



Madhya Pradesh Gramin **Bank**, Head Office

MARKETING DEPARTMENT

204, Second Floor, C-21, Business Park, C 21 Square, Opp. Hotel Radisson Blu,
MR-10, Indore (M.P.) - 452010

Request for Proposal Document
for
Corporate Agency Arrangement for
General Insurance Business

Reference No. HO/MKT/25-26/RFP/01 Dated 30.07.2025

Note: This document contains 60 pages including this cover page.



Table of Contents

Sl. No.	Section	Particulars	Page No.
1.		Important Dates For Bidder(s)	4
2.		Definitions	5
3.	A	About Madhya Pradesh Gramin Bank	5
4.	B	About RFP	6
5.	C	Objectives	6
6.	D	Bidder(s) 's Eligibility /Criteria (All Mandatory Provisions)	7
7.	E	Scope Of Services	8
8.	F	Contract Period	10
9.	G	Bidding Guidelines	10
10.		1) Bidding Document: Preparation	11
11.		2) Bidding Document: Submission	11
12.		3) RFP Clarifications	12
13.		4) RFP Amendments	13
14.		5) Amendment Of Bidding Documents	13
15.		6) Contacting The Bank	13
16.		7) Period Of Validity Of Bids	13
17.		8) Last Date Of Submission Of Bids	13
18.		9) Opening Of Bids	14
19.		10) Rejection Of Bids	14
20.	H	Evaluation Process	15
21.	I	Presentation Details	17
22.	J	Terms & Conditions	19
23.	K	Other Terms & Conditions	22
24.	L	Termination Of Agreement	24
25.	Form 1	Minimum Eligibility Criterion (To Be Filled By Bidder(s))	25
26.	Form 2	Technical BID Document	27
27.	Form 3	Organization Snapshot	30
28.	Form 4	Organization Details	31
29.	Form 5	Product & Commission	32
30.	Form 6	Channel Wise Break Up	33
31.	Form 7	Distribution Set-Up	34
32.	Form 8	Segment Wise Business	35
33.	Form 9	Claim Settlement – Individual & Group	36
34.	Form 10	Category Wise New Business	38
35.	Form 11	IRDAI Penalty & Warnings	40
36.	Form 12	Claim Data	41
37.	Form 13	Turnaround Time (TAT) For Claims)	42
38.	Form 14	Grievance Redressal	43
39.	Form 15	Business & Revenue Estimates	44
40.	Form 16	Key Support Areas	45
41.	Form 17	Product Information	46
42.	Form 18	Manpower Support Evaluation Criteria	47
43.	Form 19	Renewal Persistency	48
44.	Form 20	Timelines as per Company's SOP Of Policy Issuance And Claim Settlement	49
45.	Form 21	Offering as per IRDAI guidelines "Bharat Griha Raksha Policy"	50
46.	Annexure 1	Undertaking By Bidder(s) (On Letter Head)	51
47.	Annexure 2	Non – Disclosure Agreement	54
48.	Annexure 3	Specimen For Authorization Letter for Bid Opening	55
49.	Annexure 4	Specimen For Authorization Letter for signing of BID Documents	56



50.	Annexure 5	Escalation Matrix	57
51.	Annexure 6	Undertaking From The Bidder(s)	58
52.	Annexure 7	Nil Deviation Declaration	59
53.		Disclaimer	60



Important Dates for Bidder(s)

	Subject	Date/Time
1.	RFP Number & Date	HO/MKT/25-26/RFP/01 Dated 30.07.2025
2.	Description	Selection of General Insurance Company/ies for Corporate Agency Tie-up
3.	Bank's details for communication and submission of RFP	The General Manager Madhya Pradesh Gramin Bank 204, C-21 Business Park, Opposite Hotel Radisson Blu, MR-10, Indore (M.P.) 452010 ho.mkt@mpgb-rrb.com ;
4.	Date of Issue	30.07.2025
5.	Last Date of submission of Queries/ seeking clarification to RFP	04.08.2025 by 5.00 PM
6.	Date by when Bank will respond to the clarifications sought by Bidder(s) and upload on website	07.08.2025 by 5.00 PM
7.	Last date if Submission of Bids	19.08.2025 by 11:00 AM
8.	Date & Time of Opening of Bid	19.08.2025 at 04:00 PM
9.	Presentation by Qualifying Bidder(s)	Shall be intimated by the Bank separately
10.	Tender fee: Applications without details of tender fee would be rejected.	Rs.11,800/- {Rupees Eleven thousand Eight Hundred only} (Bid fee including GST Rs. 10000 + Rs. 1800 GST) (Non-Refundable) Should be remitted through NEFT only for the credit of C.A/c No. 880120110000045 IFSC BKID0008801 (all zeros), favoring "Madhya Pradesh Gramin Bank , Indore"
This document can be downloaded from Bank's website: www.mpgb.co.in		

Note :-

1. RFP to remain valid for 180 days from the last date of submission.
2. **Bank** reserves the right to change these dates with appropriate intimation to the **Bidder(s)**.
3. The Bids received will be opened as per the date and time mentioned above. At the time of opening of Bids, the **Bidder(s)** or its representatives may present and witness the process.



Definitions:

- **Bank:** Refers to "Madhya Pradesh Gramin **Bank** (MPGB)"
- **Bidder(s):** Refers to General Insurance Company responding to this RFP
- **IRDAI:** Refers to Insurance Regulatory and Development Authority of India
- **Bid/proposal** Refers to the response submitted by the **bidder(s)** to this RFP

A. About Madhya Pradesh Gramin Bank

Madhya Pradesh Gramin **Bank** came into existence from 01.05.2025 following the amalgamation of the erstwhile Madhya Pradesh Gramin **Bank** and erstwhile Madhyanchal Gramin **Bank**, as per the Government of India Gazette Notification dated 05.04.2025. It is a leading Regional Rural **Bank** with 1320 branches/offices spread across Madhya Pradesh. The **Bank's** head office is located at 204, C-21 Business Park, C-21 Square, Opposite Hotel Radisson Blu, MR-10, Indore, and it operates through 21 regional offices and 1 Transit Office. The **Bank** serves the **Banking** needs of 55 districts in Madhya Pradesh, with a total business mix of Rs. 53,891.39 Crore as of 01.05.2025

The detail of administrative offices and branches as under:

Madhya Pradesh Gramin Bank (As on 01.05.2025)	
Head office	1
No. of Transit Offices	1
No. of Regional Offices	21
No. of Branch Offices	1320

Domestic Branches	01 st May, 2025
	Number of Branches*
Metro	36
Urban	112
Semi Urban	318
Rural	854
Total	1320

*Including 01 Service Branch.

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

For further details, please refer **Bank's** website www.mpgb.co.in

Highlights of the Bank's Performance:

(Amount in crore)

Performance Parameters	As on 31st March 2023	As on 31st March 2024	As on 31st March 2025	As on 01st May 2025
Total Deposits	17523.74	18827.87	19927.50	32322.04
Total Advances	13895.38	15511.89	16917.36	21569.35
Operating Profit	309.71	439.13	303.34	27.24
Net Profit After Tax	161.58	300.87	185.47	8.09
Capital Adequacy Ratio (%)	11.12	13.64	13.57	12.75
Net NPA (%)	2.65	2.47	2.49	4.38

For further details, please refer **Bank's** website www.mpgb.co.in



B. About RFP

The **Bank** Invites Request for Proposal from reputed General Insurance Company/ies for "Corporate Agency Tie-up" for distribution of General Insurance products through **Bank's** branches and other relevant outlets available now and also likely to be opened in future and /or through digital channels not limited to internet or mobile **Banking**. In this connection, **Bank** invites sealed proposals ('Conformity to Eligibility Criteria' & 'Technical Proposal') from General Insurance Companies as per Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

Bank is presently having corporate agency agreement with four General Insurance partners.

1. Bajaj Allianz General Insurance Co. Ltd.
2. IFFCO Tokio General Insurance Co. Ltd.
3. Reliance General Insurance Co. Ltd
4. SBI General Insurance Company Ltd.

Considering the vast scope, inherent potential and availability of several established players in the industry, **Bank** now intends as a matter of policy to relook and select one or more General Insurance company/ies for Corporate Agency Arrangement afresh through a mechanism of open architecture.

Accordingly, **Bank** is floating this RFP. The existing General Insurance partner companies may also submit their proposal afresh under this RFP and undergo the evaluation process being undertaken by the **Bank** for selection of one or more General Insurance Companies.

While the RFP is floated with intent to select one or more General Insurance Companies, there is no commitment on the part of the **Bank** to necessarily select one or more General Insurance companies. The **Bank** at its sole discretion reserves the right to select one or more General Insurance companies through this RFP process. The **Bank** also reserves its right to cancel this RFP at any stage without assigning any reasons whatsoever.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the **Bank** and any successful bidder(s) as identified by the **Bank** after completion of selection process. The **Bank** also reserves its right to cancel this RFP at any stage without assigning any reasons whatsoever.

C. Objectives

Madhya Pradesh Gramin **Bank** aims to establish a strategic corporate agency tie-up with one or more General Insurance companies to enhance its product offerings and customer satisfaction in the realm of General insurance. The objective is to provide a suite of insurance products including Retail General, Comprehensive Group Products, Health products, Critical Illness, Loan Protector etc.

The partnership seeks to leverage Madhya Pradesh Gramin **Bank's** extensive network and customer base to promote financial security and mitigate risks for



customers across various segments. The corporate agency tie-up aims to streamline insurance offerings, improve service delivery and enhance overall customer experience.

With the aforesaid objectives **Bank** invites proposals from eligible General Insurance Companies ('**Bidder(s)**') with a view to enter into Corporate Agency Agreement with shortlisted **bidder(s)**, to facilitate distribution of General Insurance products in India through Madhya Pradesh Gramin **Bank** branch outlets and /or through digital channels including but not limited to internet **Banking** or mobile **Banking** and help customers cover themselves and their family.

Bidder(s) are advised to carefully go through and submit all relevant information as sought in the RFP. Details of the scope of work, 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 is contained in this document.

D. Bidder(s)'s Eligibility /Criteria (All mandatory provisions)

It is mandatory for the potential **bidder(s)** to ensure that the following minimum eligibility criterion is met in order to participate in the process:

Sr. No.	Eligibility Criteria	
1.	Bidder(s) should be registered with IRDAI under General Insurance Category	Refer Form 1
2.	Bidder(s) should have a valid IRDAI license as on date of submission of RFP response, for procuring General Insurance Business in India.	
3.	Bidder(s) should have been in operation for minimum of 3 years in India.	
4.	Bidder(s) should have minimum 75 branches across India and minimum 1 Physical Branches in Madhya Pradesh as on 31.03.2025 (preferably located in Gwalior, Jabalpur, Bhopal, or Indore)	
5.	Bidder(s) should have a minimum solvency ratio of 1.5 as on 31.03.2025. (Not applicable to concern Public Sector General Insurance Company in India as per DFS Letter no. F.No. – EG-14017/64/2020-InstII Date: 02 July 2022)	
6.	Bidder(s) should have Corporate Agency tie-up arrangement with at least 2 Scheduled Banks (including RRBs/PSBs/Private Banks and excluding Co-operative Bank /Small Finance Banks / Payments Banks /Foreign Bank) as on date of Submission of this RFP.	
7.	Bidder(s) should have a Net Worth of not less than Rs.200 Crores as on 31.03.2025.	
8.	Authorized representative of Bidder(s) should submit undertaking as per Annexure 1 duly signed and stamped.	
9.	Bidder(s) should not have any plan/proposal of merging / takeover/ amalgamation with another company or group of companies as on date of submission of RFP response which consequently may make the new Company ineligible to participate in this process as per Eligibility criteria herein above.	



E. 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 eligible customers of MPGB.
- Approach & strategies for tapping the vast potential for General Insurance Business through branches of the **Bank** across the Madhya Pradesh.
- Tailor made General Insurance products to cater to the varied segments of **Bank's** customer base.
- Premium for the risk covered should be competitive.
- **Bidder(s)** should invariably offer maximum commission as a percentage of premiums that is allowed for General Insurance products offered by them as per IRDAI guidelines.
- During the tenure of Agreement, **BANK** would be acting as Corporate Agent of the **Bidder(s)** for the purpose of soliciting and distributing Insurance being offered by the **Bidder(s)** (hereinafter referred to as Policy/Policies), besides servicing such Policy holders introduced by it to the extent and in manner permitted by the Regulations or in any other manner by IRDAI.
- Policy documents and/or any Endorsements shall be issued without delay.
- **Bidder(s)** should be in a position to remit the revenue/commission payable to the **Bank** by the 5th of succeeding month with complete details related to premium collection, policy issuance, commission calculation, GST calculation etc.
- **Bidder(s)** should provide dedicated compliance team, dedicated manpower for sales and assistance and a dedicated grievance redressal mechanism under the corporate agency tie-up.
- **Bidder(s)** is responsible for adequate training of their manpower deployed for sales and after sales service of **Bank's** customers. **Bidder(s)** shall be responsible to provide adequate training to the **Bank's** staff involved in sale of their general insurance products.
- **Bidder(s)** will be solely responsible to provide uninterrupted service to the customers in terms of the IRDAI guidelines.
- The **Bidder(s)** will be solely responsible to honor the claim of insurance policy holder to whom **Bank** as a Corporate Agent sold insurance policy. **Bank** will not be responsible for honoring any such claim and the selected **bidder(s)** shall indemnify the **Bank** for any loss / expenses incurred on account of any action initiated by the policy holders for their claim against the **Bank**.
- The **Bidder(s)** will be solely responsible to the code of conduct of its staff deployed for servicing the **Bank's** clients. **Bank** will not be held responsible for any lapse in service or any fraudulent or mala-fide activity undertaken by them and the selected **bidder(s)** shall indemnify the **Bank** for any loss / expenses incurred by **Bank/** its clients in any such event.
- General Insurance products offered by the company must cover the past, existing and future products/ services offered by the **Bank** and should have comprehensive range of General Insurance products.
- Besides the redressal mechanism of **Bank**, **Bidder(s)** must have in place grievance redressal mechanism to ensure timely resolution of customer complaints/grievances, in compliance with the regulatory and **Bank's** requirements.
- **Bidder(s)** should have a dedicated grievance desk/system exclusively for our **Bank** to address complaints and redress grievances of **Bank's** customer efficiently.
- **Bidder(s)** must ensure prompt, personalized and fair settlement of claims without delay and in any case within the time permitted by IRDAI, subject to receipt of intimation of claim and submission of documents and all information as may be required by them/Surveyors.
- Put in place a robust system towards risk mitigation for the **Bank** to function as a Corporate Agent.
- **Bidder(s)** should be technologically advanced and equipped to cater ever evolving IT requirements, so as to provide the **Bank** APIs and other related technical support for digital platform integration and timely data on policies issued, renewals, lapsed, claims,

income etc. throughout the **Bank** with all details on a day to day basis and other details as and when required by

- the **Bank** in line with IRDAI regulations.
- **Bidder(s)** should also be able to timely provide MIS and data on policies issued, renewed and lapsed; claims received and settled; commission accrued and remitted and any other information sought by the **Bank** as and when required by the **Bank** in line with IRDAI regulations.
- The **Bidder(s)** should be technologically enabled, so as to be in position to provide the **Bank**, data on policies issued, policy renewals, policies lapsed and claims throughout the **Bank** with all details on a day to day basis and other details such as scanned copies of proposal forms etc. at regular intervals as may be mutually agreed. The IT systems of the **Bidder(s)** should be robust and advanced enough to share / exchange data with the **Bank** on real-time basis.
- The company should be in a position to provide real time dashboard (portal) access for monitoring of business and MIS sharing including real time reconciliation of premium collection and Income.
- The **Bidder(s)** would have to comply with all IRDAI regulations & guidelines applicable to the **Bidder(s)**.
- The selected **bidder(s)** will be responsible for obtaining, recording and maintaining the records for application (IVR/ Video recording etc. as applicable), product suitability, medicals, underwriting, policy issuance, claims, etc. for the Insurance products provided to **Bank's** customers in line with IRDAI guidelines. The Company should be able to furnish the information related to above as and when sought by the **Bank**.
- The company should invariably accept the existing customers and provide portability option to all **Banks'** existing General Insurance Policy Holders in case agreement with any existing tie-up partner is discontinued/replaced.
- The company should invariably accept the existing customers and provide portability option to all **Banks'** existing Health Insurance Policy Holders in case agreement with any existing tie-up partner is discontinued/replaced.
- The selected **bidder(s)** will be solely responsible to provide uninterrupted service to the customers in terms of the IRDAI guidelines.
- The RFP must explicitly state that the **bidder(s)** is required to provide coverage for the beneficiary across all medical systems and treatments, including Ayush and other alternative medicine systems, without any limit or cap on the sum insured, in accordance with IRDAI guidelines applicable to any health product offered by a General insurance company.
- The selected insurance Company to provide Tailor made Group General Insurance products to cater to the varied segments of **Bank's** customer base. Additionally, selected, customized, and enhanced retail General insurance products to be made available to all eligible customers of Madhya Pradesh Gramin **Bank**.
- Put in place a robust system towards risk mitigation for the **Bank** to function as a Corporate Agent.
- The Company should be technologically advanced and equipped to cater ever evolving IT requirements of the **Bank**. The Company should be able to provide **Bank** with APIs and other related technical support for digital integration with **Bank's** digital platforms and CBS.
- The issuance of policies with the agent code of Madhya Pradesh Gramin **Bank** is strictly subject to compliance; if any selected insurance company is found sharing the **Bank's** customers' agent code other than the official **Bank** code, Madhya Pradesh Gramin **Bank** reserves the right to terminate its association with said insurance company without providing any explanation.

Under no circumstances shall the data of Madhya Pradesh Gramin **Bank** be



shared externally; any breach of this RFP will result in immediate termination of the association without further explanation.

- Policy issuance and claim procedure must comply with IRDAI guidelines.
- The hardcopy of the policy should be sent to the customer's registered address as well as the branch address. Additionally, the dispatch details, including proof of delivery (POD), should be shared with each branch on a monthly basis, covering the hardcopy dispatches sent to both the customer and the branch.
- All claims submitted online should be processed using soft copies. Upon receipt of complete and accurate documents, the insurance company will settle the claim within 14 days (including all necessary verifications) in accordance with IRDAI regulations. In the event of an unexplained delay exceeding 21 days (including the surveyor report), the insurance company shall pay interest at a rate of 2% above the prevailing **Bank** rate on the claim amount, starting from the date of the claim. Any requirements or deficiencies in the submitted documents must be communicated by the insurer within 7 days of receiving the claim documents.
- The insurance company must continue providing services to customers for claims that fall within the policy period, even if their future partnership with MPGB is discontinued.
- The selected General Insurance Company must provide Admin User IDs to Madhya Pradesh Gramin **Bank's** Head Office and Regional Offices. This will enable them to access the MIS of policy data, download branch policy copies, view claim intimations, and submit online claims through the portal when customers share the required information with the branch.
- The issuance of policies should be facilitated through digital platforms such as WhatsApp, messages with download links, email, mobile apps, etc., and should be available for both group policies and retail/individual policies.
- Service area of operation for the selected insurance Company will be decided by the **Bank** as per their requirements.
- Our **Bank** is exempted from GST TDS.
- An in-house TPA (Third Party Administrator) for insurance is preferred.
- All IRDAI guidelines are applicable to General insurance products.

F. Contract period

The tie up between the selected General Insurance Company and the **Bank** shall be for a minimum period of 3 (three) years (subject to annual review) commencing from a date to be determined /advised after completion of the process of selection subject to provision of termination by either parties OR validity of Corporate Agent registration of the **Bank** (whichever is earlier). The arrangement may be renewed by further period of 2 years (1-year renewal each time) solely at the discretion of the **Bank**, subject to satisfactory performance of the inducted tie-up partner/s under General Insurance.

G. Bidding Guidelines:

This RFP is an invitation for **bidder(s)**'s responses. No contractual obligation on behalf of the **Bank** whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized officers of the **Bank** and the successful **bidder(s)/bidder(s)**. However, until a formal contract is prepared and executed, the offer of the **bidder(s)** together with **Bank's** written acceptance & notification of award under this RFP shall bind the successful **bidder(s)** as per the



terms of this RFP.

1) Bidding Document: Preparation

The **bidder(s)** is expected to examine all instructions, forms, terms and conditions and technical specifications in this RFP. Failure to furnish all information or suppressing any information required by the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the **bidder(s)**'s risk and may result in the rejection of its bid. Material deficiencies in providing the information requested may result in rejection of the Proposal.

While preparing the Proposal, the **Bidder(s)** must give particular attention to the following:

- The data should be furnished strictly in accordance with the format 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 31.03.2025 unless otherwise specified.

2) Bidding Document: Submission

- Submission of the data in the wrong type of formats will result in the Proposal being deemed non-responsive. No clarifications will be sought by the **Bank** in this regard.
- The original bid shall contain no interlineations 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. The **Bank** may treat such Offers as not adhering to the tender guidelines and as unacceptable.
- The **Bank** would like to expressly state that any assumption, terms, conditions, deviation etc., which the **bidder(s)** includes in any part of the **Bidder(s)**'s response to this 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(s)** in writing. The **bidder(s)** at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc. in the **bidder(s)**'s response to this RFP. No offer can be modified or withdrawn by a **bidder(s)** after submission of Bid/s.
- The **bidder(s)** should understand that the Madhya Pradesh Gramin **Bank** is a Regional Rural **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 **Bidder(s)** are shortlisted, the **Bidder(s)** 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 through email. Any effort by **Bidder(s)** to influence the **Bank** in the

examination, evaluation, ranking of proposals and recommendation for award shall result in the rejection of the **Bidder(s)** Proposal. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing as specified in the section "G - 3".

- Madhya Pradesh Gramin **Bank**, its employees or its consultants are not liable towards any financial loss caused to the **bidder(s)** either directly or indirectly as a result of their response to this RFP.
- The Bid documents as per the following checklist must be submitted altogether in hard copy in a **Single Sealed Envelope** duly super scribed as **"Corporate Agency Arrangement for General Insurance Business – in response to RFP: HO/MKT/25-26/01 dated 30.07.2025"**.

Sl. No.	Document	Enclosed (✓)
1)	Checklist	
2)	Submission Letter signed by the Authorized signatory (Formal Letter by Bidder(s))	
3)	Undertaking by Bidder(s) as per Annexure 1 of RFP	
4)	Non – Disclosure Agreement as per Annexure 2 of RFP	
5)	Authorization letter (for attending bid opening, if applicable) as per Annexure 3 of RFP	
6)	Technical Bid and enclosures (as per Form 1 to 21 of RFP) in serial order	
7)	Board Resolution (Latest Board Resolution) and Letter of Authority(specimen format provided in Annexure 4)	
8)	Escalation Matrix (specimen format provided in Annexure 5)	
9)	Undertaking from the Bidder(s) (specimen format provided in Annexure 6)	
10)	Nil Deviation Declaration (specimen format provided in Annexure 7)	

Note: An authorized representative who would be signing the Submission letter shall initial or Full signature in all pages of the original Bid Document with company seal.

3) RFP Clarifications

The **Bidder(s)** should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. Any request for clarification must be sent by the **bidder(s)** through E-mail by mentioning the relevant page number and clause number of the RFP, strictly in the format given below:

Sr. No.	Page	Point / section	Clarification point as stated in the tender document	Queries /Clarifications	Explanation / Remark, if any

All communications regarding points requiring clarifications and any doubts can be sent to email id – Ho.mkt@mpgb-rrb.com before 5:00 pm on 04.08.2025.

The queries raised by the **bidder(s)** shall be addressed on or before 5.00 pm on



07.08.2025 and final response will be uploaded on website or send via mail to concern **bidder(s)** on or before 07.08.2025. The clarification of the **Bank** in response to the queries raised by the **bidder(s)**/s, and any other clarification/ amendments/ corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the **bidder(s)**. Corrigendum/amendment will be upload in website - no separate intimations to any **bidder(s)**.

4) RFP Amendments

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 **bidder(s)**. To give **bidder(s)** 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.

5) Amendment of Bidding Documents

- The **bidder(s)** may modify or withdraw its bid after its submission, provided that written notice of the modification, along with the modified bid or withdrawal by such **Bidder(s)** is received by **Bank** prior to closing date and time prescribed for submission of bids.
- Such resubmission shall be allowed only once.
- In such case, the latest re-submitted bid will be considered for evaluation. No bid can be modified by the **bidder(s)**, subsequent to the closing date and time for submission of bids as specified in the Schedule hereinabove.

6) Contacting the Bank

- Any effort by **Bidder(s)** to influence the **Bank** in the examination, evaluation, ranking of proposals and recommendation for award shall result in the rejection of the **Bidder(s)** Proposal.
- **Bank's** decision in this regard will be final and without prejudice and will be binding on all parties.

7) Period of Validity of Bids

All Proposals shall be valid for a period of 180 days from the last date of submission mentioned in "**Important Dates for Bidder(s)**". A Bid valid for a shorter period is liable to be rejected by the **Bank** as non- responsive.

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(s)** to extend the validity period of their proposals. **Bidder(s)**, 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.

8) Last Date for Submission of Bids

- The last date of submission of RFP is 19.08.2025 before 11:00 AM. No proposal shall be accepted after this date and time.

➤ **Bank** may, at its discretion, extend this deadline for submission of bids by amending this RFP through any corrigendum/corrigenda, in which case the **bidder(s)** who



wish to participate may submit their bids as per the terms and conditions and specifications as laid down in this RFP up till such extended date and time for submission of bids.

- Any change in date or time will be displayed on the **Bank's** website, no separate notice will be sent.
- If last day of submission of bids is declared a holiday under Negotiable Instruments Act by the Government or closed due to bund 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. **Bidder(s)** are to submit the RFP in hard copy format in original only.

9) Opening of Bids

- The **bidder(s)** who would want to be present at the time of opening of bids may send their representative on the given date and time (max 2 representative) as per Annexure 3 of RFP.
- Attendance of all the authorized representatives of the **bidder(s)** who are present at bid opening will be taken in a register against Name, Name of the **Bidder(s)** and with full signature.
- The Bid shall be opened in the presence of the **Bidder(s)**'s authorized representative(s) as per following schedule.

Date	Day	Time	Venue
19.08.2025	Tuesday	04:00 P.M.	The General Manager Madhya Pradesh Gramin Bank 204, C-21 Business Park, Opposite Hotel Radisson Blu, MR- 10, Indore (M.P.) 452010

- The following details will be announced at the time of bid opening.
 - **Bidder(s)** name
 - Such other details as the **Bank** at its discretion may consider appropriate
- If any of the **bidder(s)** or all **bidder(s)** who submitted the tender are not present during the specified date and time of opening it will be deemed that such **bidder(s)** is not interested to participate in the opening of the Bid/s and the **Bank** at its discretion will proceed further with opening of the Bid in their absence.
- The **Bidder(s)** shall leave after opening of the bid and announcement of relevant details by the **Bank**.

10) 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(s)** 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(s)**.
- It is not properly or duly stamped and signed.



- It is received through Telex / telegram / fax / email (any digital mode).
- It is received after expiry of the due date and time.
- Required information is not submitted as per the format(s) given.
- Any information submitted by the **Bidder(s)** is found to be untrue / fake / false.
- The **Bidder(s)** 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 **Bidder(s)** to canvass /lobby/ influence the **Bank** in the examination, evaluation, ranking of proposals and recommendation for award shall result in the rejection of the **Bidder(s)** 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.

H. Evaluation Process

- The **Bank** reserves the right to appoint a professional agency to assist in the evaluation process.
- **Bank** may call for any additional information as required.

The evaluation process will be splitted/completed into 3 stages.

Stage 1: A Proposal shall be rejected, if it does not meet the **bidder(s)**'s eligibility/criteria as elaborated under section "D" of this document. Only eligible proposals shall be further taken up for evaluation.

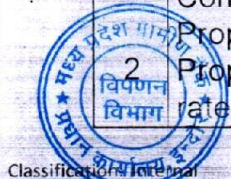
Stage 2: Technical Evaluation of all eligible bids will be done on the basis of the information sought in Form 1 to Form 21 along with other information submitted by **bidder(s)**. This will carry a weightage of 70 marks. The short listing will be based on the evaluation parameters & the weightage for each of these parameters is shown in the table below.

Companies that fail to achieve the technical evaluation benchmark of 60% marks will not be permitted to proceed with the presentation.

Parameters & Weightage for Evaluation of Bids of Bidder(s) meeting the Eligibility Criteria

(Maximum 70 marks)

S.N.	Parameters	Maximum Marks	Technical Evaluation Criteria		
1	Number of Years of Operation in General Insurance in India (as on 31.03.2025)	5	05 years to 12 Years	>12 years to 14 years	More than 14 years
			2	3	5
2	Commission on Building/Property and Commercial Property Insurance Plan (Flat rate of Commission in case	7	up to 25%	> 25% up to 28%	More than 28%
			1	5	7



	of Fresh and Renewal Policy)*						
3	Commission on Loan protector accidental Plan (Flat rate of Commission in case of Fresh and Renewal Policy)*	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
4	Commission on personal accidental Insurance for all Customers (Flat rate of Commission in case of Fresh and Renewal Policy)*	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
5	Net Worth as on 31.03.2025 (minimum Rs. 200 Cr)	5	Rs.200 Cr to Rs.1000 Cr	>Rs.1000 Cr to Rs.5000 Cr	>Rs.5000 Cr to Rs.10000 Cr	>Rs.10000 Cr to Rs. 20000	>Rs.20000
			1	2	3	4	5
6	Average Grievance Resolution Ratio - last 3 financial years	5	< 90%	> 90% to 98%	98% < 99%	>99%	
			2	3	4	5	
7	Commission on Stock Insurance, Fire Insurance and Burglary Insurance*	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
8	Regulatory/Statutory penalties	3	>1 Penalty in Last 3 Years	1 Penalty in Last 3 Years	No Penalty in Last 3 Years		
			1	2	3		
9	Claim settlement	5	<80%	>80 to 95%	>95%		
			0	2	5		
10	Commission on Bike Insurance, New Car Insurance and Old Vehicle Insurance and Agri Vehicle Insurance (Flat rate of Commission in case of Fresh and Renewal Policy)*	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
11	Commission on General Insurance Plan Critical illness, Wellness Plan, Health Insurance (Flat rate of Commission in case of Fresh and Renewal Policy)*	5	up to 25%	> 25% up to 28%	More than 28%		
			1	3	5		
12	Commission on Cattle Insurance and Livestock Insurance, Poultry, Fisheries etc. Insurance (Flat rate of Commission in case of Fresh and Renewal Policy)*	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
Total		70					



Kindly share the average commission of General Insurance Products and Health Insurance products category included in Technical Bid. Also, Share the Category wise (Not Product name wise) Commission rate of General insurance products and health Insurance products.

Please note that **Bank** may seek additional information/documents/clarification from the **bidder(s)** for the subject RFP process.

Stage 3: Upon RFP evaluation, the **Bank** reserves the right to invite eligible companies/**bidder(s)** as it may deem fit for presentation before a Committee of Senior Executives of the **Bank** instead of inviting all eligible **bidder(s)**. The Presentation (detail as per given below point I) will be scheduled on a specified date and time. **Bidder(s)** shall submit hard copy of the presentation made before the Committee well in time.

- ❖ The Presentation will carry a weightage of 30 marks.
- ❖ Successful **bidder(s)** will be intimated about the place, date & time of presentation and will have to make their own travel and stay arrangements. **Bank** will not bear any cost for the same.
- ❖ The **Bank** reserves the right to invite any number of **bidder(s)** to make a presentation.
- ❖ **Bidder(s)** 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 **bidder(s)**. The **Bank** intends to enter into corporate agency agreement with the top one or more **bidder(s)** or may not enter into agreement with anyone.
- ❖ In case the successful **bidder(s)** are not agreeable to signing the Corporate Agency Agreement or impose any conditions not acceptable to the **Bank** or communicate any changes 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(s)/bidder(s)**. 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 Corporate Agency Agreement /Memorandum of Understanding.
- ❖ The **Bank** reserves the right to accept or reject any application without assigning any reason whatsoever.

- I. **Presentation details (Aggregate 30 marks) Shortlisted bidder(s) will be invited to deliver a 10-15 minute presentation covering the following topics.**

Sr. No.	PARTICULARS
1.	Business, Revenue Forecast & Strategic Plans for achievement (New Business & Renewal), product strategy including development of new tailor made products for our Bank
a	Establishing a dedicated Bancassurance vertical
b	Developing business and revenue forecasts (achievable) for next 3 years for the Bank
	Creating strategies for mobilizing new business, segment – wise and product-wise plans (Product- Stock Insurance, plant and machinery,



	Cattle/Livestock Insurance (Includes all type of Cattles like Buffalo, Cow, Piggery, Goat, Sheep, Poultry, Fisheries, Bullock etc.), Agriculture Equipment's (Tractor, Trolley, Rotavator, Thresher, Cultivator, Bullock Cart etc.), Vehicles (All type of vehicles personal use, commercial use, Battery operated vehicles etc.), Motor Pumps including agriculture pump set, Personal accident Plan to Deposit Customers, loan protector Plan to Asset portfolio, properties Plan (Building- Residential and commercial, Construction building, Tin shield Building, Farm House, animal shed etc.), Other Plans etc.)
d	Formulating strategies for renewal business, informing existing customers and improving persistency
e	Provide Tailor made Group General Insurance products to cater to the varied segments of Bank's customer base and describe its pricing and coverage. Additionally, selected, customized, and enhanced retail General insurance products being offered to be detailed.
2.	Support System to be provided to the Bank in terms of Manpower, Sales, MIS, and Technological Support, IT integration
a	Providing designated manpower for lead generation and marketing support, operations, training, underwriting & claims, etc.
b	Providing MIS (dashboard) on business mobilization & commission calculation And reconciliation on real time basis.
c	<ul style="list-style-type: none"> - IT integration with Bank's digital platforms, CBS etc. - Robust Digital capabilities for Policy issuance, Verification, Servicing, Facilitating Renewals, Claim Settlement, recording TAT etc.
	Technology & MIS Support. (dedicated portal, Mobile App, Virtual Sales, Digital readiness for API business dashboards, business sourced on collection & issuance basis, SP/branch wise mapping, SP wise policies sourced, commission data, regulatory returns, open items reconciliation, etc).
d	Technology Support: Partner Portal, MIS Platform, Data Labs & Business Analytics, IRDAI Compliance etc.
	Technological robustness to provide Bank , data on policies issued, policy renewals, policies lapsed and claims throughout the Bank with all details on a day to day basis and other details such as scanned copies of proposal forms etc. including automated recordkeeping mechanism.
3.	Claim Settlement & grievance redressal mechanism
a	Efficient claim settlement process with minimal TAT and customer Satisfaction (Focus digital platform)
b	Claim Automation Process, Mechanism for Servicing of Policy Holders & Grievance Redressal Mechanism.
c	Robust grievance redressal mechanism
4.	Compliance and operational Support to be Provided to the Bank
	Data/information for periodic IRDAI returns, Audit, training of personnel, etc.
5.	Commission Structure
	<ul style="list-style-type: none"> • Commission structure /incentive to be offered as per latest IRDAI guidelines on EOM • Commission Structure (product wise, PPT, fresh/renewal, manual/digital etc) and Payment Terms & Frequency.



	• Recovery of the commission structure in case of policy booked for long term or lapses/ surrender cases will be as per the latest IRDAI guidelines.
6.	Risk mitigation measures for the Bank in terms of regulatory compliance / claim processing / complaints by policyholders/by act and omission of Insurer etc.
7.	Additional incentive payable to Bank upon achievement of budgets for GWP
8.	Competitive Advantages / Strengths
9.	Creation of Specified Persons (SPs) for Bank
10.	Customized products for Assets and Liabilities Portfolio of our Bank
11.	The premium payment mandate must comply with IRDA guidelines.
12.	Any Other relevant Information

J. Terms and Conditions

1. Force Majeure:

Notwithstanding the above provisions, the successful **bidder(s)** 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(s)** and not involving the **Bidder(s)**'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(s)** shall promptly notify the **Bank** in writing of such condition and the cause thereof. Unless otherwise directed by the **Bank** in writing, the **Bidder(s)** shall continue to perform its obligations under the Contract as far as reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

2. Information 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(s)** 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(s)** 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(s)** 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(s)** comes to know or could have access to. The **Bidder(s)** 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 copy/Photostat/electronic or any other means is strictly prohibited without prior consent of the **Bank**.



3. Non-Disclosure Agreement

As the successful **bidder(s)** will have customer's information of the **Bank**, the **Bank** will require the successful **bidder(s)** to sign a Non-Disclosure Agreement undertaking indemnity for not disclosing or part with any information relating to the **Bank** and its data to any person or persons or authorities, without written consent of the **Bank**. Breach of the same will result in cancellation of the agreement apart from other remedies which shall be available to the **Bank** against the **bidder(s)**. **Bidder(s)** shall sign Non-Disclosure Agreement within one month of executing the agreement failing which **Bank** will cancel the agreement.

4. Resolution of disputes and arbitration

The **Bank** and the **Bidder(s)** shall make every effort to resolve any disagreement or dispute amicably, arising in connection with this RFP, by direct and informal negotiation between the designated officer of the **Bank** and designated representative of the **Bidder(s)**. If designated officer of the **Bank** and representative of **Bidder(s)** are unable to resolve the dispute within a reasonable period as deemed fit by the **Bank**, they shall immediately escalate the dispute to the senior authorized personnel designated by the **Bank** and General Insurance Company respectively. If the parties fail to resolve the dispute within 30 (Thirty) days after the commencement of such negotiations, Madhya Pradesh Gramin **Bank** can:

- All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof, should be settled by bilateral discussions.
- Refer the dispute for arbitration, whereby one Arbitrator each shall be appointed by each party and the third Arbitrator (Umpire) shall be appointed by mutual consent of both arbitrators. This third Arbitrator shall preside over the Arbitration proceedings.
- Within thirty (30) days of the receipt of the said notice, the arbitrators shall be appointed in writing.
- The seat and place of arbitration shall be Indore. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only.
- Each party shall bear its own cost of preparing and presenting its case and their respective arbitrator. The cost of Third Arbitrator including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the arbitrator.
- The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.
- The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party.



5. Applicable law and jurisdiction of court

This RFP and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India. Both the Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this RFP only the courts in Indore shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

6. Inspection of Records:

All **Bidder(s)** 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 excerpts or transcripts of all relevant data.

7. Legal Relationship:

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

8. Corporate Agency Agreement /Service Level Agreement:

Upon completion of the selection process, the selected General Insurance Company should sign a Corporate Agency Agreement / Service Level Agreement with the **Bank**, which among other conditions will also include the following.

- a) The selected General Insurance Company should agree the performance standards stipulated by the **Bank**.
- b) The selected General Insurance Company should maintain all the records related to policy documents of the policy holders and ensure safe custody of it.
- c) The selected General Insurance Company should be able to provide the MIS reports related to business under this contract to the **Bank** as per requirements from time to time.
- d) It will be the sole responsibility of the selected General Insurance Company to provide uninterrupted service to the customer/s.
- e) The selected General Insurance Company and its representatives should maintain secrecy and confidentiality of all records and information shared under this contract.
- f) The selected General Insurance Company should indemnify the **Bank** for breach of confidentiality and obligations by the selected General Insurance Company, its representatives and agents at the first demand by the **Bank**.
- g) The selected General Insurance Company shall indemnify, protect and save the **Bank** against all claims, losses, damages, expenses, action suits and other proceedings, resulting infringement of any law pertaining to patent, trademarks, copyrights or such other statutory infringements in respect of its insurance business.
- h) The selected General Insurance Company should procure necessary licenses, permissions and approvals from the competent authority and comply with all applicable laws in respect of insurance business done by them as well as in



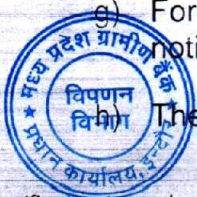
relation to the sub-contractors engaged by them.

- i) The selected General Insurance Company should provide indemnity to the **Bank** against all claims, costs and all commission and omissions by the service provider and its representatives.
- j) IRDAI or any regulatory authority shall have the right to audit the selected General Insurance Company.
- k) **Bank** shall have the right to terminate the agreement by issue of notice without assigning reason and also in the case of breach of contractual obligations by the selected General Insurance Company. The selected General Insurance Company shall not terminate the agreement for convenience.
- l) The Selected **Bidder(s)** shall be liable to compensate **Bank** in case of regulatory non-compliance, non-fulfilment of terms of agreement, or violation or breach of any of the terms of the Corporate Agency Agreement including confidentiality obligation, and /or non-achievement of the annual budget agreed on mutual consent, by any of the following at the time of execution of agreement:
 - a. Furnishing of Performance Guarantee favoring "Madhya Pradesh Gramin **Bank**, Marketing Department, Head Office" for amount equivalent to 5% of the budgeted Commission Income for the first financial year; or
 - b. Maintaining a Fixed Deposit in MPGB in the name of Company with a lien favoring "Madhya Pradesh Gramin **Bank**, Marketing Department, Head Office" for amount equivalent to 5% of the budgeted Commission Income for the first financial year.

K. Other Terms & Conditions:

- a) The General 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 Madhya Pradesh. All such details and consolidated statement must be submitted by the 5th 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.

The company to remit the revenue/commission payable to the **Bank** by the 5th of



succeeding month with complete details related to premium collection, policy issuance, commission calculation, GST calculation etc. Any lapse in abiding the timelines will amount to termination of the agreement.

- i) The Company is responsible for adequate training of their manpower deployed for sales and after sale service of **Bank's** customers.
- j) The insurance company will be responsible for any loss or damage arising from non-payable claims or other service-related issues faced by the **Bank's** customers. If any court or forum issues an award against the **Bank**, the insurance company will provide compensation to the customer on the **Bank's** behalf. This responsibility applies to all types of policies, including group master policies, regardless of whether the tie-up is active or has been terminated.
- k) Share the required claims reports to MPGB (including surveyor reports).
- l) In stock insurance, the address of the customer's unit should align with the loan application submitted to the branch. If the customer's stock address differs from the unit location, the insurance company must consider all provided addresses for claims, including the stock's transit address. Stock insurance should cover all types of damages, and no proportionate deductions will apply to claims if the policy is purchased by the customer through MPGB. The claim amount must match the sum insured under the policy issued by the selected general insurance company. Additionally, the surveyor report should be sent to the concerned MPGB branch within the stipulated TAT.
- m) Policy issuance and claim procedure must comply with IRDAI guidelines.
- n) The insurer, under an agreement with the master policy holder, may leverage on the existing infrastructure, if any, for better administration of the scheme with respect to
 - 1.1 data management
 - 1.2 collection of premium
 - 1.3 issuance of certificate of insurance and
 - 1.4 claim settlement
- o) The selected Insurance Company should provide necessary training to the staff of the **Bank**.
- p) The **Bank** mandates the assignment of at least one personnel to each district within its service area.
- q) Selected **Bidder(s)** shall be the "Principal Employer" of the employees, agents, contractors, sub-contractors etc. engaged by selected **bidder(s)** 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(s)**, for any assignment under the contract. All remuneration, claims, wages dues etc. of such employees, agents, contractors, sub-contractors etc. of selected **bidder(s)**



shall be paid by selected **bidder(s)** alone. **Bank** shall not have any direct or indirect liability or obligations, to pay any charges claims or wages of any of the selected **bidder(s)** employees, agents, contractors, sub-contractors etc. Selected **bidder(s)** shall agree to hold **Bank**, its successors, assignees 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 **bidder(s)** employees, agents, contractors, sub-contractors etc.

r) **Intellectual Property Rights**

The name, logo, design of the Madhya Pradesh Gramin **Bank** is solely the property of the Madhya Pradesh Gramin **Bank** and in no case the Service Provider shall use the same, except for the purposes mentioned under this agreement and exclusively for Madhya Pradesh Gramin **Bank** only.

L. **Termination of Agreement**

A clause for termination with suitable notice will be incorporated in the final agreement. The agreement with the selected **Bidder(s)** may be cancelled at the **Bank's** discretion on account of following or without assigning any reason:

- a) On refusal to take up the allotted Assignment;
- b) If the **Bidder(s)** stands dissolved / reconstituted under a new name/ style of the **Bidder(s)** is changed;
- c) On not abiding by the terms and conditions stipulated in the agreement;
- d) If the performance of the **Bidder(s)** is not found satisfactory (viewed as such by the **Bank's** appropriate authority);
- e) If the IT implementation plan is not received within 60 days from the date when the **bidder(s)** is declared successful by the **Bank**.
- f) Any other reason at the discretion of the **Bank**.



Form 1: Minimum Eligibility Criterion (to be filled by bidder(s))

Sr. No.	Eligibility Criteria	Supporting documents to be enclosed	Criteria Met (Yes/ No)
1.	The bidder(s) must be registered with the Insurance Regulatory and Development Authority of India (IRDAI) under the General Insurance category	Copy of original license issued by IRDAI while granting license	
2.	Bidder(s) should have a valid IRDAI license as on date of submission of RFP response, for procuring General Insurance Business in India.	Copy of current license with proof of renewal	
3.	Bidder(s) should have been in operation for minimum of 3 years in India.	Certificate of Incorporation and Self-declaration on company letter head duly signed by authorized Signatory.	
4.	Bidder(s) should have minimum 75 branches across India and minimum 1 Physical Branches in Madhya Pradesh as on 31.03.2025 (preferably located in Gwalior, Jabalpur, Bhopal, or Indore)	Self-declaration on company letter head duly signed by authorized Signatory.	
5.	Bidder(s) should have a minimum solvency ratio of 1.5 as on 31.03.2025. (Not applicable to concern Public Sector General Insurance Company in India as per DFS Letter no. F.No. – EG-14017/64/2020-InstII Date: 02 July 2022)	Self-declaration on company letter head duly signed by authorized Signatory.	
6.	Bidder(s) should have Corporate Agency tie-up arrangement with at least 2 Scheduled Banks (including RRBs/PSBs/Private Banks and excluding Corporate Bank/Small Finance Banks/ Payments Banks/Foreign Bank) as on date of Submission of this RFP.	Letter from the respective Bank or Copy of valid Agreement from tie-up partner	
7.	Bidder(s) should have a Net Worth of not less than Rs. 200 Crores as on 31.03.2025	CA certified copy	
8.	Authorized representative of Bidder(s) should submit undertaking as per Annexure 1 duly signed and stamped.	Declaration on company letter head duly signed by authorized signatory.	



Sr. No.	Eligibility Criteria	Supporting documents to be enclosed	Criteria Met (Yes/ No)
9.	Bidder(s) should not have any plan / proposal of merging / takeover / amalgamation with another company or group of companies as on date of submission of RFP response which consequently may make the new Company ineligible to participate in this process as per eligibility criteria herein above.	Self-declaration on company letter head duly signed by authorized signatory.	

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____

Signature: _____

(Chartered Accountant to the Company)

(Seal of Organization)

(UDIN: _____)



Form 2: Technical BID Document

S. No	Parameter	Details to be filled in by Bidder(s) (wherever applicable as reported to IRDAI)			
1.	Number of years of operation in India as of 31.03.2025				
2.	Branch Network as of 31.03.2025				
3.	Non-Bank Promoted Company	Non-Bank Promoted	Bank as strategic Investor-if yes, mention the % share	Bank promoted or Bank as a group company	
		24-25	23-24	22-23	Avg of 3 years
4.	Net-Worth as on 31.03.2025				NA
5.	Solvency ratio as of 31.03.2025				NA
6.	Penalty by IRDAI (Number)				Total
	Penalty by IRDAI (Amount)				Total
7.	Claim Settlement Ratio (%)*				
8.	Grievance Redressal Ratio (%)				
9.	Gross Written Premium (GWP) as on 31.03.2025*				
10.	Gross Written Premium (GWP) % YoY Growth as on 31.03.2025*				%
11.	Manpower Support				
12.	No of tie ups under corporate agency with SCBs (including PSBs) as on 31.03.2025	No of SCBs	Out of which PSBs		
13.	Combined Ratio as on 31.03.2025*				

* As per public disclosures (provide the supporting document)

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Parameters & Weightage for Evaluation of Bids of Bidder(s) meeting the Eligibility Criteria

(Maximum 70 marks)

S.N.	Parameters	Maximum Marks	Technical Evaluation Criteria				
1	Number of Years of Operation in General Insurance in India (as on 31.03.2025)	5	05 years to 12 Years	>12 years to 14 years	More than 14 years		
			2	3	5		
2	Commission on Building/Property and Commercial Property Insurance Plan (Flat rate of Commission in case of Fresh and Renewal Policy)	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
3	Commission on Loan protector accidental Plan (Flat rate of Commission in case of Fresh and Renewal Policy)	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
4	Commission on personal accidental Insurance for all Customers (Flat rate of Commission in case of Fresh and Renewal Policy)	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
5	Net Worth as on 31.03.2025 (minimum Rs. 200 Cr)	5	Rs.200 Cr to Rs.1000 Cr	>Rs.1000 Cr to Rs.5000 Cr	>Rs.5000 Cr to Rs.10000 Cr	>Rs.10000 Cr to Rs. 20000	>Rs.20000
			1	2	3	4	5
6	Average Grievance Resolution Ratio - last .3 financial years*	5	< 90%	> 90% to 98%	98% < 99%	>99%	
			2	3	4	5	
7	Commission on Stock Insurance, Fire Insurance and Burglary Insurance	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		
8	Regulatory/Statutory penalties*	3	>1 Penalty in Last 3 Years	1 Penalty in Last 3 Years	No Penalty in Last 3 Years		
			1	2	3		
9	Claim settlement	5	<80%	>80 to 95%	>95%		
			0	2	5		
10	Commission on Bike Insurance, New Car Insurance and Old Vehicle Insurance and Agri Vehicle Insurance (Flat rate of Commission in case of Fresh and Renewal Policy)	7	up to 25%	> 25% up to 28%	More than 28%		
			1	5	7		



11	Commission on General Insurance Plan Critical illness, Wellness Plan, Health Insurance (Flat rate of Commission in case of Fresh and Renewal Policy)	5	up to 25%	> 25% up to 28%	More than 28%
			1	3	5
12	Commission on Cattle Insurance and Livestock Insurance (Flat rate of Commission in case of Fresh and Renewal Policy)	7	up to 25%	> 25% up to 28%	More than 28%
			1	5	7
Total		70			

Note:- Minimum 60 % required for Qualify in Technical Bid



Form 3: Organization Snapshot

1	Name of the Applicant Company			
	Complete address – H.O			
	Tel. No.			
	Website			
2	Names of the JV Partners & % of stake held by each as on 31.03.2025			
	1.			
	2.			
	3.			
3	Year of Establishment			
4	Month & Year of Commencement of Business			
5	IRDAI License Number & Date (latest renewed)			
6	Number of Branches as on 31.03.2025			
7	Financial Information	FY2022-23	FY2023-24	FY2024-25
	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	FY2022-23	FY2023-24	FY2024-25
	a. Number of Policies issued			
	b. Share of Rural Business as a % of total policies issued			
	c. Gross Written Premium (INR Cr)			
	d. Claims Paid (INR Cr)			
	e. Claims Repudiated (INR Cr)			
	f. Number of Active Customers			
	g. Number of Active Policies			
	h. Number of Claims under dispute & amount under dispute			
	i. Number of active products			
	j. Number of lives covered under simple attachment products on group platform (Credit General//Group Term Plan/ Other Group Plan)			

Place: _____

Date: _____

Signature of Applicant:
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Classification: Internal

Form 4: Organization Details

- A. Provide a list of all board members as of the current date, along 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 Id's in the format as given below:

Name	Designation	E-mail Id

- E. Please provide the number of branches as on 31.03.2025 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 bidder(s). The bidder(s) are requested to use this e-mail id only for clarification, if any.

Name	
Designation	
Email - ID	
Contact number	

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Classification: Internal

Form 6: Channel wise Break Up

Business breakdown by channel

(Figures in INR Crores)

PARTICULARS	Gross Premium		
	FY2022-23	FY2023-24	FY2024-25
Agency			
Corporate Agents (Bancassurance)			
a) PSU BANKS			
b) PVT Banks including MNC /Foreign Banks in India			
c) RRB Banks			
Corporate Agents (Others)			
Brokers			
Web Sales			
Direct Sales Team			
Total			
Bancassurance as % of Total New Business Premium			

As per public disclosures (Provide the supporting document)

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Classification: Internal

Form 7: Distribution Set-Up

- Does the **bidder(s)** have a dedicated bancassurance vertical and team? (Yes/No)
- Please provide the list of **Banks** acting as Corporate Agent for the organization as on 31.03.2025.

Sr. No.	Corporate Agent - Bank of Bidder(s) Name of SCB -A*	Out of Column A- Public Sector Bank (Y/N)*	Corporate Agent of Bidder(s) since date (DD/MM/YYYY)

- Please provide the List of **Banks** having a group policy as on 31.03.2025 from the **bidder(s)** to cover its customers.

Sr. No.	Name of the Bank	Product Name	MPH since date (MM/YY)

*MPH – Master Policy holder

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Form 8: Segment Wise Business

Provide a segment-wise breakdown of business in the following format:

(Figures in INR Cr)

FY	Fire	Marine	Motor	Health	Loan protector	Misc	Other	TOTAL
2022-23								
2023 -24								
2024 -25								

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

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Form 9: CLAIM SETTLEMENT – INDIVIDUAL & GROUP

INDIVIDUAL GENERAL (Asset based Insurance) - DEATH CLAIMS OF GENERAL INSURERS (NUMBER OF CLAIMS)

Particulars	2022-23	2023-24	2024-25
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/period (G=C-D E-F)			

INDIVIDUAL GENERAL (Asset based Insurance) - DEATH CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS- MONETARY VALUE)

(Figures in INR Cr)

Particulars	2022-23	2023-24	2024-25
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/period (G=C-D E-F)			

GROUP GENERAL (Asset based Insurance) - DEATH CLAIMS OF GENERAL INSURERS (NUMBER OF CLAIMS)

Particulars	2022-23	2023-24	2024-25
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/period (G=C-D E-F)			

GROUP GENERAL (Asset based Insurance) - DEATH CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS – MONETARY VALUE)

(Figures in INR Cr)

Particulars	2022-23	2023-24	2024-25
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/period (G=C-D E-F)			

INDIVIDUAL and GROUP GENERAL (Accidental Insurance) - DEATH CLAIMS OF GENERAL INSURERS (NUMBER OF CLAIMS)

Particulars	2022-23	2023-24	2024-25
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/period (G=C-D E-F)			

INDIVIDUAL and GROUP GENERAL (Accidental Insurance) - DEATH CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS- MONETARY VALUE)

(Figures in INR Cr)

Particulars	2022-23	2023-24	2024-25
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/period (G=C-D E-F)			

Aging of Claims as of March 31st 2025

1 Month	1-3 Month	3-6 Month	6-12 Month	>1 Year	Total Number of Claims Paid	Total Amt of Claims Paid

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)



Name: _____

Designation: _____

Form 10: CATEGORY WISE NEW BUSINESS

Please provide Category Wise break up of New Business for 3 FY's in the format as given below:
(Figures in INR Cr)

S.No.	Details	FY 2022-23	FY 2023-24	FY 2024-25
1	New* Business Premium (NBP) ~ Total			
1.1	New Business Premium ~ Individual			
1.1.1	NBP ~ Individual ~ Regular Premium			
1.1.2	NBP ~ Individual ~ Single Premium			
1.2	New Business Premium ~ Group			
1.3	Of (1.1), collected through Corporate Agents ~Bank Channel			
1.4	Of (1.1.1), collected through Corporate Agents ~Bank Channel			
1.5	Of (1.1.2), collected through Corporate Agents ~Bank Channel			
1.6	Of (1.2), collected through Corporate Agents ~Bank Channel			
2	Annualized Premium Equivalent (APE) – New Business Premium ~ Individual			
2.1	APE ~ NBP ~ Individual ~ for business collected through Corporate Agents ~Bank Channel			
3	Gross Written Premium (GWP)~ Total			
3.1	New Business Premium			
3.2	Renewal Premium			
3.3	Of (3), collected through Corporate Agents ~Bank Channel			
4	% Product Mix Retail (New Business Premium~Individual Only)			
4.1	Cattle Insurance			
4.2	Stock Insurance			
4.3	Health Insurance			
4.4	Loan protector insurance			
4.5	Building and Fire Insurance			
4.6	Personal Accidental insurance			
4.7	Others (if any)			
5	Total No of Policies (New Business Individual)			
6	Average Premium Per Policy (New Business Individual)			
7	Average Sum assured per policy (New Business Individual) (INR in lac)			
8	% Product Mix Group (New Business Only)			
8.1	Group Health Business			
8.2	Group General Business			

8.3	Other Group Business			
8.4	Others			
9	Persistency ratio (%)			
9.1	For Health plan			
9.2	For Personal accidental plan			
9.3	For Other Plans			

*NBP means first time Buyer

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____

Form 11: IRDAI Penalty & Warnings

➤ Has the **Bidder(s)** been ever penalized by IRDAI in last 5 years? (Yes/No)

Please provide details in the format given below: (amount in rupees)

2020-21	S. No	Amount of Penalty, If applicable	Detailed Reason for Penalty/Warning
	1.		
	2.		
	3.		
	Total		
2021-22	S. No	Amount of Penalty, If applicable	Detailed Reason for Penalty/Warning
	4.		
	5.		
	6.		
	Total		
2022-23	S. No	Amount of Penalty, If applicable	Detailed Reason for Penalty/Warning
	1.		
	2.		
	3.		
	Total		
2023-24	S. No	Amount of Penalty, If applicable	Detailed Reason for Penalty/Warning
	1.		
	2.		
	3.		
	Total		
2024-25	S. No	Amount of Penalty, If applicable	Detailed Reason for Penalty/Warning
	1.		
	2.		
	3.		
	Total		

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

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)



Name: _____

Designation: _____

Form 12: Claim Data

a) Total Claims and settlement ratio

(Figures in INR Cr)

	Claims Received		Claims Paid		%age Settlement	
	No.	Amt.	No.	Amt.	No	Amt.
FY2022-23						
FY2023-24						
FY2024-25						
Average of last 3 years						

b) Claims of General Insurers

Particulars	FY2022-23		FY2023-24		FY2024-25	
	No.	Amt.	No.	Amt.	No.	Amt.
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)						

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Form 13: Turnaround time (TAT) for claims

Please provide a data pertaining to turnaround time (TAT) in the format given below:

(Figures in INR Cr)

Particulars	FY2022-23			FY2023-24			FY2024-25		
For Online claims (Claim with Soft Copy)	Number	Amt.	%age on number	Number	Amt.	%age on number	No.	Amt.	% age on number
a) < 7 Days									
b) 7 – 14 Days									
c) 15 – 30 Days									
d) > 30 Days									
e) Total									

Particulars	FY2022-23			FY2023-24			FY2024-25		
For Offline claims (Claim Process through Hard Copy)	Number	Amt.	%age on number	Number	Amt.	%age on number	Number	Amt.	%age on number
a) < 7 days									
b) 7- 14 days									
c) 15- 30 days									
d) > 30 days									
e) Total									

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Classification: Internal

Form 14: Grievance Redressal

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

Particulars	FY2022-23	FY2023-24	FY2024-25
a) Opening Balance of Grievances			
b) Grievances reported during the Year			
c) No. of grievances resolved during the year			
d) No. of grievances pending at the end of the year (a+b-c)			
Grievance Redressal Ratio% (c/a+b)			
Average of last 3 years			

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Form 15: Business & Revenue Estimates

- A. Please provide the Estimated Potential for Next 3 Years that Madhya Pradesh Gramin **Bank** holds to do General Insurance Business and earn revenue from the same.

(Figures in INR Cr)

	Year 1 (2025-26)	Year 2 (2026-27)	Year 3 (2027-28)
Number of Policies			
Gross Written Premium			
Revenue (Commission) to the Bank			

- B. Exclusive Manpower (count) which will be deployed for Madhya Pradesh Gramin **Bank**.

	Within 3 months of Agreement	Year 1 (2025-26)	Year 2 (2026-27)
Exclusive Manpower for MPGB (preferably Payroll)			

- C. Please provide a detailed Business Strategy & Road Map for the **Bank** to achieve the same.



Form 16: Key Support Areas

Please elaborate on the kind of support that **Bidder(s)** will provide to the **Bank** on each of the parameters as listed below. The **Bidder(s)** 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.

S 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 Manpower deployment year-wise)
5.	Training support (Including no. of hours per year)
6.	Marketing support
7.	Operational support
8.	Claims & service support
9.	Grievance Redressal mechanism
10.	Technology support (including digital platform integration if planned)
11.	Technology driven CRM module for capturing and expediting resolution of grievance
12.	Bancassurance performance control structure (Steering committee review of monthly, quarterly and yearly performance)
13.	Fee income for the Bank

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Form 17: Product Information

- 1) Has the **bidder(s)** customized products for any of its Channel Partner till Date?
(Yes/No)
- 2) Is the **bidder(s)** 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 under various categories like Retail Health and General product, Group General products, etc.
- 5) Whether your company is being selected for any innovative product in the recent sandbox system of IRDAI.

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Form 18: Manpower Support Evaluation Criteria

1. **Manpower Support:** The **bidder(s)** quoting the highest number of dedicated manpower for deployment in the **bancassurance channel** for our **Bank** shall be awarded full marks (100%).
2. **Relative Scoring:** The remaining **bidder(s)** will be evaluated on a relative basis, with their scores calculated as a percentage of the highest manpower quote. The formula for relative scoring shall be:

$$\text{Bidder(s)'s Score} = \left[\frac{\text{Bidder(s)'s Quoted}}{\text{Manpower Highest Quoted}} \right] \times 100 \%$$

3. **Manpower Deployment Plan:** **Bidder(s)** should submit a detailed deployment plan, including the geographical distribution of the proposed manpower, their roles and responsibilities in driving **Bank's** bancassurance business.

Name of the Bidder(s)	Manpower Support to be provided within 3 months of signing the corporate agency agreement (numbers)

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Form 19: Renewal Persistency

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

FY	Number of existing policies due for renewal	Number of policies renewed	% of renewal
2022-23			
2023-24			
2024-25			
Average of last 3 years			

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Form 20: Timelines as per Company's SOP on Policy issuance and Claim Settlement

Provide details for below mentioned items in the space provided. In case of further information, attach a separate annexure.

Sr. No.	Area of operation	SOP exists (Y/N)	TAT as per SOP	Enclosed (Y/N)
1.	Policy distribution			
2.	Premium collection			
3.	Policy login, issuance and underwriting			
	a) Login			
	b) Issuance			
	c) Underwriting			
	d) Renewal premium collection			
4.	Claim settlement			
5.	IT integration with digital platform/ CBS, dashboard, automation of commission reconciliation			
6.	Grievance Redressal			
7.	System Support			

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Form 21: Offering as per IRDAI guidelines "Bharat Griha Raksha Policy"

Provide details for below mentioned items in the space provided. In case of further information, attach a separate annexure.

1	Product Name	
2	Coverages	
3	Tenure	
4	Premium Rates	
5	LOB (Line of Business)	

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Annexure 1

Undertaking by **Bidder(s)** (On Letter Head)

[Location, Date]

To:

The General Manager
Madhya Pradesh Gramin **Bank**
204, C-21 Business Park,
Opposite Hotel Radisson Blu, MR-10,
Indore (M.P.) 452010

Dear Sir,

RFP for proposed Corporate Agency Arrangement for General Insurance Business

1. We, the undersigned are duly authorized to represent and act on behalf of [insert] ("**Bidder(s)**") 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(s)**] 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, 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 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 Madhya Pradesh 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(s)**, 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(s)** 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 **Bidder(s)** and we declare that all statements 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 Indore, Madhya Pradesh, 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. 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 Madhya Pradesh 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 (or specify the number with reason) 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 reputational and other losses, damages to the **Bank**.

We confirm that we are complying to the IRDAI guidelines.

Place: _____

Date: _____

Signature of Applicant: _____
(Authorized Signatory)
(Seal of Organization)

Name: _____

Designation: _____



Annexure 2

Non-Disclosure Agreement

(To be given on the **Bidder(s)** Company's Letter Head)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the **Bidder(s)**, are agreeable to enter into a Corporate Agency Tie-up agreement for selling General Insurance products with Madhya Pradesh Gramin **Bank**, having its registered office at 204, Second Floor, C-21 Business Park, C-21 Square, Opposite Hotel Radisson Blu, MR-10, Indore (M.P.) 452010 hereinafter referred to as the **BANK** and,

WHEREAS, the **Bidder(s)** understands that the information and data shared by the **BANK** in their Request for Proposal is confidential and/or proprietary to the **BANK**, and

WHEREAS, the **Bidder(s)** understands that in the course of submission of the offer for "Corporate Agency Arrangement for General Insurance Business" and/or in the aftermath thereof, it may be necessary that the **Bidder(s)** may perform certain jobs/duties on the **Bank's** properties and/or have access to certain plans, documents, approvals or information of the **BANK**; NOW THEREFORE, in consideration of the foregoing, the **Bidder(s)** agrees to all of the following conditions, in order to induce the **BANK** to grant the **Bidder(s)** specific access to the **BANK's** property/information. The **Bidder(s)** will not publish or disclose to others, nor, use in any services that the **Bidder(s)** performs for others, any confidential or proprietary information belonging to the **BANK**, unless the **Bidder(s)** has first obtained the **BANK's** written authorization to do so.

The **Bidder(s)** agrees that notes, specifications, designs, memoranda and other data shared by the **BANK** or, prepared or produced by the **Bidder(s)** for the purpose of submitting the offer to the **BANK** for the said solution, will not be disclosed to during or subsequent to submission of the offer to the **BANK**, to anyone outside the **BANK**.

The **Bidder(s)** shall not, without the **BANK's** written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the **BANK** in connection therewith, to any person(s) other than those employed/engaged by the **Bidder(s)** for the purpose of submitting the offer to the **BANK** and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Annexure 3

Specimen of Authorization Letter

(To be used for authorizing officials for representing at the time of bid opening as well as for presentation separately)

(on company's letter head)

TO WHOMSOEVER IT MAY CONCERN

Letter of Authority

Pursuant to the powers conferred onto me by the Board of Directors of _____ ("the Company") vide Board Resolution passed at the Board meeting held on _____, having its registered office at _____

I, _____, the undersigned, do hereby authorize _____ (Designation _____) ("LOA Holder"), to attend the Bid opening process / presentation for RFP on behalf of the Company.

Place: _____

Date: _____

Signature of Applicant: _____

(Authorized Signatory)

(Seal of Organization)

Name: _____

Designation: _____



Annexure 4

Specimen for Authorization Letter issued by Authorized Person

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

"RESOLVED THAT, * + and * +, Directors/Officers of [Bidder(s)], 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 Madhya Pradesh Gramin Bank ("Bank"), in response to the Request For Proposal dated [insert] issued by the Bank, on behalf of the Company, including but not limited to signing and submitting all applications, Bids and other documents and writings, participating in Bidder(s)' and other conferences and providing information / responses 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 _____ Initial signature Specimen _____

Name: Designation:

Specimen signature _____ Initial signature Specimen _____

Name: Designation:

Certified true copy for and on behalf of [Bidder(s)]

Signature of the Authorized Person with date

Name of the Authorized Person

Company rubber stamp/seal

Note: - Latest Board Resolution Copy need to be submits with this Authorization Letter.

Official ID of Authorized Signatory enclosed.



Annexure 5

Escalation Matrix

(To be provided in Insurance Company's Letter Head)

SUB: RFP for Corporate Agency Arrangement for General Insurance Business.

	Level of Contact	Name	Office Postal Address	Mobile No./Phone No.	Fax	Email address
	First level of Contact					
	Second level contact (If response not received in 1 day)					
	Regional/Zonal Head (If response not received in 3 days)					
	Country Head (If response not received in 7 days)					

Any change in designation, substitution will be informed by us immediately

Signature of Authorized Signatory

Name of Signatory: Designation:

Seal of Company

Date:



Annexure 6

UNDERTAKING FROM THE BIDDER(S) (To be provided in Insurance Company's Letter Head)

To
The General Manager
Madhya Pradesh Gramin Bank
204, C-21 Business Park,
Opp. Hotel Radisson Blu, MR-10,
Indore (M.P.) 452010

Date:

Dear Sir,

Sub: - : RFP for Corporate Agency Arrangement for General Insurance Business.

We submit our RFP Documents herewith. We understand that

- ✓ You are not bound to accept the RFP proposal, and you may reject all or any Proposal.
- ✓ We accept all the instructions, technical Specifications, term and conditions and scope of coverage of the subjected RFP.
- ✓ If our RFP proposal is accepted, we undertake to enter into and execute at our cost, when called upon by the **Bank** to do so, a contract in the prescribed form. Till such a formal contract is prepared and executed, this bid shall constitute a binding agreement between us and **Bank**.
- ✓ If our RFP proposal is accepted, we are responsible for the due performance of the contract.
- ✓ You may accept or entrust the entire work to one insurance or divide the work to more than one insurance without assigning any reason or giving any explanation whatsoever.
- ✓ **Bidder(s)** means the **bidder(s)** who is decided and declared so after evaluation of price bids and other tender documents.
- ✓ We hereby undertake that we have not been blacklisted/debarred by any Scheduled **Banks**/Government entities as on date.
- ✓ We also undertake that, we are not involved in any legal case that may affect the solvency existence of our firm or in any other way that may affect capability to provide / continue the services to **Bank**.

Date:

Place:

Yours faithfully

Signature of Authorized Signatory

Name of Signatory: Designation:

Seal of Company



Annexure 7

Nil Deviation Declaration

To,
The General Manager
Marketing Department
Madhya Pradesh Gramin **Bank**
Head Office, Indore

Dear Sir,

Sub: RESPONSE TO RFP for Corporate Agency Arrangement for General Insurance Business

Declaration	Yes/No
We confirm that we offer our technical bid to the Bank with NIL deviations with all the terms as mentioned in the RFP for Corporate Agency Arrangement for General Insurance Business	

If the reply to the above declaration is NO, please mention the deviations

1. _____
2. _____

Enclosure

Copy of duly signed and stamped RFP Document	YES / NO

Yours faithfully Authorized signatory
(Name, Designation and Seal of the Company)



Disclaimer

This Invitation Document is neither an agreement nor an offer and is only an invitation by **Bank** to the interested General Insurance companies for submission of bids/proposals. The purpose of this RFP is to provide the General 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 General Insurance Company may require. Each General 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 (whether 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 whether or not the loss or damage or expenses arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the **Bank** or any of its directors, officers, employees, contractors, agents, or advisers.

