

REQUEST FOR PROPOSAL (RFP)

**FOR EMPANELMENT OF INSURANCE BROKERS
FOR
GROUP MEDICLAIM POLICIES FOR EXISTING EMPLOYEES AND RETIREES OF
BANGIYA GRAMIN VIKASH BANK**

RFP REFERENCE NO. BGVV/HR/ 1720 /2021-22

DATED: 28.06.2021

**BANGIYA GRAMIN VIKAH BANK
HR DEPARTMENT,**

Bangiya Gramin Vikash Bank

HR Department, Head Office,
Chuanpur, NH-34
P.O-Berhampore, District-Murshidabad
PIN-742101, West Bengal

Request for Proposal (RFP) for Empanelment of Insurance Brokers

Tenders are invited by Bangiya Gramin Vikash Bank from IRDA licensed Insurance Broker companies operating in India for engagement of Insurance Broker with its HR Department for Group Mediclaim Policies for Existing as well as Retirees of Bangiya Gramin Vikash Bank. Only those brokers who fulfil the Pre-qualification criteria are eligible to participate in this tender.

The “Request for Proposal” (RFP) for the project is available on Bank’s website (<https://bgvb.in>) in Tender Section. Interested bidders are requested to refer to the said RFP. Bids made strictly as per provisions of the RFP document should be submitted.

1	Date of commencement of bidding process	1100 hrs	28 th June 2021
2	Pre-bid meeting	1100 hrs	5 th July 2021
3	Last date for bid submission	1500 hrs	9 th July 2021
4	Tentative Date and Time for opening of: Technical Bid – Eligibility details Technical Bid – Detailed Bid	1030 hrs	13 th July 2021
5	Tentative Presentation date for eligible bidders	1230 hrs	13 th July 2021
6	Tentative Date for opening of Financial Bid	1530 hrs	13 th July 2021

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Section – I: Introduction & Instructions

1. Bangiya Gramin Vikash Bank (BGVB), a Regional Rural Bank established under Regional Rural Bank Act 1976 having its Head Office at Chuapur, NH34, Berhampur, P.O-Berhampur, Dist-Murshidabad, Pin-742101, West Bengal, invites proposals for empanelment / engagement of Insurance Brokers with its HR Department to assist it in pre-placement, placement, post-placement management of the '**Group Mediclaim Policies**' and other related aspects for '**Group Mediclaim Policies**' for its existing and retired employees and their spouses settled across the country.
2. Only well established and reputed Insurance Broking Firms which are Registered / Issued License by Insurance Regulatory and Development Authority (IRDA) are eligible for the engagement.
3. The Insurance Broking Firm should have experience in handling end to end health Insurance programme of large corporate covering employees / retirees and their families. Insurance Broking Firms with experience in handling Health Insurance programme for Regional Rural Bank/Banks in India would be given preference in empanelment.
4. All entries in the tender should be submitted in the Technical and Commercial formats as per enclosed annexure without any ambiguity.
5. (A) Technical bid will be opened on specified date and time as given in the RFP. Top 6 (six) bidders on the basis of score in technical bid will be invited for presentation.
(B) Financial bid of only those bidders will be opened who qualified through above process on the basis of technical bids.
6. The Bank intends to shortlist three Insurance Broking Firms for empanelment by issue of this RFP. Out of the empanelled companies, one Insurance Broking Firm will be finally selected for servicing of the insurance policies, based on the lowest premium quote negotiated by them from Reputed Insurance Company (ies) acceptable to the Bank. The methodology for selection of broker on the basis of premium quotes will be advised separately to the shortlisted firms after completion of this exercise. The services of other two shortlisted Insurance Broking Firm may be utilised later in case of non-completion of terms of contract by the selected broker or in case introduction of co-broker is proposed.
7. All notices and correspondence to the bidder(s) shall be sent by email only, till finalization of tender takes place. Hence, the bidders are required to ensure that email address provided by them is valid.
8. At any time prior to the deadline for submission of tender, the Bank may for any reason, modify the RFP. As such bidders are requested to see Bank's web site (<https://bgvb.in>) once again before the last date of submission of bid to ensure that they have not missed any corrigendum uploaded against the said RFP. The responsibility of downloading the related corrigendum, if any, will be of the bidder only. No separate intimation in respect of corrigendum to this RFP (if any) will be sent to tenderer(s) who have downloaded the documents from the web site. In case any bidder has already submitted proposal before issue of corrigendum, the bidder may submit additional documents / information pertaining to that corrigendum, but only before the last date of submission of bid.
9. BGVB will organize a pre-bid meeting, to resolve any queries, bidders may have. Any further information will be provided to all bidders by BGVB as corrigendum. Any clarification in queries raised by any bidder will be communicated to all bidders. The exact date, time of the pre-bid meeting is as already stated in this RFP.
10. The Bank reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons.

11. The tender shall remain open from the pre-announced date & time till as much duration as mentioned in this RFP.
12. Bank reserves the right to cancel or reject or accept or withdraw or extend tender in full or part as the case may be without assigning any reason thereof.
13. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid by any bidder confirms his acceptance of terms and conditions for the tender. No deviation to the technical and commercial terms and conditions is allowed. The selection of insurance broker resulting from this tender shall be governed by the terms and conditions mentioned therein.
14. Rate to be quoted should be in Indian Rupees (INR) only.
15. The bidders must submit all documents required as per terms of RFP. Any other document submitted which is not required as per terms of RFP shall not be considered.
16. The bid will be evaluated on the basis of the filled-in technical & commercial formats. The documents submitted by the bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, the bid will be rejected.
17. During pre-qualification and evaluation of the tender, the Bank may, at its discretion, ask bidders for clarifications on their proposal. The bidders are required to respond within the time frame prescribed by the Bank.
18. The proposal may be submitted along with the covering letter about the proposal, accompanied by the information/documents indicated in the Annexures and the declaration signed by the authorized signatory with Seal of the Company. All pages are required to be signed.
19. This empanelment of Insurance Brokers would be exclusively for the purpose of 'Group Mediclaim Policies' for existing employees and retirees of BGVB. The panel of shortlisted Insurance Broker would be valid for three years.
20. **Out of the three empanelled companies, one Insurance Broker will be finally selected for servicing of the insurance policies, based on the lowest premium quote negotiated by them from Reputed Insurance Company (ies) acceptable to the Bank. The tenure of the Insurance Broker finally selected for servicing the Group Mediclaim Policies would initially be for one policy year, and thereafter may be renewed for a maximum of another two terms of one year each, subject to review & satisfactory performance. In case of non-renewal of the contract of selected Insurance Broking/ Consulting Firm on review, selection of another broker will be made from the list of shortlisted Insurance Broking/ Consulting Firm.**

Contact Persons:

1. Shri Sanjib Kumar Bhuyan
General Manager (HR)
Phone - +91 9874073575
e-mail – gmhr@bgvb.co.in

2. Shri Asish Kumar Biswas
Chief Manager (HR)
Phone - +91 9434720752
e-mail – cmadm@bgvb.co.in

Section 2: Eligibility of Firms

A. Eligibility

Insurance Broking Firms must satisfy the following pre-qualification criteria to be eligible to apply for empanelment. Respondents satisfying the following criteria only are eligible to submit their proposal:

- a. This invitation to respond to the RFP is open only to reputed and well established registered companies / firms that are incorporated or registered under the Indian Companies Act, 1956.
- b. The Insurance Broking Firms must be registered / issued license by Insurance Regulatory and Development Authority (IRDA).
- c. The firm / company should have been in existence in India for a period of at least seven (7) years as on March 31, 2021, and their licenses should current and valid as on date. The Insurance Broking Firm should have brokered at least one Group Mediciclaim Policy, which covers a minimum of 10,000 lives.
- d. The proposal of the firm which does not meet any of the above criteria will not be evaluated further.

B. Disqualifications

Bank may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidder, if the bidder:

- a. is found to have made misleading or false representations in the forms, statements and documents submitted in proof of the eligibility requirements;
- b. has failed to provide related clarifications, when sought; or
- c. has been suspended / delisted / blacklisted by any Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / IBA / Autonomous Body / Financial Institution / Court etc. for corrupt and fraudulent practices or blacklisted anytime in the past.

Section 3: Scope of Work

The Insurance Broker would be functioning as a Strategic Consultant for BGVB and would be assisting the Bank in pre-placement, placement and post-placement process of the Insurance programme.

I. Pre-Placement Services

The Insurance Broker would assist the Bank in customisation, design and placement of Group Mediciclaim Policies with specific inputs in Cost Containment measures, Claims Handling, Grievance Redressal Process, Claims Tracking by Web based MIS, Communication Plans and Validation & Forecasting of Additional Coverage Benefits

II. Placement Services

The Insurance Broker would be assisting the Bank in the placement process as under:

- a. Determine evaluation criteria for Insurer selection in association with BGVB.
- b. Assess service requirements and Insurer capabilities in the marketplace.
- c. Request placement quotations from Insurers.
- d. Evaluate quotations.
- e. Placement of policies as per agreed terms and conditions.
- f. Data consolidation for endorsement and policy issuance.

Final date for completion of Pre-Placement service	20th August,2021
Commencement of Insurance Coverage for employees	28th August,2021

III. Post-Placement Services

The Insurance Broker would undertake the following actions as part of post-placement activities:

a. Servicing Support – The Insurance Broker would be Single point of contact for all services and establish clear escalation matrix for query resolution. They will be required to depute fulltime manpower at the Administrative Office of the Bank for servicing support. The Insurance Broker will ensure endorsement / claims settlement as per agreed terms and conditions, and arrange coordination meetings with the Insurance Company and TPA whenever required.

b. Communication Support – The Insurance Broker will arrange for communication assistance in case of any major change in plan design and will also arrange for Frequently Asked Question (FAQ) design.

c. Claim Monitoring & Periodic Review – The Insurance Broker will arrange for preparation and presentation of Monthly claims report / utilisation report. They will also arrange for Quarterly Third Party Administrator (TPA) data audit to ensure consistency between claims filed and claims cleared by the TPA.

d. Administration Support - The Insurance Broker will be required to manage membership data in consultation with BGVB, monitoring of corporate buffer (where applicable), calculation of monthly endorsement and coordination with TPAs in case of data deficiency.

Section 4: Assessment Criteria

A. Proposal Requirements

1. The response to the present tender will be submitted in two parts, i.e., the Technical Bid and the Financial Bid. The 'Technical Bid' will contain technical details as indicated in Annexure - I, and 'Financial Bid' will contain Pricing information as indicated in Annexure - II. The Technical Bid shall NOT contain any pricing or commercial information. If the Technical Bid is found to contain any price related information, then that technical Bid would be disqualified and would NOT be processed further.

2. The 'Technical Bid' and 'Financial Bid' shall be submitted in two separate sealed envelopes in the following manner:

Envelope – 1: Technical Bid (Superscribed as 'Technical Bid for empanelment / engagement of Insurance Broker in Bangiya Gramin Vikash Bank for Group Mediclaim Policies for BGVB Existing Employees and Retirees')

1	Covering Letter	Executive Summary / Introduction
2	Proposal Compliance Letter	A signed letter by the authorised officer of the company / firm certifying the proposal's complete compliance with the RFP specifications (as per Annexure – V)
3	Technical Bid	As per Annexure – I
4	Documents per Annexure – I	As per Annexure – I
5	Declaration Certificate	As per Annexure – IV

Envelope – 2: Financial Bid (Superscribed as ‘Financial Bid for empanelment / engagement of Insurance Broker in Bangiya Gramin Vikash Bank for Group Mediclaim Policies for BGV Existing Employees and Retirees’)

Both the envelopes to be submitted together in one sealed envelope (superscribed as ‘Bid for empanelment / engagement of Insurance Brokers in Bangiya Gramin Vikash Bank for Group Mediclaim Policies for BGV Existing Employees and Retirees’).

3. Companies must qualify with minimum 50% marks in the technical evaluation. Top six qualified companies will be called for the presentation to the Evaluation Committee constituted for the purpose. In case of tie for the sixth place, all bidders in the sixth rank will be called for presentation.

4. The presentation should cover all aspects included in the scope of work as per this RFP. The Bidders may include specific value propositions / additions that they wish to provide. Bidders may also give complete details of their organizational structure, number of offices in India, experience in handling similar policies for Regional Rural Banks, Banks and PSUs which will be considered by the committee for evaluation.

5. Rate quoted in the ‘Financial Bid’ must be final. The proposal should not contain any ‘cancellation clause’ or ‘conditional clause’.

6. Financial Bids of the top six (6) successful companies will be opened and thereafter will be submitted to the internal committee formed for the purpose. **A final decision on the successful bidder will be taken based on techno-commercial evaluation in which the technical parameters, presentation and financial bids would be given weightage of 40%, 40% & 20% respectively.**

B. Process to be adopted for Evaluation of the Bids

1. The evaluation of the bids received will be made on the basis of a techno commercial evaluation which will be done with 80% weightage for the technical component i.e. technical evaluation and presentation taken together, and 20% weightage for the commercial component.

2. The technical evaluation would be done in two stages. In the first stage, Technical Bids in respect of only those bidders who fulfil the eligibility criteria indicated in the Section - 2 of this RFP will be considered for evaluation. The eligible technical Bids will be evaluated on the basis of Technical details and the points to be awarded as per evaluation matrix in Annexure – III. Bidders scoring less than 50% marks in technical evaluation will be declared ineligible.

3. In the second stage of technical evaluation, top six (6) eligible bids will be selected for further evaluation on the basis of marks scored. The successful bidders will be invited to make a presentation to an internal committee constituted for the purpose. In case of tie, all companies at sixth rank will be invited to make the presentation. The internal committee will rank the presentations. All six (6) participants would be informed about their rank in the presentation.

4. The Commercial evaluation would be done by opening the Financial Bids of those bidders, who have qualified through the above process on the basis of evaluation of their Technical Bids. The commercial component would have 20% weightage and bidder quoting the lowest rate of fees would be treated as C_{LOW} . The commercial bid score would be arrived at by applying the formula $(C_{LOW} / C) * 20$ (wherein C is the rate quoted by the bidder).

5. A final decision will be taken on the basis of marks scored in the techno commercial evaluation in which the technical parameters, presentation and financial bids would be given weightage of 40%, 40% & 20% respectively.

C. Bangiya Gramin Vikash Bank reserves the right to:

1. Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
2. Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
3. Waive or Change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change / waiver would be duly and publicly notified by issuing corrigendum against the tender on BGVB website.
4. Extend the time for submission of all proposals and such an extension would be duly notified on BGVB website.
5. Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to result in an agreement within specified time frame.
6. Select the bidder for servicing the policies even if a single bid is received as response.
7. Share the information / clarifications provided in response to RFP by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query.

D. Bid Submission

1. Intending Insurance broking firms / companies are required to submit their applications giving full particulars as per item A-1 above to the following address:

Shri Sanjib Kumar Bhuyan
General Manager (HR)
Bangiya Gramin Vikash Bank
Head Office-Chuanpur, NH-34, Berhampur
P.O- Berhampur, Dist – Murshidabad
West Bengal
Phone - +91 9874073575 , e-mail – gmhr@bgvb.co.in

2. The proposal needs to be submitted in hard copy in a sealed envelope. Proposals received by facsimile shall be treated as invalid and shall be rejected. Only detailed complete proposal in the form indicated, received within the closing time and date, shall be taken as valid.

3. The last date for submission of proposal is 1500 hrs on 9th July, 2021. Applications received thereafter may be rejected.

4. The bid should be signed by the bidder or any person duly authorized to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the bidder. All pages of the tender documents except company brochures, if any, are to be signed by the authorized signatory.

5. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should authenticate all such corrections by putting his / her full signature.

6. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish any information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

7. No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.

E. RFP Terms & Conditions

The following additional terms and conditions shall apply to the evaluation process:

(a) Bidder warranties - By submitting a Response, Bidder represents and warrants to BGVB that, as at the date of submission:

(i) the Bidder has fully disclosed to BGVB in its Responses all information which could reasonably be regarded as affecting in any way BGVB's evaluation of the Response;

(ii) all information contained in the Bidder's Response is true, accurate and complete and not misleading in any way;

(iii) no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon BGVB's reputation if the Response is successful;

(iv) the Bidder will immediately notify BGVB of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or BGVB reputation or render the Bidder unable to perform its obligations under the BGVB agreement, if any or have a material adverse effect on the evaluation of the responses by BGVB; and

(v) the Bidder has not and will not seek to influence any decisions of BGVB during the evaluation process or engage in any uncompetitive / unfair behaviour or other practice which may deny legitimate business opportunities to other Bidders.

(b) Confidentiality – Bidder must keep confidential any information received from or about BGVB as a result of or in connection with the submission of the Response. All such information received from BGVB, including those in subsequent communications, shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response.

Unless expressly agreed in writing prior to submissions, bidder responses are not confidential and may be used by BGVB in whole or part. BGVB however, will not disclose the information provided by Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law. Additionally and at any point of the evaluation and selection process, BGVB may require the Bidder to execute a 'Non Disclosure Agreement' (NDA), if the Bidder has not executed an NDA with BGVB previously.

(c) Disclaimer – Whilst all reasonable care has been taken in compiling this RFP document, and the figures, documents and details in this document or in subsequent communications hereafter are presented in good faith; no warranty or guarantee (express or implied) is given by BGVB as to the completeness or accuracy of the responses or any information provided in or in connection with it. Further, to the maximum extent permitted by law:

- i. BGVB, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process; and
- ii. Each Bidder indemnifies BGVB from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising from, whether directly or indirectly, or in connection with the evaluation and selection process.

(d) This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific BGVB requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. BGVB reserves the right to not to make any selection and / or not enter into any agreement pursuant to this RFP.

(e) It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, BGVB may, at its option, incorporate all or any part of your response to this RFP in the contract. BGVB reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

(f) BGVB's right to verify - BGVB reserves the right to conduct a site survey or obtain other evidence of facilities, resources, and managerial, financial and Bidder performance abilities prior to announcing the successful Bidder or awarding an agreement under this evaluation process.

(g) Financial documents - BGVB may request additional financial/business information from the Bidder at its discretion.

(h) Termination/or suspension of evaluation process - BGVB reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs but BGVB is not obliged to provide any reasons.

(i) Other Rights - Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, BGVB may at any stage of the evaluation process:

- (i) Require additional information from a Bidder;
- (ii) Change the structure and timing of the evaluation process;
- (iii) Terminate further participation in the evaluation process by a Bidder;
- (iv) Negotiate with more than one Bidder;
- (v) Terminate negotiations being conducted with a Bidder;
- (vi) Vary or extend the timetable and evaluation process
- (vii) Accept any non-complying Response; or
- (viii) Vary the terms and conditions of the evaluation process or specifications or requirements at any time.

(j) Responsibility for Costs - Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing BGVB with the response, the revised response or any additional information).

(k) Non-Reliance by Bidder – The Bidder, by submitting a Response, acknowledges that:

- (i) it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by BGVB in writing;

(ii) it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and

(l) BGVB's right to vary - BGVB reserves the right to vary any aspect of this evaluation process / RFP without liability to Bidder. Where BGVB varies any aspect of this evaluation process or the RFP, BGVB shall notify that variation.

(m) Incorporation of Responses into agreement - The successful Bidder as concluded by BGVB shall sign a Service Level Agreement (SLA) agreement. BGVB may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder in to the final SLA agreement.

(n) Precedence of Documents - If there is any inconsistency between the terms of this RFP and any of its annexures, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.

(o) Governing Laws & Dispute Resolution - The RFP and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the RFP process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of three arbitrators - one each to be appointed by BGVB and Bidder and the two appointed arbitrators then appointing an umpire. The venue of arbitration shall be Mumbai. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

(p) Governing Language – The proposal, all correspondences / communications and other documents pertaining to the contract shall be written in English

(q) Force Majeure – Any failure or delay by Insurance Broker or Bank in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party

i.e. a Force Majeure event is not a default or a ground for termination. If Force Majeure event arises the Insurance Broker shall promptly notify Bank in writing of such conditions and the cause thereof. Unless otherwise agreed by BGVB in writing, the Insurance Broker shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Particulars of the Company**Annexure-I**

Sl	Particulars	Responses	Documents to be submitted
1	Name of the Company		Copy of Certificate under Companies Act
2	Registered Office Address		As per records
3	Type of License		Copy of original license issued by IRDA while granting the license and confirmation that the entity can do business.
4	Number of years in operation in India i.e. License Issuance /Renewal Date License Copies (including renewal)		License Copies (including renewal)
5	Employee Strength (As on March 31, 2021)		Auditors' Certificate
6	Details of Policies covering more than 10,000 lives		Auditors' Certificate
7	Revenues (Rs. In crore)		Audited Balance Sheets
	2020-21 (provisional,if not yet audited)		
	2019-20		
	2018-19		
8	2017-18		
8	Paid up Capital (Rs. in Cr.) (As per latest Audited Balance Sheet but not earlier than March 31, 2021)		Audited Balance Sheets
9	No. of offices (As on March 31, 2021)		Auditors' Certificate
10	No. of Corporate Clients under Group Mediclaim Policies (As on March 31, 2021)		Auditors' Certificate
11	Total Group Health Insurance Premium Placement for Corporate Clients (in cr.) 2020-21		Auditors' Certificate
12	Experience in Health Risk Management Services		Auditors' Certificate
13	Details of Group Mediclaim		Auditors' Certificate
	Policies covering more than 10,000 lives		
14	Details of Regional Rural Bank/Public Sector Banks/ Public Sector Undertakings being served as your client for Group Mediclaim Policies		Auditors' Certificate
15	Total number of claims lodged during FY2020-21 under Group Mediclaim Policies handled by you.		Auditors' Certificate
16	Total Amount of claims lodged during FY2019-20 under Group Mediclaim Policies handled by you		Auditors' Certificate

17	Total number of claims settled during FY 2020-21 under Group Mediclaim Policies handled by you		Auditors' Certificate
18	Total amount of claims settled during FY 2020-21 under Group Mediclaim Policies handled by you.		Auditors' Certificate
19	Percentage of claims settled to claims lodged (number wise as well as amount wise) during FY 2020-21 under Group Mediclaim Polices handled		Auditors' Certificate

Annexure-II

Financial Bid for engagement of insurance broker for policy year 2021-22 (Weightage : 20%)

	Particulars		(Percentage)
	Brokerage (to be received from the insurance company		

Annexure-III

Evaluation Criteria for Technical Evaluation (Weightage: 40%)

I. *Operational & Financial Strength of the Firm* (Group Marks – 50 ; Weightage – 20%)

SL	Criterion	Points	Total
1	Number of years since license given by IRDA as on March 31, 2021		10
	Between 7 to 8 Years	4	
	Above 8 upto 10 years	6	
	Above 10 upto 12 years	8	
	Above 12 years	10	
2	Paid up capital (Rs. in Crore) as per latest Audited Balance Sheet but not earlier than March 31, 2021		10
	Between 1crore to 2 crore	4	
	Above 2 crore to 3 crore	6	
	Above 3 crore to 4 crore	8	
	Above 4 crore	10	
3	Annual Revenue (Rs. In Crore) as per latest Audited Balance Sheet but not earlier than March 31, 2021		10
	Between 5 crore to 10 crore	4	
	Above 10 crore to 25 crore	6	
	Above 25 crore to 50 crore	8	
	Above 50 crore	10	

4	Number of Employees		20
	Between 100 to 200	5	
	More than 200 upto 250	10	
	More than 250 upto 300	15	
	More than 300	20	

**II. Experience in Handling Group Health Insurance Policies
(Group Marks – 50 ; Weightage – 30%)**

SL	Criterion	Points	Total
1	Overall Group Health Premium placed for Corporate Clients (Rs. in crore)		15
	Upto 20 crore	5	
	More than 20 upto 40	8	
	More than 40 upto 100	12	
	More than 100	15	
2	Number of Corporate Group Mediciam Policies brokered having coverage of minimum 10,000 people		15
	One (1) Policy	5	
	Two(2) Policies	8	
	Three(3) Policies	12	
	Four(4) Policies	15	
3	Number of Regional Rural Bank/Public Sector Banks/ Public Sector Undertakings Group Mediciam Policies in line with IBA Medical Insurance Scheme brokered		20
	One (1) Policy	5	
	Two(2) Policies	10	
	Three(3) Policies	15	
	Four(4) Policies	20	

**III. Claims Handling Capabilities (under Group Mediciam Policies)
(Group Marks – 50 ; Weightage – 30%)**

SL	Criterion	Points	Total
1	Total number of claims lodged in a year under Group Mediciam Policies handled by you		5
	Upto 10,000	2	
	More than 10,000 up to 20,000	3	
	More than 20,000 up to 30,000	4	
	More than 30,000	5	
2	Amount of claims lodged under Group Mediciam Policies (Rs. in Crores)		5
	Upto 20	2	
	More than 20 up to 40	3	
	More than 40 up to 60	4	
	More than 60	5	

3	Total number of claims settled under Group Mediclaim Policies		10
	Upto 10,000	4	
	More than 10,000 up to 20,000	6	
	More than 20,000 up to 30,000	8	
	More than 30,000	10	
4	Amount of claims settled under Group Mediclaim Policies (Rs. in Crores)		10
	Upto 20	4	
	More than 20 up to 40	6	
	More than 40 up to 60	8	
	More than 60	10	
5	% of Claims settled by number to claims lodged (under Group Mediclaim Policies only)		10
	Upto 75%	4	
	More than 75% to 85%	6	
	More than 85% to 95%	8	
	More than 95%	10	
6	% of Claims settled by amount to claims lodged (under Group Mediclaim Policies only)		10
	Upto 75%	4	
	More than 75% to 85%	6	
	More than 85% to 95%	8	
	More than 95%	10	

IV. Presentation: (weightage: 40%)

Top six (6) eligible bids in terms of Technical Bids will be invited to make a presentation to an internal committee constituted for the purpose. In case of tie, all companies at sixth rank will be invited to make the presentation. The internal committee will rank the presentations. All six (6) participants would be informed about their rank in the presentation.

Annexure-IV

DECLARATION CERTIFICATE

I / We do hereby declare that there is no case pending with the Police / Court / IRDA / SEBI / Regulatory authorities against the proprietor / firm / partner / employee.

Also I / We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / Autonomous Body / Financial Institution / Court for corrupt and fraudulent practices in the past.

We certify that neither our company / firm nor any of the directors / partners are involved in any scam or disciplinary proceedings settled or pending adjudication.

We hereby undertake and confirm that we have understood the scope of work properly and shall carry out the work as mentioned in this RFP.

Signature of the Authorised Signatory with Seal

Date:

Annexure-V

**COMPLIANCE LETTER
DECLARATION**

We hereby undertake and agree to abide by all the terms and conditions stipulated by BGVV in the RFP document.

We certify that the services proposed to be offered by us in response to the bid confirm to the technical specifications stipulated in the bid.

We certify that all the information furnished by us and all the supported documents attached are true and confirm to the technical specifications stipulated in the bid.

Signature of the Authorised Signatory with Seal

Date: