

NOTICE INVITING TENDER (NIT)

Document No.: ICAT/T/HR/EMP-IB/2022-23/222

Manesar, 15th February' 2023

The Director, International Centre for Automotive Technology (ICAT) - **GST No. 06AAATN7662F1ZI**, a division of NATRIP Implementation Society (NATIS), Govt. of India, hereby invites sealed bid for "**Empanelment of Insurance Brokers In ICAT for Providing Services Regarding All Types of Insurances at ICAT**" under Tender No. ICAT/T/HR/EMP-IB/2022-23/222

Tender Activity Schedule

Description of work	Empanelment of Insurance Brokers for Providing services regarding all types of insurances at ICAT
Eligibility Criteria	<p><u>Eligibility of Empanelment</u> Before filling the application form, the insurance brokers are advised to carefully read and follow the eligibility criteria, instructions and terms & conditions for empanelment of insurance service Provider in ICAT mentioned herein below:</p> <p><u>Qualification & Experience (Eligibility Criteria):</u></p> <p>A. Legally Valid Entity: The firm should have been in existence in India for a period of at least more than 15 years as of 31st March 2023 i.e. their licenses have been renewed at least thrice by IRDA.</p> <p>B. Financial Capacity: Should have the average annual turnover at least Rs. 20 Crores in last three financial years (2019-20, 2020-21 & 2021-22). Relevant proof for supporting the above shall be submitted.</p> <p>C. Technical Capability: The Insurance Broking/ Consulting Firms should have a direct employee base of more than 100 professionals on direct payroll with exclusive team under Health and wellness in India.</p> <p>D. List of Government/Semi-Government/ Govt. of India Undertaking/Autonomous Body / Society funded by Govt. of India for which such Insurances have been provided along with the proof. Relevant proof for supporting the above shall be submitted</p> <p>E. The Firm should have offices in 05 cities in India including three metros i.e. in Delhi NCR, Mumbai, Kolkata, Chennai & Hyderabad and the firm will provide the medical services at all states/UTs in India.</p> <p>F. Clientele should be minimum 500.</p> <p>G. In house CRM portal should be available</p> <p>H. In house full time qualified doctor should be available</p> <p>I. In house mobile app should be available</p> <p>J. Self-declaration that firm is not blacklisted by the Government of India Or any Govt. bodies for any part of the Contract ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.</p> <p>K. The firm should have tie ups with PSUs insurance companies in Delhi/NCR region.</p> <p>L. The firm should have corporate premium of at least 200 Crores.</p>
Duration of Appointment	Based on evaluation of the bids, ICAT shall empanel 3 or 4 Insurance Brokers. The Initial period of Empanelment shall be 1 (One) Year Only, which is extendable to maximum 3 (Three) Years, subject to satisfactory performance of Brokers. The performance of the brokers shall be evaluated based on their services offered, decision on extension of service period shall be solely at the discretion of ICAT.

Location	ICAT Centre - 1 & 2, Manesar (Haryana)
Bidding Procedure	The Bidder shall submit offline sealed bids under Single-Envelope Bidding System.
Last Date/Time for Submission of Sealed Bids	Up to 1700 Hrs. on 1st March' 2023 at ICAT Centre - 1, Manesar, Gurgaon, India.
Bid Submission Address	To, The Purchase Department International Centre For Automotive Technology Plot No. 26, Sector – 3, Near HSIIDC Office, IMT Manesar Gurgaon 122050 (Haryana) Contact No. +91 9971150821
For any queries please feel free to contact the undersigned: Ms.Kanika Bhatia-HR Department Contact No. 0124-45866226 Mail ID: kanika.bhatia@icat.in	

Annexure A

Application for Empanelment of Insurance Brokers in ICAT for Providing Services Regarding all Types of Insurances

ICAT Introduction

International Centre For Automotive Technology (a division of NATRIP Implementation Society Govt. of India) herein after referred as M/S ICAT is located at IMT Manesar, Gurgaon (Haryana). ICAT has been authorized as test agency under CMVR 126 by Ministry of Road Transport & Highways, Govt. of India. ICAT has the full-fledged R&D and Homologation Test Facilities to certify all category of vehicles, systems and components as per national and international standards. Also ICAT has got the accreditation from NABL as per ISO/IEC 17025:2017 for General Requirements for the Competence of Testing and Calibration Laboratories for its Testing & Certification Lab. ICAT is providing quality services to the industry in all the domains of automotive and non-automotive, certification, Testing, calibration, consultancy and development, such as Power train, Noise Vibration and Harshness, Component, Fatigue, Photometry, Tyre & Wheel, Passive Safety, EMC and CAD & CAE.

How to Apply:

Eligible insurance services Provider must submit application in the format prescribed in **Annexure "C"** enclosed herewith, along with all supporting documents in a sealed envelope to:-

To,

The Purchase Department

International Centre For Automotive Technology

Plot No. 26, Sector - 3, HSIIDC, IMT Manesar

Gurugram 122050 (Haryana - India)

The envelope should be superscribed as following:-

"Empanelment of Insurance Brokers in ICAT for Providing Services Regarding All Types of Insurance"

The last date of receiving Applications in the prescribed format along with supporting document is 1st March' 2023 till 17:00 hours.

Application for empanelment at ICAT does not confer any right/ assurance whatsoever; to an applicant that he / she will be empaneled on the panel of ICAT. Letter to insurance service provider confirming their empanelment will be issued by ICAT separately.

Guidelines for Empanelment of Insurance Broker

Following guidelines are designed to provide and regulate the manner and procedure for empaneling the Insurance Broker for providing insurance related services to ICAT. These guidelines shall supersede all existing instruction in this regard, if any, and is subject to change without assigning any reason thereto.

Eligibility of Empanelment

Before filling the application form, the insurance service providers are advised to carefully read and follow the eligibility criteria, instructions and terms & conditions for empanelment of Event Infrastructure Provider in ICAT mentioned herein below:

Qualification & Experience (Eligibility Criteria):

- A. Legally Valid Entity: The firm should have been in existence in India for a period of at least more than **15 years** as of **31st March 2023** i.e. their licenses have been renewed at least **thrice by IRDA**.
- B. Financial Capacity: Should have the average annual turnover at least **INR 20 Crores** in last three financial years (2019-20, 2020-21 & 2021-22). Relevant proof for supporting the above shall be submitted.
- C. Technical Capability: The Insurance Broking/Consulting Firms should have a direct employee base of more than **100 professionals** on direct payroll with exclusive team under Health and wellness in India.
- D. List of Government/Semi-Government/ Govt. of India Undertaking/ Autonomous Body / Society funded by Govt. of India for which such Insurances have been provided along with the proof. Relevant proof for supporting the above shall be submitted.
- E. The Firm should have offices in 05 cities in India including three metros i.e. in Delhi NCR, Mumbai, Kolkata, Chennai & Hyderabad and the firm will provide the medical services at all states/UTs in India.
- F. Clientele should be minimum 500.
- G. In house CRM portal should be available
- H. In house full time qualified doctor should be available
- I. In house mobile app should be available
- J. Self-declaration that firm is not blacklisted by the Government of India Or any Govt. bodies for any part of the Contract ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
- K. The firm should have tie ups with PSUs insurance companies in Delhi/NCR region.
- L. The firm should have corporate premium of at least 200 Crores

Bids by Consortium/Joint-Venture Companies: Formation of Consortium/Joint-Venture for Participation in the Tender is not allowed.

ICAT reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids for any justified and genuine grounds without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for the action of ICAT.

Documents required to be submitted by the Insurance Brokers as per above eligibility criteria:

The Vendors will be required to submit their applications in the prescribed format as given in **Annexure - C**. The self-attested copies duly signed by the authorized person of the firm for the following documents are required to be submitted with application:

- a) In proof of having fully adhered to the minimum eligibility criteria at (A), attested copy of certificates issued by the respective registrar of firms/companies and in case of proprietary firms, valid documents such as PAN, TAN, S.T.C etc. shall be acceptable to ICAT.
- b) In proof having fully adhered to the minimum eligibility criteria at (B), attested copies of the audited balance sheets OR any such valid documents, prepared and duly signed by a chartered accountant, clearly indicating the turnover of the bidder shall be acceptable to ICAT.

- c) In proof of having fully adhered to the minimum eligibility criteria at (C), ICAT shall accept the attested completion certificates issued by Govt. Depts/Autonomous bodies/PSUs/reputed private firms (at the discretion of ICAT) only.
- d) In proof of having work experience with Govt. Depts/Autonomous bodies/PSUs to the minimum eligibility criteria at (D), ICAT shall accept the attested completion certificates issued by Govt. Depts/Autonomous/PSUs
- e) Self-declaration certificate in company's letter head regarding requirements as per point (E) above.
- f) Polices copies regarding tie ups with PSUs Insurance companies in Delhi NCR region as per point (F).

Tenure of Empanelment:-

Based on evaluation of the bids, ICAT shall empanel **3 or 4 Insurance Brokers**. The Initial period of Empanelment shall be **1 (One) Year Only**, which is extendable to **maximum 3 (Three) Years**, subject to satisfactory performance of Brokers. The performance of the brokers shall be evaluated based on their services offered, decision on extension of service period shall be solely at the discretion of ICAT. The ICAT reserves the right to terminate the empanelment of any insurance service Provider at any time without assigning any reason thereof.

Procedure for Empanelment

The Competent Authority of ICAT will consider the applications for empanelment in terms of these guidelines only on merits after due notice in this regard is published on the website of the ICAT. For this purpose, the Competent Authority of ICAT may authorize any officer/group of officers of ICAT and such authorized officer(s), while appraising the applications of the Event Infrastructure Provider, may consider the minimum eligibility criteria.

Procedure for Empanelment:

- a) The applicant organization must apply on the format prescribed by the ICAT only. No other format will be entertained.
- b) Any application received after the last date prescribed in the advertisement shall not be entertained.
- c) No applicant organization shall be called for interaction unless the organization satisfies the eligibility conditions and is shortlisted for the same.
- d) Depending upon the requirement and number of applications received, ICAT reserves the right to be shortlist the organization and to be empaneled.
- e) Merely fulfilling the eligibility criteria will not confer any right on an organization to be empaneled.
- f) The decision of the ICAT competent authority regarding short listing and selection of the candidates shall be final.
- g) Canvassing in any form shall be treated as a disqualification. The organization involved in such activities shall be cancelled forthwith.
- h) The applicant organization shall bring original documents at the time of interaction with the ICAT.

Annexure - B

Scope of the Insurance Service Provider:

Phase 1 - Pre Placement Services

Insurance Broker or Consultant would be overseeing the Strategic Conceptualization and Initialization of the whole program. The Strategic Conceptualization of the following action Items would be undertaken with the ICAT which will have the following Action heads

- Placement and designing of the Insurance Policy
- Suggestions on Cost Containment measures
- Capacity Building
- Grievance Redressal Process
- Validation and Forecasting of Additional Coverage Benefits

Phase 2 - Placement Services

Insurance Broker or Consultant would be acting as a Strategic consultant and would be assisting in the placement process of the scheme.

- Placement strategy - Through transparent tendering process
- Determine evaluation criteria for Insurer selection in association with ICAT
- Draft RFP (request for proposal) to be submitted to ICAT for approval.
- Assess ICAT service requirement and Insurer capabilities in the marketplace.
- Request placement quotations from Insurers and answer RFP related queries.
- Quotation analysis
- Evaluate quotes
- Facilitate Insurer meetings
- Recommendation & placement confirmation
- Recommend Insurer & TPA
- Placement as per agreed terms and conditions

Policy Review

- To ensure policy terms & conditions as per the RFP provided
- Data consolidation for policy issuance

Phase 3: - Post Placement Services

Insurance Broker or Consultant would be functioning as a Strategic Consultant arm of the ICAT and would be assisting in the Post Placement Process of the program. Insurance Broker or Consultant would undertake the following action items as post placement activities

(a) Servicing Support

- Designing the Service Level Agreement to be signed between Vendors and ICAT highlighting the scope of services and timelines
- Single point of contact for all services.
- Establish clear escalation matrix for query resolution

(b) Claim monitoring & Periodic Review

- Monthly utilization report & presentation
- Quarterly Third Party Administrator data audit to ensure consistency between claims filed and claims cleared by the TPA.
- Monitoring delivery by Third Party Administrator/ Insurer as per agreed Service Level Agreement

(c) Employee Assistance through web based portal/application

(d) Administration support

- Manage membership data in consultation with ICAT
- Monitoring of corporate buffer.
- Calculation of monthly endorsement
- Coordination with TPAs in case of data deficiency

Removal from Panel:

1. ICAT reserves the right to terminate the empanelment of a Counsel with one month's notice in writing without assigning any reason. The counsel may also resign from the Organisation by serving one month's notice.
2. Empanelment shall be liable to be cancelled due to occurring of any of the following disablements on the part of Insurance service provider.
 - 2.1 Untimely delivery
 - 2.2 Unprofessional behavior towards ICAT employees.

General Instructions:

- a) The size of the panel and number of Insurance service provider in panel shall be determined by the ICAT Competent Authority based on the requirement and quantum of work.
- b) The Insurance service Provider shall accept the terms and conditions of the empanelment as determined by the ICAT from time to time.

For any queries please feel free to contact the undersigned:

Kanika Bhatia –HR Department
Contact No. -012445866226
Mail ID: kanika.bhatia@icat.in

Annexure - C
Application Form for Empanelment in ICAT
 (To Be Filled in By All Applicant Organisations)

To
Purchase Department
ICAT, Gurugram, Haryana (India).

Format of Bid Submission

SI No	Particulars	Documents Attached (Yes/No)	Documents Required to be submitted in support of the requirement
1	Name of the Company		Copy of Certificate Under Companies ACT
2	Attested copy of certificates issued by the respective registrar of firms/companies and in case of proprietary firms, valid documents such as PAN, TAN, S.T.C etc. to fulfill the requirement of minimum eligibility criteria (A)		
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 Copy
5	Attested copies of the audited balance sheets OR any such valid documents, prepared and duly signed by a chartered accountant, clearly indicating the turnover of the bidder shall be acceptable to ICAT to fulfill the requirement of minimum eligibility criteria (B)		Submit Copies of Audited Balance Sheet FY 2019-2020 FY 2020-2021 FY 2021-2022
6	Paid up Capital (In Cr.) As per latest Audited Balance Sheet but not earlier than 31 st March' 2022		Submit the copy of Audited Balance Sheet
7	Direct Employee Strength (Excluding Contract and Sub-Contract Employees) As on December' 2022		Auditor's Certified Copy
8	No. of Offices (As on Date)		Auditor's Certified Copy
9	No. of Corporate Clients (As on Date)		Auditor's Certified Copy

10	Total Group Health Insurance Premium Placement for Corporate Clients (In Crores) FY 2021-22		Auditor's Certified Copy
11	Experience in Health Risk Management Services		Auditor's Certified Copy
12	Attested completion certificates issued by Govt. Depts./Autonomous bodies/PSUs/reputed private firms to fulfill the requirement of minimum eligibility criteria (C)		
13	In proof of having work experience with Govt. Depts./Autonomous bodies/PSUs to fulfill the requirement of minimum eligibility criteria (D)		
14	Self-declaration certificate in company's letter head regarding requirements to fulfill the requirement of minimum eligibility criteria (E)		
15	Policies copies regarding tie ups with insurance companies in Delhi/NCR region		

Place:
Date:
Name:

Signature of the Bidder