

Request for Proposal (RFP)

for

Corporate Agency Arrangement for General Insurance Business

Date of RFP: 03-06-2019

Last Date for Seeking Clarifications to RFP: 10-06-2019

Last Date for Submitting Response to RFP: 18-06-2019

Head Office Address:

201, Arcade Silver, Near 56, Shop,

New Palasiya,

INDORE. MP. 452001

Website: www.mpgb.co.in

IMPORTANT DATES FOR BIDDERS

S.N	Descriptions	Details
1	RFP Ref. Number & date	03-06-2019
2	Date & Time for seeking Clarification to RFP	10-06-2019
3	Date of replies of clarifications to Bidders	15-06-2019
4	Last Date & Time of submission of Bid	20-06-2019 (2.00 PM)
5	Email address for raising Queries	njgbhoindore@yahoo.com ho.mkt@njgb-rrb.com
6	Date & Time of opening of Bid	20-06-2019
7	Address for submission of Bid & queries	Madhya Pradesh Gramin Bank Head Office 201, Arcade Silver, Near 56, Shop, New Palasiya, Indore MP. 452001
8	Place of opening of Bids	Madhya Pradesh Gramin Bank Head Office 201, Arcade Silver, Near 56, Shop, New Palasiya, Indore MP. 452001
9	RFP download from website	www.mpgb.co.in

A. General Information

Madhya Pradesh Gramin Bank (hereinafter called the “Bank”) is exploring the possibility of entering into a distribution partnership of General Insurance products by way of corporate agency arrangement, for which bank invites proposals from existing General insurance companies in India (**‘Bidder’**).

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

Details of the objectives, eligibility and qualification criteria, data & documents required to be submitted along with RFP, criteria that would be adopted for evaluation of the responses for short listing and other information is contained in the RFP document. The RFP document can be downloaded from the Bank’s website **www.mpgb.co.in**

B. About Madhya Pradesh Gramin Bank

Madhya Pradesh Gramin Bank came into existence on 01.04.2019 after amalgamation of erstwhile Narmada Jhabua Gramin Bank (NJGB) and Central Madhya Pradesh Gramin Bank (CMPGB) vide Government of India Gazette Notification dated 11.01.2019 is a leading Regional Rural Bank with **866** Branches/Offices geographically located in Madhya Pradesh with its Head Office at **Madhya Pradesh Gramin Bank, 2nd Floor Arcade Silver Building, 56 Shops, New Plasia, Indore** and **14** Regional Offices It caters to the banking needs in **39** Districts of Madhya Pradesh. RO & District of presence attached in annexure.

Highlights of the Bank's Performance NJGB

Performance Parameters	As on 31 st DEC 2018 for NJGB	As on 31 st DEC 2018 for CMPGB	Total
Total Deposits (Rs. Crores)	6668	6984	13652
Total Advances (Rs. Crores)	5112	4195	9307
Savings Deposit (Rs. Crores)	2912	3320	6233
Operating Profit (Rs. Crores)	88.19	5.85	94.04
Net Profit After Tax (Rs. Crores)	40.71	5.85	46.56
Capital Adequacy Ratio (%)	13.41	9.08	11.53
Net NPA (%)	396	473	869

- Bank (NJGB & CMPGB) has a customer base of above **100** Lac customers as on 31st Dec 2018.
- NJGB Bank has corporate agency arrangements with *Star Union Diachi Life Insurance Co Ltd*, *Bajaj Life Insurance Co Ltd*, *Reliance Nippon Life Insurance Co Ltd* for life insurance, IFFCO Tokia General Insurance Co Ltd, Bajaj General Insurance Co Ltd & Oriental General Insurance Co Ltd for Health Insurance Religare Health Insurance Co Ltd.
- CMPGB has Corporate Agency Agreement with LIC of India & General Insurance with Chola MS General Insurance & United General Insurance Co Ltd.

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

C. Objectives

- 1.1. In view of the new Corporate Agency guidelines notified by IRDAI, Bank has decided to go for multiple tie-ups for General Insurance Business.
- 1.2. With a view to provide full range of General Insurance products to its customers and to realize full value of its reach, asset size and customer base, Bank has taken a view to develop goals and objectives for new partnership to evaluate new partner and thereafter enter into Corporate Agency Arrangement for distribution of General Insurance products in order to help them cover their assets against various kinds of risk., subject to all statutory clearances and approvals from all relevant Authorities, under the extant laws and regulatory framework.
- 1.3. The Bank would like to enter into a Corporate Agency Arrangement with a shortlisted General Insurer.
- 1.4. Once the responses to the RFP are received, the Bank will start the evaluation process and finalize the most suitable General Insurance Company.

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

It is mandatory for the potential bidders to ensure that the following minimum eligibility criteria are met in order to participate in the process:

1. Should have been registered with IRDA under the General Insurance category.
2. Should have a valid IRDA license as on date of submission of RFP response, for procuring insurance business in India.
3. Should have the minimum solvency ratio of 1.5 as on 31.03.2019.
4. Should have been operational for more than 5 years in India.
5. Should have minimum 75 Branches in India as on Dec 31, 2019.
6. Authorized representative of Bidder should have given undertaking in Form 1.
7. The bidder should have a corporate agency arrangement with at least 3 Banks on 31-03-2019.
8. The bidder shall be liable to Quote on all the Cases Referred to them by the Bank.

E. Clarification and Amendment of RFP Documents

- The Bidder may request a clarification on any clause of the RFP documents up to **(date 10-06-2019)**.
- Any request for clarification must be sent by standard electronic means to **(njgbhoindore@yahoo.com)**.
- The Bank will load the responses on its website latest by **(date 15-06-2019)**.
- At any time before the submission of Proposals, the Bank may amend the RFP by issuing an addendum and hosting it in the Bank's website. The addendum will be binding on all the bidders. To give Bidders reasonable time in which to take an amendment into account in their Proposals the Bank may, if the amendment is substantial, extend the deadline for the submission of Proposals. There will not be any separate intimation the bidder has to visit the Website regularly for any changes if done.

F. Rejection of Bids

The Bank reserves the right to reject the Bid if,

- Insurer does not meet any of the pre-bid eligibility criteria mentioned under section D.
- The Bid is incomplete as per the RFP requirements.
- Any condition stated by the Bidder is not acceptable to the Bank.
- If the RFP and any of the terms and conditions stipulated in this document are not accepted by the authorized representatives of the Bidder.
- Required information is not submitted as per the format given.
- Any information submitted by the Bidder is found to be untrue/fake/false.
- The Bidder does not provide, within the time specified by the Bank, the supplemental information / clarification sought by the Bank for evaluation of the Bid.

G. No Obligation / Liability of the bank

The Bank shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank may abort the entire process at any stage without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for Bank's action.

It shall be sole responsibility of General Insurance Company to comply with all statutory and regulatory provisions (Including RBI/IRDAI/any other regulatory body) while delivering the services mentioned in the RFP.

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

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

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

H. Proposal Validity

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

I. Short listing & Selection of Insurance Partner :

- The RFP response may be sent or submitted at Head Office of **Madhya Pradesh Gramin Bank** at the following address, complete with all the requirements as given in the RFP document latest by **14:00 hours on (date 20-06-2019)** addressed to :

The General Manager
Madhya Pradesh Gramin Bank
201, Arcade Silver Building, Near 56 Shops, New Plasia, Indore

No proposal will be accepted after this date and time.

- Bank will not be responsible for any postal delays and submission by way of e-mail is not acceptable.
- **Bidders are to submit the RFP in hardcopy format in original along with one set of photocopy.**
- The Bank reserves the right to accept or reject a proposal without assigning any reason whatsoever and may at its sole discretion appoint or take the help of a professional agency to help the bank in evaluation process.
- The Bank may abort entire process at any stage without there by incurring any liability to the affected bidder/s or any obligation to any of the affected bidders of the grounds for Bank's action.
- Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.
- Evaluation of all eligible bids will be done on basis the information sought in the RFP, through an evaluation matrix by a committee of the Bank. Bidders will be ranked on the basis of the total marks scored in evaluation process.
- Bank may also call for the presentation to interested parties from the shortlisted bidders. The committee will finalize the selection of General Insurance Company on the basis of marks scored in evaluation process and the presentation made. Bank's decision in this regard would be final.
- In case the successful Bidder is not agreeable to signing the service level agreement or impose any conditions not acceptable to the Bank or communicates any changes from their stated response in RFP or presentation made to the Bank which may not be acceptable to the Bank, the Bank may at its sole discretion decide to partner with next ranked bidder.

J. Preparation of Proposals

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

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

- The data should be furnished strictly in accordance with the format specified
- All monetary numbers should be in Indian Rupees. Denomination in INR Crores is preferred for large numbers.
- Annual numbers for Indian operations should be for Fiscal Year ending March 31'2019 unless otherwise specified.

Submission of the data in the wrong type of formats will result in the Proposal being deemed non-responsive.

K. Submission, Receipt, and Opening of Proposal

- The original bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person, who has signed the proposal, must initial such corrections.
- An authorized representative who would be signing the Submission letter shall initial all pages of the original Bid Document with company seal.
- The Bid documents along with the data as per the formats mentioned in the Data Sheet must be submitted at the same time, in a single sealed envelope duly super scribed as ***“Madhya Pradesh Gramin Bank– RFP for Corporate Agency for General Insurance”***
- The bids would be opened on ***(date 20-06-2019)*** at the Head Office of ***Madhya Pradesh Gramin Bank*** at ***15.30 Hrs.*** The bidders who would want to be present at the time of opening of bids may send their representatives on the given time.

L. Signing of Agreement:

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

1. The selected General Insurance Company should agree with the performance standards stipulated by the Bank.
2. The selected General Insurance Company should maintain all the records related to policy documents of the policy holders and ensure safe custody of it and provide MIS reports related to business under this contract time to time.
3. The selected General Insurance Company shall indemnify, protect and save the Bank against all Claims, Losses, damages, expenses, action suits and other proceedings, resulting infringements of any law pertaining to patent, trademarks, copyrights or such statutory infringements in respect of its insurance business.
4. The selected General Insurance Company should provide indemnify to the bank against all claims, costs and any omissions by the service provider and its representatives.
5. The selected General Insurance Company should indemnify the Bank for of confidentiality and obligations by the selected General Insurance Company, its representatives and agents at the first demand by the Bank
6. 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.
7. 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 and in any case shall give at least 60 days notice to the Bank before termination of agreement.

8. The Bank / any regulatory authority shall have the right to audit the of selected General,Insurance Company.
9. The Bank shall have right to set off any amount which is due to the selected General,Insurance Company.

Minimum Eligibility Criteria (to be filled by Bidder)

S.No.	Eligibility criteria	Bidder (Yes/No)
1	Bidder is registered with IRDA under the General/ Life /Health Insurance category.	
2	Bidder has a valid IRDA license as on date of submission of RFP response, for procuring insurance business in India.	
3	Bidder has been running operations in India for more than 5 years as on the date of submission of Bid	
4	Bidder has a minimum solvency ratio* of 1.50 as on 31.03.2019	
5	Bidder has minimum 75 branches across India as on 31.03.2019	
6	Authorized representative of Bidder has given undertaking in Form 1 duly signed & stamped	
7	Bidder has a corporate agency arrangement with at least 3 Banks as on 31.03.2019	

*CA certificate is as attached.

Place:

Signature of Applicant (Authorized)

Date:

Name & Designation / Seal of Organization

FORM 1 - Undertaking by Bidder

[Date/Place]

To:

The General Manager

Madhya Pradesh Gramin Bank,

201, Arcade Silver Building, Near 56 Shops,

New Plasia, Indore - 452001

Dear Sir,

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

1. We, the undersigned are duly authorized to represent and act on behalf of **(Bidder)**.
2. Having reviewed and fully understood all information provided in the Request for Proposal Document dated **(date)**, issued by the Bank, **(Bidder)** is hereby submitting the Bid. As required we are enclosing the following:
 - a. Bid as per the RFP
 - b. Other details and supporting documents (as applicable) in response to the requirements outlined in the RFP.
3. Our Bid is unconditional, valid and open for acceptance by Bank up until 90 days from the last date of submission of the RFP.
4. We undertake that we shall make available to the Bank, any additional information / clarification it may find necessary or require to supplement or authenticate the Bid.
5. We hereby agree, undertake and declare as under:
 - a. We have examined the RFP document and have no reservations with respect to the same.
 - b. Our Bid is, in all respects, compliant with the requirements of the RFP. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby represent and confirm that our Bid is unqualified and unconditional and is without any deviations, conditions or any assumptions in all respects.
 - c. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby agree and undertake to keep this Bid valid and open for acceptance without unilaterally varying or amending its terms for the period, including any extended period, as specified in accordance with the RFP.
 - d. We declare that in the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
 - e. We undertake that in case due to any change in facts or circumstances or applicable 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, or in connection with the Bidding process itself, in respect of the above mentioned Proposed Tie-up and the terms and implementation thereof.
- j. This letter also serves an authority to the Bank to furnish any information related to the Bidder in relation to the proposed Corporate Agency Arrangement to any Regulatory / Statutory authority in India to which the Bank & its proposed Corporate Agency Arrangement is subjected to.

6. We understand that:

- a. All information submitted under this Bid shall remain binding upon us.
 - b. The Bank may in their absolute discretion reject or accept any Bid.
 - c. We acknowledge the Right of the Bank to reject, our Bid without assigning any reason for the Proposed Tie-up and reject all Proposals. Otherwise and hereby waive our right to challenge the same on any account whatsoever.
 - d. Bank is not bound to accept any Bid that it may receive pursuant to the RFP.
7. We acknowledge that the Bank will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statement made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.
8. We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by the Bank from time to time at its sole discretion.
9. This Bid shall be governed by and construed in all respects according to the laws of India. Courts in **Indore**, India, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.
10. All the terms used herein but not defined, shall have the meaning as ascribed thereto under the RFP. We confirm that we are complying to the IRDA guidelines.

(Bidder)

Seal & Signature of the Authorized Person:

Form 2 – Organization Snapshot

1	Company Profile	Name of the Applicant Firm			
		Complete address – H.O			
		Board No. – Head Office			
		Website			
		Type of Company, i.e., Private Limited or Public Limited or Joint Venture Partners & % of stake held by each as on 31.03.2019			
		Year of Establishment			
		Month & Year of Commencement of Business			
		IRDA License Number & Date			
		PAN & GSTN			
		No. of Employees (permanent/ regular) 31-03-19			
		Number of Branches as on 31.03.19 in Banks service area			
		2	Financial Strength & Performance	Market Share 31-03-2019	
Financial Information	2016-2017			2017-2018	2018-2019
a. Invested Capital (INR Cr)					
b. Profit /(Loss) after Tax (INR Cr)					
c. Accumulated Profit / loss (INR Cr)					
d. Net Worth (INR Cr)					
e. Solvency Ratio					
Business Information	2016-2017			2017-2018	2018-2019
a. Number of Policies					
b. Gross Written Premium (INR Cr)					
c. Average Claim Settlement time (TAT) <i>TAT mentioned is (payment date) – (last document received date) from CMS</i>					
d. Claims Paid (INR Cr)					
e. Grievance Redressal Ratio					
f. Claim settlement ratio	2016-2017			2017-2018	2018-2019
Claim settlement ratio(Group)					
	Claim settlement ratio(Retail)				
	Claim settlement ratio(Other)				

Form-3: Organization Details

- A. Please provide the list of All Board of Directors as on date with a brief background of each.
- B. Please provide the organization chart as on date showing the structure of various departments that exist and reporting structure of respective functional heads.
- C. Please provide the structure & hierarchy of Banc assurance 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:
- E. Please provide the number of branches as on (date) across various districts of Madhya Pradesh.

Form 4: Products & Commission

S.N.	Product	Product category (Motor, Health & Fire Insurance Products etc.)	Maximum Commission approved by IRDAI	Maximum Commission offered to bank*

**Within the permissible IRDA regulations and guidelines.*

Form 5: Channel wise break up of business

PARTICULARS	Gross Premium (INR Cr.)		
	2016-2017	2017-2018	2018-2019
Tied Agency			
Corporate Agents-Banks			
Corporate Agents-Others			
Brokers			
Web Sales			
Direct Sales Team			
Others			
TOTAL			

Form 6 – Segment wise business (For GI)

(Figures in INR Cr.)

FY	Fire	Marine (Cargo and Hull)	Motor	Health Insurance	Others	Grand Total
2016-17						
2017-18						
2018-19						

Form 6 B – Segment wise business (For Health)

(Figures in INR Cr.)

FY	Individual product	Group	Others	Grand Total
2016-17				
2017-18				
2018-19				

Form 7: Claims settlement**INDIVIDUAL CLAIMS (NUMBER OF POLICIES)**

Particulars	2016-2017	2017-2018	2018-2019
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

INDIVIDUAL CLAIMS (INR Cr.)

Particulars	2016-2017	2017-2018	2018-2019
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS (NUMBER OF POLICIES)

Particulars	2016-2017	2017-2018	2018-2019
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS (INR Cr)

Particulars	2016-2017	2017-2018	2018-2019
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

Form 8 – Grievance Redressal

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

FY	Opening Balance of Grievances c/f	Grievances reported during the Year	No. of Grievances resolved during the Year	No. of grievances pending at the end of the year
2016-17				
2017-18				
2018-19				

Form 9 – Bancassurance Experience

1. Does the bidder have a dedicated vertical and team for RRBs?
2. List of banks/NBFCs acting as Corporate Agents for the organization as on Dec 31, 2019.

Form 10 – Business & Revenue Estimate

- 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.
- B. Please provide the projected product mix & commission payable to the bank in the format given below. The same may be given for 1st year only.

Name of the product	Product category	Projected premium, INR Lacs.	Commission, in INR Lacs.

Form 12: Support

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

Form 12: Product customization

1. Has the bidder customized products for any of its channel partners till date?
2. Is the bidder willing to customize products for Madhya Pradesh Gramin Bank?
3. Please provide one examples of product customization for any existing channel partner.

Declaration

- All the information furnished by us here in above is correct to the best of our knowledge and belief.
- We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexure.
- We agree that the decision of **Madhya Pradesh Gramin Bank** in selection process will be final and binding on us.
- 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.

Place:

Signature of Applicant:

Date:

Name & Designation / Seal of Organization