

**REQUEST FOR PROPOSAL (RFP)
FOR
ENGAGEMENT OF
INSURANCE BROKER / CONSULTANT
FOR
GROUP MEDICLAIM POLICY
FOR EMPLOYEES / PENSIONERS / FAMILY
MEMBERS**

**New Delhi Municipal Council
[Palika Kendra, SansadMarg, New Delhi-01]**



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INTRODUCTION & INSTRUCTIONS FOR PROPOSALS

New Delhi Municipal Council (NDMC) has around 12400 employees, pensioners and dependents settled across the country. NDMC invites sealed proposals for appointment of Insurance Brokers/ Consulting Firms to provide consultancy services for our Insurance requirements to cover Group Medclaim Policy, and to assist in pre-placement, placement, post-placement of our insurance requirements and other related aspects.

- (a) Only well established and reputed Insurance Broking/Consulting Firms registered/issued license by the Insurance Regulatory and Development Authority (IRDA) under Direct or Composite License category are eligible for engagement under contract.
- (b) At any time prior to deadline for submission of proposal, NDMC may for any reason, modify the Request for Proposal (RFP). The prospective respondents having received the RFP shall be notified of the amendments and such amendments shall be binding on them.
- (c) NDMC reserves the right to accept any or reject any or all the proposals in whole or part without assigning any reasons.
- (d) NDMC intends to select one (1) Insurance Broking/Consulting Firm under contract.
- (e) During pre-qualification and evaluation of the Proposals, NDMC may, at its discretion, ask respondents for clarifications on their proposal.
- (f) The respondents are required to respond within the time frame prescribed by NDMC.
- (g) Proposals need to be submitted in hard copy in a sealed envelope. Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete proposals in the form indicated, received prior to the closing time and date of the proposals shall be taken as valid. Respondents are not permitted to modify, substitute, or withdraw proposals after its submission. The proposal may be submitted along with the covering letter detailing the proposal, along with the information/documents indicated in the Annexure and the declaration, signed by the authorized signatory with Seal of the Company. All pages are required to be signed.

No cost will be borne by NDMC towards preparation and submission of the proposals.

The tenure of the Insurance Broking/Consulting Firm would be for 2 policy year and may be renewed thereafter depending on the performance and adherence to the terms and conditions. However NDMC reserves the right of foreclosing the contract, in case NDMC is not satisfied with the services offered.

NDMC will evaluate the proposals submitted by respondents in detail, based on the data submitted in the Annexure. Top three firms would be invited to make presentation, before selecting one of the firms as Insurance Broker/Consultant to be associated with NDMC. The proposal may be addressed to:

[NDMC address]

The proposal may be submitted in sealed covers on the above address on or before **11.02.2015 hours on 3:00 PM.** The covering letter, Annexure and the Declaration Certificate need to be submitted in hard form in the Office of Director (Projects) at Room No.7008, 7th Floor, NDMC Palika Kendra, New Delhi.

In case of any query/ clarifications, Insurance Broking/ Consulting firms may contact:

[Mr.O.P.Mishra]
Director (Projects)
011-41501383
director.it@ndmc.gov.in



ELIGIBILITY NORMS

This invitation to respond to the Request for Proposal is open only to reputed and well established registered companies/ firms that are incorporated or registered under the Indian Companies Act, 1956/ Indian Partnership Act, 1932, as the case may be.

- a. This invitation to respond to the Request for Proposal is open only to reputed and well established registered companies/ firms that are incorporated or registered under the Indian Companies Act, 1956
- b. Insurance Broking/Consulting Firms must be registered/Issued License by Insurance Regulatory and Development Authority (IRDA) under "Direct" or "Composite" License category.
- c. The firm/company should have been in existence in India for a period of at least 6 years as of 30th November 2014 i.e. the licenses have been renewed at least twice by IRDA.
- d. The insurance Broking/Consulting firms should have the paid up capital of minimum Rs.2.5 crore and revenues of minimum Rs.10 crore during the last three years.
- e. The Insurance Broking/Consulting Firms employee base should be more than 150 professionals with an exclusive team under health and wellness in India.
- f. The broking Firm should have placed a single policy covering a minimum of 10000 employees.
- g. The Firm should have offices in 6-8 centres including metro cities across India.
- h. The Insurance Broking/consulting firms with global experience would be given preference.

Disqualifications

NDMC may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the respondent has

- i. submitted the Proposal documents after the response deadline;
- ii. made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- iii. failed to provide related clarifications, when sought;
- iv. been declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.

SCOPE OF WORK

I. Pre-placement Services

Designing, Negotiation & Process Handling

The Insurance Broker or Consultant would be overseeing the Strategic designing and Initialization of the Medclaim program of NDMC employees / pensioners / their dependents. The Strategic Conceptualization of the following action Items would be undertaken with NDMC which will have the following Action heads:

- Designing of the Insurance Policy & Insurance policy Placement
- Advising Cost Containment measures for Group medclaim policy
- Claims Management and Service Mapping
- Claims Tracking by Web based MIS
- Grievance Handling Process
- Designing Communication Plans
- Validation and Forecasting of Additional Coverage Benefits

II. Placement Services

Insurer selection process & Binding of Insurance cover

The Insurance Broker or Consultant would be acting as a Strategic consultant and would be assisting NDMC in selection & bidding process.

- **Placement strategy**

1. Determine evaluation criteria for Insurer selection in association with NDMC
 2. Draft RFP (request for proposal) to be shared with NDMC for approval prior to distribution
 3. Assess NDMC's service requirements and Insurer capabilities in the marketplace
 4. Request placement quotations from Insurers (through sealed bids)
- **Devising Quotation : comparison, analysis & negotiation process**
 1. Evaluate quotes
 2. Facilitate Insurer meetings
 3. Assist in Negotiating the best price from the Insurer
 - **Recommendation & placement confirmation**
 1. Recommend Insurer
 2. Placement as per agreed terms and conditions
 - **Policy analysis**
 1. To ensure policy terms & conditions as per the RFP provided
 2. Data consolidation for policy issuance

III. Post Placement Services

Insurance Broker or Consultant would be functioning as a Strategic Consultant arm of NDMC 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.

Servicing Support

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

Communication support

Communication assistance for change management in case of any major change in plan design. Design and Implementation of Communication. Frequently Asked Question design. High level communication sessions (Train the trainer)

Claim monitoring & Periodic Review

Monthly / Quarterly utilization report & presentation. Quarterly Third Party Administrator data audit to ensure consistency between claims filed and claims cleared by the Third Party Administrator.

Service level agreement

Set deliverables and expectations with Insurers and Third Party Administrator, Claim volume Handling, Claims Escalation Handling, Endorsement Data Handling.

Turn Around Time (TAT) Analysis

Monitoring delivery by Third Party Administrator/ Insurer as per agreed Service Level Agreement.



ANNEXURE**DECLARATION CERTIFICATE**

I / We have not been suspended / delisted / blacklisted by Central/ State Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / Autonomous Body / Financial Institution / Court.

i/ We hereby undertake and confirm that I/ 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**

Place :

Date :



ANNEXURE

Sl. No.	Particulars	Answers	Documents required in support of the requirement
1	Name of the company Registered office address And Local address		Copy of Certificate under Companies Act
2	Contact person & Mobile No.		
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 i.e. License Issuance/ renewal dates		
5	Revenues (₹ in crores) 2013-14 2012-13 2011-12		Submit the copy of audited balance sheet for the financial year 2013-14
6	Paid up capital		Submit the copy of audited balance sheet for the financial year 2013-14
7	Employee strength		Auditor's Certified Copy
8	No. of Corporate Clients		Auditor's Certified Copy
9	No of corporate clients in Employee benefit		
10	Premium Placement (Employee Benefit only) 2013-14		Auditor's Certified Copy
11	Experience in Health & Wellness		List the type of work done
12	Reserves & Surplus 2013-14		Submit the copy of audited balance sheet for the financial year 2013-14
13	Details of policies covering more than 10,000 employees		Auditor's Certified Copy

