

Sl. No.	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	27	SECTION G - GENERAL CONDITIONS	3. Human Resource Requirement	<p>3.6. The selected bidder has to submit following KYC documents of resources engaged:</p> <p>1.6.1 Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.</p> <p>1.6.2 Address Proof (Local and Permanent)- Duly attested photocopy by candidate and bidder HR.</p> <p>1.6.3 Aadhaar Card - Duly attested photocopy by candidate and bidder HR.</p> <p>1.6.4 Passport - Duly attested photocopy by candidate and bidder HR.</p> <p>1.6.5 Background Police Verification report - Duly attested photocopy by candidate and bidder HR.</p>	<p>Generally, insurers maintain a dedicated pool of employees who collectively manage and support timely policy issuance and claims servicing for partners. However, it is not practically feasible to share the personal details of every employee/resource involved in these activities. Additionally, in line with our internal company policies and HR terms and conditions, we are restricted from disclosing employee-level confidential information to external entities or partners.</p> <p>In view of the above, we request that this requirement be waived.</p>	Bidder to refer the corrigendum-1
2	37	SECTION G - GENERAL CONDITIONS	21. Protection of Data: Point 21.4	<p>1.1. The Service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Service provider shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Service provider. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.</p>	<p>Request that the wordings "notifications issued by the RBI " be changed to "as per applicable regulator" as insurance companies are governed by IRDAI</p> <p>20.4. The Service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Service provider shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Service provider. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the applicable regulator from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.</p>	Bidder to comply with RFP terms and conditions.
3	50	Annexure-2: Pre-Qualification Criteria	Point 6	The bidder should be well established & reputed Insurance Companies licensed by IRDAI and registered under Companies act 1956/2013, with more than 5 years of existence in <u>General Insurance Business</u> in India as on bid date.	Line of business mentioed should be "Life Insurance"	Bidder to refer the corrigendum-1
4	58	Annexure-5 Make in India Certificate	-	To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content	Request if CA certificate is accepted even if the tender value is above 10 Crores	Clause is self explanatory, Bidder to comply with RFP terms and conditions.



Replies to Pre Bid Queries for GEM/2025/B/7042198 dated 26/12/2025 for Selection of Insurer for Group Term Life Insurance Policy for Salary AccountHolders with Canara Bank for a period of One Year from 10/04/2026 to 09/04/2027.

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5	62	Annexure-9 Scope of Work	Point 4. Scope of cover	Account holders under Salary Package	Request confirmation if Salary accounts of only Indian citizens shall be covered	Yes, Only indian citizens having salary account with canara bank would be covered under the policy.
6	64	Annexure-7 Scope of Work	B. DETAILS OF ACCOUNT HOLDERS COVERED UNDER EXPIRING POLICY	B. DETAILS OF ACCOUNT HOLDERS COVERED UNDER EXPIRING POLICY	Request to assist with below data points as it becomes crucial to offer highly competitive rates - Industry Mix % : Defense : Police : Others :	Details cannot be shared.
7	65	Annexure-7 Scope of Work	E. TERMS AND CONDITIONS	8) The policy should cover errors and omissions of up to 100 lives per annum, ensuring coverage for rightful individuals in case of clerical errors or omissions, operational errors, Basically, the rightful account holder of Canara Bank shall not be denied claim under this clause if certified by the Bank including but not limited to if the customer was not declared under the policy. Bank shall pay the premium for such accounts over and above the CD balance and inception of premium.	Request if the Count and amount claims processed specifically under this clause in existing policy be shared, required to quote competitively.	No Claims processed under this clause in the existing policy.
8	74	Annexure-15 DUE DILIGENCE REPORT	DUE DILIGENCE REPORT Table		Requesting guidance is this needs to be filled by the insurer as points mentioed seems to be filled-in by Bank or evaluation done by Bank for the LI partner	Bidder to refer the corrigendum-1
9	18	9.1	Submission of Bid	Submission of Bid	Online Bid would be submitted as per the date and time on the GEM portal. However, request to allow additional time for submission of Physical copy of all the documents to the Canarabank office	Bidder to refer the corrigendum-1
10	26	3	General Conditions	Human Resource Requirement	Do we required Aaddhaar and Passport or Aadhaar copy is sufficient. Police varification proof is mandatory requirement. Above documents are required of the signatory , pls confirm	Bidder to refer the corrigendum-1
11	58	9	scope of work	SA range/person	please confirm the SA details as in the scope of work it has mentioned 1 lacs to 20 lacs where, existing coverage is upto 10 lacs only	Presently Max coverage is upto Rs. 10 Lakhs however it may vary according to the customization given to corporates. Bidder to refer Scope of work.
12	61	8	scope of work	Important terms & condistions	kindly clarify the terms - 8)The policy should cover errors and omissions of up to 100 lives per annum, ensuring coverage for rightful individuals in case of clerical errors or omissions, operational errors, Basically, the rightful account holder of Canara Bank shall not be denied claim under this clause if certified by the Bank including but not limited to if the customer was not declared under the policy. Bank shall pay the premium for such accounts over and above the CD balance and inception of premium	To provide insurance coverage due to any error or omission.
13	62	9	scope of work	F. Claim details	confirm claim amount is in lacs or Cr.	Bidder to refer the corrigendum-1
14					Request to share current Active data and Claim MIS	Bidder to refer the corrigendum-1 Claim data shared as per Bank's format.



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15	10	Section B	3. About RFP	3.3 Scope of Work as per Annexure-9 for the Selection of Insurer for Group Term Life Insurance Policy for Salary Account and Pension Account Holders with Canara Bank for a period of One Year from 10/04/2026 to 09/04/2027.	<p>We understand that pension accounts are not covered under existing policy and these lives would not be covered in policy year 2026-27 as well. Kindly confirm the same.</p> <p>If pension account holders would be covered, kindly provide the following details: 1) Number of Pension account holders 2) Sum Assured being covered 3) Age distribution 4) Gender distribution 5) Death details</p>	Only Salary account holders are covered under this policy and No pension account to be covered.																																																																	
16	62	Annexure-9 Scope of Work	F. CLAIM DETAILS	<table border="1"> <thead> <tr> <th rowspan="2">Policy</th> <th colspan="2">Claim Reported</th> <th colspan="2">Claim Settled</th> <th colspan="2">Claim Outstanding</th> <th colspan="2">Claim Rejected</th> <th colspan="2">Claims Closed</th> </tr> <tr> <th>No</th> <th>Amount</th> <th>No</th> <th>Amount</th> <th>No</th> <th>Amount</th> <th>No</th> <th>Amount</th> <th>No</th> <th>Amt</th> </tr> </thead> <tbody> <tr> <td>2023-24</td> <td>177</td> <td>3.4</td> <td>164</td> <td>3.17</td> <td>1</td> <td>0.01</td> <td>9</td> <td>0.17</td> <td>3</td> <td>0.05</td> </tr> <tr> <td>2024-25</td> <td>391</td> <td>8.19</td> <td>378</td> <td>7.89</td> <td>9</td> <td>0.13</td> <td>3</td> <td>0.16</td> <td>1</td> <td>0.01</td> </tr> <tr> <td>2025-2026 (till 31/10/2025)</td> <td>228</td> <td>8.25</td> <td>135</td> <td>4.69</td> <td>92</td> <td>3.46</td> <td>1</td> <td>0.1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total</td> <td>796</td> <td>19.84</td> <td>677</td> <td>15.75</td> <td>102</td> <td>3.6</td> <td>13</td> <td>0.43</td> <td>4</td> <td>0.06</td> </tr> </tbody> </table>	Policy	Claim Reported		Claim Settled		Claim Outstanding		Claim Rejected		Claims Closed		No	Amount	No	Amount	No	Amount	No	Amount	No	Amt	2023-24	177	3.4	164	3.17	1	0.01	9	0.17	3	0.05	2024-25	391	8.19	378	7.89	9	0.13	3	0.16	1	0.01	2025-2026 (till 31/10/2025)	228	8.25	135	4.69	92	3.46	1	0.1	0	0	Total	796	19.84	677	15.75	102	3.6	13	0.43	4	0.06	<p>We observed that the reported claim amount is broadly similar even though number of claims reported in year 25-26 is significantly lower than previous year 24-25. Kindly review and confirm if the claim amount given is correct.</p>	Bidder to refer the corrigendum-1
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Date: 16-01-2026
Place: Bengaluru


Deputy General Manager

