

**MAHARASHTRA STATE AGRICULTURAL
MARKETING BOARD, PUNE**

R-7, MARKET YARD GULTEKADI, PUNE, 411037.



REQUEST FOR PROPOSAL (RFP)

**FOR ENGAGEMENT OF INSURANCE BROKER
/CONSULTANT**

**FOR GROUP MEDICLAIM POLICY FOR
EMPLOYEES & FAMILY MEMBERS**

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Introduction & Instructions for Proposals.

Maharashtra State Agricultural Marketing Board (MSAMB) has around **150 (One Hundred Fifty)** employees, and dependents settled across the Maharashtra.

MSAMB invites sealed proposals for appointment of Insurance Brokers/ Consulting Firms to provide consultancy services for our Insurance requirements to cover **Group Mediclaim 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 **Life & General Insurance Stream** under **Direct License category** are eligible for engagement under contract.
- b. At any time prior to deadline for submission of proposal, **MSAMB** 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. **MSAMB** reserves the right to accept any or reject any or all the proposals in whole or part without assigning any reasons.
- d. **MSAMB** intends to select one (1) Insurance Broking/ Consulting Firm under contract.
- e. During pre-qualification and evaluation of the Proposals, MSAMB may, at its discretion, ask respondents for clarifications on their proposal.
- f. The respondents are required to respond within the time frame prescribed by MSAMB.
- 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.
- h. 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.
- i. **No cost will be borne by MSAMB towards preparation and submission of the proposals.**

- j. The tenure of the Insurance Broking/Consulting Firm would be for three policy year and may be renewed thereafter depending on the performance and adherence to the terms and conditions.

MSAMB 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 MSAMB. The proposal may be addressed to:

Maharashtra State Agricultural Marketing Board
Plot No: R-7, Market Yard, Gultekadi, Pune - 411 037.
Phone No: 24528100/24522200
Fax: 91-20-24528299
E-mail: msamb@vsnl.com
Web Site: www.msamb.com
Post Box No-14072/10

The proposal may be submitted in sealed covers on the above address on or before 15.00 hours on 16th August, 2018. The covering letter, Annexure and the Declaration Certificate need to be submitted in hard form. In case of any query/ clarifications, Insurance Broking/ Consulting firms may contact:

Kokane Jayant,
Manager (Accounts & Finance),
No 9423574145.

Eligibility Criteria

The Insurance Broking/Consulting Firm has to satisfy the following Pre-qualification criteria to apply for engagement. Respondent satisfying the following criteria are eligible to submit Request for Proposal (RFP):

Documents Required -

SR. NO.	Particulars
1	Past Experience of the Firm
1.1	Office of The Firm
1.2	The broking Firm should currently be servicing at least one Group mediclaim coverage (GMC) policy pertaining to any of the Corporate office in Maharashtra covering a minimum of 1200 lives each (including dependents).
1.3	The insurance Broking /Consulting Firms should have one promoter/ Director for Life stream having insurance experience in more than 7 years.
1.4	The Broker's IRDA license should be valid while placement of the policy.
1.5	At least 5 Corporate clients, preferable experience as mentioned
2	Experience of Key Personnel
2.1	The firm/ company should have been in existence in India for a period of at least 2 Years on date of Tender (The license should not have been suspended or cancelled by the IRDA any time in the last 3 years).
3	Financial Strength of the Consultant
3.1	The Insurance Broking Firm should have the paid-up capital of minimum Rs. 50 Lacs

SHORT LIST OF CONSULTANTS

SR. NO.	Criteria		Marks
1	Past Experience of the Firm		75
1.1	Office of The Firm		20
	<i>Office in Pune</i>	16	
	<i>Pune & Other district</i>	20	
1.2	The broking Firm should currently be servicing at least one Group mediclaim coverage (GMC) policy pertaining to any of the Corporate office in Maharashtra covering a minimum of 1200 lives each (including dependents).		20
	<i>Minimum 1200 Lives</i>	16	
	<i>1201 Lives to 2400 Lives</i>	18	
	<i>above 2401 Lives</i>	20	
1.3	The insurance Broking /Consulting Firms should have one promoter/ Director for Life stream having insurance experience in more than 7 years.		15
	<i>Minimum 7 Years</i>	9	
	<i>7.1 Years to 10 years</i>	11	
	<i>10 .1 Years to 15 years</i>	13	
	<i>Above 15.1 Years</i>	15	
1.4	The Broker's IRDA license should be valid while placement of the policy.		10
	<i>2 years</i>	6	
	<i>3 Years</i>	8	
	<i>5 years</i>	10	
1.5	At least 5 Corporate clients, preferable experience as mentioned		10
	<i>Minimum 5 Corporate Clients</i>	6	
	<i>6 to 10 Corporate Clients</i>	8	
	<i>Above 10 Corporate Clients</i>	10	
2	Experience of Key Personnel		10
2.1	The firm/ company should have been in existence in India for a period of at least 2 Years on date of Tender (The license should not have been suspended or cancelled by the IRDA any time in the last 3 years).		
	<i>Minimum 2 Years</i>	6	
	<i>2.1 Years to 5 years</i>	8	
	<i>Above 5.1 years</i>	10	
3	Financial Strength of the Consultant		15
3.1	The Insurance Broking Firm should have the paid-up capital of minimum Rs. 50 Lacs		
	<i>Minimum Rs.50.00 Lacs -</i>	7	
	<i>Rs.51.00 Lacs to 100 Lacs -</i>	9	
	<i>Rs.101.00 Lacs to 200 Lacs -</i>	12	
	<i>Above Rs. 201.00 Lacs -</i>	15	

* Top 5 short list for appointment selection.

Disqualifications

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

- a. Submitted the Proposal documents after the response deadline;
- b. Made mis leading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Failed to provide related clarifications, when sought;
- d. Been declared ineligible by the Government of India/ State /UT Government for corrupt and fraudulent practices or blacklisted.

Scope of work

1. 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 MSAMB in selection & bidding process.

- **Placement strategy**
 - Determine evaluation criteria for Insurer selection in association with MSAMB
 - Draft RFP (request for proposal) to be shared with MSAMB for approval prior distribution
 - Assess MSAMB's service requirements and Insurer capabilities in the marketplace
 - 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

2. Post Placement Services

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

3. **Servicing Support**

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

- **Communication support**

Communication assistance for change management incase 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

Time Limits

Scope of work for Professional/ Specialized Agency to be engaged for invitation of tenders from Insurance Co.'s for Group medical facilities to MSAMB employee

Sr. No.	Particulars	Period in Days
1.	Studying documents prepared by the MSAMB	Within 7 days (from Broker assignment date)
2.	Proposing amendments in the documents, if any, with detailed reasoning/explanation.	With 15 days (from Broker assignment date)
3.	Updating Policy conditions if any	Total update before 5 days from Insurance Companies.)
4.	Evaluation of Quotes: The agency will evaluate the quotes received Comparative Statement also to be prepared of TPAs.	Within 5 days (from quotes received from Insurance Companies)
5.	Collecting credentials of all the TPAs and submitting recommendations for selection of TPAs.	Within 5days (from tenders opening date from Insurance Companies)
6	Collecting performance and confidential reports of Insurance Co. evaluating the same and submitting recommendations.	Within 5days (from quotes received date from Insurance Companies)
7.	Comparative Statement of differences in Quotes with financial implications.	Within 5 days (from tenders opening date from Insurance Companies)
8.	Submitting comparative briefs with regard to the facilities given by the Insurance Co. s in general.	Within 5 days (from the day MSAMB takes decision on tender for negotiations)
9.	Assisting Negotiations with Insurance Company largest	Within 15 days (from tender opening date from Insurance Companies)
10.	Drafting agreement keeping in mind interests of the Department and all Legal implications.	With 7 days (from award decision in r/o Insurance Company)

DECLARATION CERTIFICATE

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

I/We here by 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 (Yes / No)	Documents required in support of the requirement
1	Name of the company Registered office address Local (Mumbai) address		Copy of Certificate under Companies Act
2	Contact person & Mobile No.		Self Certified Copy
3	Type of License		Copy of 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		Self Certified Copy
5	Name of the Director having Life Insurance background		Submit the copy of CV
6	Paid up capital		Submit the copy of audited balance sheet for the financial Year 2016-17
7	Employee strength		Auditor's Certified Copy
8	No. of Corporate Clients		Self Certified Copy
9	Names of corporate clients (Please furnish the list with contact no.)		Self Certified Copy
10	Premium Placement (Employee Benefit only) 2016-17		Self Certified Copy
11	Experience in Health & Wellness		List the type of work done
12	Details of policies pertaining to Local authority/ Corporate clients in Pune District .		Policy Copy
13	Name of one public sector company/ Corporate company that is being currently managed		Self Certified Copy

Invitation of Offers for 'Engagement of IRDA Approved Broker'

Sub: - Group Medical Scheme for MSAMB employees.

IRDA approved broker firms interested in working with MSAMB for Group Medical Scheme may apply and obtain tender document on payment of Rs.5900/- from MSAMB on or before 16/08/2018. The RFP submission start from 30/07/ 2018 on each working day from 10.00 AM up to 4.00 P.M. Firms fulfilling eligibility criteria mentioned in the RFP documents shall apply only.

Sealed offer document will be received by MSAMB from 10.00 AM to 3.00 PM on date -16/08/2018 in the chamber of Chief Accounts Officer, Maharashtra State Agricultural Marketing Board Plot No: R-7, Market Yard, Gultekadi, Pune - 411037. & will be opened on the same day at 4.00 p.m. in the presence of representatives of intending firms. Detailed terms & conditions of the tender documents can be seen at the MSAMB's website" www.msamb.com ".

RFP documents can be downloaded from the website also. Firms submitting the downloaded RFP offer will have to submit the same along with D.D for Rs.5900/- with GST in favour of Maharashtra State Agricultural Marketing Board

**MANAGING DIRECTOR
MSAMB, PUNE.**