

**Bank of Maharashtra**

**Request for Proposal (RFP)**

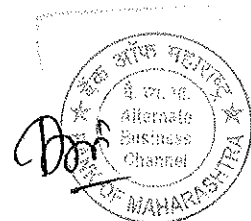
**Corporate Agency Arrangement**

**for**

**Standalone Health Insurance Business**



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

**BID DETAILS**

**MOST IMPORTANT DATES FOR BIDDERS**

Sl. No.	Subject	Date/Time
1.	RFP Ref. Number & Date	ABC/01/2015-16 date: 2.05.2016
2.	Purpose	Selection of Standalone Health Insurance Companies for corporate agency tie up, under IRDAI Open Architecture policy.
3.	Date & Time for seeking Written clarification to RFP	<b>14/05/2016 5PM</b>
4.	Date & Time by when Bank will respond to the clarifications sought by Bidders	<b>20/05/2016 5PM</b>
5.	Date & Time for Bidders to submit response to RFP	<b>31/05/2016 5PM</b>
6.	Date & Time of Opening of Bid	<b>6/06/2016 4PM</b>
7.	Address for submission of Bid & Place of Opening of Bids	Bank of Maharashtra, Alternate Business Channel Dept. Head Office, Lokmangal, 1501 Shivajinagar, Pune 411005
8.	Website address	www.bankofmaharashtra.in
9.	E-mail address	<a href="mailto:bomcoabc@mahabank.co.in">bomcoabc@mahabank.co.in</a> <a href="mailto:agmabc@mahabank.co.in">agmabc@mahabank.co.in</a>
10	Abbreviations	RFP: Request for Proposal Bidder: General Insurance companies IRDAI: Insurance Regulatory Development Authority of India Bank: Bank of Maharashtra



#### A. Introduction:

Bank of Maharashtra is exploring the possibility of entering into a distribution partnership of health insurance products by way of corporate agency arrangement where the Bank would want to become a Corporate Agent of a Standalone Health Insurance Company. At present Bank is not corporate agent of any Standalone Health Insurance Company.

#### Highlights of the Bank's Performance:

Parameter	Year Ended March-2015	Quarter ended Dec-2015
Total Business (INR Cr)	223329	234542
Total Deposits (INR Cr)	122119	130353
Total Advances (INR Cr)	101210	104219
Net Interest Income (INR Cr)	3875	2964
Operating Profit (INR Cr)	2355	1766
Net Profit (INR Cr)	451	221
Net Interest margin (%)	2.82%	2.67%
Capital Adequacy Ratio (%)	11.94%	11.50%
Net NPA (%)	4.19%	5.52%

#### B. Information for interested General Insurance Companies & Broad Scope of Work

As on date, Bank is having **33** zones and around **1954** branches across the country. The Bank has experience of marketing Life and General insurance products under a Corporate Agency Arrangement since 2001.

Bank invites proposals from eligible Standalone Health insurance companies ('Bidder') for entering into corporate agency arrangement with the bank for distribution of health insurance products in India

A corporate agent shall have the duty to service its policyholders during the entire period of contract. Servicing includes assisting in payment of premium required, providing necessary assistance and guidance in the event of a claim, providing all other services and guidance on issues which arise during the course of an insurance contract.

Insurers are expected to fully support the bank by providing the most suitable products and processes for its customers. Insurers should enable the bank to service its customers better by having quick turnaround times on policy issuances, claim settlements, responses to queries and service requests. Insurers must also conduct training programs for bank specified persons provide comprehensive MIS in a timely manner. Insurers are expected to provide all assistance and support to the bank to the extent permitted by regulations.

Bidders are hereby advised to carefully go through 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 relevant information is contained in this document. The RFP document can be downloaded from the Bank's website [www.bankofmaharashtra.in](http://www.bankofmaharashtra.in).

**The period of tie-up will be of three years** which will be reviewed annually.

### C. Objectives

- There is increasing awareness of the need for Health Insurance. Health Insurance as a sector has been growing rapidly
- With the escalating costs of medical treatment and increasing life expectancy it is important for individuals and families to have adequate health insurance cover.
- The bank has a huge network and customers and wishes to offer more choice of health insurance products and services to its customers
- Health Insurance also is an opportunity for the bank to generate third party product income while providing a service to the customers of the bank.
- The bank is therefore undertaking this RFP process for selection of a suitable health insurance partner under the corporate agency guidelines of IRDAI
- Once the responses to the RFP are received, the Bank will start the evaluation process and finalize the most suitable Standalone Health 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 is met in order to participate in the process:

1. Should have been registered with IRDA under the Standalone Health 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 been operational for more than 2 years in India as on date of submission of RFP Response
4. The bidder should have the minimum solvency ratio of 1.5 as on 31.12.2015
5. Authorized representative of Bidder should have given undertaking in Form 1

### E. Clarification and Amendment to the RFP

The Bidder may request clarifications on any clause of the RFP document up to **14.05.2016**. Any request for clarification must be sent by email to [agmabc@mahabank.co.in](mailto:agmabc@mahabank.co.in)/[bomcoabc@mahabank.co.in](mailto:bomcoabc@mahabank.co.in). The Bank will respond through email latest by **20.05.2016**. 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 Bank's website. The addendum will be binding on all the bidders. To give bidders reasonable time, in which to take an amendment into account in their proposals, the Bank may, if the amendment is substantial, extend the deadline for the submission of Proposals.

### F. Rejection of Bids

The Bank reserves the right to reject the Bid if,

- The Bid is incomplete as per the RFP requirements



- Bidder do not fulfill the eligibility criterion
- Any condition stated by the Bidder is not acceptable to the Bank
- If the RFP and / or any of the terms and conditions stipulated in this document are not accepted by the bidder/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, thereby 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.
- The deadline for submission of the Proposals is mentioned in "**Most Important Dates for Bidders**" on **Page 3 of this 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 mentioned in "**Most 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 circumstance, Bank shall not consider such proposal for further evaluation. **The last date of submission of RFP is 6.06.2016 before 5 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 word, excel and power point.
- Bids of only those Bidders will be evaluated, who meet the minimum eligibility criteria as specified in the RFP.
- The bank may at its sole discretion appoint or take the help of a professional agency to help the bank in evaluation process.
- Bank may call for any additional information as required.

#### H. Evaluation Process:

The evaluation 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 the RFP document. Only eligible proposals shall be further taken up for evaluation.
- Stage 2: Technical Evaluation of all eligible bids will be done on basis the information sought in Form 2 to Form 15. This will carry a weight age of 65 marks. The evaluation parameters & the weight age for each of these parameters is mentioned in Annexure A.



**Parameters & Weight age for Evaluation of Bids of Bidders meeting the Eligibility Criteria**

SNo..	Parameter	Weight age
1	Business Growth Rate in India (FY 14-15 over FY 13-14)	3
2	Gross Written Premium (FY 14-15)	3
3	Solvency Ratio	3
4	Products	4
5	Penalty by IRDA	4
6	Claim Repudiation	4
7	Grievance Redressal	4
8	Bank Partnerships	2
9	Manpower Support	4
10	Training Support	4
11	Marketing Support	4
12	Operational Support	4
13	Claims Support	4
14	Technology & MIS Support	4
15	Bank Promoted /Bank within Group	5
16	TPA	4
17	Hospital Network	5
		<b>65</b>

- Stage 3: All eligible bidders achieving 40 marks or above will be invited for a presentation on a specified day and time before the appointed committee by the Bank. This will carry a weight age of 35 marks. 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 on the basis of the sum total of the marks scored in technical evaluation process and the presentations made by the eligible bidders.

The Bank may abort the entire process at any stage, thereby without incurring any liability towards the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for bank's action.

**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 a Proposal.

While preparing the Proposal, the Bidder must give particular attention to the following:

- The data should be furnished strictly in accordance with the format specified
- All monetary numbers should be in Indian Rupees. Denomination in INR Crores is preferred for large numbers.



- c. Annual numbers for Indian operations should be for Fiscal Year ending March 31, 2015 unless otherwise specified.

**Submission of the data in the wrong type of formats will result in the Proposal being deemed 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 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 **"Bank of Maharashtra – RFP for Corporate Agency Arrangement for Standalone Health Insurance"**

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

The bidder understands that the bank is a public sector bank. The bank and its officials are bound by guidelines of governance and transparency in processes. The bank has undertaken the RFP process to ensure that there is transparency and fairness in the process of selection of suitable insurance partner and the bank and its customers get the best possible support and service to the extent permitted by IRDA.

Therefore from the time the Proposals are opened to the time the Bidders are shortlisted, the Bidder should not contact the Bank or any officials of the bank on any matter, except to seek clarifications or respond 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 the Bidders.

**K. Other Terms and Conditions**

**K(1) Force Majeure:**

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other 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.





**K(2) Confidentiality:**

**The RFP document contains confidential information proprietary to the Bank.** The Bank is bound by an agreement of confidentiality and secrecy with regard to the dealings of all customers, particularly the borrowers. 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.

**K(3) Resolution of disputes:**

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

**K(4) Arbitration:**

**Any controversy or claim arising out of or relating to this project and the services to be rendered by bidder under or pursuant to this project Agreement,** the interpretation hereof, 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 Pune. The Arbitral Tribunal shall be composed of one Arbitrator to be appointed by each Party, and a third adjudicator 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 adjudicator.

**K(5) Inspection of Records:**

All Bidder records with respect to any matters covered by this tender shall be made available to Bank or its designees, **including IRDAI Inspectors / auditors** 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.



L.

**MINIMUM ELIGIBILITY CRITERIA (TO BE FILLED BY BIDDERS)**

S No.	Eligibility Criteria	Criteria Met by Bidder (YES / NO)
1	Bidder is registered with IRDA under the Standalone Health Insurance category.	
2	Bidder has a valid IRDA license as on date of submission of RFP response, for procuring insurance business in India.	
3	Bidder has been running operations in India for more than 2 years as on the date of submission of Bid	
4	Bidder should have a minimum solvency ratio* of 1.5 as on 31.12.2015	
5	Authorized representative of Bidder has given an undertaking in Form 1 duly signed and stamped **	

\*Submit Solvency Ratio Certificate duly certified by Chartered Accountant

\*\* Please enclose bidder's standard Board Resolution authorizing the signatory for entering into agreements and contracts on behalf of the Bidder.

Place:

Signature of Applicant :

Date:

Name & Designation / Seal of

Organization



**FORM 1**

**Undertaking by Bidder**

To:

[Location, Date]

General Manager  
Resource Planning  
**Bank of Maharashtra**

Dear Sir,

**Sub: RFP for proposed Corporate Agency Arrangement for Standalone Health 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.
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 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 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 Bank of Maharashtra 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 Hyderabad, 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.

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person

Company rubber stamp/seal



## FORM -2

## ORGANIZATION SNAPSHOT

1	Name of the Applicant Firm			
	Complete address – H.O			
	Board No.s – Head Office			
	Website			
2	Names of the JV Partners & % of stake held by each as on 31.12.2015			
	1.			
	2.			
	3.			
3	Year of Establishment			
4	Month & Year of Commencement of Business			
5	IRDA License Number & Date			
6	Number of Branches as on 31.12.15			
7	Financial Information	<b>2012-2013</b>	<b>2013-2014</b>	<b>2014-2015</b>
	a. Invested Capital (INR Cr)			
	b. Operating Profit / (Loss) (INR Cr)			
	c. Profit / (Loss) after Tax (INR Cr)			
	d. Accumulated profit / loss (INR Cr)			
	e. Networth (INR Cr)			
	f. Solvency Ratio			
8	Business Information	<b>2012-2013</b>	<b>2013-2014</b>	<b>2014-2015</b>
	a. Number of Policies			
	b. Gross Direct Premium (INR Cr)			
	c. Claims Paid			
9	Combined Ratio	<b>2012-2013</b>	<b>2013-2014</b>	<b>2014-2015</b>



- A. Please provide the list of All Board of Directors as on Date with a brief background of each.
- 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 December 31,2015 in each State or Union Territory as per the format given below:

State/ Union Territory	No. of Branches



Name of the Product	Product Category (Health, PA, Travel etc)	Maximum Commission approved by IRDA	Maximum Commission offered to the Bank *

\* Within the permissible IRDA regulations and guidelines.



**FORM 5**

**CHANNELWISE BREAK UP**

Channel wise Business break up of Business

PARTICULARS	Gross Premium		
	2012-2013	2013-2014	2014-2015
Tied Agency			
Corporate Agents (Banks)			
Corporate Agents (Others)			
Brokers			
Web Sales			
Direct Sales Team			
Others			
TOTAL			





**FORM 6****SEGMENT WISE BUSINESS**

Please provide segment wise break up of business for last 3 FY's in the format as given below:

(Figures in INR)

<b>FY</b>	<b>Health</b>	<b>Travel</b>	<b>Personal Accident</b>	<b>Others</b>	<b>TOTAL</b>
FY 2012 – 13					
FY 2013 – 14					
FY 2014 – 15					

**FORM 7****IRDA PENALTY & WARNINGS**

Has the Bidder been ever penalized by IRDA in last 3 years? (Yes / No)

Please provide details for last 3 FY's in the format as given below:

<b>FY</b>	<b>Penalty / Warning</b>	<b>Amount of Penalty If applicable</b>	<b>Detailed Reason for Penalty</b>
FY 2012 – 13			
FY 2013 – 14			
FY 2014 – 15			



**FORM 8 INDIVIDUAL CLAIMS OF STANDALONE HEALTH INSURERS (NUMBER OF Claims)**

Particulars	2012-13	2013-14	2014-15
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 STANDALONE HEALTH INSURERS (AMOUNT OF CLAIMS – Value of Claims)**

Particulars	IN INR Crs		
	2012-13	2013-14	2014-15
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 Insurance CLAIMS OF STANDALONE HEALTH INSURERS (NUMBER OF Claims)**

Particulars	2012-13	2013-14	2014-15
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 Insurance CLAIMS OF STANDALONE HEALTH INSURERS (AMOUNT OF CLAIMS – Value of Claims)**

Particulars	IN INR Crs		
	2012-13	2013-14	2014-15
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 – 9****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
2012 – 13				
2013 – 14				
2014 – 15				

**FORM – 10****DISTRIBUTION SET UP**

1. Does the Bidder has a dedicated Bancassurance Vertical & Team? (Yes / No)
2. Please provide the List of Banks acting as Corporate Agent for the organization as on December 31, 2015.

S No.	Name of the Bank	Corporate Agent of Bidder Since (date) (mm/yy)



A. Please provide the Estimated Potential for Next 3 Years that Bank of Maharashtra holds to do Health Insurance Business and earn revenue from the same.

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

B. Please provide a detailed Business Strategy & Road Map for the Bank to achieve the same.



**Form 12****Support Parameters**

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 this does not refer to commercial support or payment. The support committed below should be in line with IRDA guidelines, to help the bank increase insurance business and insurance coverage suited to customer needs.

SNo.	Support	Remarks
1	Manpower	
2	Training	
3	Marketing	
4	Operations and Service	
5	Claims	
6	Technology	
7	MIS	
8	Many Other Support (Pls specify)	



**Form 13**

**Bank Promoted Insurer or Bank within same Group**

1. Is the insurer promoted by any bank or is any bank a group company of the insurer. If Yes , 1 Marks
2. Does any bank hold more than 4.99% equity stake in the insurer, if so please give details of the stake holding of the bank in the insurer. If Yes 3 marks
3. If no to point 1 & 2 above, 5 marks

**Form 14**

**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 group insurance products for Bank of Maharashtra? (Yes / No)
3. Please give atleast 1 example of product customization for any existing channel partner. Kindly specify the name of the Channel Partner as well for who the product has been customized.

**Form 15**

**HOSPITAL NETWORK**

Please provide the details of your hospital network across various states / union territories as on 31.12.2015

Name of State	No. of Hospitals on Panel	No. of Hospitals providing cashless facility



**Form 16****THIRD PARTY ADMINISTRATOR****Do you have a In house TPA or are the services out sourced ?**

Sno	Name of the TPA (If Inhouse mention Inhouse)	No. of Hospitals at the beginning of year (as on 01.04.2015)	No. of Hospitals added to the network from 01.04.2015 to 31.12.2015	No. of Hospitals withdrawn or removed from 01.04.2015 to 31.12.2015	Total number of hospital in the network in as on Dec 31, 2015

**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 Bank of Maharashtra 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 &amp; 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 Bank of Maharashtra ("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

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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

**\*To be given by selected bidder at time of entering into corporate agency agreements and signing SLA**

