please provide the list of banks having a group policy as on 31.03.2021 from the bidder to cover its customers.

Sl. No	Name of the Bank	Product name	MPH* since date (MM/YY)

\* MPH - Master Policy holder

FORM - 11

### BUSINESS & REVENUE ESTIMATE

- A. Please provide the Estimated Potential for next 3 Years that Karnataka Gramin Bank holds to do Standalone Health Insurance Business and earn revenue from the same.

(Figure in INR Cr)

	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)
Number of Policies			
Gross Written Premium			
Revenue to the Bank			

- B. Please provide a detailed business strategy & Road Map for the bank to achieve the same.

FORM - 12

**KEY SUPPORT AREAS**

Please elaborate on the kind of support that Bidder will provide to the Bank on each of the parameters as listed below. The Bidder may feel free to add any other support that it may wish to provide to the Bank which helps in increasing the business & revenue keeping in mind the nature of business, profile of customers and geographical spread of branches.

Kindly note that, this does not refer to commercial support or payment. The support committed below should be in line with IRDAI guidelines, to help the bank increase insurance business and insurance coverage suited to customer needs.

Sl. no	Details / Strategy / Road Map
1	Business potential
2	Customer and target segments
3	Geographies and branches to cover
4	Exclusive Manpower support (Schedule of dedicated manpower deployment year wise)
5	Training support (Including no of hours per year)
6	Marketing support
7	Operational support
8	Claims & services support
9	Grievance Redressal mechanism
10	Technology support (including platform integration if planned)
11	Bancassurance performance control structure (Steering committee review of monthly, quarterly and Yearly performance)
12	Fee income for the bank

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### FORM 13

#### Product Information

1. Has the bidder customized products for any of its Channel Partner till Date? (Yes/No)
2. Is the bidder willing to customize insurance products based on the bank's requirement (for individual and group products) (Yes/No)
3. Please give at least 2 examples of product customization for any existing partners. Kindly specify the name of the Channel Partner as well for whom the product has been customized.
4. Please give a list of all your products approved by IRDAI along with IRDAI approval number / product Code. Please classify the products by Lines of Business such as individual Health, Group Health etc.,
5. Whether your company is being selected for any innovative product in the recent sandbox system of IRDAI.

FORM 14

### HOSPITAL NETWORK

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

Name of the state	No of Hospitals on Panel	No of Hospitals providing cashless facility

### FORM 15

#### THIRD PARTY ADMINISTRATOR

Do you have TPA or are the services are provided 'In House'?

SL.No	Name of the TPA	No of Hospitals at the beginning of year	No of Hospitals added to the network during the year	No of Hospitals withdrawn of removed till 31.03.2021	Total no of Hospital in the network till 31.03.2021

FORM 16

### RENEWAL OF POLICIES

Please provide a data pertaining to renewal of polices in the format given below:

FY	No of existing policies due for renewal	No of Policies renewed	% of renewal
2016-17			
2017-18			
2018-19			
2019-20			
2020-21			

### Schedule 1

#### Form of Board Resolution

(A common Board Resolution for the purpose of RFP can be submitted)

CERTIFIED TRUE COPY OF THE MEETING OF THE BOARD OF DIRECTORS OF [BIDDER] HELD ON [] AT[]

“RESOLVED THAT”, \*+and\*+, Directors/Officers of [Bidder], whose specimen signatures appear below, be and are hereby jointly and severally authorized, to do all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid and finalization of our tie-up with the Karnataka Gramin Bank (“Bank”), in response to the Request for Proposal dated [insert] issued by bank, on behalf of the Company, including but not limited to signing and submitting all applications, Bids and other documents and writings, participating in Bidders and other conferences and providing information/ response to the Bank, representing the Company in all matters before the Bank and generally dealing with the bank in all matters in connection with or relating to or arising out of our Bid and the Bid process and is authorized to negotiate and conclude the tie-up.

Specimen signature

-----

Name: Designation

Specimen signature

-----

Name: Designation

Certified true copy for and on behalf of [Bidder]

Signature of the Authorized Person with date

Name of the Authorized Person

Company rubber stamp/seal

## Disclaimer

This invitation Document is neither an agreement nor an offer and is only an invitation by Bank to the interested Standalone Health Insurance Companies for submission of bids/proposals. The purpose of this RFP is to provide the standalone Health Insurance Company(s) with data points, to assist them in formulation of their proposals. This document does not claim to contain all the information each Standalone Health Insurance Company may require. Each Standalone Health Insurance Company should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. 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 this RFP document. Bank may in its absolute discretion, but without being under any obligation to do so, update amend or supplement the information in this RFP. Subject to any law to the contrary, and to the maximum extent permitted by law, the bank and its directors, officers, employees including Principal officer, contractors, agents and advisers disclaim all liability from any loss or damage (weather foreseeable or not) or expenses incurred or suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, projections, contained in RFP or conduct ancillary to it weather or not the loss or damage or expenses arises in connection with any negligence, omission, officers, employees, contractors, agents or advisers.