

Pre-Bid Response - RFP:2014-15/0021 Dated 03.12.2014 for RuPay Insurance Program 2015-16

Sr No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks(If any)	NPCI Response
1	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	Sec.2 (2.3)	Under heading 'Personal Accident' Insurance cover of Rs.1,00,000 (Non-premium variants) and Rs.2,00,000 (Premium variants) on RuPay Cards	Meaning of 'Non-premium variants' and 'premium variants'		Currently, NPCI has under Non- Premium - RuPay classic card and Premium - RuPay Platinum card and NPCI may from time to time classify its products under either of the 2 categories and this segregation is available on an IIN basis.
2	NPCI:RFP:2014-15/0021 dt 03.12.2014	12	Sec.7 (7.9)	Claim Benefit : In case of lower claim in the policy year selected bidder will give claim benefit to NPCI in the subsequent years. Claim benefit will be calculated basis total amount of claim settled to premium paid ratio as per the policy of the selected bidder	1. Whether Formula for claim benefit is to be incorporated in Price Bid along with threshold. 2. Can we incorporate loading formula in case Claims paid amount is more than 100% of premium paid		Claim benefit will be calculated basis total amount of claim settled to premium paid ratio as per the policy of the selected bidder. And this can be discussed at the time of renewal subject to Section 7 clause 7.9
3	NPCI:RFP:2014-15/0021 dt 03.12.2014	14	Sec.8-Annex.1	SL.NO.6 Valid Sales Tax Registration no.	Please note that for us it has been changed to VAT Registration no. Can we give the same ?		Please refer to Corrigendum-2 issued on 26.12.2014, VAT registration Number will be acceptable
4	NPCI:RFP:2014-15/0021 dt 03.12.2014	17	Sec.9 – Annex.4	Under Key Conditions, point 'A' The Personal Accident Insurance Death and Disability would be an Open Policy for any kind of accident related to death or disability	Whether 'Disability' means Permanent Total Disability (PTD) only or PTD along with Permanent Partial Disability (PPD), i.e. Both PTD & PPD		Please refer to Corrigendum -2 issued on 26.12.2014, Disability to be treated as Permanent Total Disability.
5	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Scope of work	Is there any link with Jan Dhan Yojana in the form of mass account opening?		The Bidder should be able to provide insurance cover on Personal Accident Insurance (Death and Disability) cover on all RuPay Cards irrespective of national / state level schemes. Any card bearing the RuPay Logo on card front and is issued on an IIN assigned by RuPay is eligible for the Insurance under this RFP.
6	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Scope of work	What is the basis of customer segmentation in terms of Premium and Non-Premium cards?	Are these applicable to rural customers? Is there mention of micro ATMs?	The Bidder should be able to provide insurance cover on Personal Accident Insurance (Death and Disability) cover on all RuPay Cards irrespective of National / State level schemes. Any card bearing the RuPay Logo on card front and is issued on an IIN assigned by RuPay is eligible for the Insurance under this RFP. Currently NPCI has under Non- Premium - RuPay classic card; Premium - RuPay Platinum card. Also, NPCI may from time to time classify its products under either of the 2 categories and this segregation is available on an IIN basis. Points of transactions where RuPay card can be used include Merchant Establishment (POS), ATM, ecommerce, Micro ATM and Business Correspondent of the bank at locations.
7	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Scope of work	Are the cards going to be rolled out in phases or at one go?		Cards are issued by respective banks round the year.
8	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Scope of work	Can we have some examples of Non-Financial transactions for the card to be active?		Non- Financial transactions include Balance Inquiry, Mini Statement and PIN change, Cheque Book Request, Statement Request etc..
9	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Scope of work	What are the points of transaction for the customer?		Points of transactions where RuPay card can be used include Merchant Establishment (POS), ATM, ecommerce, Micro ATM and Business Correspondent of the bank at locations.
10	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Scope of work	Kindly provide the nature of the cards i.e. debit or credit.		The Bidder should be able to provide insurance cover on Personal Accident Insurance (Death and Disability) cover on all RuPay Cards irrespective of national / state level schemes. Any card bearing the RuPay Logo on card front and is issued on an IIN assigned by RuPay is eligible for the Insurance under this RFP
11	NPCI:RFP:2014-15/0021 dt 03.12.2014	6		Age Criteria	Is there any age restriction for Minimum Age for entry into the scheme and any maximum age limit up to which the card holder needs to be covered	The same is not specified in the tender document	PA product we are seeking is related to banking account CASA products wherein even a minor can open an account. Hence we cannot provide the minimum age threshold and correspondingly Sr. citizens are also using the same product and hence age limit should not be a restriction for insurance cover.
12	NPCI:RFP:2014-15/0021 dt 03.12.2014	11 & 12	7.5	Inception of coverage	Whether the NPCI wishes to cover the new joinees from the date of payment as specified in the clause on monthly basis or from the date of issuance of cards with maintaining the Advance deposit premium to take care of coverage of such new entrants	This will provide seam less cover	All Existing RuPay cards as on 31 March,2015 and incremental cards issued in the FY 2015-16 as projected Month on Month will be covered under the scheme basis the projections by NPCI.
13	NPCI:RFP:2014-15/0021 dt 03.12.2014			Claims Servicing	Whether NPCI is comfortable with centralized claims servicing.	This will provide seam less servicing	NPCI would prefer decentralized claims servicing four zones of the country. However, if it does not impact the claim settlement time period, centralised claims servicing would be acceptable.
14	NPCI:RFP:2014-15/0021 dt 03.12.2014				Expiry Date of Existing Policy	We Understand that it is 31/03/2015, Kindly Confirm	RuPay Insurance program 2014-15 is valid from 1st April, 2014 to 31 March, 2015.

15	NPCI:RFP:2014-15/0021 dt 03.12.2014				Members count at the inception of the policy.	Kindly provide the data for last three years in policy year wise format	16 Million cards as on 31st March, 2014.
16	NPCI:RFP:2014-15/0021 dt 03.12.2014				Month wise count of members added.	Kindly provide the data for last three years in policy year wise format	85 Million+ cumulative cards as on 30 Nov,2014.
17	NPCI:RFP:2014-15/0021 dt 03.12.2014				Members count at the expiry of the policy.	Kindly provide the data for last three years in policy year wise format	Presently we are at a count of 85 Mn+ RuPay cards. Firm number of cards at the inception of the policy in April 2015 cannot be confirmed at the moment.
18	NPCI:RFP:2014-15/0021 dt 03.12.2014				Count of claims per year (as on a particular date)	Kindly provide the data for last three years in policy year wise format	Since 01 April, 2014, we have received a total of 22 claim intimations till 30th Nov,2014.
19	NPCI:RFP:2014-15/0021 dt 03.12.2014				Amount of claims paid + outstanding per year (as on a particular date)	Kindly provide the data for last three years in policy year wise format	Since 01 April, 2014, we have received a total of 22 claim intimations till 30th Nov 2014.
20	NPCI:RFP:2014-15/0021 dt 03.12.2014				Total Premium per year (as on a particular date)	Kindly provide the data for last three years in policy year wise format	Can't be disclosed.
21	NPCI:RFP:2014-15/0021 dt 03.12.2014	NA	NA	NA	Since Account holder may have more than one card, is he eligible for Insurance Cover for same no. of Cards?		Insurance is available for a maximum of one RuPay card held by an individual, if conditions under the RFP are met, even if the individual holds multiple RuPay cards qualifying for the Insurance benefit .
22	NPCI:RFP:2014-15/0021 dt 03.12.2014	12	7.9	Claim benefit will be calculated basis total amount of claim settled to premium paid ratio as per the policy of the selected bidder.	Whether Total Amount of Claim Settled should be inclusive of Under Process Claim & Incurred But Not Reported Claim (IBNR)		Claim benefit will be calculated basis total amount of claim settled to premium paid ratio as per the policy of the selected bidder.
23	NPCI:RFP:2014-15/0021 dt 03.12.2014	NA	NA	What shall be maximum liability of Insurer where single individual holds multiple RuPay Cards.			Insurance is available for a maximum of one RuPay card held by an individual, if conditions under the RFP are met, even if the individual hold multiple RuPay cards qualifying for the Insurance benefit.
24	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3 -scope of work	Personal accident - insurance cover of Rs.1 lac [non-premium variants] and Rs.2 lacs [premium variants] on rupay cards.	Details of claims on existing insurance.		Since 01 April, 2014, we have received a total of 22 claim intimations till 30th Nov, 2014.
25	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3 -scope of work	Personal accident - accidental death due to all possible type of accidents .	whether nomination will be mentioned on the RuPay cards.	Coverage as per our group personal accident policy filed with irda	Nomination is not mentioned on the RuPay card and will be as per Bank records or in absence of bank records legal heir or nominee of the deceased.
26	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3 -scope of work	Personal accident - disability -	whether disability would include only permanent total disability or also permanent partial disability.	Premium rates would vary depending upon these disabilities to be covered.	Please refer to Corrigendum-2 issued on 26.12.2014, Disability to be treated as Permanent Total Disability.
27	NPCI:RFP:2014-15/0021 dt 03.12.2014	18	Annexure 5 – commercial proposal, para 2	we undertake, if our bid is accepted, to provide _____ for the above purpose within the stipulated time schedule.	whether the blank to be filled is with reference to the details as specified in clause no.7.2 [purchase order] on page no.11		The blank will be filled with " <u>Insurance to all RuPay cardholders as per premium paid for number of cards</u> ".
28	NPCI:RFP:2014-15/0021 dt 03.12.2014	11	7.5	Payment Terms	Approx no. of card holders as on date.		85 Million+ cumulative cards as on 30 Nov,2014.
29	NPCI:RFP:2014-15/0021 dt 03.12.2014	17	Condition B	Personal Accident Insurance (Death and Disability)	Disability : Hope this cover only permanent total disability ?		Please refer to Corrigendum-2 issued on 26.12.2014, Disability to be treated as Permanent Total Disability.
30	NPCI:RFP:2014-15/0021 dt 03.12.2014			Please provide Loss details in expiring policy as on November end.	Please provide Loss details in expiring policy as on November end.		Since 01 April,2014, we have received a total of 22 claim intimations till 30th Nov, 2014.
31	NPCI:RFP:2014-15/0021 dt 03.12.2014			Policy inception date	Please Provide Policy inception date		The RuPay Insurance policy 2015-16 will be effective from 01.04.2015 to 31.03.2016
32	NPCI:RFP:2014-15/0021 dt 03.12.2014			Number of Premium and Non-Premium cards as SI is different for both these categories.	Please provide Number of Premium and Non-Premium cards as SI is different for both these categories.		Refer RFP clause 6.2.1 (4), wherein it is specified that 10% of the portfolio may be assumed to be Premium cards, however not restricted to the said percentage in actual.
33	NPCI:RFP:2014-15/0021 dt 03.12.2014			Last year Card members at the inception.			16 Million cards as on 31st March, 2014.
34	NPCI:RFP:2014-15/0021 dt 03.12.2014			Total accumulate number till Nov, 2014.			85 Million+ cumulative cards as on 30 Nov, 2014.
35	NPCI:RFP:2014-15/0021 dt 03.12.2014			Minimum number expected at the beginning of the Policy 01.04.2015.			Please quote as per the commercial format provided in the RFP.
36	NPCI:RFP:2014-15/0021 dt 03.12.2014			Current Policy claim loss ratio.			Since 01 April, 2014, we have received a total of 22 claim intimations.
37	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3, Scope of Work	Disability due to all possible types of accident.	Kindly clarify the type of disability to be covered - Permanent total disability and / or Permanent partial disability		Please refer to Corrigendum-2 issued on 26.12.2014, Disability to be treated as Permanent Total Disability.
38	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3, Scope of Work	Premium & Non-Premium variants of card.	Description of Premium & Non-Premium variant cards		Currently,NPCI has under Non- Premium - RuPay classic card; Premium - RuPay Platinum card. Also, NPCI may from time to time classify its products under either of the 2 categories and this segregation is available on an IIN basis.

39	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Atleast one transaction within 45 days prior to date of accident.	Percent of cards which did not have any transaction in 45 continuous days for any particular period.	CIF as on Nov 2014 : 85 Mn+ Active and Non-Active data can't be disclosed.
40	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3	Eligible card holders.	Whether all cards issued after the policy start date will be eligible (i.e. from 1st April 2015) or existing card holders will also be covered under this scheme	All Existing RuPay cards as on 31 March, 2015 and incremental cards issued in the FY 2015-16 will be covered under the scheme.
41	NPCI:RFP:2014-15/0021 dt 03.12.2014			Existing similar insurance scheme.	Details of any existing insurance scheme - insurance cover, no. of card holders, insurer, premium rate and claim experience	Insurance Scheme : PA (Death & Permanent Disablement) Rs. 1 Lakh for Non-Premium and Rs. 2 Lakh for Premium cards . Insurer : HDFC Ergo Policy period : 01 April, 2014 to 31 March, 2015. No of Cards : 100 mn. Total Number of claims received YTD : 22 Premium cannot be declared .
42	NPCI:RFP:2014-15/0021 dt 03.12.2014	12	7.9	Claim benefit due to lower claim.	The ratio and benefit required is not clear - please elaborate and provide exact ratio.	Claim benefit will be calculated basis total amount of claim settled to premium paid ratio as per the policy of the selected bidder.
43	NPCI:RFP:2014-15/0021 dt 03.12.2014	12	7.8, Policy Renewal	NPCI reserves the right to renew the policy every year over next three years.	Pls confirm if the premium amount to remain same for three year or there will be any increase in premium due to adverse claim ratio.	NPCI reserves the right to renew the policy every year over the next 3 years provided bidder quotes same or lower rate valid for subsequent years on or before end of Policy period.
44	NPCI:RFP:2014-15/0021 dt 03.12.2014		General	No. of RuPay cards.	No. of existing RuPay cards (active and non-active)	CIF (Cards In Force) as on Nov 2014 : 85 Mn+ Active and Non-active data not available as customers transact in On-us environment as well.
45	NPCI:RFP:2014-15/0021 dt 03.12.2014	17	Annexure 4	Do we need to quote difference price for upto 200 mn cards beyond 200 mn cards	When will these 200 mn cards be counted - at the inception of policy or at the end of policy. The difference in premium rate will be applicable for all cards or only for cards above 200 mn.	Bidders to quote as per table provided. Premium will be paid basis the slab wherein the cumulative RuPay CIF falls under ,at the end of the year
46	NPCI:RFP:2014-15/0021 dt 03.12.2014	15	Sr. No.6, Eligibility Criteria Matrix	Reinsurer, if any, should be AA rated by a reputed agency such as S&P, Crisil etc. The insurers are required to provide Rating Certificate.	Our reinsurers are GIC and they have been rated as A- by AM best and AAA (In) by CARE which is well within the IRDA Regulations. Further, GIC is fully owned by Government of India and the practice in India Hence the criteria no. 6 may be relaxed.	In this case since the losses are being paid entirely in India, an Indian rupee rating by any of the three major agencies such as CRISIL , CARE and ICRA should be suffice. Therefore, Since it carries AAA rating from CARE it should be acceptable.
47	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.3, Scope Of Work	Personal Accident Rs.100000/- (Non-Premium Variants) and Rs.200000/- (Premium Variants).	Please clarify Premium variants and Non Premium Variants	Currently,NPCI has under Non- Premium - RuPay classic card; Premium - RuPay Platinum card. NPCI may from time to time classify it products under either of the 2 categories and this segregation is available on an IIN basis.
48	NPCI:RFP:2014-15/0021 dt 03.12.2014	6	2.2, Objective of this RFP	Personal Accident Insurance (Death and Disability) policy for our existing and new RuPay cardholders.	To define Disability. i.e., whether Permanent Total Disablement, Permanent Partial Disablement, Temporary Total Disablement	Please refer to Corrigendum-2 issued on 26.12.2014, Disability to be treated as Permanent Total Disability.
49	NPCI:RFP:2014-15/0021 dt 03.12.2014	9	4.20	Clarifications of bidding documents and Pre-Bid meeting.	Please inform us the date of pre-bid meeting if any.	Please refer to Corrigendum-1 issued on 19.12.2014
50	NPCI:RFP:2014-15/0021 dt 03.12.2014	13	7.10.3 , Bidder's Liability	Liquidated Damages: The parties hereby agree that due to negligent act of the Bidder or non-fulfillment of contacts, if NPCI suffers losses or damages the Bidder would be fully liable to fulfill the insurance liability under RFP.	As per General Insurance Council guidelines, insurers are not required to comply with payment of liquidated damages. Hence this requirement may be waived. Copy of letter dated 28.06.2011 & Circular dated 07.06.2011 from General Insurance Council is attached.	The General Insurance Council is an association of insurers which can recommend guidelines . However only the IRDA can issue Notifications which carry regulatory mandate. Therefore, no change in the clause.
51	NPCI:RFP:2014-15/0021 dt 03.12.2014	15	Sr. No.4, Eligibility Criteria Matrix	"The bidder must have a network of at least 50 branches including points of sale (POS) across the country."The insurers are required to provide Contact details of branches including Point of sales.	Sales takes place in all of our branches. Do we need to possess any special equipments for completing transactions in branches or any additional equipments like card swipe machines need to be used at point of sale.	No special equipment are required at the branches.
52	NPCI:RFP:2014-15/0021 dt 03.12.2014	17	Price Format	The policy to be issued as master Policy to NPCI and individual policy with banks as advised by NPCI	To clarify whether cover is to be granted to all RuPay card holders in a family individually even if more than one person is holding RuPay card.	Insurance is available for a maximum of one RuPay card held by an individual if conditions under the RFP are met.
53	NPCI:RFP:2014-15/0021 dt 03.12.2014	17	Price format	Cards in force upto 200 million	To indicate the minimum no.of.cards to be covered (both under non -Premium and Premium) category under the proposed insurance .	Refer RFP clause 6.2.1 (4), wherein it is specified that 10% of the portfolio may be assumed to be Premium cards however not restricted to the said percentage in actual.
54	NPCI:RFP:2014-15/0021 dt 03.12.2014				Is there any need for issue any individual certificates of insurance to RuPay card holders.	No certificates of Insurance are to be issued to RuPay cardholders individually.

55	NPCI:RFP:2014-15/0021 dt 03.12.2014				<p>To confirm that the period of insurance is for one year only. Details of existing insurance if any., - No.of.persons covered, scope of cover, premium rate ,claims experience and period of insurance.</p>	<p>The RuPay Insurance policy 2015-16 will be valid for one year. However,NPCI reserves the right to renew the policy every year over the next 3 years provided bidder quotes same or lower rate valid for subsequent years on or before end of Policy period. PA (Death & Permanent Disablement) Rs. 1 Lakh for Non-Premium and Rs. 2 Lakh for Premium cards. Insurer : HDFC Ergo. Policy period : 01 April 2014 to 31 March 2015. No of Cards : 100 mn. Total Number of claims received YTD : 22 Premium cannot be declared .</p>
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