

## CORRIGENDUM-1

Date: 06-07-2024

RFP for selection of General Insurance Company regulated by IRDAI to procure Debit Card Package Insurance Policy for a sum insured of Rs. 5.00 Crore to cover unauthorized/fraudulent use of our Bank's Debit Card.

GeM RFP Reference No. : GEM/2024/B/5104905 dated 28.06.2024

Below clarification/modifications shall be applicable throughout the RFP wherever mentioned. Please note that the Corrigendum-1 document forms integral part of RFP. The other text of RFP remains unchanged.

Sr No.	Page No.	Sec/Sub Sec	Category	Original RFP Clause	Corrigendum/ Revised RFP Clause
01	2	Sr. No. 7	Financial Bid Opening Date	Immediately after opening of the Technical Bid	22-Jul-2024 at 11.00 a.m.
02	6	Section 2 ; Sub- section 2A (Sr. No. 01)	Terms & Conditions  Active Card Definition	All operative cards issued by Bank of Baroda covered Worldwide (Includes all the active cards <b>instead of</b> duplicate / dormant / unused / stale cards)	All operative cards issued by Bank of Baroda covered Worldwide (Includes all the active cards <b>including</b> duplicate / dormant / unused / stale cards)



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**Pre Bid Queries of Bank of Baroda Debit Card Package Policy**  
**RFP:- GEM/2024/B/5104905 Dated 28.06.2024**

Sr No	Query	Response to query
1	Please share the year-on-year count of cards and premium for last 3 years.	Card Details are available on public forum (RBI Site). We have constraints in sharing the details for premium for last 3 years.
2	The claim MIS shared to contain the Individual claim data for last three years with date of intimation, date of loss, cause of loss, claim status (settled, rejected, open or withdrawn), settled amount and claimed amount, outstanding amount.	We have already shared last 3 years claims summary in Tender document. We have constraints to share the Individual claims data.
3	Can you please share the per card maximum limit or maximum withdrawal limit?	It varies from card to card variants. For detail information Bank's website may be referred/visited.
4	Will transaction done only by the primary card holder be covered or do we also need to cover the transaction done by family members? How will we classify both?	There is no concept of Add-on Card to the family members. This covers all the Debit cards issued to the Bank's Customers.
5	Details about incumbent insurer and broker.	We have constraints to share the insurer details. Incumbent broker - M/s. Anand Rathi Insurance Brokers Ltd
6	Is there any POS condition(Obligatory transactions in months prior to accident for the claims to be admissible) applicable for the given accounts.	This is ATM/Debit Card fraudulent transactions related policy and this condition does not apply to this policy.
7	What is meant by "Lost in transit"? Is it same as "Pre delivery fraud Losses" ?	Yes
8	Page 9 , point 22 <sup>nd</sup> : "Customer protection- Limiting liability of Customers in Unauthorised Electronic Payment Transactions- Losses arising due to Shadow credit given to customers in compliance to above to be compensated". What is the exact nature of cover that is requested here?	As per RBI guideline Customer Protection Limiting liability of Customers - In case of any fraudulent transaction loss occurred to customer, bank has to restore the amount in their account by crediting amount, Means, Shadow Credit given to the customer but with a lien marked. The customer will not be able to use this amount till the lien is released.
9	Help me understand how the floater basis work with card transaction? Whether the cards of the family members will also be covered under the policy?	Here floater means there is no specific limit for the any specific card variant. All cards will be covered up to sum insured limit.
10	Does no sub limit mean that there is no minimum amount of fraud or loss that the policyholder must incur to claim insurance ?	Policy has Rs. 5 Cr sum insured and there is no sub-limit to any cover.

Sr No	Query	Response to query
11	Individual claim data for last three years with date of intimation, date of loss, reason of loss, claim status (settled, rejected, or withdrawn), settled amount and claimed amount.	We have constraints in sharing the 3 years claims summary in Tender document. Individual claims data cannot be shared.
12	Details about incumbent insurer and broker.	We have constraints in sharing the insurer details. Incumbent broker - Anand Rathi Insurance Brokers Ltd
13	Details of premium and number of lives covered over last three years.	Not applicable to this policy. Since lives are not covered in this policy.
14	Change in terms and conditions from the last year.	We have constraints in sharing the expiring terms and conditions. Kindly quote as per the present RFP Terms and conditions
15	Is there any POS condition(Obligatory transactions in months prior to accident for the claims to be admissible) applicable for the given accounts.	This is ATM/Debit Card fraudulent transactions related policy and this condition does not apply to this policy.
16	Demography of lives to be covered(Age, Gender, Occupation).	This is a ATM/Debit Card fraudulent transaction related policy and this condition does not apply, Since lives are not covered in this policy.
17	Is there any per day transaction limit?	It varies from card to card variant. For detail information, our website may be visited/referred.
18	Security Deposit Money as mentioned in page no 2 ?Is this EMD? In case it is EMD,being a Public Sector undertaking,we are exempted from submission of EMD	This is not EMD. This is a security deposit required from succesful L1 bidder only.
19	Whether all types of debit cards issued by the bank are covered under the policy or is there any selection?	Yes. All the debit cards, ICCW & Cash on Mobile Transactions will be covered under this policy.
20	We understand the BIN number of the cards will be provided to understand whether the card is covered or not.	BIN Details will be shared to the selected bidder at time of placement.
21	Whether there will be provision for monthly addition of the newly added cards by paying additional premium?	This policy works floater basis and no additional premium to be paid.
22	Details of card variant including daily transaction,withdrawal limit and other information	It varies from card to card variant. For detail information our website may be visited/referred.

Sr No	Query	Response to query
23	No timeline for intimation of claims is mentioned ,however the timeline for document submission is 180 days after the disputed transaction. In case of any disputed transaction, it is difficult to investigate and assess the loss after 6 months.In addition to that, while processing the claims,the bank may not have data for hotlisted card for more than 6 months which may create difficulty in processing the claim.We request to keep the reporting time upto maximum 90 days.	RFP conditions stands. No changes.
24	Request for clarity on ICCW / Cash on mobile transactions. How debit cards are involved in these transactions. Since the tender is for Debit card fraud, we seek clarity on the fraud under this condition.	Please refer point no. 4 i.e. in special condition where ATM related fraud also covered in this policy. ICCW and Cash on mobile are alternative service of Debit card to withdraw cash from ATM or Cash recycler.
25	Name of the present insurer	We have constraints in sharing the details.
26	Provide expiring policy policy	We have constraints in sharing the policy document. Please refer the RFP as per Tender for Terms and conditions.
27	Premium under expiring policy	We have constraints in sharing the details
28	No. of cards	These details are available on public domain. (RBI Site)
29	No. of increase in card as compared to last year.	These details are available on public domain. (RBI Site)
30	Expiring policy copy	We have constraints in sharing the details
31	On pg no 6 of Active card definition, kindly clarify definition of duplicate card.	Please refer corrigendum.
32	Type of claims received and major for which type of fraud.	Any unauthorized transaction that has been carried out using Bank (BOB) issued debit card / ICCW / Cash on Mobile services.
33	Any change in terms conditions or any change in Sum insured as compared to last year.	We have constraints in sharing the details. Please refer the present RFP.
34	Current policy document.	We have constraints in sharing the details
35	In fiscal year 2023-24, a total of 183 claims have been rejected. Could you please provide detailed reasons for these rejections?	We have shared the 3 years claims summary in Tender document. We have constraints in sharing the reason for rejections details.
36	Additionally, whether there are any proposed upgrades or changes in the upcoming tender that are related to these claim rejections.	We have constraints in sharing the details. Please refer the present RFP.

Sr No	Query	Response to query
<b>Additional Information</b>	Technical Bid opening and Financial Bid Opening date and time	Technical Bid will be opened on 19-Jul-2024 at 3:30 pm however Financial Bid will be opened on 22-Jul-2024 at 11:00 AM.