

H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

REQUEST FOR PROPOSAL

CORPORATE AGENCY ARRANGEMENT FOR GENERAL INSURANCE BUSINESS

(GENERAL INSURANCE BUSINESS)

BANCASSURANCE

Website: shgb.co.in



सर्व हरियाणा ग्रामीण बैंक
Sarva Haryana Gramin Bank
(भारत सरकार का उपक्रम) (Govt. of India Undertaking)

प्रायोजक : पंजाब नेशनल बैंक



Sponsored by: Punjab National Bank

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BID DETAILS

SL.No.	Description	Details
1	RFP No. and date	SHGB/MKT/01/2021 dated 10.02.2021
2	Brief Description of the RFP	Corporate Agency Tie-up with a General Insurance Company
3	Date of Issue	08.02.2021
4.	Last date of submission of queries of Bidders	24.02.2021 (Upto 17:00 Hrs)
5.	Last Date of Submission of Bids	09.03.2021 (Upto 17:00 Hrs)
6.	Date and time of Opening of Bid	10.03.2021 (Time- 11:00 Hrs)
7.	Presentation by Eligible Bidders	Will be intimated further

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DISCLAIMER

The information in this **Request for Proposal (“RFP”)** document provided to bidders or applicants whether verbally or in documentary form by or on behalf of **Sarva Haryana Gramin Bank**, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This is not an agreement and is not an offer or invitation by Sarva Haryana Gramin Bank and is meant for the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). This RFP is designed with the purpose to assist the applicants/Bidders to formulate their proposal.

Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this RFP. Sarva Haryana Gramin Bank makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision, and amendment. It does not purport to contain all the information that a Bidder require. Sarva Haryana Gramin Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Sarva Haryana Gramin Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the Bank's Website and it will become part and parcel of RFP.

Sarva Haryana Gramin Bank reserves the right to reject any or all the expression of interest/ proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Sarva Haryana Gramin Bank shall be final, conclusive and binding on all the parties.



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GENERAL INFORMATION

Sarva Haryana Gramin Bank (hereinafter called the “**Bank**”) is exploring the possibility of entering into a distribution partnership of General (General Insurance Business) insurance products by way of Corporate Agency Arrangement with existing General Insurance players. At present Bank has Tie-Up with two of the Insurance Companies. The Bank would want one more such Tie Up and act as a Corporate Agent of the General Insurance Company.

Bank invites proposals from existing General Insurance Companies in India (‘Bidder’) for entering into Corporate Agency Arrangement with the Bank for Distribution of General Insurance Business in India”.

Shortlist of Bidders shall be prepared after evaluation of the Bids submitted by the General Insurance Companies.

Bidders are hereby advised to carefully review and submit all relevant information in the same chronology under the relevant sections only, with their RFP responses.

Details of the objectives, scope of the services, 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.shgb.co.in and alternatively hard copies of the document can be obtained from **Sarva Haryana Gramin Bank, Head Office Marketing Division, SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)** (India), +91 (1262) 243101 (Phone) and homktshgb@shgbank.co.in(E-mail)

The last date and time for submission of proposals, complete with all the requirements as given in the RFP document, is 17.00 Hours on Tuesday 08.03.2021.

GENERAL MANAGER



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ABOUT SARVA HARYANA GRAMIN BANK:

Sarva Haryana Gramin Bank (SHGB) is the only Regional Rural Bank in Haryana under the sponsorship of Punjab National Bank. Over the years of strong existence and a network of **654 Branch Offices** as on 31st March 2020, Sarva Haryana Gramin Bank is serving more than **60 Lakh** esteemed customers. SHGB has continued to provide prudent and trustworthy banking services to its customers. The Bank enjoys strong fundamentals, large franchise value and good brand image in Haryana. To meet the growing aspirations of the customers and compete in today's tough conditions, the Bank offers wide range of products and services.

HERITAGE :(SAGA EXCELLENCE IN BANKING)

Fired by the spirit of nationalism and founded on the idea that Indians should have a Rural Bank of their own, Sarva Haryana Gramin Bank is the result of the efforts of far-sighted vision.

Keeping with the economic ideology of catalyzing development and amelioration of poverty by funding various self-employment schemes at Rural areas, SHGB expanded its presence rapidly in unbanked areas in Haryana. SHGB has established itself firmly as one of the premier banking institutions in Haryana with prudent banking.

WAY FORWARD:

The Bank has adopted a three- pronged strategy. The **first** and foremost strategy will be to bring reduction in NPA level and control on the fresh slippages. Bank has already strengthened its monitoring and recovery verticals to meet these requirements. **Secondly**, the Bank will achieve healthy growth in advances by extending credit to Retail, Agriculture and MSME Sector. **Thirdly**, the Bank will continue to mobilize CASA (Current+Savings) Deposits on liability side. Apart from this, the Bank will continue to focus on growth in revenue, greater cost discipline, improved returns and shore up capital to support business growth.

The Bank continues undergoing transformational change by changing its systems and processes through more and more of digitalization. The clear aim of this entire exercise is to remain competitive in the changing market scenario.

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Sarva Haryana Gramin Bank is a leading Regional Rural Bank with **654 Branches** geographically located in Haryana with its **Head Office** at **Rohtak** and **10 Regional Offices**. It caters to the banking needs in **22 Districts of Haryana**.

Highlights of the Bank's Performance

Performance Parameters	As on 31st March 2020
Total Deposits (Rs. Crores)	16189.12
Total Advances (Rs. Crores)	10144.03
Savings Deposit (Rs. Crores)	8567.56
Net Interest Income (Rs. Crores)	48.22
Operating Profit (Rs. Crores)	135.04
Net Profit After Tax (Rs. Crores)	2.98
Net Interest Margin (%)	2.98
Capital Adequacy Ratio (%)	13.63
Net NPA (%)	6.31

- Bank has a customer base of above 60 Lakh customers as on 31st March 2020.
- Bank has corporate agency arrangements with **M/s PNB Metlife** for life insurance, **M/s Future Generali India Insurance Company Limited (FGI)** and **M/s Bajaj Allianz General Insurance Company Limited (BAGIC)** for general insurance and **M/s Care Health Insurance Co.** standalone in health insurance.

For further details please visit Bank's website www.shgb.co.in

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OBJECTIVE:

- 1.1 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 General Insurance products with other insurers also besides **M/s Future Generali India Insurance Company Limited (FGI)** and **M/s Bajaj Allianz General Insurance Company Limited (BAGIC)**, subject to all statutory clearances and approvals from all relevant Authorities in this behalf under the extant laws and regulatory framework.
- 1.2 The Bank would like to enter into a Corporate Agency Arrangement with one shortlisted General Insurer.
- 1.3 Once the responses to the RFP are received, the Bank will evaluate and finalize the most suitable General Insurance Company.
- 1.4 Since Bank is in process of finalizing a deal with an identified most preferred partner, this would be an internal arrangement. This internal arrangement shall be discontinued at the sole and absolute discretion of the Bank by giving a notice period of **90 days**. As soon as the notice is given, the Insurance company to make all arrangements for providing continuous service to the policy holders till the maturity of the policies and to issue NOC for change of insurer as per IRDAI guidelines.

ABOUT RFP

In this RFP the term '**Sarva Haryana Gramin Bank**' is referred to as the Bank, which term or expression unless excluded by or repugnant to context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this Request for Proposal hereinafter called the "RFP". A Respondent submitting the proposal in response to RFP for Corporate Agency Tie-up for **General Insurance Business** shall hereafter be referred to as "Bidder". The Bank invites Request for Proposal from reputed General Insurance Companies for "Corporate Agency Tie-up" for marketing of General Insurance products through Bank's branches. In this connection, Bank invites Bids from General Insurance Companies as per the Terms & Conditions described elsewhere in this document.

Bank is presently having Corporate Agency Agreement with **M/s Future Generali India Insurance Company Limited (FGI)** and **M/s Bajaj Allianz General Insurance Company Limited (BAGIC)** for General Insurance business. Bank is further exploring the possibility of entering into a Corporate Agency agreement with one more General insurance Cos. under the IRDAI Corporate Agency Regulations 2015.



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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

SL No	Pre –Qualification Criteria	Document Required
1.	The bidder should have a Valid IRDAI license as on date of the submission of RFP response, for procuring insurance business in India.	Copy of License
2.	The bidder should have a net worth of atleast Rs.150 Crores as on 31 st March, 2020	Audited Balance sheet and profit and loss statement.
3.	The bidder must have a track record of minimum 3 Years of operations in the general insurance business in India as on 30.06.2020.	Certificate of Incorporation. and Memorandum of association. Balance Sheet and Profit & Loss A/c of Last 3 Years
4.	The bidder must have a network of at least 10 Branches across Haryana.	Self Undertaking
5.	The bidders should have comprehensive range of corporate and retail products to cater the needs of various Customer segments of the bank.	Bidder has to submit a self-declaration on the Letter Head of the Company stating that range of products so offered to the customers are duly approved by IRDAI
6.	The bidder should have the minimum Solvency Ratio of 1.5 as on 31.3.2020.	Documentary evidence to be submitted.
7.	The bidder should have a corporate agency tie up with atleast one Commercial Bank/RRB as on 31.03.2020.	Certificate from beneficiary company required.
8.	The Bidder should be a Non-bank promoted company.	Bidder has to submit a declaration on the company Letter Head

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SCOPE OF WORK

1. Approach & strategies for tapping the vast potential for General Insurance Business through branches of **Sarva Haryana Gramin Bank** across Haryana.
2. Tailor made General Insurance products to cater to the varied segments of Bank's customer base.
3. Premium for the risk covered should be Competitive.
4. The company should be technologically advanced, so as to provide the bank, timely data on policies issued/renewals/lapsed/claims throughout the bank with all details on a day to day basis and other details such as scanned copies of proposal forms etc. as and when required by the bank.
5. General insurance products offered by the company must cover the past, existing and future products/ services offered by the Bank and should have comprehensive range of General Insurance products.
6. The company should be in a position to remit the revenue/commission payable to the bank every month at the corporate level with complete details by the **5th of every month**.
7. The company should be in a position to provide access to our bank, data of policies sold by bank branches on the company's portal through a specific User ID & password.
8. Put in place a robust system towards risk mitigation for the Bank to function as a Corporate Agent.
9. The company should provide dedicated compliance team under the Corporate agency tie-up.

CLARIFICATION AND AMENDMENT OF RFP DOCUMENTS

The bidder may request a clarification on any clause of the RFP documents before **24-02-2021, upto 17:00 Hrs.** Any request of the clarification must be sent by standard electronic means to **homktshgb@shgbank.co.in**. The bank will upload the replies to the queries on Banks website through corrigendum notice within **1 week from last date of submission** of the queries.

At any time before the submission of the proposal, 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 to take an amendment in their proposals the bank may, if the amendments being substantial, extend the deadline for the submissions of the proposals.

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REJECTIONS OF BIDS

The Bank reserves the right to reject the Bid if,

- Insurer does not meet any of the pre-bid eligibility criteria mentioned above.
- 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 the document are not accepted by the authorized representatives of the bidder.
- Required information 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 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 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.

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.

Any clarifications to the RFP should be sought by email as per the dates mentioned in "BID Details". Responses to the queries will be uploaded on Banks website through corrigendum notice within 1 week from last date of submission of queries of the bidders. Bank at its option may hold a pre-bid meeting, to answer all the questions / queries submitted by email, the date for which would be intimated through corrigendum notice which will be uploaded on banks website.

The deadline for **submission of the Proposals** is **09.03.2021**; Time for submission is **17:00 Hrs (IST)**. The submission may be made to **The General Manager, Sarva Haryana Gramin Bank, Head Office, Marketing Division, H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)** (India); Proposals received by the Bank 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 dead line the same shall be updated on the Bank's website and shall be applicable uniformly to all bidders.

PROPOSAL VALIDITY

All Proposals shall be valid for a period of 180 days from the last date of submission mentioned in "**BID Details; Page -2**" 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.

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PARAMETERS & WEIGHTAGE FOR EVALUATION OF BIDS

The BID submitted by the bidders under this RFP will be evaluated based on the below parameters & weightage:

Sr. No.	Parameters	Maximum Weightage
1	Number of Years of Operation in India (as of 30.06.2020)	10
2	Average Incurred Claim Ratio-last 3 financial years	10
3	Average Grievance Resolution Ratio-last 3 financial years	10
4	Tie-Up with Banks	10
5	Point of Presence (No of Branches) in Haryana	10
6	Regulatory/ Statutory penalties during last 3 financial years	10
7	Technology	10
8	New Business Premium – Last 03 Financial Years	10
9	Average Claim Settlement Ratio – Last 03 Financial Years	10
10	Presentation	10
	TOTAL	100

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

Note:

Parameters and its respective marking have been separately mentioned in **Annexure -14**.



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FUTURE REGULATORY CHANGES ALLOWING MULTIPLE INSURANCE PARTNERS

All proposals will be considered valid for the proposal validity as per above of this RFP document. The bank doesn't guarantee exclusively to the selected insurer, if and when permitted by regulations, the bank at its sole discretion have arrangements with multi insurers. The bank at its sole discretion reserves the right to approach insurers based on the ranking under the process.

SHORT LISTING & SELECTION OF INSURANCE PARTNER:

- The Bank will examine the documents submitted by the applicants in connection with the expression of interest and prepare a list of qualifiers fulfilling the eligibility category & based on minimum cut-off marks to be decided by Bank.
- Bank can further evaluate the responses and may call for any additional details as required.
- Final Selection of bidder will be done on the basis of marks awarded by the committee on the basis of Presentation made by the bidder company.

The last date of submission of RFP is 09.03.2021 before 17.00 Hrs. No proposal will be accepted after this date and time.

Bank will not be responsible for any postal delays and submission by way of email is not acceptable. Bidders are to submit the RFP in hard copy format in original along with one set of photocopy and two soft copies by means of CD. The documents in CD should be in no other format other than word, excel and power point. The Bank reserves the **right to accept or reject any application without assigning any reason**, whatsoever.

The Bank intends to invite the selected bidders before a committee of Senior Executives for a presentation on a specified date and time. The bank may at its sole discretion increase or decrease the number of bidders shortlisted for the presentation without assigning any reason. Insurer will be selected by Bank based on maximum marks secured in Presentation.

PREPARATION OF PROPOSALS

The Proposal as well as all related correspondence exchanged by the Bidder and the Bank shall be written in English language, unless specified otherwise.

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.
- Conciseness of the response will be appreciated
- Annual numbers for Indian operations should be for Fiscal Year ending March 31, 2020.

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

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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 “**Sarva Haryana Gramin Bank –RFP for Corporate Agency General Insurance.**”

The RFP response may be sent or submitted at **Head Office of Sarva Haryana Gramin Bank** at the following address by the due date and time as mentioned in this document.

The General Manager
Sarva Haryana Gramin Bank
H O Marketing Division
SHGB House, Plot No. 1,
Sector-3, Rohtak-124001 (Haryana)

The bids will be opened on 10.03.2021 at the HO: Marketing Division of Sarva Haryana Gramin Bank, Rohtak, Haryana at 11:00 Hrs. 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.

OTHER TERMS AND CONDITIONS

A. Force Majeure

On account of default or non-performance of the obligations bidder shall not be liable under the contract, if any such default or non-performance of the obligations under this contract is caused by any unforeseeable circumstances or occurrences beyond the control of the bidder. i.e. 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, acts of God, wars, riots 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 **within seven calendar days**. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform/render/discharge 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.

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In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

B. Corrupt and Fraudulent practices

The selected bidder shall take all precautions necessary to keep the information completely confidential and they should observe the highest standard of ethics during the procurement and execution of the contract in pursuance of this policy.

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

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

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

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

C. Integrity Pact:

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy. Further, all bidders need to submit an "Integrity Pact" as per **Appendix-3** on non judicial stamp paper of **Rs. 100/-**.

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D. **Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be **Rohtak, Haryana, INDIA**.

E. **Jurisdiction of the Court:**

All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts at **Rohtak, Haryana** and the parties agree to submit themselves to the jurisdiction of such court. This RFP/Contract Agreement shall be governed by the laws of India.

F. **Vicarious Liability:**

The selected Bidder shall be the principal employer of the employees, agents, contractors, subcontractors, etc., engaged by the selected Bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the selected Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the selected Bidder shall be paid by the selected Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected Bidder's employees, agents, contractors, subcontractors etc. The selected Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected Bidder's employees, agents, contractors, subcontractors, etc.

Sd/-

GENERAL MANAGER

H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE-1

CHECKLIST

VENDORS TO VERIFY THE CHECKPOINTS AND ENSURE ACCURACY OF THE SAME BEFORE SUBMISSION OF THE BID

SL. NO	ANNEXURES
1	Checklist
2	Letter of proposal submission.
3	Company Information.
4	Detail of Products offered and Approved Commission rates.
5	Branch Data –As on 31.03.2020- State-wise and Region-wise
6	Branch & Agency Data As on 31.03.2020 – District-wise in Haryana
7	Key Observations in Last 3 Years
8	Individual Claims Data- Number of policies and Amount of Claims
9	Group Claims Data- Number of policies and Amount of Claims
10	Business done by the organization
	A. Channel wise Business break-up
	B. Segment wise split Business
	C. List of Banks/NBFCs acting as Corporate Agent
	D. Bancassurance Experience (Group Business)
	E. Business & Revenue Position for next 3 Years
	F. Business Strategy and Road Map to achieve the figures as given in (E)
	G. Servicing Capabilities.
11	Product Customization
12	Do you have in house TPA or are the services outsourced (For whichever product applicable).
13	Details of Hospital Network across various states(for whichever product applicable)

SL. NO	APPENDIX
1	Authorization letter format (for attending bid opening)
2	Form of board resolution
3	Integrity Pact & Agreement
4	Declaration



सर्व हरियाणा ग्रामीण बैंक
Sarva Haryana Gramin Bank
(भारत सरकार का उपक्रम) (Govt. of India Undertaking)

प्रायोजक : पंजाब नेशनल बैंक

Sponsored by: Punjab National Bank

H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)

Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE- 2

LETTER OF PROPOSAL SUBMISSION

[Location, Date]

To:

**The General Manager
SHGB House, Plot No. 1,
Sector-3, Rohtak-124001 (Haryana)**

Ph.: 01262-243101

Email: homktshgb@shgbank.co.in

Dear Sir,

Sub: RFP for proposed Corporate Agency Arrangement with Sarva Haryana Gramin Bank

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 Request for Proposal Document dated [insert] ("RFP") issued by the Bank, [Bidder] is hereby tendering the Bid.
3. Our Bid is unconditional, valid and open for acceptance by Bank 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 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.
 - b. 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.
 - c. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bid process in the past five years and have not been blacklisted by any governmental or regulatory authority or stock exchange 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 itself, in respect of the above mentioned proposed tie-up and the terms and implementation thereof.

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Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

6. We understand that:
- All information submitted under this Bid shall remain binding upon us; and
 - The Bank may in their absolute discretion reject or accept any Bid, cancel the Bidding process for the proposed tie-up and reject all the proposals.
 - We acknowledge the Right of the Bank to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
 - 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 at **Rohtak, Haryana**, India 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 with the IRDAI guidelines.

Name of the Bidder

Signature of the Authorized Person

Name of the Authorized Person

Company rubber stamp/seal



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Sarva Haryana Gramin Bank
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प्रायोजक : पंजाब नेशनल बैंक



Sponsored by: Punjab National Bank

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Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE -3

COMPANY INFORMATION

[Provide here a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, authorized person submitting the proposal, power of attorney for the authorized person, his contact details, objectives of the firm etc]. Also provide snapshot of your operations in the format given below:

(A)

Sl. No.	DETAILS	Amount in INR Crore		
1	Name of the applicant firm			
	Head Office			
	Address			
	Website			
2	Name of the JV Partners			
	1			
	2			
	3			
3	Year of establishment			
4	Is the Company Bank promoted			
5	Date of commencement of business			
	No. of employees 31.03.2020			
	No. of branches as on 31.03.2020			
6	Financial Information INR Crore	2017-2018	2018-2019	2019-2020
	1.Invested Capital			
	2.Profit after Tax			
	3.Accumulated Profit/ Loss			
	4.Net Worth			
	5.Solvency Ratio			
6.Gross Premium				
7	Claims Repudiation Ratio (Whichever applicable) (Excluding closed cases)	2017-2018	2018-2019	2019-2020
	1.Claim Repudiation Ratio Fire			
	2.Claim Repudiation Ratio Marine			
	3.Claim Repudiation Ratio Health			
	4.Claim Repudiation Ratio Motor			

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- (B) Please provide the Organization structure and hierarchy
- (C) Please provide the List of Top Management Executives with names, designations, contact No's and email ids

Name	Designation	Contact No.	Email id

- (D) Provide the Bancassurance Department Structure and Hierarchy
- (E) Provide us mapping of your branches in India as on 31.03.2020



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Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE -4

DETAIL OF PRODUCTS OFFERED AND APPROVED COMMISSION RATES

Name of the Product	Product Category (motor, Health, Fire, etc.)	Min. % of Price Discount to be offered to Bank Customers *	Maximum Commission approved by IRDAI	Maximum Commission offered to the Bank*

*Within the permissible IRDAI regulations and guidelines.

(Mention the rates as applicable in the products within the guidelines of IRDAI and the discount to the Bank customers, wherever applicable)

ANNEXURE -5

BRANCH DATA –AS ON 31.03.2020
(Applicable to the State of Haryana Only)

NUMBER OF BRANCHES-STATE WISE

States 1	
----------	--

NUMBER OF BRANCHES-REGION WISE

METRO	
URBAN	
SEMI-URBAN	
RURAL	



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प्रायोजक : पंजाब नेशनल बैंक



Sponsored by: Punjab National Bank

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Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE -6

BRANCH & AGENCY DATA AS ON 31.03.2020
(Applicable to the State of Haryana Only)

State	Haryana
-------	---------

Number of Branches/Agents-District-Wise

Sl. No.	District	No. Of Branches	No. of Agents	Sl. No.	District	No. Of Branches	No. of Agents
1	Ambala			12	Kurukshetra		
2	Bhiwani			13	Mahendragarh		
3	Charkhi Dadri			14	Nuh		
4	Faridabad			15	Palwal		
5	Fatehabad			16	Panchkula		
6	Gurugram			17	Panipat		
7	Hisar			18	Rewari		
8	Jhajjar			19	Rohtak		
9	Jind			20	Sirsa		
10	Kaithal			21	Sonipat		
11	Karnal			22	Yamunanagar		



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ANNEXURE -7

Key Observations in Last 3 Years

ITEM	DETAILS
IRDAI Penalties/Warnings etc.	
Others	

(Bidder should submit any penalties imposed by Consumer Forum or any Court of Law.)

ANNEXURE-8

INDIVIDUAL CLAIMS OF GENERAL INSURERS (NUMBER OF POLICIES)

PARTICULARS	2017-2018	2018-2019	2019-2020
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claim closed without Payment (E)			
Claims repudiated (F)			
Claims pending at end of year (G=C-D-E-F)			
Claim Settlement Ratio			

INDIVIDUAL CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS)

(IN INR)

PARTICULARS	2017-2018	2018-2019	2019-2020
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claims pending at end of year (F=C-D-E)			



H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
 Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE-9

GROUP CLAIMS OF GENERAL INSURERS (NUMBER OF CLAIMS)

PARTICULARS	2017-2018	2018-2019	2019-2020
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claim closed without Payment (F)			
Claims pending at end of year (G=C-D-E-F)			
Claim Settlement Ratio			

GROUP CLAIMS OF GENERAL INSURERS (AMOUNT OF CLAIMS)

(IN INR)

PARTICULARS	2017-2018	2018-2019	2019-2020
Claims pending at start of year (A)			
Claims intimated/Booked (B)			
Total Claims (C=A+B)			
Claims Paid (D)			
Claims repudiated (E)			
Claims pending at end of year (F=C-D-E)			



H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
 Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE-10

**PROVIDE INFORMATION AS SOUGHT BELOW ABOUT THE BUSINESS DONE
 BY THE ORGANIZATION**

A. Channel wise business break-up

PARTICULARS	GROSS PREMIUM		
	2017-2018	2018-2019	2019-2020
Individual Agents			
Corporate Agents-Banks			
Corporate Agents-Others			
Brokers			
Direct Selling			
Others			
Total			

B. Segment wise split business

SEGMENT	GROSS PREMIUM		
	2017-2018	2018-2019	2019-2020
Retail Business			
Group Business			

C. List of Banks/RRBs/NBFCs acting as Corporate Agent for the Organization as on 31 March, 2020 and business done till date

SNO.	Name of the Bank/RRB/NBFC	Date of Business Commencement mm/yy	Gross Premium		
			2017-2018	2018-2019	2019-2020



H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
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D. Bancassurance Experience (Group Business)

S NO.	Name of the Bank or NBFC	Date of Business Commencement mm/yy	Type of Master Policy/Insurance Scheme	Gross Premium		
				2017-18	2018-19	2019-20

E. Business & Revenue Position for next 3 Years of SHGB

	YEAR 1	YEAR 2	YEAR 3
Premium Per Annum			
Revenue to the Bank			

F. Business Strategy and Road Map to achieve the figures as given in (E)

Elaborate on various kinds of support that will be provided to the Bank with relevant details & strategy keeping in mind the nature of business, profile of customers and geographical spread of branches.

SNO.	SUPPORT ITEM	STRATEGY/ROAD MAP
1	Man Power Support	
2	Training Support	
3	Marketing Support	
4	Operational Support	
5	Claims Service Support	
6	Technology Support	
7	MIS Support	
8	Any Other Support (Specify)	

(The Bidder has to state the details of the business done by the organization)



H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

G. Servicing Capabilities.

SL. No.	SERVICING CAPABILITIES	DETAILS
1	Service Cycle - Pre-Sales/Post-Sales/Claim Settlement	
2	Claim settlement TAT	
3	Persistency/Business Renewal Percentage for Annual Plans	
4	Technology integration with bank system	

(The Bidder requires to submit the names of all the existing Master Policy Holders/Group Insurance for Bank/RRBs/NBFC – Corporate Agency or otherwise.)

ANNEXURE -11

PRODUCT CUSTOMIZATION

Is the insurer open to customizing product based on the Bank's requirements (for individual or group products). Give any example of product customization in any of the existing relationships.

ANNEXURE -12

DO YOU HAVE IN HOUSE TPA OR ARE THE SERVICES OUTSOURCED

(For whichever product applicable)

SI. NO.	Name of the TPA	Total number of hospitals in the network till 31.03.2020



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प्रायोजक : पंजाब नेशनल बैंक



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Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE -13

PROVIDE DETAILS OF HOSPITAL NETWORK ACROSS VARIOUS STATES
AS ON MARCH 31, 2020

(For whichever product applicable).

Name of the State	No. of Hospitals on Panel	No. of Hospitals providing Cashless facility



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 Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

ANNEXURE -14

CRITERIA AND WEIGHTAGE TABLE

SI. No.	PARAMETERS	CRITERIA & WEIGHTAGE				
		More than 15 years	13-15 Years	10-12 Years	6-9 Years	3-5 Years
1	Number of Years of Operation in India	10	8	6	4	2
2	Average Incurred Claim Ratio-Last 3 Years	20-30%	31-40%	41-50%	51-60%	more than 60%
		10	8	6	4	2
3	Average Grievance Resolution Ratio-Last 3 Years	100-98%	98%>& upto 95%	95%>& upto 92%	92%>& upto 90%	less than 90%
		10	8	6	4	2
4	Tie-Up with Banks (Commercial Banks/RRBs)	More than 3 Banks	2-3 Banks		1 Bank	
		10	6		4	
5	Point of Presence (No of Branches in Haryana)	31 and more	26-30	21-25	16-20	10-15
		10	8	6	4	2
6	Regulatory/ Statutory penalties during last 3 years	No Penalty	Penalty in any one year during last 3 years		Penalty in any 2 years or more during last 3 years	
		10	6		4	
7	Technology driven processes for the Bank	100% seamless	Online Payment Process	Online Issuance of Policy	Claim Settlement Process	TAT (Turn Around Time)
		2	2	2	2	2
8	New Business Premium (Rs. In crores) (Excluding renewals business)	More than 1000	700- 1000		500 - 700	100- 500
		10	8		6	4
9	Average Claim Settlement Ratio – last 3 years	91% - 100%	81% - 90%		71% - 80%	60% - 70%
		10	8		6	4



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APPENDIX-1

AUTHORIZATION LETTER FORMAT (FOR ATTENDING BID OPENING)

(To be presented by the authorized person at the time of Bid Opening on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

The General Manager
Sarva Haryana Gramin Bank,
H O Marketing Division
SHGB House, Plot No. 1,
Sector-3, Rohtak-124001 (Haryana)
Ph.: 01262-243101

Email: homktshgb@shgbank.co.in

SUB: RFP for Corporate Agency Tie-up with General Insurance Company.

Dear Sir,

This has reference to your above RFP. Mr./Ms. _____ is hereby authorized to attend the bid opening of the above RFP on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person and shall not be placed inside the bid covers.



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प्रायोजक : पंजाब नेशनल बैंक



Sponsored by: Punjab National Bank

H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)
Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

APPENDIX-2

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 **Sarva Haryana Gramin Bank (“Bank”)**, in response to the Request For Proposal dated [] 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

H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)

Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

APPENDIX-3

INTEGRITY PACT

To,

The General Manager
Sarva Haryana Gramin Bank,
H O Marketing Division
SHGB House, Plot No. 1,
Sector-3, Rohtak-124001 (Haryana)
Ph: 01262-243101

Email: homktshgb@shgbank.co.in

Subject: Submission of bid for Corporate Agency Arrangement with Sarva Haryana Gramin Bank.

Dear Sir,

I/We acknowledge that Sarva Haryana Gramin Bank is committed to follow the principle of transparency equity and competitiveness as enumerated in the **Integrity Agreement** enclosed with the tender/bid document.

I/We agree that the RFP (Request for Proposal) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of Bid documents, failing which I/We will stand disqualified from the bidding process. I/We acknowledge that **THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE** of this condition of the RFP.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when bid is finally accepted by **Sarva Haryana Gramin Bank**. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the bid, Sarva Haryana Gramin Bank shall have unqualified, absolute and unfettered right to disqualify the bidder and reject the bid in accordance with terms and conditions of the bid.

Yours faithfully

(Duly Authorized Signatory of the Bidder)

(To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of Sarva Haryana Gramin Bank)

H.O.: SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)

Ph.: 01262-243101 Email: homktshgb@shgbank.co.in

INTEGRITY AGREEMENT

This Integrity Agreement is made at on thisday of..... 20..... BETWEEN **Sarva Haryana Gramin Bank (SHGB)** is a Regional Rural Bank under the Sponsorship of Punjab National Bank, having its Head Office at **SHGB House, Plot No. 1, Sector-3, Rohtak-124001 (Haryana)** (Hereinafter referred as the Principal/Owner, which expression shall unless repugnant to the meaning or context hereof include its successors and assigns)
AND

..... (Name and Address of the Individual/firm/Company) through..... (Details of duly authorized signatory) (Hereinafter referred to as the “Bidder” and which expression shall unless repugnant to the meaning or context here of include its successors and permitted assigns)

Preamble WHEREAS the Principal/Owner has floated the BID of Corporate Agency Arrangement for General Insurance Business (Hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for Corporate Agency Arrangement for General Insurance Business hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s). AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as integral part and parcel of the Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner

1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Bid, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Bid process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the bidding process or the Contract execution.

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(c) The Principal/Owner shall Endeavour to exclude from the Bid process any person, whose conduct in the past has been of biased nature.

2) If any information comes to the notice of the Principal/owner on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)

1) It is required that each Bidder (including their respective officers, employees and agents) adhere to the highest ethical standards, and forthwith report the Principal/Owner about all suspected fraudulent act or corruption or Coercion or Collusion of any person connected with the tender process which it has knowledge or becomes aware any time, during the bidding process and throughout the negotiation or award of a contract.

2) The Bidder commits himself/itself to take all measures necessary to prevent corruption. He/it commits himself/itself to observe the following principles during his/its participation in the bidding process and during execution of the Contract:

a) The Bidder shall not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the bidding process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the bidding process or during the execution of the Contract.

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

c) The Bidder will not commit any offence under the relevant IPC/PC Act. Further the Bidder will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted Electronically.

3) The Bidder will not instigate third person to commit offences outlined above or be an accessory to such offences.

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4) The Bidder will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment to the interests of Principal/Owner.

5) The Bidder will not, directly or through any other person or firm use Coercive Practices against principal/owner and/or other bidder(s). Coerce practices mean the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/ her reputation or property to influence their participation in the tendering process.

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s) and the Bidder accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

1) If the Bidder, either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner at its discretion, is entitled to disqualify the Bidder from the Bid process or terminate/determine the Contract, if already executed or exclude the Bidder from future contract award processes after giving 14 days notice to the contractor. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

2) Criminal Liability: If any act/omission or conduct of a Bidder, or of an employee or a representative or an associate of a Bidder which constitutes corruption within the meaning of IPC/PC Act brought to the notice of the Principal/Owner, or if the Principal/ Owner has substantive suspicion in this regard, the Principal/Owner shall be at liberty to inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Bidding process.

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2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Bid process, if already awarded, can be terminated for such reason. Principal/owner will be entitled to exclude the contractor from future Bid award processes for a period not exceeding three years.

3) Without prejudice to any other legal rights or remedies available to the principal under the relevant clauses of the tender document.

Article 5: Equal Treatment of all Bidders.

1) The Bidder(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/ sub-vendors.

2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders.

3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Bid or violate its provisions at any stage of the Bid process, from the Bidding process.

Article 6- Duration of the Integrity Pact

This Pact begins when both the parties have legally signed it. The validity of this Integrity Pact shall be from the date of its signing and extend up to 3 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later.

In case BIDDER/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

Article 7- Other Provisions

1) This Pact is subject to Indian Law, place of performance and jurisdiction is place where office of the Principal/Owner, who has floated the Tender, is located.

2) Changes and supplements need to be made in writing.

3) If the Bidder is a partnership or a consortium, this Pact must be signed by all the partners or consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.

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



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5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Bid documents with regard any of the provisions covered under this Integrity Pact. IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

..... (For and on behalf of Principal/Owner)

..... (For and on behalf of Bidder)

WITNESSES:

1..... (Signature, name and address)

2..... (Signature, name and address)

Place:

Dated:

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APPENDIX-4

DECLARATION

- All the information furnished by us here in above is correct to be 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 Sarva Haryana 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 and Designation

Seal of Organization