

Expression of Interest (EOI)
For
Appointment of Insurance Advisor/Consultant

Reference No: CRGB/CO/GB/Notice/11/2023-24

Dated: 15/11/2023

Expression of Interest (EOI) for Appointment of Insurance Advisor/Consultant

Applications are invited by **Chhattisgarh Rajya Gramin Bank (CRGB)** from IRDA Licensed Insurance Firms/ Companies operating in India for engagement of pre and post Insurance services. Only those firms who fulfill the Pre-qualification Criteria are eligible to participate in this tender.

The “Expression of Interest “(EOI) for the project is available on Banks website www.cgbank.in under tender section. Interested bidders are requested to refer to the said EOI Notice. Bids made strictly as per provisions of the EOI notice document should be submitted.

1	Date of commencement of bidding process	16 Nov 2023
2	Pre-bid meeting	23 Nov 2023, 3:00 pm
3	Last date for bid submission	27 Nov 2023 , 5:00 pm
4	Tentative Date and Time for opening of bid	28 Nov 2023, 3:00 pm
5	Tentative date of Presentation for eligible Bidders	01 Dec 2023, 10:00 pm

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Section-1

Introduction & Instructions of Bank

- Chhattisgarh Rajya Gramin Bank (CRGB), a Regional Rural Bank established under Regional Rural Bank Act 1975.
- Only well established and reputed Insurance Advisor/Consultant which are registered / Issued License by Insurance Regulatory and Development Authority (IRDA) are eligible for the engagement.
- The Insurance Advisor/Consultant should have experience in handling end to end Insurance programme of large corporates/Banks/PSUs. Insurance Advisor/Consultant should have experience in handling both employee benefits and non-employee benefits insurance policies as applicable for large corporates/Banks in India.
- All entries in the tender should be submitted in the formats as per the EOI document/enclosed annexure without any ambiguity.
- Technical bid will be opened on specified date and time as given in the EOI document.
- All Notices and correspondence to the bidder(s) shall be sent by email only, till finalization of tender takes place. Hence, the bidders are required to ensure that email address provided by them is valid.
- At any time prior to the deadline for submission of tender, the Bank may for any reason, modify the EOI document. As such bidders are requested to see Bank's website (www.cgabank.in) once again before the last date of submission of bid to ensure that they have not missed any corrigendum uploaded against the said EOI. The responsibility of downloading the related corrigendum, if any, will be of the bidder only. No separate intimation in respect of corrigendum to this EOI (if any) will be sent to Bidder(s) who have downloaded the documents from the website. In case any bidder has already submitted proposal before issue of corrigendum, the bidder may submit additional documents/ information pertaining to that corrigendum, but only before the last date of submission of bid.
- The Bank will organize a pre-bid meeting, to resolve any queries, bidders may have. Any further information will be provided to all bidders by Bank as

corrigendum. Any clarification in queries raised by any bidder will be communicated to all bidders. The exact date, time of the pre-bid meeting is stated in this EOI document. If query not received from any of the interested bidder, Pre-Bid meeting will not be organized.

- The Bank reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons.
- The tender shall remain open from the pre-announced date & time till as much duration as mentioned in this EOI.
- Bank reserves the right to cancel or reject or accept or withdraw or extend tender in full or part without assigning any reason thereof.
- No deviation of the terms and conditions of the tender document is acceptable. Submission of bid by any bidder confirms his acceptance of terms and conditions for the tender. No deviation to the technical terms and conditions is allowed. The selection of Insurance Advisor/Consultants resulting from this tender shall be governed by the terms and conditions mentioned therein.
- The bidders must submit all documents required as per terms of EOI. Any other document submitted which is not required as per terms of EOI shall not be considered.
- The bid will be evaluated based on the filled-in technical formats. The documents submitted by the bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, the bid will be rejected.
- During pre-qualification and evaluation of the tender, the Bank may, at its discretion, ask bidders for clarifications on their proposal. The bidders are required to respond within the time frame prescribed by the Bank.
- The proposal must be submitted along with the covering letter about the proposal, accompanied by the information/ documents indicated in the Annexures and the declaration signed by the authorized signatory with Seal of the Company. All pages are required to be signed.
- The bidder with the highest marks as per the technical criteria will be chosen as the selected bidder and accordingly Letter of Appointment (LOA) will be issued by the Bank for servicing of the insurance policies. Initial appointment of the selected insurance Advisor/Consultant will be for a period of 3 years from the date of appointment. At the discretion of the Bank, the appointment may be further extended for a period of maximum two years term, subject to

review & satisfactory performance.

Section 2

A. Eligibility of Firms

Insurance Advisor/Consultants must satisfy the following pre-qualification criteria to be eligible to apply for appointment. Respondents satisfying the following criteria only are eligible to submit their proposal -

- a. This invitation to respond to the EOI is open only to reputed and well-established registered companies/ firms.
- b. The Insurance Advisor/Consultants must be registered / issued license by Insurance Regulatory and Development Authority (IRDA).
- c. The firm/ company should have been in existence in India for a period of at least 05 years as on March 31, 2023 and their licenses should be valid as on date. The Insurance Firm should have services as Advisor/Consultant for at least two RRBs/PSBs/PSUs in each of the last 3 financial years i.e. 2020-21, 2021-22, 2022-23 and in the current year 2023-24 as well.

The proposal of the firm/company which does not meet any of the above criteria will not be evaluated further.

B. DISQUALIFICATIONS

Bank may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidder, if the bidder -

- a. If it is found that the bidder has made misleading or false representations in the forms, statements and documents submitted in proof of the eligibility requirements; has failed to provide related clarifications, when sought; or
- b. If bidder has been suspended / delisted / blacklisted by any Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / IBA / Autonomous Body / Financial Institution / Court etc. for corrupt and fraudulent practices or blacklisted any time in the past.

Section 3

Scope of Work

The Insurance advisor/ consultant firm would be functioning as a Strategic consultant for Bank and would be assisting the Bank in pre-placement, placement and post-placement process of the entire Insurance program.

I. Pre-Placement Services

The Insurance advisor/consultant firm would assist the Bank in customization, design and placement of Assets/Lockers/ Indemnity Insurance / Staff PAI /Group Medclaim Insurance Policies with specific inputs in Cost Containment measures, Claims Handling, Grievance Redressal Process, and Claims Tracking by Web based MIS, Communication Plans and Validation & Forecasting of Additional Coverage Benefits.

II. Placement Services

The Insurance advisor/consultant firm would be assisting the Bank in the placement process as under:

- a. Determine evaluation criteria for Insurer selection in association with BANK.
- b. Assess service requirements and Insurer capabilities in the market place.
- c. Assist bank to prepare RFP and invites proposal from Insurers.
- d. Advising Bank during evaluation of proposal and finalisation of insurer.
- e. Placement of policies as per agreed terms and conditions.
- f. Data consolidation for endorsement and policy issuance.

III. Post- Placement Services

The Insurance advisor/consultant firm would undertake the following actions as part of post-placement activities -

- a. Servicing Support–The Insurance advisor/consultant firm would be Single point of contact for all services and establish clear escalation matrix for query resolution. They will be required to depute full time manpower at the Administrative Office of the Bank for servicing support. The Insurance will

ensure endorsement / claims settlement as per agreed terms and conditions, and arrange coordination meetings with the Insurance Company, TPA, and Surveyors whenever required.

b. Communication Support–The Insurance advisor/consultant firm will arrange for communication assistance in case of any major change in plan design and will also arrange for Frequently Asked Question (FAQ) design.

c. Claim Monitoring & Periodic Review –The Insurance advisor/consultant firm will arrange for preparation and presentation of Monthly claims report / utilization report. They will also arrange for Quarterly Third Party Administrator (TPA) data audit to ensure consistency between claims filed and claims cleared by the TPA and Insurer company for non-medical insurances of Bank.

Other than this, some important points mentioned below also be handled by advisor company-

1. To review all existing insurance policies of the Bank, to do a gap analysis and submit their recommendations.
2. To conceptualize & design all required insurance policies for the Bank for Property, Liability and Employee Benefit in consultation with the Bank with specific inputs on coverage, clauses, deductibles, special conditions, adequacy of sum insured on property, limit of indemnity for Liability and sum insured, coverage, corporate buffer etc for Employee Benefit insurances and on cost containment measures for all policies.
3. To assist Bank in obtaining quotes from insurers after providing requisite underwriting information as required by an insurer in assessing the risk to decide pricing term and conditions for cover.
4. Determine evaluation criteria for Insurer selection in consultation with the Bank.
5. Evaluate quotes; arrange meetings with Insurer, if required, price negotiation and placement.
6. To assist Bank in evaluating & appointing the TPA for GMC in consultation with the short-listed insurer.
7. To follow up and obtain Policy Documents expeditiously from insurer after receipt of premium payment from the Bank.
8. Review the insurance policy to ensure conformance of terms and conditions with quote specifications.

9. Have proper grievance Redressal and escalation system in place.
10. Coordinate with the Bank Team and arrange Training sessions to create awareness & communicate to the insured members the benefits of the scheme & the system of claim documentation.
11. Claim MIS: Provide monthly feedback to the Bank on status of all claims. To maintain effective control on the TPA for prompt claim settlement.
12. Prepare and submit a Claims Manual for all classes of insurance for easy understanding of the Bank employees handling insurance.
13. Organize Quarterly meetings with the Senior Management Team to update on the policy functioning, claims status, renewals, present new policies available in the market and update on other market developments.
14. The Insurance Advisor/Consultant will arrange for communication assistance in case of any major change in plan design and will also arrange for Frequently Asked Question (FAQ) design.
15. Bank will not pay any kind of consultation fees to the selected broker.

Section 4

Assessment Criteria -

a. Proposal Requirements -

The response to the present Notice will be submitted contained reply to Technical Bid. The 'Technical Bid' will contain technical details as indicated in Annexure - I. Envelope: 1 Technical

Bid (Super scribed as "Technical Bid for Appointment of Advisor/Consultant for General Insurance /Life Insurance Services".

1.	Covering Letter	Introduction of Bidder with Board Resolution of Authorized Signatory and ID-Address proof documents.
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2.	Technical Evaluation	As per Annexure-II with all Supporting annexure and other Documents
3	Proposal Compliance Letter	A signed letter by the authorized officer of the company/firm certifying the proposal is incomplete compliance with the EOI Notice specification
4.	Declaration Certificate	As per Annexure-IV

B. Process to be adopted for Evaluation of the Bids-

1. The evaluation of the bids received will be made based on technical evaluation.
2. The technical evaluation would be done in two stages. In the first stage, Technical Bids in respect of only those bidders who fulfil the eligibility criteria indicated in the Section - 2 of this EOI Notice will be considered for evaluation. The eligible technical Bids will be evaluated based on technical details and the points to be awarded as per evaluation matrix in Annexure -II.
3. In the second stage of technical evaluation, the qualifying bidders will further be evaluated based on the marks scored by them. The successful bidders will be invited to make a presentation to an internal committee of bank. The internal committee will rank the presentation. All the participants would be informed about their rank in presentation.
4. A final decision will be taken on the basis of marks scored technical evaluation & presentation.

c. Bank Reserves the right to-

1. Reject any or all responses received in response to EOI without assigning any reason whatsoever.
2. Cancel the EOI / Tender at any stage, without assigning any reason whatsoever.
3. Waive or change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such change/ waiver would be duly and publicly notified by issuing corrigendum against the tender on BANK website.
4. Extend the time for submission of all proposals and such an extension would be duly notified on Bank website.
5. Select the next most responsive bidder if the first most responsive bidder

evaluated for selection fails to result in an agreement within specified time frame.

6. Select the bidder for. Servicing the policies even if a single bid is received as response.
7. Share the information / clarifications provided in response to EOI Notice by any bidder, with all other bidder(s)/others, in the same form as clarified to the bidder raising the query.

d. **Bid Submission-**

Intending Insurance Advisor/Consultants /companies are required to submit their applications giving full particulars as per item Annexure I above to the following address:

General Manager
Chhattisgarh Rajya Gramin Bank,
Corporate office,
Plot No. 47, Sector -24, Atal Nagar
Nava Raipur, Chhattisgarh -492018
Ph. 0771-2288128, 27

The proposal needs to be submitted offline, by post or by Courier; Proposals received by facsimile shall be treated as invalid and shall be rejected. Only detailed complete proposal in the form indicated, received with in the closing time and date, shall be taken as valid.

The last date for submission of proposal is **27 Nov 2023**, till 5.00 pm Applications received thereafter will be rejected.

The bid should be signed by the bidder, or any person duly authorized to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/ she is empowered to sign the tender documents and bind the bidder. All pages of the tender documents except company brochures, if any, are to be signed by the authorized signatory.

The bid should contain no interlineations, erasures, or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should authenticate all such corrections by putting his/ her full signature.

The bidder is expected to examine all instructions, forms, terms and

conditions and technical specifications in the Bidding Documents. Failure to furnish any information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

No columns of the tender should be left blank. Offers with insufficient information and offers which do not strictly comply with the stipulations given above, are liable for rejection.

E. EOI NOTICE Terms & Conditions-

The following additional terms and conditions shall apply to the evaluation process -

- Bidder warranties- By submitting a Response, Bidder represents and warrants to Bank that, as at the date of submission -
- The Bidder has fully disclosed to Bank in its Responses all information which could reasonably be regarded as affecting in any way Bank's evaluation of the Response.
- All information contained in the Bidder's Response is true, accurate and complete and not misleading in any way.
- No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving The Bidder which could have an adverse effect on its business, assets or financial condition or upon Bank's reputation if the Response is successful.
- The bidder will immediately notify Bank of the occurrence of any event, factor, circumstances which may cause a material adverse effect on the bidder's business, assets and financial condition or Bank's reputation or render the bidder unable to perform its obligations under the bank agreement.
- The Bidder has not and will not seek to influence any decisions of Bank during the evaluation process or engage in any uncompetitive / unfair behavior or other practice which may deny legitimate business opportunities to other Bidders.

Confidentiality- Bidder must keep confidential any information received from or about Bank as a result of or in connection with the submission of the Response. All such information received from Bank, including initial and subsequent communications, shall be deemed confidential and may be used only in connection with the preparation of Bidder's response. Unless

expressly agreed in writing prior to submissions, bidder responses are not confidential and may be used by Bank in whole or part. Bank, however, will not disclose the information provided by Bidder in a response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law.

Additionally, and at any point of the evaluation and selection process, Bank may require the Bidder to execute a 'Non-Disclosure Agreement' (NDA), if the Bidder has not executed an NDA with Bank previously.

Disclaimer - Whilst all reasonable care has been taken in compiling this EOI Notice document, and the figures, documents and details in this document or in subsequent communications hereafter are presented in good faith; no warranty or guarantee (express or implied) is given by Bank as to the completeness or accuracy of the responses or any information provided in or in connection with it. Further, to the maximum extent permitted by law -

Bank, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process; and

Each Bidder indemnifies Bank from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising from, whether directly or indirectly, or in connection with the evaluation and selection process.

This EOI Notice is not an offer to contract, nor should it be construed as such; it is a definition of specific Bank requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. Bank reserves the right to not to make any selection and/ or not enter into any agreement pursuant to this EOI Notice.

It should be understood that your response to this EOI Notice constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, Bank may, at its option, incorporate all or any part of your response to this EOI Notice in the contract. Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

Bank's right to verify - Bank reserves the right to conduct a site survey or obtain other evidence of facilities, resources, and managerial, financial and Bidder performance abilities prior to announcing the successful Bidder or

awarding an agreement under this evaluation process.

Financial documents - Bank may request additional financial/ business information from the Bidder at its discretion.

Termination/or suspension of evaluation process - Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs, but Bank is not obliged to provide any reasons.

Other Rights - Without limiting its rights under any other clause of this evaluation processor at law, and without liability to the Bidder or any third party, Bank may at any stage of evaluation process:

- Require additional information from a Bidder
- Change the structure and timing of the evaluation process
- Terminate further participation in the evaluation process by a Bidder
- Terminate negotiations being conducted with a Bidder
- Vary or extend the timetable and evaluation process
- Accept any non-complying Response; or
- Vary terms and conditions of evaluation process or specifications or requirements at anytime.

Responsibility for Costs - Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing Bank with the response, the revised response or any additional information).

Non-Reliance by Bidder - The Bidder, by submitting a Response, acknowledges that:

It does not rely on any information, representation, or warranty, whether oral or in writing or arising from other conduct, other than that specified in this EOI Notice or otherwise provided by Bank in writing.

It has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's response as well as the accuracy, currency or completeness of such information; and

Bank's right to vary- Bank reserves the right to vary any aspect of this evaluation process / EOI Notice without liability to Bidder. Where Bank varies any aspect of this evaluation process or the EOI Notice, Bank shall notify that variation.

Incorporation of Responses into agreement - The successful Bidder as concluded by Bank shall sign a Service Level Agreement (SLA) agreement and Memorandum of Understanding (MOU). Bank may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder into the final SLA agreement and MOU.

Precedence of Documents - If there is any inconsistency between the terms of this EOI Notice and any of its annexure, schedules, or attachments then, unless the contrary is explicitly stated in this EOI Notice, the terms of the EOI Notice will prevail to the extent of any inconsistency.

Governing Laws & Dispute Resolution - The EOI Notice, and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the EOI Notice process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of three arbitrators-one each to be appointed by Bank and Bidder and the two appointed arbitrators then appointing an umpire. The venue of arbitration shall be RAIPUR. Any appeal will be subject to the exclusive jurisdiction of courts at RAIPUR.

Governing Language - The proposal, all correspondences / communications and other documents pertaining to the contract shall be written in English/Hindi.

Section - 5

Annexure – I

EXECUTIVE SUMMARY FOR EMPANELMENT AS INSURANCE ADVISOR/CONSULTANT WITH THE BANK

1	Name of the Company / Firm	
2	Complete Address with Tel No. & Website (for further communication)	
3	Name, Designation, Contact No. & Email ID of authorized signatory of the company for any communication in relation to the EOI	
4	Names of the J V Partners & % of stake held by each as at 31.03.2021	
5	Year of Establishment	

6	Month & Year of Business Commencement					
7	Registration No. under Registration of Companies Act, 1956					
8	IRDAI License No. and date of first issuance					
9	Type of License – Direct or Composite					
10	Name of the Principal Officer					
	PAN No.					
	GSTIN No.					
10	Financial Information (Rs. In Crore)					
		2020-21	2021-22	2022-23	Average For 3 Yrs.	2023-24
A	Invested Capital					
B	Annual Revenue					
C	Operating (Profit/Loss)					
D	Profit/ Loss after Tax					
E	Accumulated Profit/ Loss					
F	Net worth					

Annexure-II

Technical Evaluation Criteria

SL	Criteria	Points	Total	Documents submission	Marks Scored
1	Number of years since license given by IRDA as on March 31, 2023		10	Copy of IRDAI License	
	Between 7 to 8 Years	4			
	Above 8 up to 10 years	6			
	Above 10 up to 12 years	8			
	Above 12 years	10			

2	Paid up capital (Rs. In Crore) Average for three Years 2020-21,2021-22 and 2022-23 (Audited)		5	CA Certificate along with Audited B/S	
	Between 1 crore to 2 crore	1			
	Above 2 crores to 3 crores	2			
	Above 3 crores to 4 crores	3			
	Above 4 crores	5			
3	Annual Revenue (Rs. In Crore) Average for three years 2020-21, 2021-22 and 2022-23(Audited)		5	CA Certificate	
	Between 5 crores to 10 crores	2			
	Above 10 crore to 20 crores	3			
	Above 20 crores to 30 crores	4			
	Above 30 crores	5			
4.	Experienced people, having worked in Nationalized Insurance, PSU companies (at the level of Divisional Manager and above) on Regular rolls of Bidder as on date ending last day of the month previous to the Bid submission date:		5	Declaration Certified by Authorized Signatory	
	4- 7 Experienced Employees	3			
	More than 7 Experienced Employees	5			
5.	Number of Employees (In India) (Excluding contract & sub-contract employees) as on 31.03.2023.		5	Declaration by Certified Authorised Signatory	
	Between 100 to 150	3			
	More than 150	5			
6	Overall Premium placed for (Rs.in crore) Average for three Years 2020-21, 2021-22, and 2022-23.		10	CA certificate	
	Up to 200 crore	4			
	More than 200 up to 400 Crore	6			
	More than 400 up to 500 Crore	8			
	More than 500	10			

7	Currently listed as Insurance with RRB/PSB/PSU as on date.		10	Declaration Certified by Authorised Signatory	
	Upto 10	5			
	More than 10 nos.	10			
8	Years of experience in managing RRBs without any Gap as on date.		5	Declaration Certified by Authorised Signatory	
	Up to 3 Years	3			
	More than 3 Years	5			
9	Number of Corporate Non-Health Insurance Policies placed by (average in last 3 F.Y. ending 31.3.2023) for RRBs/PSBs/PSU.		5	Declaration Certified by Authorised Signatory along with relevant extract of the policies	
	10- 15 Policies	3			
	More than 15 Policies	5			
10	Number of Corporate Group Medclaim Policies (including Banks) having coverage of minimum 2000 people (existing as on date)		5	Declaration as per format given in Annexure V along with relevant extract of the policies / endorsement showing number of lives	
	3 Policies	3			
	4 Policies and above	5			
11	Experience of Settlement Non Health Insurance Policies claims (average in last 3 Years ending 31.3.2021) for Banks/PSUs only		10	Self-Declaration duly signed by authorized signatory	
	5-10 Crores	5			
	10-20 Crores	7			
	More than 20 Crores	10			
12	Total number of claims managed under Non-Health Policies handled by you (Average for three Years 2020-21, 2021-22 and 2022-23).		5	Self-Declaration duly signed by authorized signatory as per Annexure VI	
	Up to 1000	1			

	More than 1000 up to 1500	2			
	More than 1500 up to 2000	3			
	More than 2000	5			
13	Amount of claims managed under Health Insurance Policies (Rs. in Crores) Average for three Years 2020-21,2021-22 and 2022-23).		5	Self-Declaration duly signed by authorized signatory as per Annexure VI	
	Up to 50 Crores	3			
	More than 50 up to 100 Crores	4			
	More than 100 Crores	5			
14	Total number of claims settled under Health Insurance Policies (Average for three Years 2020-21,2021-22 and 2022-23).		5	Self-Declaration duly signed by authorized signatory as per Annexure VI	
	Upto 20000	2			
	More than 20000 up to 50000	3			
	More than 50000 up to 100000	4			
	More than 100000	5			
15	Amount of claims settled under Health Insurance Policies (Rs.in Crores) (Average for three Years 2020-21,2021-22 and 2022-23).		5	Self-Declaration duly signed by authorized signatory as per Annexure VI	
	Up to 20 Crores	2			
	More than 20 up to 50 Crores	3			
	More than 50 up to 100 Crores	4			
	More than 100 Crores	5			
	TOTAL MARKS SCORED (Out of 100)				
16	Presence of office in Chhattisgarh with minimum 10 BQP as on 31.03.2023		5		
	Up to 3 years	2			
	More than 3 up to 5 years	3			

	More than 5 up to 10 years	4			
	Above 10 years	5			
	TOTAL MARKS SCORED		100		

Signature :

Name of the Authorised Signatory :

Designation :

Stamp / seal of the company :

Place :

Date :

Presentation:(Marks -20)

Top Three (3) eligible bids in terms of Technical Bids will be invited to make a presentation to an internal committee constituted for the purpose. In case of tie, all companies at Third rank will be invited to make the presentation. The Internal Committee will rank the presentations. All three (3) Participants would be informed about their rank in the presentation

(Signature)
 Name _____
 Designation _____

Stamp and seal

Place -
Date -

Annexure-III

COMPLIANCE LETTER

We hereby undertake and agree to abide by all the terms and conditions stipulated by Bank in the EOI Notice document.

We certify that the services proposed to be offered by us in response to the bid confirm to the technical specifications stipulated in the bid.

We certify that all the information furnished by us, and all the supported documents attached are true and confirm to the technical specifications stipulated in the bid.

Signature :

Name of the Authorised Signatory

: Designation

:

Stamp / seal of the company :

Place :

Date :

Annexure –IV

DECLARATION CERTIFICATE

I / We do hereby declare that there is no case pending with the Police/ IRDA/SEBI/Regulatory authorities against the proprietor/firm/partner/ employee.

Also, I/We have not been suspended / delisted / blacklisted by any other Govt. Ministry

/Department / Public Sector Undertaking / IRDA / SEBI / Autonomous Body / Financial Institution/PSBs/RRBs/ Court for corrupt and fraudulent practices in the past.

We certify that neither our company / firm nor any of the directors / partners are involved in any scam or disciplinary proceedings settled or pending adjudication.

We hereby undertake and confirm that we have understood the scope of work properly and shall carry out the work as mentioned in this EOI Notice.

Signature :

Name of the Authorised Signatory

:

Designation :

Stamp / seal of the company :

Place :

Date :

ANNEXURE-V (A)

Track Record of Assets/Indemnity Insurance Policies managed for corporate including Banks (Period from 01.04.2020 to 31.03.2023) with Minimum 50 crore				
Sl. No.	Name and Complete postal address of the Regional Rural Bank/ Public Sector Banks/PSUs	Name, Telephone, email address of the contact person	No. of years of Firm ship	Lives covered Under GMC policy
1				
2				
3				
4				

(Enclose necessary document proof)

(Signature)

Name _____

Designation _____

Stamp and seal

Place -

Date -

ANNEXURE-V (B)

Track Record of Health Insurance Policies managed for corporate including Banks (Period from 01.04.2020 to 31.03.2023) with Minimum 2000 lives				
Sl. No.	Name and Complete postal address of the Regional Rural Bank/ Public Sector Banks/PSUs	Name, Telephone, email address of the contact person	No. of years of Firm ship	Lives covered Under GMC policy
1				
2				
3				
4				

(Enclose necessary document proof)

(Signature)

Name _____

Designation _____

Stamp and seal

Place -

Date -

ANNEXURE-V (C)

Track Record of Staff PAI Insurance Policies managed for corporate including Banks (Period from 01.04.2020 to 31.03.2023) with Minimum 2000 lives				
Sl. No.	Name and Complete postal address of the Regional Rural Bank/ Public Sector Banks	Name, Telephone, email address of the contact person	No. of years of Firm ship	Lives covered Under GMC policy
1				
2				
3				
4				

(Enclose necessary document proof)

(Signature)

Name _____

Designation _____

Stamp and seal

Place -

Date -

ANNEXURE-VI (A)

Information on Claims Management, and Experience & Data regarding claims settled in corporate policies managed by the Company under Assets/Indemnity Insurance Policies.

(Amount in Crore)

Year	No. Of Claims Lodged	Total Claimed Amount	No. Of Claims Settled	Total Claim settled amount	% of claim settlement
2020-21					
2021-22					
2022-23					
Average for three years					
2023-24					

(Enclose necessary document proof)

(Signature)

Name _____

Designation _____

Stamp and seal

Place -

Date -

ANNEXURE-VI (B)

Information on Claims Management, and Experience & Data regarding claims settled in corporate policies managed by the Company under Health Insurance Policies.

(Amount in Crore)

Year	No. Of Claims Lodged	Total Claimed Amount	No. Of Claims Settled	Total Claim settled amount	% of claim settlement
2020-21					
2021-22					
2022-23					
Average for three years					
2023-24					

(Enclose necessary document proof)

(Signature)

Name _____

Designation _____

Stamp and seal

Place -

Date -

ANNEXURE-VI (C)

Information on Claims Management, and Experience & Data regarding claims settled in corporate policies managed by the Company under Staff Personnel Accident Insurance Policies.

(Amount in Crore)

Year	No. Of Claims Lodged	Total Claimed Amount	No. Of Claims Settled	Total Claim settled amount	% of claim settlement
2020-21					
2021-22					
2022-23					
Average for three years					
2023-24					

(Enclose necessary document proof)

(Signature)

Name _____

Designation _____

Stamp and seal

Place -

Date -