



Aryavart Bank,
Head Office, A - 2/46 Vijay Khand, Gomti Nagar, Lucknow, (UP) - 226010

Notice inviting Tenders
REQUEST FOR PROPOSAL
FOR CORPORATE AGENCY AGREEMENT IN GENERAL
INSURANCE BUSINESS
For the year 2024-25

Aryavart Bank invites tenders for Corporate Agency Agreement for One Government of India Undertaking Public Sector General Insurance Company. Government of India Undertaking Public Sector General Insurance Companies registered with IRDAI having at least 10 years' experience in the field of general Insurance in India.

All the interested Government of India Undertaking Public Sector General Insurance Companies are advised to go through the detailed tender guidelines in our website www.aryavart-rrb.com. The Bank reserves its right to accept or reject any or all the tenders without citing any reasons whatsoever, at any stage. Addendums/Corrigendum to this tender.



REQUEST FOR PROPOSAL FOR CORPORATE AGENCY AGREEMENT IN GENERAL INSURANCE BUSINESS

**NOTICE FOR INVITING TENDER EMPANELMENT OF GOVERNMENT OF INDIA UNDERTAKING
PUBLIC SECTOR GENERAL INSURANCE COMPANY FOR CORPORATE AGENCY BUSINESS**

1	The Bank	ARYAVART BANK
2	Coverage	Including but not limited to assets created by Bank's advances, Bank's customers.
3	Period of Agreement	Three years (renewable on review basis)
4	Tender documents	The tender document is available at the Bank's website www.aryavat-rrb.com . Corrigendum (if any) will also be published at the Bank's web site only.
5	Date of Publishing	09.08.2024
6	Last date of submission of queries	16.08.2024 5:00 PM Through e-mail : Ho.Marketingcell@aryavartbank-rrb.com
7	Pre bid meeting	21.08.2024
8	Tentative Date of Response to the Queries	23.08.2024
9	Last Date & Time for submission of tender	31.08.2024 till 5:00 pm
10	Date & Time for opening of Technical and Price Bid.	02.09.2024 , 11:00 am
11	Date & Time for presentation	04.09.2024 , 11:00 am
12	Letter of Award to the selected bidder	Will be notified
13	Tenders to be submitted in sealed packets through (Registered Post/Courier/By hand) at :-	ARYAVART BANK Department of Marketing, Head office Shalimar Titanium Building, Opposite – Indira Gandhi Pratisthan, Vibhuti Khand, Gomti Nagar, Lucknow, (UP) - 226010.

Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, means Aryavart Bank "
2. IRDAI means "Insurance Regulatory and Development Authority of India"
3. Recipient, Respondent, Bidder, service provider, means the respondent to the RFP document
4. RFP means the Request for Proposal document.
5. Proposal, Bid means "Response to the RFP Document/Technical Bid Document."
6. Support means Support & Services to be provided as part of the Scope of Work
7. COI means "Certificate of Insurance"
8. SEBI means "Securities and Exchange Board of India"
9. RBI means "Reserve Bank of India"
10. TAT means "Turn Around Time"
11. Applicant means the Government of India Undertaking Public Sector General Insurance Company



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Please note:

The bidder shall furnish proper documentary proof in support of its prequalification criteria covering the following aspects:

- (i) The bidder should be a Government of India undertaking Public Sector General Insurance Company authorized to conduct General Insurance business by the Insurance Regulatory and Development Authority (IRDAI). A vendor must enclose certificate issued by IRDAI to this effect.
- (ii) Declaration from the bidder/insurer that the Insurance Company has not been banned/debarred by any State Government/Central Government or its Agencies or disqualified in participating in the Government schemes as per IRDAI guidelines.
- (iii) Annual Turnover- minimum Rs. 100 crore during last 3 financial years.
- (iv) Net worth of the company / bidder should not be less than Rs. 10 crore.
- (v) Bidder to submit an undertaking that they have submitted their Bid as a single entity only and have not formed a Consortium for the scheme.
- (vi) Insurance broker is not allowed to participate in the bidding process.
- (vii) The Bidder who have been banned or debarred or blacklisted by any organization, he is required to submit additional undertaking in this behalf.
- (viii) Any kind of Cartelization for bidding in the tender is not permissible.
- (ix) Annual financial turnover during the last 3 years, ending 31st March of the previous financial year should be submitted (i.e. balance sheet & P&L account for last 3 years) - preferably certified by Chartered Accountant. In the last 3 (three) years turnover, previous year turnover is compulsory.
- (x) Detailed related to technical Bid shall be submitted in the format **APPENDIX A**.
- (xi) One insurer can submit only one bid.

I. GST CLAUSES:

Rules and regulations issued from time to time under GST Act 2017 will be applicable mutantis-mutandis.

Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Aryavart Bank expects the vendors or any person acting on behalf of the vendors strictly adhere to the instructions given in the document and maintain confidentiality of information. The vendors will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank in the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.



INTRODUCTION & INSTRUCTIONS FOR RFP

This is a invitation for tie-up under corporate agency arrangement of Aryavart Bank. You are requested to read and understand the RFP and subsequent Corrigendum, if any, before submitting technical bid.

1. Introduction:

ARYAVART BANK, a premier Regional Rural Bank is sponsored by Bank of India and is operating in 26 districts namely Agra, Aligarh, Ayodhya, Bahraich, Banda, Barabanki, Chitrakoot, Etah, Farrukhabad, Firozabad, Hamirpur, Hardoi, Hathras, Jalaun, Kannauj, Kasganj, Lakhimpur, Lucknow, Mahoba, Mainpuri, Mathura, Mirzapur, Shravasti, Sitapur, Sonbhadra and Unnao in the State of Uttar Pradesh with a network of 1367 Branches & 22 Regional Offices.

Request for Proposal (RFP) is invited from Government of India Undertaking Public Sector General Insurance Companies (Licensed and Registered with IRDAI) dealing Corporate Agency for Banks. Preference will be given to the Government of India undertaking Public Sector General Insurance Company who will assist us in providing social security insurance schemes especially in PMSBY.

In view of the above IRDAI guidelines permitting Corporate Agents to increase number of partners for General Insurance business, the Bank intends to have tie ups with additional General insurance Companies for distribution of General insurance products through Bank's distribution network. The Bank seeks to enlist up to one additional partners, in addition to the current arrangements with Reliance General Insurance Company Ltd. and Bajaj Allianz General Insurance Company Ltd. subject to partner/s satisfying the requirements of the bank.

Bank is at present Corporate Agent of following General insurance companies:

- a. Reliance General Insurance Company Limited
- b. Bajaj Allianz General Insurance Company Limited

2. Objectives:

To facilitate a seamless transition that ensures wealth protection and creation for Banks customer, Bank is looking to provide customers with a comprehensive General Insurance proposition in order to protect customers from asset losses caused by natural disasters.

In this context, there is an opportunity for the Bank to educate its customers about this risk and make available all type of General Insurance products by Tie-up with one General Insurance Company.

3. Project overview and scope of work:

Bank invites proposals from eligible Government of India Undertaking Public Sector General Insurance companies with a view to enter into Corporate Agency arrangement with the shortlisted bidder – 1 Government of India Undertaking Public Sector General Insurance companies, for distribution of IRDAI approved General Insurance Products in India. Shortlisting of Bidder shall be prepared after evaluation of bids submitted by the Government of India Undertaking Public Sector General Insurance companies

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



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responses/ short listing as well as other relevant information, is contained in this document.

- Approach & strategies for tapping the vast potential for General Insurance Business through branches of the Bank across the Uttar 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.
- The company 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 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.
- 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.
- The company should invariably offer maximum commission or remuneration as a percentage of premium that is allowed for General Insurance products offered by General Insurers as per IRDAI guidelines.
- The company should invariably accept the existing customers and provide portability option to all such existing policy holders with companies in case agreement with any existing tie-up partner is discontinued/replaced.
- The company should be in a position to remit the revenue/commission payable to the Bank on monthly basis at the corporate level with complete details related to commission, premium, GST filing etc.
- The company should be in a position to provide real time portal access for better customer service, monitoring of business, MIS sharing including real time reconciliation of Income.
- Put in place a robust system towards risk mitigation for the Bank to function as a Corporate Agent.
- The company should provide dedicated compliance team, dedicated manpower for sales and assistance and a dedicated grievance redressal mechanism under the corporate agency tie- up.
- The selected bidder will be solely responsible to provide uninterrupted services to the customers in the terms of IRDAI guidelines.
- The selected bidder 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 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.



4. Contract period:

The tie up between the selected One Government of India Undertaking Public Sector General Insurance company and the Bank shall be for a minimum period of 3 (THREE) years 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 continue thereafter at the discretion of the bank, subject to satisfactory performance.

5. Pre-Qualification for Submission of Bid:

Bidders satisfying the eligibility conditions (mentioned in Annexure 01 and General terms and conditions specified in this document and ready to provide the said "Services" in conformity with Scope of Work stipulated in Section 3, may submit their bid on or before the timeline stipulated in the RFP Important Dates.

6. Corporate Agency Agreement and Non-Disclosure Agreement:

Upon completion of the selection process, the Bank shall arrange to enter into agreement with the selected Government of India Undertaking Public Sector General Insurance Company who shall agree to the terms and conditions stipulated by the Bank which among other conditions will also include the following. Please refer annexure 7 for Non-Disclosure Agreement. The selected Government of India Undertaking Public Sector General Insurance Company will receive a draft of the corporate agency agreement from the Bank.

- 6.1 The selected Government of India Undertaking Public Sector General Insurance Company should agree to the performance standards stipulated by the Bank and comply with the process flow of the Bank.
- 6.2 The selected Government of India Undertaking Public Sector General Insurance Company should maintain all the records related to policy documents of the policy holders and ensure safe custody of it.
- 6.3 The selected Government of India Undertaking Public Sector 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.
- 6.4 It will be the sole responsibility of the selected Government of India Undertaking Public Sector General Insurance Company to provide uninterrupted service to the customer/s.
- 6.5 The selected Government of India Undertaking Public Sector General Insurance Company and its representatives should maintain secrecy and confidentiality of all records and information shared under this contract.
- 6.6 The selected Government of India Undertaking Public Sector General Insurance Company should indemnify the Bank for breach of confidentiality and obligations by the selected Government of India Undertaking Public Sector General Insurance Company, its representatives and agents at the first demand by the Bank.
- 6.7 The selected Government of India Undertaking Public Sector General Insurance Company shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of its insurance business.



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- 6.8 The selected Government of India Undertaking Public Sector 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.
- 6.9 The selected Government of India Undertaking Public Sector General Insurance Company should provide indemnity to the Bank against all claims, costs and actions for all commissions and omissions by the service provider and its representatives.
- 6.10 The Bank shall have right to terminate the agreement by issue of notice without assigning reason and also in case of breach of contractual obligations by the selected Government of India Undertaking Public Sector General Insurance Company. The selected Government of India Undertaking Public Sector General Insurance Company shall not terminate the agreement for convenience.
- 6.11 The Bank shall have right to audit the records of selected Government of India Undertaking Public Sector General Insurance Company.
- 6.12 The Bank shall have right to Set Off any amount which is due to the selected Government of India Undertaking Public Sector General Insurance Company.
- 6.13 The selected Government of India Undertaking Public Sector General Insurance Company shall furnish Performance Bank Guarantee to the Bank as per satisfaction of the Bank.
- 6.14 In any condition Bank shall not be liable to pay damages to selected Government of India Undertaking Public Sector General Insurance Company.

7. Compliance with Laws:

- 7.1 **Compliance in obtaining approvals/permissions/licenses:** The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this RFP or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the agreement. Also, the bidder shall comply with the provisions of code of wages, and other labour welfare legislations. In the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from. The Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.
- 7.2 The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.

8. Termination:

- 8.1 Bank reserves the right to terminate this RFP at any stage without any notice or assigning any reason.
- 8.2 At any time during the course of the RFP process or before the award of contract or after execution of the contract that one or more terms and conditions laid down in this Request For Proposal has not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information. Bank may terminate his contract. Further bank may impose such restriction/s on the defaulting



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bidder as it deemed fit.

- 8.3 **RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:** The Tender accepting authority of the Bank reserves the right to cancel the tender process and reject all bids at any time/at any stage without assigning any reason prior to the award of contract, without thereby incurring any liability to the bidders.

The BANK reserves the right to accept or reject any or all proposals without assigning any reason. No tenderer shall have any cause of action or claim against the BANK for rejection of his proposal.

All tenderers are hereby cautioned that conditional offers with deviations from the tender conditions and other requirements stipulated in the tender documents are likely to be rejected.

Submission of false or incorrect information, history of delayed settlement of claims, reports of unprofessional conduct, among other things, shall be sufficient grounds for disqualification.

9. Modification & Withdrawal of proposals:

The Applicant may modify or withdraw its proposal after submission provided that the written notice of the modification or withdrawal is received by the Bank before the deadline prescribed for submission of applications. Modification or withdrawal notice shall be prepared, sealed, marked and dispatched by the applicant.

10. ARBITRATION:

All disputes arising in connection with the contract shall be settled by mutual consultation/Conciliation. If no agreement is reached the dispute shall be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the rules made there under. The dispute shall be referred for arbitration to any arbitrator to be appointed by the Bank. The award of the arbitrator shall be final and binding on both the Parties. The venue of the Arbitration shall be Lucknow in India. The Award to be given by the Arbitration shall be a speaking award.

The BANK may also put any dispute arising out from proposed project to the IGMS (IRDAI).

All questions, disputes, differences arising under, out of or in connection with this contract shall be to the exclusive jurisdiction of Lucknow Court.

11. CONSEQUENCES OF CANCELLATION:

- Whenever BANK exercises its authority to terminate the agreement on account of breach of contract and/or shift the work to another insurance company, the balance period of risk coverage may be got completed by any other means at the insurance company's risk and cost provided, that in the event of the cost of completion (as certified by the BANK which shall be final and binding on the insurance company) being less than the premium paid, the advantage shall accrue to BANK. If the cost of completion exceeds the money due to the insurance company under the contract, the insurance company shall pay the excess amount demanded by BANK. In case the payment of premium refund is not received in time, asked for, BANK reserves the right to recover the same from any of the policies in force. This will be without prejudice to the rights of BANK under the contract for any other action(s) including termination of the policy or policies.



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- All the applicable Indian laws, Rules and Regulations and CVC guidelines will be applicable to this tender.
- Guidelines issued by IRDAI from time to time with regard to Insurer's responsibility and liability towards insured shall be automatically applicable to this insurance contract to the extent they improve upon the stipulation of this tender from BANK's point of view.

12. BREACH OF CONTRACT:

If any breach is committed by the Insurer company to whom the contract is awarded, in delivery of the services stipulated herein or in the due performance or observance of the provisions of the Agreement, then the BANK shall be at liberty to terminate this agreement by giving the INSURER COMPANY 15 days' notice in writing and in the event of the Insurer does not rectify the defect/deficiencies of Service brought it to their notice, on expiry of the aforesaid notice period, this agreement shall stand terminated.

BANK also reserves the right to seek exemplary damages and indemnification that the insurer company shall be responsible to obtain any or all permission and/or clearances from any/all authorities, governmental or otherwise and BANK shall not be liable or responsible for any of the act or omissions committed on the part of the insurer.

13. Governing Laws:

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 Lucknow shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

14. Prevention of Corrupt and Fraudulent Practices:

a. As per Central Vigilance Commission (CVC) directives, it is required that every participating bidder is required to sign an integrity pact as per the annexure 08 of this RFP.

b. Every Bidders are expected to observe the highest standard of ethics during the RFP process:

(i) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the RFP process or in contract execution

(ii) "Fraudulent Practice" means a misrepresentation of facts in order to influence a RFP process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

c. The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

d. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

15. Authorized Signatory:

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected Bidder shall submit



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at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

16. Clarification of proposal Documents by Applicant/Bank

- a. **Applicant:** Interested applicants can clarify their queries regarding this invitation for proposal as per the timeline mentioned. Please note that, any clarification sought by proposer after the cut-off date will not be entertained by the Bank.
- b. **Bank:** To assist in the examination, evaluation and comparison of proposers, Aryavart Bank may, at its discretion, ask the applicant for clarification of its proposer. The request for clarification and the response shall be in writing.

17. Right to Reject Bids:

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- ✓ It is not in conformity with the instructions mentioned in the RFP document.
- ✓ It is not properly or duly signed.
- ✓ It is received through Telex / telegram / fax / e-Mail.
- ✓ It is received after expiry of the due date and time.
- ✓ It is incomplete including non- furnishing the required documents.
- ✓ It is evasive or contains incorrect information.
- ✓ There is canvassing of any kind.
- ✓ Submitted by related parties
- ✓ It is submitted anywhere other than the place mentioned in the RFP.

Further Bank reserves the rights to:

- ✓ Reject any or all responses received in response to the RFP
- ✓ Extend the time for submission of all proposals
- ✓ Cancel the RFP at any stage, without assigning any reason whatsoever.
- ✓ Visit the place of work of the bidder
- ✓ Conduct an audit of the services provided by the bidder.
- ✓ Ascertain information from the Banks and other institutions to which the bidders have rendered their services for execution of similar projects.
- ✓ Revise any part of the tender document, by providing a written addendum at any stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only.



18. General Terms and conditions:

- 18.1 The RFP document is not recommendation; offer 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 as identified by the Bank, after completion of the selection process as detailed in this document.
- 18.2 **Information Provided:** The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP
- 18.3 **For Respondent Only:** The RFP document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.
- 18.4 **Costs Borne by Respondents:** All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- 18.5 **No Legal Relationship:** No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.
- 18.6 **Recipient Obligation to Inform Itself:** The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- 18.7 **Evaluation of Offers:** Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of Bidder, not limited to those selection criteria set out in this RFP document.
- 18.8 The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement. The bidders unconditionally acknowledge by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.
- 18.9 **Acceptance of Terms:** the bidders will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document
- 18.10 Only one submission of response to RFP by each Respondent will be permitted.
- 18.11 The Bank expects the Bidder to adhere to the terms of this tender document and would not accept any deviations to the same.



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- 18.12 The Bank expects that the Bidder appointed under the tender document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by Bank.
- 18.13 Unless agreed to specifically by the Bank in writing for any changes to the issued tender document, the Bidder responses would not be incorporated automatically in the tender document.
- 18.14 The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.
- 18.15 All responses received after the due date/time as mentioned in RFP Important Dates, last Date of Submission of RFP Response (Closing Date)" would be considered late and would be liable to be rejected. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who submits a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding.
- 18.16 All questions relating to the RFP, eligibility or otherwise, must be in writing and addressed to the addresses given in point RFP Important Dates" above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. The Bank will try to reply, without any obligation in respect thereof, every reasonable question raised by the Respondents in the manner specified.
- 18.17 However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- 18.18 Respondents shall invariably provide details of their email address (as) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- 18.19 The Bank may in its absolute discretion engage in discussion or negotiation with any of the Respondents (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- 18.20 All submissions, including any accompanying documents, will become the property of the Bank. The bidder shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.
- 18.21 All responses shall be in English language. All responses by the bidder to this tender document shall be binding on such bidder for a period of 180 days after opening of the bids.



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- 18.22 The bidder may modify or withdraw its offer after submission but prior to the closing date and time as prescribed by Bank. No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers.
- 18.23 The bidders required to quote for all the components/services mentioned in the "Project scope" and all other requirements of this RFP. In case the bidder does not quote for any of the components/services, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- 18.24 In the event the bidder has not quoted for any mandatory items as required by the Bank and forming a part of the tender document circulated to the Bidder's and responded to by the bidder, the same will be deemed to be provided by the bidder at no extra cost to the Bank.
- 18.25 The Bank is not responsible for any assumptions or judgments made by the bidder for proposing the deliverables. The Bank's interpretation will be final.
- 18.26 The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the Bidder and responded by the Bidders have been quoted for by the Bidder, and there will be no extra cost associated with the same in case the Bidder has not quoted for the same.
- 18.27 Responses to this RFP should not be construed as an obligation on the part of the Bank to award a contract / purchase contract for any services or combination of services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- 18.28 By submitting a proposal, the bidder agrees to contract with the Bank within the time period proscribed by the bank. Failure on the part of the successful bidder to execute an agreement with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.
- 18.29 The terms and conditions as specified in the RFP and addendums (if any) thereafter are final and binding on the bidders. In the event the bidders not willing to accept the terms and conditions of the Bank, the bidder may be disqualified. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing
- 18.30 The bidder shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, involved in the performance of the provisions of this RFP. The bidder represents that the proposal to be submitted in response to this RFP shall meet the proposed RFP requirements. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact,



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therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfil all the terms and conditions of this RFP.

18.31 The bidder covenants and represents to the Bank the following:

- It is duly incorporated, validly existing and in good standing under as per the laws of the state in which the entity is incorporated.
- It has the corporate power and authority to enter into Agreements and perform its obligations there under.

18.32 The execution, delivery and performance under an Agreement by bidder:

- Will not violate or contravene any provision of its documents of incorporation;
- Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;
- Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;

18.33 The bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the scope of work, from time to time.

18.34 The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFP and also would not return the bid documents to the Bidders

18.35 The Bank will not bear any costs incurred by the bidder for any discussion, presentation, submission etc. on proposals or proposed contract or for any work performed in connection therewith.

18.36 Preliminary Scrutiny – The Bank will scrutinize the Technical Bid proposal to determine whether they are complete, whether any errors have been made in the Technical Bid document, whether required documentation has been furnished, whether the documents have been properly signed, and whether documents are submitted as per eligibility criteria and annexures.

18.37 Erasures or Alterations – The Technical bid proposal document containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct information of the services 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 the offers not adhering to these guidelines as unacceptable.

18.38 If the Bank is not satisfied with the specifications as specified in the tender document and observes major deviations, the bids of such bidders will not be short-listed for further evaluation. No further discussions shall be entertained with such bidders in



respect of the subject bid.

- 18.39 The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

19. Selection Process:

- a. The selection process shall consist of two stages. The first stage will be for the technical proposal evaluation (herewith called the "Technical Proposal") and the second stage shall be the presentation to the Committee.
- b. For Insurance Companies qualifying in the Technical Proposal, they shall be called for a presentation before the committee, who will evaluate the shortlisted insurance companies. The committee's decision to enter into a corporate agency tie up with the shortlisted General insurance company shall be final.
- c. Based on the committee's decision list of applicants will be prepared on merit and applicant will be selected for agreement.

20. Proposal Evaluation:

Under proposed evaluation process the Bank will evaluate the technical aspects for short listing the Government of India Undertaking Public sector General Insurance Company. The parameters proposed hereunder have been incorporated keeping in view of the important and relevant factors such as experience and understanding of Indian Market, experience of managing Banks as insurance partner, ability to generate higher Business from customized product portfolio, Good distribution network, technology advancement, claim payment ratio, financial health of the company, compliance to regulations, manpower commitment etc. Each factor will be considered under the technical valuation of the company.

21. Operational process for sales and distribution of the product:

The selected General Insurance Company has to specify a suggested process of delivering of all insurance product/ services to Aryavart Bank customers in Annexure-05

22. Marketing support:

The Company has to submit a detailed marketing plan In the Technical Proposal, which would give details of the marketing and strategy support to be given to the Bank for higher penetration.

23. Service & Support:

Service and support is an important aspect. Proponents are to indicate their customer support processes and any other relevant information. The company should have in place a proper mechanism, automated process for timely notice for renewal of the policy



REQUEST FOR PROPOSAL FOR CORPORATE AGENCY AGREEMENT IN GENERAL INSURANCE BUSINESS

well before the due date. They should have a proper mechanism to address customer grievances / complaint handling.

24. Commencement of Coverage of policy:

The insurance coverage should commence from the date the premium received / acknowledged by the company

25. Commission:

The General Insurance Company has to submit commission (as % of agency commission) on all the different product lines (as prescribed by IRDAI)

26. Disclaimer:

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

27. General Instructions:

How to Apply:

The format for application as well as the annexure to it is enclosed in this invitation. The application with documents of credentials including experience of working in India with clients comparable in size and complexity with Aryavart Bank, details of establishment in India including years of operation of office in India, Number of professionals in India, Resumes of senior people who are likely to lead the assignment, select reference of Senior Executives etc., shall be submitted to the Bank (as per the address given in this document in a sealed cover & super scribed as "Application for Corporate Agency agreement for General Insurance Business"). The applicants shall furnish the details of key personnel in their company who will be associated with this project and are related to Executives of Aryavart Bank in Scale IV and above

Communication regarding the invitation for proposal

This invitation for Proposal is being issued by the Marketing Department of the Bank, which is the sole contact point regarding all administrative and technical matters relating to the requirements described in this invitation for proposal and is the only authority to change, modify, clarify the specifications, terms and conditions, etc. of this invitation for proposal and for the decisions taken as a result of this invitation for proposal. Any communication in this regard may be made on the address mentioned bellow-

ARYAVART BANK, Department of Marketing, Head office, Shalimar Titanium Building, Opposite – Indira Gandhi Pratisthan, Vibhuti Khand, Gomti Nagar, Lucknow, (UP) - 226010.



Preparation & Submission of Bids

1. Technical Proposals must be complete in all respects for participating in the Technical Proposal process. This Invitation for Corporate Agency Arrangement / RFP in General Insurance Business Document must be signed by an authorized company representative, clearly indicating his designation. The documents submitted must be signed on all pages.
2. Emphasis should be on a comprehensive proposal with clarity of content.
3. Technical Proposals must be accurate. Errors, omissions, alterations of a material nature will result in rejection of a Technical Proposal. Technical Proposal cannot be altered or amended after the submission deadline. However, for proper evaluation Bank may, at its discretion, ask the General Insurance Company for clarification. The response shall be in writing and no change in substance of the Technical Proposal shall be permitted.

Proposal Validity

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

1. The last date of submission of RFP is **21.08.2024** before 5.00 p.m. No proposal shall be accepted after this date and time. If last day of submission of bids is declared a holiday under Negotiable Instruments Act by the Government or closed due to 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.
2. 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 and 2 soft copies by means of CD/DVD/Pen drive. The documents in the CD/DVD/Pen drive should be in no other format other than the Word, Excel and PowerPoint.
3. Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.
4. The bank may at its sole discretion appoint or take the help of a professional agency to help the bank in evaluation process.
5. Bank may call for any additional information as required.

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

Procedure for Evaluation of Bids and Award of Contract

- General Insurance Companies shall submit the proposal (herewith called "Technical Bid document") as per the Invitation Document.
- The Tender Scrutiny and Evaluation Committee consisting of Senior Executives of our Bank will examine the proposal submitted by the Applicants.



REQUEST FOR PROPOSAL FOR CORPORATE AGENCY AGREEMENT IN GENERAL INSURANCE BUSINESS

- The Committee will prepare a list of applicant fulfilling the eligibility criteria based on the relevant experience and expertise as defined in this document and may call for any additional details as needed to complete the evaluation
- The Applicants meeting the eligibility criteria as above will be called for a presentation before the said Committee.
- Based on the technical proposal and presentation, the committee will evaluate the proposals and, on their recommendation, list will be prepared on merit. In case agreement in order of merit is not possible due to mutual consent or any other reason, the next applicant in merit will be called for tie-up.
- The Committee's decision to enter into a Corporate Agency tie up with the shortlisted General Insurance Company shall be final. The Bank will not be responsible for any postal delays. The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.
- **Decision**

Decision taken by the Bank as detailed above will be based on the evaluation of various parameters. The Bank's decision will be final and binding on all the General Insurance Companies and the Bank reserves its right to reject/cancel one or all of the Technical Proposals without assigning any reason whatsoever.

(Arvind Kumar Singh)
General Manager



APPENDIX 'A'

Annexure-01

Eligibility cum Technical Bid

The applicants should fulfil the following eligibility criteria:

Sr. No.	Minimum Eligibility Criteria	Document Required
1.	Should have been registered with IRDAI under the General Insurance Category	Copy of all Licenses issued by IRDAI since inception.
2.	<u>Should be a Government of India Undertaking Public Sector General Insurance Company who will assist us in providing social security insurance schemes especially in PMSBY</u>	Proof should be submitted (copy of Gazette notification)
3.	Should have been in operation for minimum of 10 years in India	Documentary evidence to be submitted. ◦ Solvency Ratio – Certified CA certification.
4.	Should have minimum 100 branches across India as on 31.03.2024	
5.	Should have a minimum solvency ratio of 1.5 as on 31.03.2024	
6.	Should have tie up experience with at least 3 scheduled bank under Corporate Agency agreement as on 31.03.2024 as on date of submission of this RFP.	
7.	Bidder has a valid IRDA license as on date of submission of RFP response, for procuring insurance business in India (Mention No. and Date).	
8.	Authorized representative of Bidder has given undertaking in Form 1 duly signed & stamped	



Technical Evaluation Criteria

Technical Bid envelope to contain the following (All the Documents should be digitally signed by authorized representative of bidder)

Sr. No.	Parameters	Maximum Points	Technical Criteria	Evaluation
1	Number of Years of Operation in General Insurance in India (as on 31.03.2024)	10	> 10 years to 12 Years - 6 Marks >12 years to 14 years - 8 Marks More than 14 years - 10 Marks	
2	Number of Tie-up with Scheduled Commercial Banks as on 31st March 2024. *	10	3 Banks - 6 Marks 4 Banks - 8 Marks 5 Banks & Above - 10	
3	Business sourced through Corporate Agent - banks in FY 2023-24	10	< Rs. 20 Crores - 6 Rs. 20-Rs. 40 Crores - 8 >Rs. 40 Crores - 10	
4	Expense of Management (EOM) percentage in FY 2023-24	10	>30% - 6 25-30% - 8 <25% - 10	
5	Bidder should have minimum solvency Ratio of 1.50 as on 31.03.2024	10	1.50 - 1.60 - 6 1.60 - 1.75 - 8 Above 1.75 - 10	
6	Average Grievance Resolution Ratio -last 3 financial years*	5	Less than 95% - 2 > 95% to 99% - 3 100% - 5	
7	Point of Presence (Number of physical Branches only) as on 31.03.2024	10	> 100 up to 125 - 6 > 125 up to 150 - 8 More than 150 - 10	
8	Regulatory/Statutory penalties**	5	>1 Penalty in Last 3 Years - 2 1 Penalty in Last 3 Years - 3 No Penalty in Last 3 Years - 5	
Total for Technical Parameters		70		
9	Presentation	30		

*FY22, FY23 & FY24

** As per public disclosure



ORGANIZATION SNAPSHOT
APPLICATION FORM FOR TIE UP

To be submitted by General Insurance companies for CORPORATE AGENCY agreement with Aryavart Bank for Distribution of General Insurance

1	Names of the Company			
	Complete address – H.O			
	Tel. No.			
	Website			
2	Year of Establishment			
3	Month & Year of Commencement of Business			
4	IRDAI License Number, Date & Validity			
5	Number of Branches as on 31.03.2024			
6	Financial Information	2021-22	2022-23	2023-24
	a. Invested Capital (INR Cr)			
	b. Operating Profit / (Loss) (INR Cr)s			
	c. Profit / (Loss) after Tax (INR Cr)			
	d. Accumulated profit / loss (INR Cr)			
	e. Net worth (INR Cr)			
	f. Solvency Ratio			
7	Business Information			
	a. Number of Policies			
	b. Gross Written Premium (INR Cr)			
	c. Claims Paid (INR Cr)			
	d. Claims Repudiated (INR Cr)			
	e. Number of Active Customers			
	f. Number of Active Policies			
	g. Number of Claims under dispute and amount under dispute			
	h. Number of active products			
	i. Number of lives covered under simple attachment products on group platform (PA/CI/HC)			



General Information required (Information to be filled by the Bidder and supporting documents to be furnished wherever necessary)

1. Name of the bidder:
2. Year of commencement of business:
3. Whether ISO? : Yes/ No
If yes, details:
4. Constitution of the bidder
5. Bidder's Registered Address:
6. E-mail/ Phone/ Fax nos: E-mail:
Fax:
Phone Nos: _
7. Details of authorized representative(s):
8. Name(s) and addresses/Director Identification numbers of Director(s):
9. Whether registered with the Registrar of Companies/Registrar of Firms? If so, mention number and date:
10. Whether Registered for GSTIN purposes? If yes, mention number and date:
(Attach copies of GSTIN clearance certificate).
11. Is the firm a Insurance service provider. (Attach authenticated copies):
12. Net Profit (Rupees. In lacs)
During FY 2021-22:
During FY 2022-23:
During FY 2023-24:
13. Total Turnover (Rupees .In Crores)
During FY 2021-22:
During FY 2022-23:
During FY 2023-24:
14. Revenue earned from sale insurance services (Rupees in Crores)
During FY 2021-22:
During FY 2022-23:
During FY 2023-24:
15. No. of own Office in UP State:
(Attach list of the offices)
16. Contact person for the company:
Name-
Designation-
Contact no.-
Email ID-
Office address seating at -



FORM 1 - Undertaking by Bidder

[Date/Place]

To

General Manager – Marketing Department
Aryavart Bank,
Shalimar Titanium Building, Opposite – Indira Gandhi Pratisthan
Vibhuti Khand, Gomti Nagar, Lucknow, (UP) -226010

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 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



REQUEST FOR PROPOSAL FOR CORPORATE AGENCY AGREEMENT IN GENERAL INSURANCE BUSINESS

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 **Aryavart 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 **Lucknow**, 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:



REQUEST FOR PROPOSAL FOR CORPORATE AGENCY AGREEMENT IN GENERAL INSURANCE BUSINESS

1	Company Profile	Name of the Applicant Firm			
		Complete address - H.O			
		Board No. - Head Office			
		Website			
		Type of Company			
		Year of Establishment			
		Month & Year of Commencement of Business			
		IRDA License Number & Date			
		PAN & GSTN			
		No. of Employees (permanent/ regular) 31-03-24			
		Number of Branches as on 31.03.24 in Banks service area			
		2	Financial Strength & Performance	Market Share 31-03-2024	
Financial Information	2021-22			2022-23	2023-24
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					
f. Expenses on Management (EOM) Percentage					
Business Information	2021-22			2022-23	2023-24
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	2021-22			2022-23	2023-24
Claim settlement ratio(Group)					
Claim settlement ratio(Retail)					
Claim settlement ratio(Other)					
g. No. of Regulatory / Statutory Penalties					
h. No. of Tie-ups with Scheduled Commercial Banks					



Form 2: Channel wise break up of business

PARTICULARS	Gross Premium (INR Cr.)		
	2021-22	2022-23	2023-24
Tied Agency (Total No. of Tie-ups)			
Corporate Agents-Banks (Scheduled Commercial Banks) (Total No. of Tie-ups)			
Corporate Agents-Others (Total No. of Tie-ups)			
Brokers			
Web Sales			
Direct Sales Team			
Others			
TOTAL			

Form 3 - Segment wise business (For GI)

(Figures in INR Cr.)

FY	Fire	Marine (Cargo and Hull)	Motor	Health Insurance	Others	Grand Total
2021-2022						
2022-2023						
2023-2024						

Form 3 B - Segment wise business (For Health)

(Figures in INR Cr.)

FY	Individual product	Group	Others	Grand Total
2021-2022				
2022-2023				
2023-2024				



Form 4 : Claims settlement

Form 4 A: INDIVIDUAL CLAIMS

Particulars	2021-22		2022-23		2023-24	
	No. of Policies	Amt. (in Cr.)	No. of Policies	Amt. (in Cr.)	No. of Policies	Amt. (in Cr.)
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 4 B: GROUP CLAIMS (NUMBER OF POLICIES)

Particulars	2021-22		2022-23		2023-24	
	No. of Policies	Amt. (in Cr.)	No. of Policies	Amt. (in Cr.)	No. of Policies	Amt. (in Cr.)
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 5 – 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
2021-2022				
2022-2023				
2023-2024				

Form 6 – 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 31 March 2024.

DECLARATION

1. I/We have read the instructions appended on the Performa and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Aryavart Bank on the basis of the information given by me/us can be treated as invalid by the bank and I/We will be solely responsible for the consequences.
2. I/We agree that the decision of the Aryavart Bank in selection of insurers will be final and binding onus.
3. All the information furnished by me/us is correct to the best of my knowledge and belief.
4. I /We agree that I/We have no objection if enquiries are made about the works listed by me/ us in the accompanying sheets.

Signature

Seal of the Bidder



APPENDIX 'B'**PRICE BID (In separate envelope)**

The Agreement will facilitate insurance coverage under Corporate Agency Agreement for customers in ARYAVART BANK as follows.

Form 7 : 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 8 – Business & Revenue Estimate

- A. Please provide the estimated potential for next 3 Years that **Aryavart 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 9 : Support

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

Form 10 : 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 Aryavart 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 **Aryavart 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



Process of Distribution and Claim Settlement

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

1. Policy Distribution

Sr. No.	Process Steps	Owner Details

2. Premium Collection

Sr. No.	Process Steps	Owner Details

3. Policy Login, Issuance and Underwriting**a. Login**

Sr. No.	Process Steps	Owner Details

b. Issuance

Sr. No.	Process Steps	Owner Details

c. Underwriting

Sr. No.	Process Steps	Owner Details

4. Renewal Premium Collection

Sr. No.	Process Steps	Owner Details

5. Claim Settlement

Sr. No.	Process Steps	Owner Details

6. IT Integration

Sr. No.	Process Steps	Owner Details



7. Grievances Redressal

Sr. No.	Process Steps	Owner Details

8. Key observations in last 3 years

Sr. No.	Process Steps	Owner Details

9. System Support

Sr. No.	Process Steps	Owner Details



Letter of Proposal submission

To
General Manager – Marketing Department
Aryavart Bank,
Shalimar Titanium Building, Opposite – Indira Gandhi Pratisthan
Vibhuti Khand, Gomti Nagar, Lucknow, (UP) -226010

Dear Sir,

Sub: Application for proposed Corporate Agency Arrangement with Aryavart Bank

1. We, the undersigned are duly authorized to represent and act on behalf of ("Proposer") in terms of the enclosed Board Resolution at Schedule 1.

2. Having reviewed and fully understood all information provided in the Invitation for Proposal Document dated [insert] issued by the Bank, [Proposer] is hereby tendering the proposal. As required we are enclosing the following:

a. Proposal as per the Invitation;

b. Other details and supporting documents (as applicable) in response to the requirements outlined in the invitation document.

c. Technical Proposal

3. Our Proposal is unconditional, valid and open for acceptance by Bank up until 180 Days from the last date of submission of the proposal.

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 Proposal.

5. We hereby agree, undertake and declare as under:

a. We have examined and have no reservations in respect of the proposal document.

b. Our proposal is, in all respects, in compliance with the requirements of the invitation. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our proposal, we hereby represent and confirm that our Proposal 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 Proposal, we hereby agree and undertake to keep this Proposal 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 proposal.

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 Proposal.

e. We undertake that in case due to any change in facts or circumstances or applicable law during the process, we are disqualified in terms of the proposal, we shall intimate the Bank of



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the same immediately.

f. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any process in the past and have not been blacklisted by any governmental or regulatory authority or stock exchange.

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 proposal and to seek clarifications from our advisors 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 yourself to verify statements and information provided in this Proposal, 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 Proposer, or in connection with the 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 Proposer 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 Proposal shall remain binding upon us.

b. The Bank may in their absolute discretion reject or accept any Proposal, cancel the application.

c. We acknowledge the Right of the Bank to reject our Proposal without assigning any reason or process for the proposed Tie Up and reject all proposals. Otherwise and hereby waive our right or challenge the same on any account whatsoever and

d. Bank is not bound to accept any Proposal that it may receive pursuant to the invitation for proposal.

e. We acknowledge that the Bank will be relying on the information provided in the Proposal and the documents accompanying such Proposal for selection of the Proposers 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.

f. We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the invitation for proposal or as extended by the Bank from time to time at its sole discretion.

g. This Proposal shall be governed by and construed in all respects according to the laws of India. Courts in Lucknow, India, shall have exclusive jurisdiction in relation to any dispute arising from the proposal, this Proposal and the Proposal process.

h. All the terms used herein but not defined, shall have the meaning as ascribed thereto under the Invitation for Proposal.



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We confirm that we are complying with the IRDAI guidelines.

Name of the Proposer:

Signature of the Authorized Person:

Name of the Authorized Person:

Company rubber stamp/seal

Date:

Place:



NON-DISCLOSURE AGREEMENT

This NON-DISCLOSURE AGREEMENT ("NDA") is made at Lucknow this _____ day of _____ 2024

BY AND BETWEEN

Aryavart Bank, a body corporate constituted under the provisions of RRB Act, 1976 and having its Head Office at A-2/46, Vijay Khand, Gomti Nagar, Lucknow-226010

AND

....., a Government of India Undertaking Public Sector General Insurance Company whose registered office is at _____ through its authorized representative Mr. _____ hereinafter referred to as "Consultant", which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

Aryavart Bank and Consultant, shall hereinafter be individually referred to as first Party and second party collectively referred to as "Parties".

RECITALS

WHEREAS:

1.

Aryavart Bank pursuant to its working relationship which has been or may be established, with the Consultant, anticipate that it may have to disclose or deliver certain documents, components, parts, information, drawings, data, sketches, plans programs, specifications, techniques, processes, software, inventions and other materials, both written and oral, of a secret, confidential or proprietary nature, including without limitation any and all information relating to marketing, finance, forecasts, invention, research, design or development of information system and any supportive or incidental sub-systems, (collectively, "Proprietary Information"); and which may be accessible / available to the Consultant

WHEREAS, Aryavart Bank desires to ensure that the confidentiality of any Proprietary Information is maintained, during the tenure of the NDA (contract) and thereafter;

NOW, THEREFORE, in consideration of the foregoing premises, and the mutual covenants contained herein, both the parties intending to be legally bound, Aryavart Bank and Consultant hereby agree as follows:

1 CONFIDENTIAL INFORMATION

1 All Aryavart Bank's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of the Consultant or its employees during the course of discharging their obligations shall be treated as absolutely confidential and the Consultant irrevocably agrees and undertakes and ensures that the Consultant and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without the prior written permission of Aryavart Bank nor shall use or allow to be used any information other than as may be necessary for the due performance by the Consultant of its obligations.



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2 The Consultant shall not make or retain any copies or record of any Confidential Information submitted by Aryavart Bank other than as may be required for the performance of the Consultant.

3 The Consultant shall notify Aryavart Bank promptly of any unauthorized or improper use or disclosure of the Confidential Information.

4 The Consultant shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also so far as it is practicable the Consultant shall immediately expunge any Confidential Information relating to the projects from any computer, word processor or other device in possession or in the custody and control by Consultant or its affiliates.

5 Consultant shall extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

6 The Consultant hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of any oral or written information which may contain, hold or bear confidential information or disclose the information submitted by Aryavart Bank under any other Agreement to any third party unless such disclosure is mandatorily required by law or if it is required necessarily to be disclosed to any other agency/subcontractor or the like for the purpose of performing any of its obligations under the contract.

7 Consultant shall not disclose the name of the Aryavart Bank, or the existence, nature or substance of any agreement, relationship and/or negotiations between Aryavart Bank and the Consultant, in any publicity material or other communications to any third parties without the prior permission of Aryavart Bank.

8. However the Confidential Information will not be limited to the information mentioned above but not include the following as Confidential Information:

i) Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;

ii) Prior to the disclosure by Aryavart Bank was known to or in the possession of the Consultant at the time of disclosure ;

iii) Was disclosed or parted with the prior consent of Aryavart Bank;

iv) Was acquired by the Consultant from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from Aryavart Bank.

9. The Consultant agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.

10. In any dispute over whether information or matter is Proprietary Information or not mentioned herein, it shall be the burden of Consultant to show that such contested information or matter is not Proprietary Information within the meaning of this Agreement, and that it does not constitute violation under any laws for the time being enforce in India.

2 PROPRIETARY RIGHTS



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Title to all documents, process details, any other information which is having intellectual property rights received by Consultant from Aryavart Bank, including all Proprietary Information, shall remain at all times the sole property of Aryavart Bank, and this Agreement shall not be construed to grant to Consultant any patents, licenses or similar rights to such property and Proprietary Information disclosed to Consultant hereunder.

3 INDEMNITY

3.1 The Consultant hereby agrees to indemnify and keep Aryavart Bank indemnified safe and harmless at all times against all or any consequences arising out of any breach of this confidentiality undertaking by the Consultant and /or its employees and shall immediately reimburse and pay to Aryavart Bank on demand all damages, loss, cost, expenses or any charges that Aryavart Bank may sustain suffer, incur or pay in connection therewith.

3.2 The Consultant acknowledges that a breach of its obligations under this Agreement could cause irreparable harm to the Aryavart Bank for which monetary damages may be difficult to ascertain or an inadequate remedy. The Consultant therefore agrees that the Aryavart Bank will have the right, in addition to its other rights and remedies, to seek injunctive relief and damages for any violation of this Agreement.

4 Termination and Survival

4.1 The terms of this Agreement shall be for -36- months (Three Years) unless terminated by Aryavart Bank with thirty days prior written notice to Consultant , however, this Agreement's provisions will survive as to Confidential Information that is disclosed before termination.

4.2 Unless the Aryavart Bank otherwise agree in writing, consultant duty to protect Confidential Information expires three years from termination / expiry of this Agreement, provided the information which is by its nature required to keep confidential or under any applicable laws required to protect forever such information shall be remain confidential forever or until such time when the consultant no longer has access to the Confidential Information or has returned or destroyed all Confidential Information having in its possession.

5 GOVERNING LAW AND JURISDICTION:

The provisions of this Agreement shall be governed by the laws of India. If any disputes or differences shall arise between the Parties hereto as to the interpretation or the performance of this Agreement the same shall be referred to sole arbitrator to be appointed by Aryavart Bank. The arbitration proceeding shall be governed by the Arbitration and Conciliation Act 1996 and rules / amendments there under. The place of Arbitration shall be at Lucknow. The language of arbitration shall be English and the courts at Lucknow shall have the exclusive jurisdiction to try any matters arising from this Agreement.

6 SEVERABILITY

If any provision of this Agreement is invalid or unenforceable, then such provision shall be construed and limited to the extent necessary, or severed if necessary, in order to eliminate such invalidity or unenforceability, and the other provisions of this Agreement shall not be affected thereby.

7 NO LIABILITY

Consultant understands and agrees that neither the Aryavart Bank nor any of its directors, officers, employees, agents, advisors or representatives (i) have made or make any representation or warranty, expressed or implied, as to the accuracy or completeness of the Confidential Information or (ii) shall have any liability whatsoever to consultant or its Affiliates



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relating to or resulting from the use of the Confidential Information or any errors therein or omissions therefrom.

8 MISCELLANEOUS

8.1 No delay or omission by either party in exercising any rights under the agreement after award of tender will operate as a waiver of that or any other right. A waiver or consent given by either Party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

8.2 This Agreement is in addition to any prior written agreement between Aryavart Bank and Consultant relating to the subject matter of this Agreement; in the event of any disparity or conflict between the provision of such agreements, the provision which is more protective of Proprietary Information shall control.

8.3 This Agreement may not be modified, in whole or in part, except by an agreement in writing signed by Aryavart Bank and Consultant.

IN WITNESS WHEREOF, the Parties hereto have set the hands of the respective authorized officials on the day and year first hereinabove written.

For Aryavart Bank Sign; Name: Title: Authorised Signatory Address: Fax No.	For M/s _____ Sign; Name: Title: Authorised Signatory Address: Fax No.
--	--

Date: _____

Place: Lucknow



Integrity Pact

PRE-CONTRACT INTEGRITY PACT

(TO BE STAMPED AS AN AGREEMENT)

Between

Aryavart Bank, a body corporate constituted under the provisions of RRB Act, 1976 and having its Corporate Office at A-2/46, Vijay Khand, Gomti Nagar, Lucknow-226010 (hereinafter referred to as "Aryavart Bank"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

And

_____, a Government of India Undertaking Public Sector General Insurance Company whose registered office is at _____ through its authorized representative Mr. _____ hereinafter referred to as "Bidder ", which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

Preamble

Aryavart Bank is a one of the Regional Rural Bank having its presence in 26 Districts of Uttar Pradesh namely Agra, Aligarh, Ayodhya, Bahraich, Banda, Barabanki, Chitrakoot, Etah, Farrukhabad, Firozabad, Hamirpur, Hardoi, Hathras, Jalaun, Kannauj, Kasganj, Lakhimpur, Lucknow, Mahoba, Mainpuri, Mathura, Mirzapur, Shravasti, Sitapur, Sonbhadra and Unnao with a network of 1367 Branches & 22 Regional Offices. Aryavart Bank is committed to fair and transparent procedure in appointing of it's outsource service providers.

The Aryavart Bank intends to appoint/ select, under laid down organizational procedures, contract/ s for.....

Aryavart Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s).

Section 1 - Commitments of Aryavart

The Aryavart Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

No employee of the Aryavart Bank, personally or through its family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to. The Aryavart Bank will, during the tender process treat all Bidder(s) with equity and reason. The Aryavart Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

The Aryavart Bank will make endeavour to exclude from the selection process all known prejudiced persons.



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If the Aryavart Bank obtains information on the conduct of any of its employees which is a criminal offence under the BNS/ PC Act, or if there be a substantive suspicion in this regard, the Aryavart Bank will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)

The Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

The Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the Aryavart Bank employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract

The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

The Bidder(s) will not commit any offence under the relevant IPC/ PC Act; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Aryavart Bank as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.

The Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

The Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s), before award or during execution has committed a transgression through a violation of Section 2 above, or in any other form such as to put their reliability or credibility in question, the Aryavart Bank is entitled to disqualify the Bidder(s) from the tender process or take action as per law in force

Section 4 - Compensation for Damages

If the Aryavart Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3 above, the Aryavart Bank is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

If the Aryavart Bank has terminated the contract according to Section 3, or if the Aryavart Bank is entitled to terminate the contract according to Section 3, the Aryavart Bank shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

The Bidder declares that no previous transgressions occurred in the last three years with any



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other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process

Section 6 - The Aryavart Bank will enter into agreements with identical conditions as this one with all Bidders.

The Aryavart Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)

If the Aryavart Bank obtains knowledge of conduct of a Bidder or of an employee or a representative or an associate of a Bidder which constitutes corruption, or if the Aryavart Bank has substantive suspicion in this regard, the Aryavart Bank will inform the same to the Chief Vigilance Officer.

Section 8 - Pact Duration

This Pact shall be effective from the date of its execution and shall expire for the selected Bidder till the period of agreement, and for all other Bidders 6 months after the agreement has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

Section 9 Other provisions

This agreement is subject to Indian Law and court of Lucknow shall have exclusive jurisdiction to entertain any matter arising out of this pact

Changes and supplements as well as termination notices need to be made in writing

Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

In the event of any contradiction between the Integrity Pact and RFP/ RFQ/ tender documents and its Annexure, the Clause in the Integrity Pact will prevail.

The parties hereby sign this Integrity Pact at _____ on _____

Aryavart Bank

BIDDER

Name of the Officer:

Chief Executive Officer:

Designation:

Department:

Date:

Date:

Place:

Place:

Witness

Witness

1. _____

1. _____

2. _____

2. _____



Presentation Highlights

SR. No.	PARTICULARS
1	Business & Revenue Projections for Bank and Strategies for achievement of the same (New Business & Renewal), product strategy including development of new tailor made products for our Bank
a	Dedicated Bancassurance Vertical
b	Business & Revenue Projections for the Bank
c	Strategies for mobilization of New Business
d	Strategies for Renewal Business
e	Customized products for Assets and Liabilities Portfolio of our Bank.
2	Support System to be provided to the Bank in terms of Manpower, Sales, MIS, and deployment of technology for simplification of issuance of Policies
a	Manpower, Lead generation & Marketing Support
b	Timely MIS on business mobilization & Commission reflection and reconciliation on Real Time basis.
c	IT integration, Digital capabilities - Policy issuance, Verification, Servicing Claim settlement, TAT
3	Claim Settlement
a	Simplified Claim Settlement Process, TAT
b	Network Hospitals
4	Compliance related Support to be Provided to the Bank
a	Compliance related Support: Periodic IRDAI returns, IRDAI Audit, training of Specified Persons (SPs) for Bank
5	Competitive Advantages / Strengths
6	Any Other relevant Information
7	Bidder shall submit hard copy of the presentation presented before presentation committee duly stamped and company seal by authorized signatory

ORGANIZATION DETAILS

1. Please provide the list of All Board of Directors as on Date with a brief background of each.
2. Please provide the organization chart as on Date showing the structure of various departments that exist and the reporting structure of respective functional heads.
3. Please provide the structure & hierarchy of Bancassurance Department as on Date.
4. 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

5. Please provide the number of branches as on Mar 31st, 2024 in each State or Union Territory as per the format given below:

State/ Union Territory	No. of Branches

