



DENA GUJARAT GRAMIN BANK

દેના ગુજરાત ગ્રામીણ બેંક

Request for Proposal (RFP)

Reference No. DGGGB/HO/MKT/101/2018-19

Corporate Agency Arrangement

For

Standalone Health Insurance Business

Date: 13-08-2018

General Information

Dena Gujarat Gramin Bank (hereinafter called the "Bank") invites Request For Proposal (RFP) for Health Insurance business by way of multiple Corporate Agency Arrangement from existing Standalone Health Insurance companies in India ('Bidders') for entering into Corporate Agency Arrangement with the Bank for Distribution of Health Insurance products in India".

Bidders are hereby advised to carefully review and submit all relevant information in the same chronology under the relevant sections only, with their RFP responses.

Details of the objectives, scope of the services, eligibility and qualification criteria and other 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.dggb.co.in** and alternatively hard copies of the document can be obtained from Dena Gujarat Gramin Bank Head Office, Marketing Department, Balvantray Mehta Panchayat Bhavan, Nr. Jila Panchayat Sector-17 'CH' Road Gandhinagar - 382017.

General Manager

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Request for Proposal (RFP) for suitable partner for selection of Standalone Health Insurance Company under Multiple Corporate Agency Arrangement.

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Timelines

Process	Date & Time
RFP Issuance Date	13-08-2018
Seeking queries for RFP	18-08-2018 by 05:00pm
Response to the queries	21-08-2018
Last date & time for submission of Response to the RFP	04-09-2018 by 05:00pm
Date & Time of opening of Bid	10-09-2018 by 05:00 pm
Address for Submission of Bid and related materials	General Manager, Dena Gujarat Gramin Bank, Head Office, Balvantray Mehta Panchayat Bhavan, Nr. Jila Panchayat Sector-17 'CH' Road Gandhinagar - 382017
Name and Contact Details of Bank's Representative	G.K. Bansal, General Manager 079-23247325-26-35 marketing.ho@dgggb.co.in
Bank's website	www.dgggb.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 Bidders.
3. The Bids received will be opened as per the date and time mentioned. At the time of opening of Bids, the Bidder or its representatives can be present and witness the process.

About Dena Gujarat Gramin Bank

Dena Gujarat Gramin Bank is a leading Regional Rural Bank with 258 Branches/Offices (including 15 Satellite Branches and 2 extension counter) among the above 6 comes under Metro, 10 in Urban, 53 in Semi Urban & 172 in Rural categories which is geographically located in North Gujarat with its Head Office at Gandhinagar and Regional Offices at Bhuj, Himatnagar, Patan & Mahesana. It caters to the banking needs in 8 Districts of Gujarat namely Ahmedabad, Arravalli, Banaskantha, Gandhinagar, Kutch, Mehsana, Patan and Sabarkantha. All the branches are fully equipped with sufficient space to carry out banking business.

The Bank has two Bancassurance tie-ups in life insurance & one in General Insurance. The bank is having Corporate Agency tie-up with Life Insurance Corporation of India (LIC) and Bajaj Allianz Life Insurance Co. Ltd for Life Insurance Business, Shriram General Insurance for General Insurance Business and also Apollo Munich for Health Insurance under Corporate Agency arrangement.

Objectives

With the change in law and partnership architecture suggested in the Insurance Regulatory And Development Authority of India (Registration of Corporate Agents) Regulations, 2015, Dena Gujarat Gramin Bank has planned to expand its distribution strength of Health Insurance products by way of two Corporate Agency Arrangement with a view to provide full range of Health Insurance products to its customers and to realize full value of its reach, asset size and customer base. Bank has finalized Apollo Munich Health Insurance as a one partner for Health Insurance and now bank is looking to add one more partner in Health Insurance. 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 Health Insurance products, subject to all statutory clearances and approvals from all relevant Authorities in this behalf under the extant laws and regulatory framework.

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. The bidders should have been registered with IRDA under the Standalone Health Insurance category and valid IRDAI license as on the date of submission of RFP response for procuring Health Insurance business in India.
2. The bidders should have multiple ranges of corporate, group and retail products to cater to the need of various segments of the public.
3. The bidders should have the minimum Solvency Ratio of 1.5 for last three years.
4. Authorized representative of Bidder should submit the declaration form.
5. The bidders should have been operational for more than 5 years in India

How to Apply:

The eligible and interested insurance company may download the documents from the Bank's website- www.dggb.co.in. The Request for Proposal (RFP) with documents of credentials as required in RFP shall be submitted to the Bank (as per address furnished below in a sealed cover and super scribed as **"Application for Corporate Agency arrangement for Health Insurance Business"**). Bidders are to submit the RFP in hardcopy format in original along with one set of photocopy and 1 soft copy by means of CD. The documents in CD should be in no other format other than word, excel and power point.

Whom to Submit:

**General Manager
Dena Gujarat Gramin Bank,
Balvantray Mehta Panchayat Bhavan,
Near Jila Panchayat Office, 'CH' Road
Sector – 17, Gandhinagar - 382017**

Terms and Conditions

1. Period of Contract:

The period of Contract shall be for 36 months. The contract may be renewed for a further period on mutual understanding, performance of partnership, achievement of objectives and consent of all parties.

2. Scope of Services:

All products of selected insurance company i.e., Retail as well as Group products should be made available to all the eligible customers of Dena Gujarat Gramin Bank.

3. Amendments

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.

4. Right to reject Application

- The Bidders does not meet any of the eligibility criteria mentioned under Eligibility Criteria (All mandatory provisions)
- Any condition stated by the Bidders 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 Bidders.
- Any information submitted by the Bidders 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 application.

5. 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 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 Insurance Company to comply with all statutory and regulatory provisions (including RBI and IRDAI) while delivering the services mentioned in the RFP.

Bank shall be under no obligation for honoring any claim of insurance policy holder. The insurance company will indemnify the Bank for any loss / expenses incurred on account of any action initiated by the policy holder for their claim, against the Bank.

6. Signing of Contract

The bidders whose application is selected shall have to execute an agreement containing terms and conditions of contract including indemnity, non-disclosure clauses etc.

7. Confidentiality Agreement

Disclosure of any information received by the successful bidders in course of business to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said bidders.

8. Publicity

Any Publicity by the company in which the name of Bank is to be used may be done with the explicit written concurrence of Bank.

9. Resolution of Disputes

Dena Gujarat Gramin Bank and the Standalone Health Insurance Company shall make every effort to resolve any disagreement or dispute arising between them under or in connection with the contract amicably and/or by direct informal negotiation. The unresolved issues shall be referred to Arbitration, one Arbitrator to be appointed by the parties if agreed upon or two Arbitrators, one to be appointed by each party. The arbitration will be governed by the Arbitration and Conciliation Act, 1996.

10. Jurisdiction of the Court

All the disputes and controversies between Bank & Bidder shall be subject to the exclusive jurisdiction of Gujarat High Court in Ahmadabad and the parties agree to submit themselves to the jurisdiction of such court this RFP/contract agreement shall be governed by the laws of India.

11. Right to amend Terms & Conditions

Dena Gujarat Gramin Bank reserves the right to alter the terms & conditions of RFP document, including the last date for submission of application in connection with the Request for Proposal (RFP).

12. Termination

Dena Gujarat Gramin Bank shall be entitled to terminate the agreement at any time by giving **90 days** prior written notice to the bidders.

Further, Bank shall be entitled to terminate the agreement at any time by giving notice if:

(a) The bidders breach its obligations under the RFP or the subsequent agreement and if the breach is not cured within 30 days from the day of notice.

(b) The Bidder:-

- (i) Has a winding up order made against it; or
- (ii) Has a receiver appointed over all or substantial assets; or
- (iii) Is or becomes unable to pay its debts as they become due; or
- (iv) Enters into any arrangement or composition with or for the benefit of its creditors; or
- (v) Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

Selection Process:

- A Proposal shall be rejected, if it does not meet the bidder's eligibility criteria as elaborated in this RFP. Only eligible proposals shall be further taken up for evaluation.
- Evaluation of all eligible bids will be done on basis the information sought in the RFP. Bank may also call for the presentation, by the shortlisted bidders.

The RFP response may be sent or submit to Head Office of Dena Gujarat Gramin Bank, complete with all the requirements as given in RFP documents latest by 04.09.2018 by 05:00 PM. No proposal will be accepted after this date & time. Bank will not be responsible for any postal delays and submission by way of e-mail is not acceptable.

FORM - I
Covering Letter for Proposal submission
(To be submitted on Company Letter head)

[Location, Date]

To:

The General Manager
Dena Gujarat Gramin Bank,
Balvantray Mehta Panchayat Bhavan,
'CH' Road Sector – 17,
Gandhinagar – 382017

Dear Sir,

Sub: RFP for proposed Corporate Agency Arrangement with DGGB for Standalone Health Insurance

1. We, the undersigned are duly authorized to represent and act on behalf of [insert] ("Bidder")
2. Having reviewed and fully understood all information provided in the RFP Document issued by the Bank, we [Bidder Name] are hereby submitting our Bid.
3. Our Bid is unconditional, valid and open for acceptance by Bank up 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. In the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
 - b. We undertake that in case there is any change in facts or circumstances during the Bidding process, and we are being disqualified in terms of the RFP, we shall intimate the Bank of the same immediately.
 - c. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bidding process in the past five years.
 - d. 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 advisors and clients regarding any financial and technical aspects.
 - e. 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, in

respect of the above mentioned Proposed Tie-up and the terms and implementation thereof.

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 or cancel the Bidding Process
- c. Bank has the right to reject our Bid without assigning any reason for the Proposed Tie-up and can also reject all Proposals. Otherwise and hereby we waive our right to challenge the same on any account whatsoever.
- d. Bank is not bound to accept any Bid that it may receive pursuant to the RFP

7. We acknowledge that the Bank will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to 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 Ahmadabad, Gujarat, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.

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.

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person

Company rubber stamp/seal

COMPANY INFORMATION

Provide here a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, authorized person submitting the proposal, his contact details, objectives of the firm etc. Also provide snapshot of your operations in the format given below.

Amount in Cr.

1	Company Profile	Name of the Insurance Company			
		Head Office			
		website			
		Complete address			
		Type of company, i.e., Private limited or Public limited or a Bank promoter company, please provide details			
		Year of establishment			
		Date of Commencement of business			
		Number of Employees 31.03.2018			
		Number of Branches in Gujarat as on 31.03.18 (Please provide details of Branches with full address)			
		Market Share as on 31.03.2018			
2	Financial Strength & Performance	<i>Financial Information (in INR Crore)</i>	2015-16	2016-17	2017-18
		Invested Capital			
		Operating Profit/Loss			
		Profit/ Loss after Tax			
		Accumulated profit / loss			
		Net worth			
		Solvency Ratio (last three years)			
		Gross Premium			
	Other information n		2015-16	2016-17	2017-18
		Average claim settlement time (TAT)			
		Grievance Redressal Ratio			
		<i>Claim Repudiation Ratio</i>			
		Claim repudiation ratio Retail			
Claim repudiation ratio Group					

Item	Details
IRDA Penalties/ warnings etc.	
Internal Audit	
Promoter / company issues with SEBI and/ or any other exchange	
Others	

B. RETAIL BUSINESS CLAIMS OF HEALTH INSURANCE (NUMBER OF POLICIES):

Particulars	2015-16	2016-17	2017-18
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims pending at end of year (G=C-D-E)			

C. GROUP BUSINESS CLAIMS HEALTH INSURANCE (NUMBER OF POLICIES):

Particulars	2015-16	2016-17	2017-18
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims pending at end of year (G=C-D-E)			

D. Please provide information about the business done by the organization**a. Channel wise Business break up****(Amt .in Cr.)**

PARTICULARS	NOP's Issued			Gross Premium		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Individual Agents						
Corporate Agents-Banks						
Corporate Agents-Others						
Brokers						
Direct Selling						
Others						
TOTAL						

b. **Bancassurance Experience**

(Amt. in Cr.)

S No.	Name of Bank	Date of Commencement of Business (mm/yy)	Gross Premium		
			2015-16	2016-17	2017-18
1					
2					
3					

c. **Third-Party Agreement or Outsourcing Services:**

S No.	Name of the TPA	No. Of Hospitals at the beginning of the year	No. Of Hospitals added to the network during the year	No. Of Hospitals Withdrawn (till date)	Total No. Of Hospital in the network (till date)
1					

Form – IV

Business Realization Plan

Please elaborate following components in the plan along with the support that will be provided to the bank with relevant details & strategy keeping in mind the nature of business, profile of customers and geographical spread of branches.

S No.	<i>Details/ Strategy / Road Map</i>
1	Business potential
2	Geographies and branches to cover
3	Manpower support (Including schedule of manpower strength to be deployed per year branch wise)
4	Training support (Including no. of hrs per year)
5	Marketing support (Details of various campaigns and sales initiatives periodically)
6	Operational & Service support
7	Renewal & Claims settlement support
8	Grievance Redressal mechanism
9	Technology support (including platform integration if planned)
10	Bancassurance performance control structure (Steering committee review of monthly, quarterly and yearly performance)
11	Fee income for the bank (3 year plan with collection of gross premium)
12	Any other support (Please specify)

Form – V

Details of the Retail and Group products offered and Approved Commission rates

Name of the Product		Maximum Commission approved by IRDA	Maximum Commission offered to the Bank *
Retail	Group		

* Within the permissible IRDA regulations and permission.

Is the insurer open to customizing products based on the bank’ s requirements (for individual or group products). Please give any example of product customization in any of the existing relationships

Declarations:

- All the information furnished by us here in above is correct to the best of our knowledge and beliefs.
- 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 DENA GUJARAT 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 THE BIDDERS

Date:

NAME & DESIGNATION
SEAL OF ORGANISATION