

TENDER DOCUMENT

**EXPRESSION OF
INTEREST (EOI) FOR
EMPANELMENT OF
INSURANCE BROKERS**

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EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF INSURANCE BROKERS

1. Delhi Technological University (Formerly Delhi College of Engineering) is a premier institute of Higher Learning with over 10,000 students enrolled in various courses (UG, PG, Programmers) situated at Shahbad Daulatpur, Main Bawana Road, Delhi 110042.
2. DTU through its Expression of Interest intends to engage/hire insurance Broker for DTU's Insurance policies for its students and subsequent claims settlement, This E.O.I includes the following:
 - A. Terms & Conditions
 - B. Scope of Work
 - C. Claims Management
 - D. Miscellaneous Services
 - E. Eligibility Criteria
 - F. Assessment Criteria
 - G. Bid Evaluation – The bidders qualifying the eligibility criteria will be assessed w.r.t. assessment criteria for Technical Bids.
3. The “Expression of Interest (EOI) is available on University’s website (<https://www.dtu.ac.in>) in Tenders section and on e-procurement website of Delhi Govt. (<http://govtprocurement.delhi.gov.in>). They have to submit the required documents strictly as per provisions of the EOI document. The schedule of the bidding process is as under:
4. Last date for submission/receipt of tender(s) is **16th July, 2019** at **03:00 PM** and will be opened by the Tender committee in the presence of tenderers or their authorized representatives who wish to be present on the same day at **03:30 PM** in the Office of Assistant Registrar (General Administration), DTU, Government of NCT of Delhi. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above. The tenders received after the above said scheduled date and time will not be considered. Only the bids uploaded through e-procurement portal of Delhi Govt. NCT of Delhi at <http://govtprocurement.delhi.gov.in> will be considered for their evaluation. No tender by FAX will be entertained.

5. Bid Schedule

Date of start and downloading tender	24 th June, 2019 at 6:00 PM
Pre-Bid Meeting	4 th July , 2019 at 2:30 PM
Earnest Money Deposit (EMD)	Rs 10,000/- (Rupees Ten Thousand only)
Last date and submission of tender	16 th July , 2019 at 3:00 PM
Date and Time of Opening Bid	16 th July , 2019 at 3:30 PM
Designation of the Authorized Officer and Address of Communication	Assistant Registrar (General Administration) Delhi Technological University Shahbad Daulatpur, Bawana Road, New Delhi - 110042

**Assistant Registrar,
(General Administration)**

Guidelines/Procedure to be followed in introduction of 'e'-procurement Solution:

1. **Payment of Cost of Tender Document.** The collection of cost of Tender documents is dispensed away with, as there is no physical supply of tender documents and also to have absolute anonymity of bidder participating in e-procurement solution. The bidders can view/download the tender documents from the <https://govtprocurement.delhi.gov.in>
2. **Submission of Bids.** The bidders who are desirous of participating in 'e'-procurement shall submit their bids in the standard formats prescribed in the Tender documents, displayed at: <https://govtprocurement.delhi.gov.in> . The bidder should upload the scanned copies of all the relevant certificates, documents etc. in the <https://govtprocurement.delhi.gov.in>. The bidder shall sign on all the pages of tender document, statements and certificates uploaded by him, owning responsibility for their correctness/authenticity. The original EMD shall be deposited in the drop-box placed in the office of Assistant Registrar (General Administration) latest by the closing date & time of the Bid. EMD received after the closing date & time shall not be considered.
3. **Payment of Bid Security (Earnest Money Deposit).** The EMD of Rs. 10,000/- (Rupees Ten Thousand only) shall be in the form of the Demand Draft/Pay order of scheduled bank/Fixed Deposit Receipt of a scheduled bank issued in favor of **Registrar, Delhi Technological University, Delhi**. Xerox copy of the DD/PO/FDR is to be scanned and uploaded along with the bid, and the original DD/PO/FDR shall be sent to Assistant Registrar (General Administration) so as to reach before the date and time of closing of the bids. Failure to furnish the original DD/PO/FDR before the closing of the bid, will entail rejection of bid.
4. **Remuneration of the Brokers.** DTU shall not pay any fee/expenses/remuneration to the broker for any activity carried out by them in connection with insurance work before, during or after the period of engagement. Thus, there shall be no cost to DTU.
5. **Processing of Tenders.** The concerned officer/officers will evaluate and process the tenders as done in the conventional tenders and will communicate the decision to the bidder online.
6. **Participation of Bidders at the time of opening of bids:** Bidders have two options to participate in tendering process at the time of opening of Bids:
 - (a) Bidders can come at the place of opening of bids (electronically) as done in the conventional tender process.
 - (b) Bidders can visualize the process online.
7. **Participation Financial Rules for e-procurement:** The e-procurement system would be applicable for purchase of goods, outsourcing of services and execution of work as prescribed in GFRs.

**ASSISTANT REGISTRAR (GENERAL ADMINISTRATION)
DELHI TECHNOLOGICAL UNIVERSITY,
SHAHBAD DAULATPUR,
BAWANA ROAD, DELHI – 110042**

TERMS AND CONDITIONS

1. The tender should be accompanied with an Earnest Money amounting to Rs 10,000/- (Rupees Ten Thousand only) in the form of DD/PO/FDR drawn in favor of “**Registrar, Delhi Technological University**” and the same DD/PO/FDR shall be sent to Delhi Technological University so as to reach before the date of closing of the bids. Failure to furnish the original DD/PO/FDR before the closing of the bid, will entail rejection of the bid.
2. The insurance broker who is awardee of this E.O.I shall sign a formal Agreement on a non-judicial stamp paper worth Rs 100/- (Rupees one hundred only) (at his cost) within seven days from award of the work.
3. The tenderers should go through the complete tender document including all terms and conditions and scope of work already fixed by the Delhi Technological University before tendering.
4. The bidder is advised to mention serial number of all the pages of NIT as per Index/list of documents, enclosures annexure and complete list of documents accordingly before uploading the same.
5. DTU shall not pay any fee/expenses/ remuneration to the broker for any activity carried out by them in connection with insurance work before, during or after the period of engagement. Thus, there shall be no cost to DTU.
6. The engagement of broker will be initially for 12 months. During the period of engagement, the performance of the brokers will be evaluated on the basis of their ability to optimize premium outgo, improve the Claim settlement, carrying out Risk inspection. If the performance of the selected broker is found to be satisfactory, then the above engagement may be extended for another 12 months on the same terms & conditions.
7. The Broker will not disclose any information related to DTU without the prior consent of the DTU officials.
8. DTU group medical insurance policy & Accidental policy shall be from public sector insurance companies only viz-a-viz Oriental Insurance Co., United India Insurance Co. Ltd., New India Assurance Co. Ltd., National Insurance Co. Ltd. No private company shall be considered for renewing any policy or for any new policy.

SCOPE OF WORK

1. Review of all existing insurance policies
 - (a) Carrying out Risk inspection to understand end to end insurance requirements & suggesting any improvement required to improve the Risk Identification.
 - (b) Examination of the existing policies which are due for renewal in terms of Risk Coverage
2. Valuation/Fixation of sum assured
3. Premium Analysis
4. Clauses, warranties, conditions, excess, etc.
5. Suggesting improvement thereon and executing the same during renewal of insurance policies.
6. Preparing insurance tendering documents and finalizing the terms & conditions thereof including but not limited to coverage, including add on cover whenever required
7. Excess/Deductible
8. Period of indemnity
9. Policy wordings
10. Policy clauses and warranties

This should be in line with laid down procedures of DTU i.e. Broker will help in inviting bids from only public sector insurance companies viz. Oriental Insurance, United India Insurance Co. Ltd., New India Assurance, National Insurance Co. Ltd. licensed to operate in India and evaluation of bid.
11. Negotiating and finalizing the Terms & Conditions of insurance optimizing cost, cover, securities and quality of service in accordance with laid down procedure of DTU.
12. Scrutinizing the wording of the final policy document to protect DTU interests in regards to claim settlement.
13. Assisting DTU in placement of insurance Policies with optimized premium and required cover.
14. Provide servicing support and design the Service level agreement to be signed between the Broker, Insurance company and DTU highlighting scope of services and timelines

CLAIM MANAGEMENT

1. Coordinating and ensuring realization of any claims arising during the policy period.
2. Assisting in speedy realization of premium refunds.
3. Coordinating with Insurance Companies, surveyors, etc. for an early settlement of claims in a time bound manner.
4. Coordinating with insurers for immediate intimation and survey by appointed surveyor.
5. Documentation of claims: The broker would assist to arrange all documentation from DTU offices for lodging claims.
6. Resolving various queries of insurers/surveyors during claim processing.
7. Guidance in relation to interpretation of policy wordings/conditions, warranties, deductibles etc. during claims processing.

Miscellaneous Services

1. Assisting DTU in taking any new insurance policies.
2. Technical Assistance in any insurance policies in addition to the DTU Group Mediclaim policies as and when required.
3. Keeping DTU informed of the latest IRDA regulations and guidelines.
4. Advising DTU from time to time, on developments in the insurance industry having impact on the company.
5. Any other Advisory services related to the Insurance Portfolio of DTU.

MINIMUM ELIGIBILITY CRITERIA

1. Have accreditation with the IRDA (Provide copy of Latest Company License)
2. Hold the category of Direct Insurance Broker (General) licensed by IRDA
3. Have minimum experience of operating as Direct Insurance Broker for 15 consecutive years as on 31.3.2019
4. Have its Registered and Corporate Office in New Delhi only.
5. Net worth of the bidder must be positive consecutively for the last 3 completed financial years up to 31.3.2019. Financial statements attested by certified Chartered Accountant must be submitted.
6. Claim department at the Insurance broker should be headed by person having an overall experience of more than 5 years.

ASSESSMENT CRITERIA

Sr. No.	Description	Maximum Points
1.	The bidder should be holding a Direct Broking License (General) Attach Proof of accreditation by IRDA for a period of 3 years with IRDA. Proof attested by CEO/Principal Officer of the company	20 Points
2.	Turnover of the Company Annually (2018-19) Above 30 Lacs : 20 Points 20.01 Lacs to 30 Lacs : 15 Points Less than 20 Lacs : 10 Points	20 Points
3.	Number of employees Above 10 employees : 10 Points 06-10 employees : 8 Points 01-05 employees : 5 Points	10 Points
4.	Registered Office in Delhi (Distance from DTU Campus, Shahbad Daultapur, Bawana Road, Delhi 110042) 0-3 Km : 10 Points 3-6 Km : 8 Points Above 6 Km : 5 Points "Printout as per Google Maps should be given"	10 Points
5.	Presentation by Bidder before Committee	40 Points
Total Weightage		100 Points

Note:

1. Documentary evidence in support of the above-mentioned selection criteria is to be submitted with the bid document, duly attested by the Principal Officer/Authorized Signatory failing which the offer shall be liable for rejection.

2. In cases, where audited results for the last financial year (FY 18-19) are not available as on the last date for submission of documents, the financial results certified by a practicing Chartered Accountant shall be considered acceptable. Further, a certificate would be required from the CEO/CFO stating that the financial results of the company are under audit as on the last date for submission of documents and the Certificate from the practicing Chartered Accountant certifying the financial parameters is not available.

CHECK LIST OF THE DOCUMENTS TO BE ATTACHED WITH THE BID

S. No.	Description
1.	Name of Insurance Broker/Firm
2.	Proof of holding a Direct Broking License (General) accredited by IRDA for a period of 3 years (Proof attested by CEO/Principal Officer of the company)
3.	PAN No.
4.	IRDA Registration No.
5.	Certificate attested by Chartered Accountant of the Company stating No. of Employees in the firm
6.	Certificate attested by CEO/Principal Officer of the Company showing Distance of the firm from DTU Campus, Shahbad Daulatpur, Bawana Road, Delhi 110042 (Printout as per Google Maps should be provided)
7.	Certificate attested by Chartered Accountant specifying Annual Turnover of the Company during last year (2018-19)
8.	Last 03 years ITR of the CEO/Principal Officer of the Company
9.	Certified statement of Accounts by Chartered Accountant showing positive net worth in last 3 financial years
10.	Proof of having minimum experience of direct insurance broker for 15 consecutive years.

FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day _____(Month)_____ (Year)
Between the Board of Management, Delhi Technological University through the _____
(Name and address of the Department) hereinafter called “the Department” which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____
(Name and address of the contractor) through Shri _____,
the authorized representative (hereinafter called “the contractor”) (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrator, representative and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavour’s to provide Mediclaim Services to Delhi Technological University, Delhi.

NOW THIS AGREEMENT WITNESSETH as follows: -

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz: -
 - (a) Letter of acceptance of award of contract;
 - (b) Terms and Conditions;
 - (c) Notice Inviting Tender;
 - (d) Scope of work;
 - (e) Addendums, if any;
 - (f) Any other documents forming part of the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Bidder

For and on behalf of Board of
Management of University

Signature of the authorized official

Signature of the authorized officer

Name of the official
Stamp/Seal of the Bidder
By the said
_____ Name

Name of the Officer
Stamp/Seal of the Employer
By the said
_____ Name

on behalf of the Bidder in the
presence of:

on behalf of the Employer in the
the presence of:

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____

Telephone No: _____

Telephone No: _____

INSTRUCTIONS

1. All columns shall be filled legibly.
2. Clear and precise information shall be given against each column in the space provided.
3. If any column is left blank or not properly replied to or the application is not accompanied by the pay order/demand draft of the requisite value, the application is liable to be rejected summarily.