



**Request for Proposal (RFP)
for
Corporate Agency Arrangement for
General Insurance Business**

Reference Number: HO/IMW/2016-17/RFP-2

Dated: 5th October' 2016

UCO BANK

HEAD OFFICE: 10, B T M Sarani, Kolkata – 700 001 (West Bengal)

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**REQUEST FOR PROPOSAL (RFP) FOR SUITABLE PARTNER SELECTION
FOR CORPORATE AGENCY ARRANGEMENT FOR GENERAL
INSURANCE BUSINESS AS PER BANK'S REQUIREMENT.**

MOST IMPORTANT DATES FOR BIDDERS

Sl No	Subject	Date/Time
1.	RFP Ref. Number & Date	HO/IMW/2016-17/RFP-2 Dt 05-10-2016
2.	Purpose	Selection of General Insurance Company for Corporate Agency tie up, under IRDAI Open Architecture policy.
3.	Date & Time for seeking Written clarification to RFP	25.10.2016 till 04.00 P.M
4.	Date by when Bank will respond to the clarifications sought by Bidders	28-10-2016
5.	Date & Time for Bidders to submit response to RFP	08-11-2016 by 05.00 P.M
6.	Date & Time of Opening of Bid	09-11-2016 at 11.30 A.M
7.	Address for submission of Bid.	Shri D N Routray, Dy General Manager, Bancassurance Cell, UCO Bank Head Office : 6th Floor 10 , B T M Sarani, Kolkata – 700 001, Phone:033-22343514, 4455 8425. Fax No. 033-44557863
8.	Website address	www.ucobank.com
9.	E-mail address	hoimw.calcutta@ucobank.co.in



A. Introduction:

UCO Bank, a body constituted under Banking Companies, Acquisition and Transfer of Undertakings, Act 1970 has its Head Office at 10, B T M Sarani , Kolkata – 700 001, hereinafter referred to as “Bank”, has its history parallel to India's freedom struggle and was founded by Late G D Birla, the doyen of Indian Industry in January'1943. UCO Bank is one of the leading Public Sector Banks having pan India presence. The Bank was nationalized on 19th July'1969 and is presently a Public Sector Bank, with the Government of India holding major stake of its Capital.

Bank has a sizable customer base along with 42 Zonal Offices and 3074 number of branches as on 30.09.2016. The Bank network is spread across all States and Union Territories comprising of 1142 Rural, 811 Semi Urban, 601 Urban, 520 Metro Branches. All the 3074 branches in India are networked on the Core Banking Platform and spread across all the major centers, covering all population groups across the country. *For further details please visit Bank's website www.ucobank.com*

Vision Statement: To emerge as the most trusted, admired and sought-after world class financial institution and to be the most preferred destination for every customer and investor and a place of pride for its employees.

Mission Statement: To be a Top-class Bank to achieve sustained growth of business and profitability, fulfilling socio-economic obligations, excellence in customer service; through upgradation of skills of staff and their effective participation and making use of state-of-the-art technology.

Bank is at present the Corporate Agent for M/s Reliance General Insurance Company Ltd. for distribution of Non Life insurance products. As per open Architecture policy of IRDAI (Registration of Corporate Agent Regulations 2015 w.e.f 1st April'2016), a Corporate Agent can have arrangements with three General Insurance Companies for distribution of General Insurance products. Hence, Bank is exploring the possibility of entering into a distribution partnership with two more General Insurance Companies.

B. Broad Scope of Work:

The Bank is marketing and distributing Life and General insurance products under a Corporate Agency Arrangement since 2003 and invites proposals from eligible General Insurance companies ('Bidder') with the view of entering into Corporate Agency arrangements with the shortlisted bidder, for distribution of General insurance products in India. Bidders are hereby advised to carefully go through the RFP and submit all relevant information as sought in the RFP.

Details of the objectives, eligibility criteria, data & documents required to be submitted along with RFP, criteria that would be adopted for evaluation and short listing of Insurance Companies, along with other relevant information is contained in this document. The RFP document can be downloaded from the Bank's website www.ucobank.com.

C. Objectives:

- In view of the new Corporate Agency guidelines notified by IRDAI, Bank has decided to go for multiple tie up for selling General Insurance products.
- With a intent to provide full range of financial products to its customers, to realize the full value of its reach and customer base and to help customers to cover their assets against various kinds of risks, Bank has decided to evaluate and thereafter enter into Corporate Agency Arrangement for distribution of General Insurance products, subject to all statutory clearances and approvals from all relevant Authorities in this behalf, under the extant laws and regulatory framework.
- The Bank would like to enter into a Corporate Agency Arrangements with the shortlisted General Insurance Companies.
- Once the responses to the RFP are received, the Bank will start the evaluation process and finalize the most suitable General Insurance Companies.

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

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

1. Should have been registered with IRDAI under the General Insurance category.
2. Should have a valid IRDAI license as on date of submission of RFP response, for procuring Insurance business in India.
3. Should have been operational for atleast 3 years in India as on the date of submission of response to RFP.
4. Should have minimum solvency ratio of 1.50 as on 31.03.2016. (As per Audited Balance Sheet).
5. Should have minimum 50 Branches in India as on 30.09.2016.
6. Authorized representative of Bidder should have given undertaking in Form 1.
7. The bidder should have comprehensive range of products to cater to the needs of various customer segments of the Bank.

E. Clarification and Amendment to the RFP:

The Bidder may request for a clarification on any clause in the RFP document up to **25th October, 2016**. Any request for clarification must be sent in writing/ by standard electronic means to the Dy General Manager, Bancassurance Cell, UCO Bank (e mail id; hoimw.calcutta@ucobank.co.in). The Bank will respond in writing or by standard electronic means. If it is found necessary, Bank will load the responses on its website as per time lines mentioned in Page No. 3. Should the Bank deem necessary, it may amend the RFP as a result of any clarification.

At any time before the submission of Proposals, the Bank may amend the RFP by issuing an addendum and hosting it on the Bank's website. The addendum will be binding on all the bidders. To give Bidders reasonable time to take an amendment into account in their Proposals the Bank may, if the amendment is substantial, extend the deadline for the submission of Proposals.

F. Rejection of Bids:

The Bank reserves the right to reject the Bid if,

- The Bid is incomplete as per the RFP requirements.
- Any condition stated by the Bidder is not acceptable to the Bank.

- If the RFP and any of the terms and conditions stipulated in this document are not accepted by the authorized representatives of the Bidder.
- Required information is not submitted as per the format given.
- Any information submitted by the Bidder is found to be untrue/ fake / false.
- The Bidder does not provide, within the time specified by the Bank, the supplemental information / clarification sought by the Bank for evaluation of the Bid.

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

The deadline for submission of the Proposals is mentioned in “**Most Important Dates for Bidders**” on **Page 3 of the document**. Proposals received after the specified time on the last date shall not be eligible for consideration and shall be summarily rejected.

G. Proposal Validity:

All Proposals shall be valid for a period of 180 days from the last date of submission as mentioned on page no 3. 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.

- **The last date of submission of RFP is 08.11.2016 before 5.00 P.M. No proposal will be accepted after this date and time.**
- Bank will not be responsible for any postal delays and submission by way of e-mail is not acceptable. Bidders are to submit the RFP in hardcopy format in original along with one set of photocopy and 2 soft copies by means of CD. The documents in the CD should be in no other format other than MS Word.

- Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.

Bank may call for any additional information as required.

H. Evaluation Process :

The evaluation process will be through 3 stages.

- Stage 1: A Proposal shall be rejected, if it does not meet the bidder's eligibility criteria as elaborated under section "D" of this document. Only eligible proposals shall be further taken up for evaluation.
- Stage 2: Technical Evaluation of all eligible bids will be done on the basis of the information sought in Form 2 to Form 13. This will carry a weightage of 70 marks.

The Technical Evaluation will be based on 6 Macro Parameters which will have a maximum weightage as indicated in the grid below:

S No.	Parameters	Maximum Weightage
1	Business & Financial Parameters	15
2	Bancassurance Experience & Business proposition	8
3	IRDAI Penalty & Warnings	5
4	Claims & Grievance Redressal	10
5	Support System to be provided to the Bank	22
6	Non Bank Promoted Company	10

- **Stage 3: Top 10 Bidders in order of their ranking based on marks awarded in Technical Evaluation will be invited for a presentation on a specified day and time before the Selection Committee of the Bank. The presentation will carry a weightage of 30 marks. Successful bidders will be intimated about the date & time of presentation and will have to make their own travel and stay arrangements at their own cost. Bank will not bear the cost for the same.**
- Bidders will be ranked finally on the basis of the sum total of the marks scored in technical evaluation process and the presentations made by the shortlisted bidders.

- The Bank reserves the right to accept or reject any application without assigning any reason whatsoever.

I. Preparation of Proposals:

In preparing their Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of Proposal. While preparing the Proposal, the Bidder must give particular attention to the following:

- a. The data should be furnished strictly in accordance with the format specified.
- b. All monetary numbers should be in Indian Rupees.
- c. Denomination in INR Crores is preferred for large numbers.
- d. Annual numbers for Indian operations should be for Fiscal Year ending March 31, 2016 unless otherwise specified.
- e. All enclosures and documents required as per RFP are needed to be submitted.

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

J. Submission, Receipt, and Opening of Proposal :

The original bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person, who has signed the proposal, must initial such corrections.

An authorized representative who would be signing the submission letter shall initial all pages of the original Bid Documents with company seal.

The Bid documents along with the data as per the formats mentioned in the Data Sheet must be submitted in a single sealed envelope duly superscribed as ***“UCO Bank – RFP for Corporate Agency Arrangement for General Insurance Business”***

The bidders who would want to be present at the time of opening of bids may send their representatives with authorization to represent on the given date and time.

The bidder understands that UCO Bank is a Public Sector Bank. The Bank and its officials are bound by guidelines of governance and transparency in the process. The bank has undertaken the RFP process to ensure that there is transparency and fairness in the process of selection of suitable insurance partners and the bank and its customers get the best possible support and service from Insurance Companies to the extent permitted by IRDAI.

Therefore, from the time the Proposals are opened to the time the Bidders are shortlisted, the Bidders should not contact the Bank or any officials of the bank on any matter, except to seek clarifications or response to the queries of the Bank in writing or email. Any effort by Bidders to influence the Bank in the examination, evaluation, ranking of proposals, and recommendation for award shall result in the rejection of the Bidders' Proposal. The Bank reserves the right to seek clarifications from Bidders on any matter.

K. Other Terms and Conditions

(1) Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for termination on account of default if and to the extent that the delay or failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

(2) Confidentiality:

The Bank is bound by an agreement of confidentiality and secrecy with regard to dealing with its customers. The selected Bidder shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any third party or competitors. The Bidder shall render himself liable for disqualification/

premature termination of contract apart from other legal action as may be warranted for any laxity on his part. The Bank is entitled to be indemnified by the Bidder for any loss/damage to reputation and / or for any breach of confidentiality. The information referred to shall include but not restricted to any and every information concerning the Bank and its customers which the Bidder comes to know only on account of his being associated with the Bank through the contract which the Bidder otherwise would not have had access to. The Bidder shall also not make any news release, public announcements or any other reference on RFP or contract without obtaining prior written consent from the Bank. Any reproduction of this RFP by Xerox/Photostat/Electronic or any other means is strictly prohibited without prior consent of the Bank.

(3) Resolution of disputes:

All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the Courts in the Kolkata and the parties agree to submit themselves to the jurisdiction of such court.

(4) Arbitration:

Any controversy related to the bidder under and pursuant to the MOU signed between Bank and the bidder, the interpretation thereof or its breach shall, if not resolved by mutual discussions between the parties, be settled by binding arbitration in accordance with the Arbitration and Conciliation Act, 1996. Arbitration shall be conducted in Kolkata in English language. The Arbitral Tribunal shall be composed of one Arbitrator to be appointed by each Party, and a third Umpire appointed by such Arbitrators. Each Party shall bear the costs, fees etc of the arbitrator nominated by them and shall equally bear the costs of the Umpire.

(5) Inspection of Records:

All Bidder records with respect to any matters covered by this tender shall be made available to Bank at any time during normal business hours, as often as Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.



MINIMUM ELIGIBILITY CRITERIA (TO BE FILLED BY BIDDERS)

S No.	Eligibility Criteria	Criteria Met by Bidder (Yes/ No)	Documents to be Submitted
1	Bidder is registered with IRDAI under the General Insurance category.		Copy of License
2	Bidder has a valid IRDAI license as on date of submission of RFP response, for procuring insurance business in India.		Copy of License
3	Bidder has been running operations in India for more than 3 years as on the date of submission of Bid		1. Certificate of Incorporation. 2. Balance Sheet and Profit & Loss A/C for last 3 years.
4	Bidder has a minimum solvency ratio of 1.50 as on 31.03.2016.		CA Certified Solvency Certificate
5	Bidder has minimum 50 branches across India as on 30.9.2016		Self-Undertaking
6	Authorized representative of Bidder has given undertaking in Form 1 duly signed & stamped		Undertaking Form No.1
7	The bidder should have Comprehensive range of products to cater the need of various customer segments of the Bank.		Self-Declaration signed by CO/ CFO.

Place:

Signature of Applicant:

Date:

Name & Designation / Seal of Organization

Undertaking by Bidder

(To be submitted on Company Letter head)

[Location, Date]

To:

**The Dy General Manager
UCO Bank, 6th Floor
Head Office, 10, B T M Sarani
Kolkata – 700 001
West Bengal**

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 [insert] ("**Bidder**") in terms of the enclosed Board Resolution at Schedule 1.
2. Having reviewed and fully understood all information provided in the Request for Proposal Document dated [insert] ("**RFP**") issued by the Bank, [Bidder] 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 requirement as 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 Bank discovers anything contrary to our above declarations, Bank 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/ Bank/Finance Company or regulatory authority in the past five years.
- g. We confirm that the Bank and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our employees and clients regarding any financial and technical aspects.
- h. This letter will also serve as authorization to any individual or authorized representative of any entity referred to in the supporting information, to provide such information deemed necessary and requested by UCO 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 statements made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.
8. We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by the Bank from time to time at its sole discretion.
9. This Bid shall be governed by and construed in all respects according to the laws of India. Courts in Kolkata, 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 with the IRDAI guidelines.

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person

Company rubber stamp/seal

ORGANIZATION SNAPSHOT

1	Name of the Applicant Firm			
	Complete address (Head Office):			
	Board Nos – Head Office			
	Website			
2	Names of the JV Partners/ Promoter & % of stake held by each as on 30.09.2016			
3	Year of Establishment			
4	Month & Year of Commencement of Business			
5	IRDAI License Number & Date			
6	Number of Branches as on 30.09.2016			
7	Financial Information	FY 2013-14	FY 2014-15	FY 2015-16
	a. Invested Capital (INR Cr)			
	b. Profit / (Loss) after Tax (INR Cr)			
	c. AUM (INR Cr)			
	d. Solvency Ratio			
8	Business Information	FY 2013-14	FY 2014-15	FY 2015-16
	a. Number of Policies			
	b. Gross Written Premium (INR Cr)			
	c. Claims Paid (INR Cr)			
9	Combined Ratio	FY 2013-14	FY 2014-15	FY 2015-16

ORGANIZATION DETAILS

- A. Please provide the list of Board of Directors as on date with a brief background of each person.
- B. Please provide the organization chart as on date showing the structure of various departments that exist and the reporting structure of respective functional heads.
- C. Please provide the structure & hierarchy of Bancassurance Department as on date.
- D. Please provide the list of Top Management Executives as on date with their Names, Designation & E Mail Id's in the format as given below:

Name	Designation	E Mail Id

- E. Please provide the number of branches as on September 30,2016 in each State or Union Territory as per the format given below:

State/ Union Territory	No. of Branches

PRODUCT & COMMISSION

Name of the Product	Product Category (Motor, health, Fire etc)	Maximum Commission approved by IRDAI	Maximum Commission offered to the Bank *

* Within the permissible IRDAI regulations and guidelines.

CHANNELWISE BREAK UP

Channel wise Business break up of Business

PARTICULARS	Gross Premium (Figure in INR Cr)		
	FY 2013-14	FY 2014-15	FY 2015-16
Tied Agency			
Corporate Agents (Banks)			
Corporate Agents (Others)			
Brokers			
Web Sales			
Direct Sales Team			
Others			
TOTAL			

SEGMENT WISE BUSINESS

Please provide segment wise break up of business for last Three Financial Year's in the format as given below:

(Figures in INR Cr)

FY	Fire	Marine	Motor	Health	Others	TOTAL
FY 2013 – 14						
FY 2014 – 15						
FY 2015 – 16						

BANCASSURANCE EXPERIENCE

(Please submit copy of Tie up arrangement letters with Banks / NBFCs)

1. Does the Bidder has a dedicated Bancassurance Vertical & Team?
(Yes / No)
2. List of Banks / NBFC's acting as Corporate Agent for the organization as on 30th September' 2016

S No.	Name of the Corporate Agent	Nature of Organization (Bank / NBFC)	Date of License/ Agreement (mm/yy)

3. List of Banks / NBFC's who have terminated / not renewed Corporate Agency license with the bidder ever since inception.

S No.	Name of the Corporate Agent	Period of Relationship From – To (mm/yyyy)	Reason for Non Renewal / Termination

4. Please provide the List of Banks / NBFC's having a Group Policy as on 30th September 2016 from the bidder to cover its customers.

S No.	Name of the Bank or NBFC	Date of Commencement of Relationship (mm/yy)	Name of the Product

IRDAI PENALTY & WARNINGS

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

Please provide details for last Five Financial Year's in the format as given below:

FY	Amount of Penalty If applicable	Detailed Reason for Penalty
FY 2011 - 12		
FY 2012 – 13		
FY 2013 –14		
FY 2014 – 15		
FY 2015 – 16		

IRDAI WARNINGS

FY	Reason for Warning
FY 2011 - 12	
FY 2012 – 13	
FY 2013 –14	
FY 2014 – 15	
FY 2015 – 16	

CLAIMS SETTLEMENT**INDIVIDUAL CLAIMS OF GENERAL INSURERS (NUMBER OF POLICIES)**

Particulars	FY 2013-14	FY 2014-15	FY 2015-16
Claims pending at start of year (A)			
Claims intimated/ booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

INDIVIDUAL CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS)

Figure in INR Cr

Particulars	FY 2013-14	FY 2014-15	FY 2015-16
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS OF GENERAL INSURERS (NUMBER OF POLICIES)

Figure in INR Cr

Particulars	FY 2013-14	FY 2014-15	FY 2015-16
Claims pending at start of year (A)			
Claims intimated / booked during the year(B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Closed during the period (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS)

Figure in INR Cr

Particulars	FY 2013-14	FY 2014-15	FY 2015-16
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)			

GRIEVANCE REDRESSAL

Please provide a data pertaining to grievance redressal in the format given below for last 3 Financial Years.

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
2013 – 14				
2014 – 15				
2015 – 16				

FORM - 11**BUSINESS & REVENUE ESTIMATE**

A. Please provide the estimated business potential for Next 3 Years that UCO Bank holds to do General Insurance Business and earn revenue from the same.

Figure in INR Cr

	Year 1	Year 2	Year 3
NOP's			
Gross Written Premium			
Revenue to the Bank			

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 (e.g Fire, Marine, Motor, Health , PA etc)	Projected Premium	Maximum Commission for the Bank (approved commission as per IRDAI

Form 12**SUPPORT SERVICES TO BE PROVIDED**

Please elaborate on the kind of support that Bidder will provide to the Bank on each of the parameters as listed below. The Bidder may feel free to add any other support that it may wish to provide to the Bank which helps in increasing the business & revenue.

Kindly note that support services does not refer to commercial support or payment and should be in line with IRDAI guidelines, to help the bank increase insurance business and insurance coverage suited to customer needs.

S No.	Support	Remarks
1	Manpower	
2	Training	
3	Marketing	
4	Operational & MIS	
5	Claims	
6	Technology	
7	Any Other Support (Pls specify)	

Form 13**PRODUCT CUSTOMIZATION**

1. Has the bidder customized products for any of its Channel Partner till Date?
(Yes/No)
2. Is the bidder willing to customize products for UCO Bank? (Yes / No)
3. Please give at least 2 examples of product customization for any existing channel partner. Kindly specify the name of the Channel Partner as well the segment for which the product has been customized.

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 UCO 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.

Signature of Applicant:

Date:

Place:

Name & Designation / Seal of Organization

Schedule 1

Form of Board Resolution

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

"RESOLVED THAT, * + and * +, Directors/Officers of [Bidder], whose specimen signatures appear below, be and are hereby jointly and severally authorized, to do all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid and finalization of our tie-up with the UCO Bank ("Bank"), in response to the Request For Proposal dated [insert] issued by the Bank, on behalf of the Company, including but not limited to signing and submitting all applications, Bids and other documents and writings, participating in Bidders' and other conferences and providing information / responses to the Bank, representing the Company in all matters before the Bank and generally dealing with the Bank in all matters in connection with or relating to or arising out of our Bid and the Bid process and is authorized to negotiate and conclude the tie-up.

Specimen signature

Name: Designation:

Specimen signature

Name: Designation:

Certified true copy for and on behalf of [Bidder]

Signature of the Authorized Person with date

Name of the Authorized Person

Company rubber stamp/seal