



PASCHIM BANGA GRAMIN BANK

(A Govt. Enterprise)

HEAD OFFICE - NATABAR PAUL ROAD, CHATTERJEE PARA MORE TIKIAPARA, HOWRAH -711 101

Phone: 2667 9650

www.pbgbank.com

Email: cm.secretary@pbgb.co.in

Request for Proposal (RFP)

for

Corporate Agency Arrangement for Life Insurance Business

Reference No. PBGB/P&D/RFP/03/2022-23

Date of RFP: 10/03/2023

Last Date & Time for Seeking Clarifications to RFP : 17/03/2023 by 5.00 pm

Last Date & Time for Submitting RFP Proposal : 27/03/2023 by 5.00 pm

A. General Information

Paschim Banga Gramin Bank, a premier Regional Rural Bank (hereinafter called the “Bank”) is exploring the possibility of entering into a distribution partnership of life insurance products by way of Corporate Agency Arrangement In view of the new Corporate Agency guidelines notified by IRDAI, for which bank invites proposals from eligible life insurance companies in India („Bidder”).

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

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

B. About Paschim Banga Gramin Bank

Paschim Banga Gramin Bank is a Regional Rural Bank, sponsored by UCO Bank. The area of operation of the Bank is spread over to 5 districts of West Bengal namely Howrah, Hooghly, Purba Bardhaman, Paschim Bardhaman and Birbhum. The Bank has 230 branches + 1 extn. Counter. The Bank is Corporate Agent of United India Insurance Company Ltd and Future Generali India Insurance Company Limited for General Insurance Business and Life Insurance Corporation of India, SBI Life Insurance Co. Ltd and Bajaj Allianz life insurance Co. Ltd for Life Insurance Business. The bank is corporate agent of Care health Insurance Co. Ltd and Star Health Insurance Co. Ltd for Health Insurance Business respectively which are scheduled to continue till expiry of the agreements.

Highlights of the Bank’s Performance

Parameter	As on 31st March 2022
	(Amount in Crore)
Total Deposits	6252.47
Total Advances	3439.51
Savings Deposit	3508.30
Net Interest Income	274.07
Operating Profit	26.62

For further details please visit Bank’s website www.pbgbank.com

C. Objectives

1.1 In view of the new Corporate Agency guidelines notified by IRDAI, Bank has decided to go for maximum 9 tie up for Life Insurance Business.

1.2 With a view to provide full range of financial products to its customers and to realize full value of its reach and customer base, Bank has taken a view to evaluate and thereafter enter into Corporate Agency Arrangement for distribution of Life Insurance products, subject to all statutory clearances and approvals from all relevant Authorities in this behalf, under the extant laws and regulatory framework.

1.3 The Bank would like to enter into a Corporate Agency Arrangement with a shortlisted Life Insurance Company.

1.4 Once the responses to the RFP are received, the Bank will start the evaluation process and finalize the most suitable Life Insurance Company.

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

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

1. Should have been registered with IRDA under the Life Insurance category.
2. Should have a valid IRDA license as on date of submission of RFP response, for procuring insurance business in India.
3. Should have the minimum solvency ratio of 1.5 as on 31.03.2022
4. Should have been operational in India for at least 5 years as on 31.03.2022.
5. Should have comprehensive range of products to cater to the various segments of customers.
6. Should have bouquet of Insurance products including Loan protection products.
7. Should not have been black listed in last 5 years.
8. Should have Claim Settlement Ratio 95% or above for last 3 years.
9. The bidder should have corporate tie up with Public Sector Banks (Nationalized bank)/Regional Rural Banks/Private Banks.
10. No Penalty imposed by IRDA for last 3 years
11. The bidder should have physical presence in atleast 2 districts of our area of operation namely Howrah, Hooghly, Purba Bardhaman, Paschim Bardhaman and Birbhum.

E. Clarification and Amendment of RFP Documents

The Bidder may request a clarification on any clause in the RFP document up to **Mar 17, 2023**. Any request for clarification must be sent by standard electronic means to ho.planing@pbgb.co.in with cc to cm.secretary@pbgb.co.in .

Bank will respond by standard electronic mail or upload the responses in its website latest by **Mar 21, 2023**.

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

F. Rejection of Bids

The Bank reserves the right to reject the Bid if,

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

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 incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for Bank's action.

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

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

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

G. Proposal Validity

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

H. Short listing & Selection of Insurance Partner :

The RFP response may be sent or submitted at Head Office of Paschim Banga Gramin Bank at the following address, complete with all the requirements as given in the RFP document latest by **17:00 hours on 27.03.2023** addressed to:

The General Manager

Paschim Banga Gramin Bank

HO : Natabar Paul Road, Chatterjee Para More, Tikiapara , Howrah – 711 101, West Bengal

Bids once submitted will be treated as final and no further correspondence would be entertained on this. 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/USB .The documents in the CD should be in no other format other than word, excel ,power point and pdf.

Selection Process:

The Selection process will be split into 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 selection.

Stage 2 – Technical selection of all eligible bids will be done on the basis of the information sought in Form 1 to Form 13 along with other information submitted by bidders. This will carry a weightage of 70 marks. The short listing will be based on the selection parameters & the weightage for each of these parameters shown in the table below-

Parameters and Weightage for Selection of Bids of Bidders meeting the Eligible Criteria –

SI No-	Parameter	Weightage
1	No. of years operation in India	7
2	Profitability	7
3	Solvency Ratio	7
4	Penalty by IRDAI	7
5	Claim Settlement Ratio (Overall)	7
6	Grievance Redressal	7
7	Manpower Support	7
8	Persistency Ratio	7
9	Physical Branch in our area of operation	7
10	Corporate Tie up with banks	7
	Total	70

Weightage of different parameters is further divided in following categories.

SI	Main Parameter	Conditions	weightage
1	Nos of year Operated in India	10 yrs or above	7
		5 or more years to 10 Years	4
		Less than 5 years	0
2	Nos. of years in Net Profit out of last 5 years	If Net profit in 5 yrs	7
		If Net profit in 4 yrs	4
		If Net profit in 3 yrs	3
		If net profit less than 3 yrs	0
3	Solvency ratio	2 or above	7
		1.75 or above to less than 2	5
		1.5 or above to 1.74	3
		Less than 1.5	0
4	Penalty imposed By IRDAI	No Penalty within last 5 years	7
		No Penalty within last 3 years	4
		Penalty imposed within last 3 years	0
5	Claims settlement Ratio overall	98% or more	7
		95% or more to below 98%	4
		Less than 95%	0
6	Grievance Redressal pending %	Less than 1%	7
		1% or more to 3%	5
		More than 3% to 5%	2
		More than 5%	0
7	Manpower Support	If can start Business with PBGB with 10 or more Manpower	7
		If can start Business with PBGB with 6 or more to 10 Manpower	4
		If can start Business with PBGB with less than 6 Manpower	2
8	Persistency Ratio (13 month)	If more than or equal to 80%	7
		75% or above to 79%	4
		60% or above to 74%	2
		If less than 60%	0
9	No of Physical Branch in our area of operation	5 or more physical branch in our area of operation	7
		2 or more to 4 physical branch in in our area of operation	4
		Less than 2 physical branch in our area of operation	0
10.	Tie up with Banks under Corporate Agency Arrangement (excluding Cooperative Banks)	Having Corporate tie up arrangements with 5 or more Banks	7
		Having Corporate tie up arrangements with 2 - 4 Banks	4
		Having Corporate tie up arrangements with less than 2 banks	2
		No tie up arrangements	0

Bidders will also carry weightage on Digital Infrastructure & capability to Integrate with Banks Core Banking Solution and Risk Mitigation Measures to comply with the regulations.

Bids will be opened in presence of Bidders' representatives (maximum two representatives per Bidder) who choose to attend. Bid will open on 29.03.2023 at 3.00 p.m. All Bidders are requested to send their representative on 29.03.2023 at 2.30 p.m. at P.B.G.B Head Office(Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah-711101). No separate mail will be sent in this regard.

Stage 3- Upon RFP selection, the bank reserve the right to invite the number of eligible companies/bidder or as it may deem fit for presentation before a committee of Senior Executives appointed by the Bank. The Presentation will be scheduled on a specified day and time (Bank will publish date and time on its website). 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. The bank reserves the right to invite any number of bidders to make a presentation at its own discretion without assigning any reason.

- Bidders will be ranked 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 intends to enter into corporate agency arrangements with the top 3 or 2 or 1 bidder or may not enter into agreement with any one.
- The corporate agency arrangement would be for a period of 3 years. The agreement shall be subject to termination including for convenience at the sole discretion of the Bank without assigning any reason thereof.
- In case the successful bidders are not agreeable to signing the service level agreements or impose any condition/s unacceptable to the bank or communicate any change/s from their stated responses in the RFP or presentations made to the bank which may not be acceptable to the bank; the bank may at its sole discretion decide to partner with the next ranked bidder/bidders. Here it would be pertinent to mention that Bank shall be within its rights to stipulate such terms and conditions as it may deem fit including the good practices to be followed by the insurance company and those which it should not adopt in the Service Level Agreement/ Memorandum of Understanding.

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

I. Preparation of Proposals

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 put initial validating such corrections.

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

The Bid documents along with the data as per the formats mentioned in the Data Sheet must be submitted at the same time but in a single sealed envelope duly super scribed as **“Paschim Banga Gramin Bank – RFP for Corporate Agency for Life Insurance”**

From the time the Proposals are submitted to the time the Bidders are shortlisted, the Bidder should not contact the Bank on any matter. 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 the Bidders.

Covering Letter for Proposal submission

(To be submitted on Company Letter head)

[Location, Date]

To:

**The General Manager
Paschim Banga Gramin Bank
HO : Natabar Para Road, Chatterjee Para More,
Tikiapara, Howrah – 711 101
West Bengal**

Dear Sir,

Sub: RFP for proposed Corporate Agency Arrangement with PBGB for Life Insurance

1. We, the undersigned are duly authorized to represent and act on behalf of [insert] ("**Bidder**")
2. Having reviewed and fully understood all information provided in the RFP Document issued by the Bank, we [Bidder Name] are hereby submitting our Bid.
3. Our Bid is unconditional, valid and open for acceptance by Bank up until 180 days from the last date of submission of the RFP.
4. We undertake that we shall make available to the Bank any additional information / clarification it may find necessary or require to supplement or authenticate the Bid.
5. We hereby agree, undertake and declare as under:
 - a. In the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
 - b. We undertake that in case there is any change in facts or circumstances during the Bidding process, and we are being disqualified in terms of the RFP, we shall intimate the Bank of the same immediately.
 - c. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bidding process in the past five years.

d. We confirm that the Bank and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our advisors and clients regarding any financial and technical aspects.

e. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bank in connection with the selection of the Bidder or in connection with the Bidding process, in respect of the above mentioned Proposed Tie-up and the terms and implementation thereof.

6. We understand that:

- a. All information submitted under this Bid shall remain binding upon us
- b. The Bank may in their absolute discretion reject or accept any Bid or cancel the Bidding Process
- c. Bank has the right to reject our Bid without assigning any reason for the Proposed Tie- up and can also reject all Proposals. Otherwise and hereby we waive our right to challenge the same on any account whatsoever.
- d. Bank is not bound to accept any Bid that it may receive pursuant to the RFP

7. We acknowledge that the Bank will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.

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

9. This Bid shall be governed by and construed in all respects according to the laws of India. Courts in Kolkata shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.

We confirm that we are complying to the IRDA guidelines.

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person
(Company rubber stamp/seal)

FORM - 1**COMPANY INFORMATION****A. SNAPSHOT**

1	Name of the Applicant			
	Firm Board No.s – Head			
	Office Website			
	Complete address – H.O			
2	Is the company bank promoted?			
3	Names of the JV Partners & % of share holding			
4	Date of Commencement of Business (MM/YYYY)			
5	Number of Branches as on 31.03.21			
6	<i>Financial Information</i>	2019-2020	2020-2021	2021-2022
	1. Invested Capital (INR Crore)			
	2. Profit after Tax (INR Crore)			
	3. Accum. Profit/ Loss(INR Crore)			
	4. Networth (INR Crore)			
	5. Solvency Ratio			
	6. Total AUM (INR Crore)			
7	<i>Business Growth</i>	2019-2020	2020-2021	2021-2022
	1. Number of Policies			
	2. Gross Direct Premium (INR)			
8	<i>Claim Settlement Ratio</i>	2019-2020	2020-2021	2021-2022
	Claims Settlement Ratio – Individual			
	Claims Settlement Ratio – Group			

B. Please provide the List of Top of Management Executives with Names , Designations and E Mail id"s

Name	Designation	E Mail Id

C. Please provide the present hierarchy of Bancassurance Department in your organization

D. Please provide District Wise list of number of Physical branches in West Bengal as on March 31, 2022

S No.	District in West Bengal	No. of Branches
1	Howrah	
2	Hooghly	
3	Purba Bardhaman	
4	Paschim Bardhaman	
5	Birbhum	

FORM - 2**BUSINESS INFORMATION**

Details of Premium collected by the insurance company

Sl. No.	Details	2019-20	2020-21	2021-22
1	Total new business premium			
1 a	Single premium			
1 b	Regular premium			
2	Annualized New business premium			
3	Renewal premium			
4	Product mix			
4 a	ULIP			
4 b	Traditional			
i)	Par			
ii)	Non Par			
5	Total # of policies			
6	Average premium per policy (INR lakhs)			
7	Average sum assured per policy (INR lakhs)			
8	Persistency ratio (%)			
8 a.	For 13th Month			
8 b	For 25th Month			
8 c	For 37th Month			

FORM 3**PRODUCT & COMMISSION**

Please provide the details of the products offered and commission details in the format as given below:

Name of the Product	Product Category (e.g. Endowment, Money Back, Term etc.)	Maximum Commission approved by IRDA	First Year Commission payable to Bank*	Renewal Commission payable to Bank*

* Within the permissible IRDA regulations and guidelines.

FORM 4**IRDA PENALTY & WARNING**

FY	Amount of Penalty	Reason for Penalty	Warning if any
2021-22			
2020-21			
2019-20			
2018-19			
2017-18			
2016-17			
2015-16			

FORM 5**CLAIM SETTLEMENT****INDIVIDUAL CLAIMS STATUS (NUMBER OF POLICIES)**

Particulars	2019-20	2020-21	2021-22
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Written Back (F)			
Claims pending at end of year (G=C-D-E-F)			

INDIVIDUAL CLAIMS STATUS (AMOUNT OF CLAIMS)

Particulars	Rs. IN INR		
	2019-20	2020-21	2021-22
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Written Back (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS STATUS (NUMBER OF CLAIMS)

Particulars	2019-20	2020-21	2021-22
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Written Back (F)			
Claims pending at end of year (G=C-D-E-F)			

GROUP CLAIMS STATUS (AMOUNT OF CLAIMS)

Particulars	Rs. IN INR		
	2019-20	2020-21	2021-22
Claims pending at start of year (A)			
Claims intimated / booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims Written Back (F)			
Claims pending at end of year (G=C-D-E-F)			

FORM 6**CHANNEL WISE BUSINESS**

Please provide information as sought below about the business done by the organization

A. Channel wise Business break up

Rs. IN INR

PARTICULARS	Gross Premium		
	2019-20	2020-21	2021-22
Agency Channel			
Corporate Agents - Banks			
Corporate Agents - Others			
Brokers			
Direct Sales Team			
Others			
TOTAL			

B. Segment wise Business break up (in terms of %)

Segment	In terms of % of Gross Direct Premium		
	2019-20	2020-21	2021-22
Retail Business			
Group Business			

FORM 7**BANCASSURANCE EXPERIENCE**

A. List of Banks / NBFC"s Acting as Corporate Agent for the organization as on March 31, 2022.

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

B. List of Banks / NBFC"s having a Master Policy from the Bidder as on March 31, 2022

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

FORM 8**BUSINESS & REVENUE ESTIMATE**

A. Please give the Business & Revenue Estimate for next 3 Years for PBGB in accordance to the potential that Bank holds for Life Insurance business.

	Year 1	Year 2	Year 3
Est. Premium Per Annum			
Est. Revenue to the Bank			

Est. - Estimated

B. Please provide a detailed business strategy & your organization"s approach in order to help the Bank achieve the business & revenue estimate as mentioned in 7 A .

FORM 9**SUPPORT**

Please elaborate upon the support that your organization will provide to the bank in each of the areas as mentioned below:

SNo.	Support Item	Strategy / Road Map
1	Business Potential	
2	Customer and target Segments	
3	Manpower	
4	Training	
5	Marketing	
6	Operational	
6	Claims & Service	
7	Grievance Redressal	
8	Technology	
9	MIS	
10	Fee income for the bank	
11	Any Other Support (Pls specify)	

FORM 10**PRODUCT CUSTOMIZATION**

Is the insurer open to customizing products based on the bank's requirements (for individual or group products). Please give atleast 2 examples of product customization for any of the existing relationship (preferably Bank).

FORM 11**GRIEVANCE REDRESSAL**

Please provide a 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
2019 – 20				
2020 – 21				
2021 - 22				

FORM 12**INFORMATION**

SI No-	Parameter	ANSWER
1	No. of years operation in India	
2	No of years in Net profit out of last 5 years	
3	Solvency Ratio	
4	Penalty by IRDAI WITHIN 5 YEARS (Y/N)	
5	Claim Settlement Ratio (Overall)	
6	Grievance Redressal Pending (%) as on 31/03/22	
7	Starting Business with how many Manpower Support	
8	Persistency Ratio 13 months	
9	Nos. Physical Branch in our area of operation	Howrah - Hooghly - Purba Bardhaman - Paschim Bardhaman - Birbhum -
10	Corporate Agency Tie up with no of Banks (except Cooperative banks)	

FORM 13

Bidder's Eligibility Criteria

S No.	Particulars	Answer
1	Should have been registered with IRDA under the Life Insurance category (Y/N)	Attached Certificate
2	Should have a valid IRDA license as on date of submission of RFP response, for procuring insurance business in India. (Y/N)	Attached Certificate/Renewal fee Copy
3	solvency ratio as on 31/03/2022	
4	From how many years operation in INDIA	
5	Whether comprehensive range of products to cater to the various segments of customers (Y/N)?	
6	Whether bouquet of Insurance products including Loan Protection products (Y/N)?	
7.	Whether black listed within last 5 years (Y/N)	
8.	Claim Settlement Ratio (Overall)	As on 31/03/2022 -
		As on 31/03/2021-
		As on 31/03/2020-
9.	Corporate Tie up with how many banks under Corporate Agency Arrangement (excluding Co-Operative Banks)?	
10.	Whether any penalty imposed by IRDA within 3 years (Y/N)	
11.	Nos. of Physical Offices in following District	Howrah-
		Hooghly-
		Purba Bardhaman-
		Paschim Bardhaman-
		Birbhum-

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 / annexures.
- We agree that the decision of Paschim Banga Gramin Bank in selection process will be final and binding on us.
- We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the Bank.

Place:

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION SEAL OF ORGANISATION