

Request for Proposal (RFP) for Corporate Agency Arrangement for Stand Alone Health Insurance Business

RFP Ref No: UCO/IMW/RFP/03/2019-20 Dated: 18/09/2019

Clarifications to Queries raised by Bidder(s) and Amendments

SI No	Section	Point No & Heading	Clarification sought/Suggestions proposed	UCO Bank Reply
1	Form 9 – Grievance Redressal	---	Grievance Redressal Ratio – Method of Calculation	Grievance Redressal Ratio = No. of grievances resolved during the year / (Opening Balance of Grievances c/f + Grievances reported during the Year)
2	Schedule-1 - Form of Board Resolution	---	Instead of the Board Resolution in Format specified in Schedule 1, will any other format suffice?	No Changes. Please be guided by the RFP.
3	Annexure B - Integrity Pact	---	The value of the non-judicial stamp paper and respective state for applicable stamp laws.	The Integrity Pact is to be executed on a Non-judicial stamp paper of requisite value as per respective state acts. Since IP will be executed at the time of Bid Opening at Kolkata, Non Judicial Stamp Paper of value Rs 100/- is sufficient when executing such documents in the State of West Bengal.
			The details of the contact person for signing of the pact from the Bank side. Advice if the pact has to be signed by both the parties (or just the insurer) before the final submission date and enclosed along with the RFP documents submitted.	The parties to the Integrity Pact will be the Authorised Person on behalf of the Insurance Company and the General Manager/Deputy General Manager on behalf of the Bank. The Integrity Pact will be executed on the day of Bid Opening at UCO Bank Head Office, Kolkata and will have to be submitted as part of Technical Bid.

Amendment:**FORM - 2 - ORGANIZATION SNAPSHOT**

1	a. Name of the Applicant Firm			
	b. Address Corporate Office			
	c. Website			
	d. Board Number – Corporate Office			
2	Names of the JV Partners & % of share holding as on 31.03.2019 a. b.			
3	Date of Commencement of Business(DD/MM/YYYY)			
4	Number of Branches as on 31.03.19			
5	Financial information	FY 2016-17	FY 2017-18	FY 2018-19
	a. Net Worth			
	b. Invested Capital (INR Crore)			
	c. Equity Capital (INR Crore)			
	d. Accumulated Profit after Tax (INR Crore)			
	e. Solvency Ratio			
	f. Total AUM (INR Crore)			
6	Business Growth (Individual, i.e., Retail, New Business)	FY 2016-17	FY 2017-18	FY 2018-19
	a. Number of Policies (NOP			
	b. Gross Written Premium (INR)			
7	Incurred Claims Ratio(by Amount)	FY 2016-17	FY 2017-18	FY 2018-19
8	Combined Ratio			

BUSINESS INFORMATION**Details of Premium collected by Insurance Company:**

Channel Wise Business Break-Up

(Amt. INR in Crores)

PARTICULARS		New Business Premium		
		FY 2016-17	FY 2017-18	FY 2018-19
INDIVIDUAL BUSINESS	Agency / Tied Channel			
	Corporate Agents – Banks			
	Corporate Agents – Others			
	Brokers			
	Direct Sales Team			
	Others			
GROUP BUSINESS	Agency / Tied Channel			
	Corporate Agents – Banks			
	Corporate Agents – Others			
	Brokers			
	Direct Sales Team			
	Others			
TOTAL				

Category wise Business Break Up**(Amt. INR in Crores)**

Sl.No.	Details	FY 2016-17	FY 2017-18	FY 2018-19
1	New Business Premium			
1.1	Of (1), collected through Corporate Agents ~Bank Channel			
2	Gross Written Premium			
2.1	Of (2), collected through Corporate Agents ~Bank Channel			
3	% Product Mix Retail (New Business Premium~Individual Only)			
3.1	Engineering			

3.2	Fire			
3.3	Motor			
3.4	Marine			
3.5	Liability			
3.6	Travel			
3.7	Personal Accident			
3.8	Health			
3.9	Misc.			
4	Total No of Policies (Individual)			
5	Average Premium Per Policy (Individual)			
6	Average Sum assured per policy (Individual) (INR in lac)			

Number of Specified Persons

SPs having License for Life Insurance Business	SPs having License for General Insurance Business	SPs having Composite License	Total number of SPs
75	57	225	357

For data related to Bank's Advances, CASA, Branch Network, Number of ATMs, etc. – Please refer to Bank's website, Annual Reports, Investor Presentations, etc.