



CENTRE FOR DEVELOPMENT OF IMAGING TECHNOLOGY (C-DIT)
(Department of Electronics & IT, Govt. of Kerala)
www.cdit.org, E-mail: cdit@cdit.org

**EXPRESSION OF INTEREST (EOI) FOR THE
EMPANELMENT OF “INSURANCE BROKERS”**

E.O.I Notice No: C-DIT/06/EOI-ADM/002/2024-25

Date of issue: 27.06.2024

Issued by Centre for Development of Imaging Technology (C-DIT)

(Department of Electronics & IT, Govt. of Kerala)

Chithranjali Hills, Thiruvallam.P O

Thiruvananthapuram, Kerala - 695 027, India

Phone: +91 - 471 - 2380912, 2380910 Fax: +91 - 471 - 2380681

www.cdit.org

E-mail: cdit@cdit.org

GSTIN NO: 32AAATC1823F1ZF

Schedule for Submission of EOI Documents

Date of commencement for submission of EOI	27th June 2024
Pre-Proposal conference <i>(Time & Link to be provided later)</i>	10th July 2024
Closing Date and Time of receipts of Proposal	17th July 2024, 05:00pm IST
Mode of submission	Hard copy document, duly signed and serial numbered
Place of Submission of Proposal	The Registrar Centre for Development of Imaging Technology (C-DIT) Chithranjali Hills, Thiruvallom. P.O., Thiruvananthapuram (District) Kerala (State) - 695 027 , India Phone: 0471-2380910, 2380912 Web: www.cdit.org
Presentation by shortlisted applicants	Date, Time and Venue will be intimated through email
Announcement of empanelled Insurance Brokers	Will be intimated later on after detail scrutiny of proposal.
Validity of the Proposal	The proposal will be valid for a period of 180days from the last date of submission of EoI.

1. About C-DIT

Centre for Development of Imaging Technology, C-DIT is an autonomous institution registered under the Travancore-Cochin Literary, Scientific and Charitable Societies Registration Act XII of 1955, having its registered Office at Chithranjali Hills, Thiruvallom, Thiruvananthapuram. C-DIT was established in the year 1988, with a vision to pursue advancement of research, development and training in imaging technology with an implied role in socially relevant science & development communication.

2. Objectives of the EOI

C-DIT is making efforts to provide external medical and health insurance facility services to its employees through suitable insurance agencies within the overall framework of the institution. The Group Health Insurance Plan could be a way of overcoming financial handicaps, improving access to quality medical care and providing financial protection against high end medical expenses. The Group Health plan for the welfare of C-DIT Employees attempts to address such issues.

C-DIT invites EOI for the engagement of IRDA accredited & licensed Insurance Brokers /Firms operating in India for providing technical guidance/support for the implementation of Group Medical Insurance Policy for our Employees.

3. The role of the Insurance broker

- It will be advisory in nature and the advice of the broker will not be binding on C-DIT in whatsoever manner.
- The nature of engagement would be for an initial period of Two years and the same can be extended for a further period if so decided on mutual consent.
- The requirement of C-DIT is to have maximum risk coverage with minimum premium outgo.
- The services rendered by the broker shall be without cost to the C-DIT and C-DIT shall not entertain any request for remuneration/reimbursement etc.
- The selected Insurance Broker shall have to sign a non-disclosure agreement with the C-DIT. C-DIT also reserves its right to terminate the assignment during the period of contract in case C-DIT is not satisfied with the services of the selected Insurance Broker.
- This EOI document is neither an offer letter nor a legal contract, but an invitation for expression of interest.
- No contractual obligation on behalf of C-DIT whatsoever shall arise from this EOI process unless the contract of engagement is signed and executed by duly authorized officers of C-DIT and the appointed broker.

4.Scope of work

- Evaluating insurance needs of various assets & employees of C-DIT, for customization, design and placement of insurance policies.
- Functioning as a Strategic Consultant for C-DIT and assisting C-DIT in pre- placement, placement and post placement process of the Insurance program.
- Arranging for the employee and dependent's data in coordination with the HR team and personal consultation with the employees.
- Drafting policy coverage documents as per C-DIT recommendation.
- Preparing the RFQ according to the C-DIT requirement.
- To assist in finalizing of premium vis-a-vis terms and conditions, keeping in view of the constraints.
- To scrutinize the policy conditions in order to avoid future complications with regard to claim settlement.
- In case of a claim situation, taking up with the Insurer, coordinating with the TPA's, overseeing surveyor appointments and providing all assistance, technical or otherwise to C-DIT for completing claim documents.
- Assist in preparation and verification of documentation for lodging of claim and follow-up of settlement of claim.
- Necessary follow-up and early settlement of all insurance claims including any past claim.
- Guidance in relation to the interpretation of policy wording, conditions, warrant times, deductibles, etc. during claims processing.
- To arrange for submission of monthly / fortnightly reports on claim settlement status and pending issues.
- To keep C-DIT informed of the latest IRDA guidelines.
- To conduct training programs (Insurance Workshop) for nominated executives / all employees of C-DIT to explain in detail about the Covers taken, insurance administration, claims, risk involvement and "Do's & Don'ts" in claim situations, etc. The duration of such a Workshop would be mutually fixed every year.
- To assist in resolving disputes between the parties inter se or to represent CDIT before any statutory authority/ombudsman if nominated by CDIT as per mutually agreed terms and conditions.
- Providing support in designing the Service Level Agreement to be signed between the Insurance Company and C-DIT highlighting the scope of services and timeline.
- The Insurance intermediary should make available minimum one person who has an experience of at least 5 years in Insurance field, as and when called by C-DIT to work in the C-DIT premises as per requirement.

- Entire scope of service as mentioned above is to be accepted without any deviation and no remuneration shall be paid by The Centre for Development of Imaging Technology (C-DIT) for any of the above work.
- The above is not an exhaustive list, the broker must undertake any responsibility related to the insurance policy and give their services on Pre-placement, Placement and Post Placement activities including but not limited to gathering employees & dependents data on their own, designing the RFQ, Evaluation of quotes, recommendation on placement of policy, policy analysis, claims support, claim monitoring, drafting the SLA, etc.

5. Amendment to EOI

- C-DIT at its own for any reason, or in response to a clarification by a prospective participant, but prior to the deadline of submission of EOIs, may modify the EOI, by way of amendment. The said amendment shall be posted on the website of C-DIT and will be binding to all participants.
- No separate communication shall be set out for the same. Hence prospective EOI must visit the website before final submission of EOI.
- C-DIT may extend the timelines to accommodate and allow for a reasonable time to respond to such amendment, solely at its discretion.

6. Preparation of EOI

- All documents shall be in English and on A4 size paper, neatly organized, structured, page numbered and spiral bound.
- The EOI document should have an Index and all pages shall be printed serially, with seal and signature/initials of the authorized signatory.
- The EOI document must contain the checklist with tick mark of documents attached appropriately.
- Documents purporting the eligibility criteria should be attached first followed by the document supporting the award of marks.
- Deviations/Special conditions or Special offers if any shall be clearly highlighted in the EOI offer.

7. Submission of EOI

Interested parties may download the EOI documents from CDIT website and submit the hard copy of the EOI in sealed envelopes. No EOI or part of EOI shall be submitted vide email or in any other form. The prospective participants shall submit hard /print copy of EOI documents duly filled up with all supporting documents in sealed EOI form within the due date as mentioned in this notice.

Both the sealed envelopes containing Eligibility Criteria (Part I) and Evaluation criteria (Part-II) should be put in a larger envelope super-scribing the latter with "EoI Document for Empanelment of Insurance Broker", EOI No C-DIT/04/EOI-ADM/002/2024-25 Dated. 27.06.2024 and addressed to: "The Registrar, C-DIT, Chithranjali Hills, Thiruvallam, Thiruvallam P.O, Thiruvananthapuram-695027", shall reach the office on or before the last date and time specified.

If the last day of submission of EOIs is declared as a holiday by act or any circumstances beyond the control of C-DIT, the next working day will be deemed to be the last day for submission of the EOI.

The EOI which is received after the said date and time shall not be considered.

In case of any queries related to EOI Above officials may be contacted between 10 am to 5 pm. Phone No .9387801541,9995017924.

The prospective participants may visit the website of C-DIT (www.cdit.org) to see if any, Addendum / Corrigendum was issued prior to the closing date.

8. EOI opening

The EOI shall be opened in the presence of the participants authorized signatory or participants representative, which shall be on **18.07.2024 at 03.00 PM.**

9. EOI selection and evaluation process

All the EOIs would be scrutinized with respect to the eligibility criteria for shortlisting. The participants who do not meet the eligibility criteria would not be considered for further evaluation. The qualified participants meeting the eligibility criteria shall secure minimum **70% marks** as per the **Evaluation Criteria as per para 9.2** to get empanelled as an Insurance Broker.

During the process of scrutiny and evaluation of EOIs, C-DIT may at its discretion, seek clarification from all or any of the participants. The said clarification shall be responded by the EOI(s) within the stipulated time. C-DIT may, at its discretion may take a decision appropriate if the said clarification is not provided by the participants. C-DIT may invite at a short notice for presentation and the participants shall attend the sessions.

C-DIT shall enlist the participants in the order of the score obtained and the top scored firm will be considered to be engaged as the Insurance Broker, provided they met all the require criteria.

The selected firm shall be informed by email and the firm shall have to confirm to the terms of this EOI and sign agreement, NDA and any other documents as per C-DIT's guidelines.

9.1 PART I - PARTICIPANTS ELIGIBILITY CRITERIA

EOI who wish to submit the EOI, must meet the below eligibility criteria on all mentioned points.

SL. No.	Eligibility Criteria	Documents to be submitted to support the Eligibility Criteria
1.	The participants should be holding a valid IRDA license to do General Insurance Broking business and the License should be in force while submitting the EOI. License validity should not have any gaps since the inception of the firm.	Copy of License certificate and renewal thereof issued by IRDAI from inception attested by authorized signatory.
2.	The participants must be a Company registered with the Registrar of Companies under the Company's Act 1956 and must have been Existence for the past 5 years.	Certificate of incorporation and certificate of commencement of business, duly attested by authorized signatory.
3.	The Participants should have been empaneled as an Insurance Broker for at least 5 Public Sector Undertaking as on 31/03/2024	Copies of Engagement letter as Insurance Brokers Issued by client.
4.	The Participants should have an office in Kerala.	Details of Branches in Kerala with Address and Contact details on letter head.
5.	The Participants should have Average annual Turnover of Rs. 5 Crore in each of the past 3 Financial years	Copy of Audited Balance Sheet & Turnover certificate certified by Chartered Accountant.
6.	The Participants should not have been blacklisted/barred/disqualified by any regulator/statutory body	Attach s self-declaration in this regard
7.	The Participants should confirm that Insurance Broking services will be without any extra cost to The Centre for Development of Imaging Technology	A Self Declaration letter duly signed by authorized signatory to this effect in company's letterhead
8	Net worth for last three financial years should be positive	A Self Declaration letter duly signed by authorized signatory along with Audited financial Statement.
9	The Participants should have handled total Group Health Insurance Premium for Government/PSUs of at least Rs.10Crores for each of the last 3 Financial years.	Supportive documents shall be submitted.

9.2 PART II- EVALUTATION CRITERIA -SCHEME FOR AWARDING MARKS

Sl. No.	Parameter	Allocation of Marks		Supporting	Maximum Marks
1	The Participants should be holding a valid broking license granted by IRDA without any gap as on date of tender	5 to 10 years	3 Marks	Self-Declaration Signed by Authorized Signatory and License copies	10 Marks
		10 to 13 years	5Marks		
		13 to 16 years	7 Marks		
		16 Years & above:	10Marks		
2	Number of years servicing Group Mediclaim Insurance for Government/PSU Clients	3-5 Years	3 Marks	Self-Declaration Signed by Authorized Signatory	10 Marks
		5-7 Years	5 Marks		
		7 Years and above	10 Marks		
3	Number of Public Sector Undertaking as corporate clients in Each years during last 3 F.Y. as on 31.03.2024	Minimum 5 PSUs	5 Marks	Self-Declaration Signed by Authorized Signatory and Mandate	10 Marks
		6-8 PSUs	8 Marks		
		More than 8 PSUs	10 Marks		
4	Total Number of Group Health Policies in the last 3 FYs with min. Annual premium of Rs.2 Crore for each policy	Upto 5 Polices	5 Marks	Self-Declaration Signed by Authorized Signatory and extract of Policy copies	10Marks
		6-10 Policies	7 Marks		
		Above 10 Policies	10 Marks		
5	The Participants should have minimum 1 office in Kerala	Office in Kerala	5 Marks	Self-Declaration Signed by Authorized Signatory	10 Marks
		Office (Only in Thiruvananthapuram)	10 Marks		
6	Total Premium including GST Handled under Group Health Insurance for Government/PSU for each of the last 3 financial years should be at least 10 crores	10 Crores-50 Crores	3 Marks	Self- Declaration Signed by Authorized Signatory	10 Marks
		Above 50 Cr- 100 Crores	5 Marks		
		More than 100 Crores	10 Marks		
7	Experience of Settlement of Claims under Health Insurance Policies (GMC) for Corporate Clients (Total of three years,2021-2022, 2022-23 & 2023-2024)	Upto 10Crores	3 Marks	Declaration Signed by Authorized Signatory Data to be provided	10 Marks
		Above 10 Crores upto 50Crores	5 Marks		
		Above 50 Crores	10 Marks		
8	Average Annual Turnover for last 3 Financial years	5- 10 Crores	5 Marks	Certificate duly signed by CA	10 Marks
		Above 10 Crores	10 Marks		
9	Quality Certification	ISO Certified (9001:2015) only	5 Marks	ISO Certificate and Self- Declaration Signed by Authorized Signatory	10 Marks
		ISO Certified (27001:2022)	5 marks		
10	Participants Presentation				10 Marks

	Total	Total		100 Marks
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List of Documents to be submitted

- Check List as per Annexure-A duly filled and signed.
- List of Documents as required as per Eligibility Criteria listed above in (9) Part-1.
- List of documents as required as per scheme for awards of marks/ Evaluation Criteria of EOI document as (9) Part-II.
- All Annexures as mentioned in this EOI document.
- Copy of Certificate of Incorporation, Memorandum and. Articles of Association, details of Registered office. Address for communication, key contact person etc.
- A copy of each of the audited balance sheets of the last three Financial years.
- Any other document in support of the application which the firm/company may deem fit.

10. Assignment

The broker firm shall not assign to anyone, in whole or in part, its obligations to perform under the EOI/agreement, except with C-DIT's written consent.

11. Indemnity

The Participants warrants that the inputs provided by them shall not infringe upon any third-party intellectual property rights, including copyrights, trademarks, patents, any other intellectual property rights, any breach of confidential data, violation of any contractual obligations and all Participants shall indemnify C-DIT against any claims relating to the violations of any of the above. The Participants shall not disclose any of the information of C-DIT acquired in context of this EOI either through email, or as part of the EOI or during discussions or handed over by the client during discussion to any other clients/organizations/agents/distributors/brokers. The Participants shall indemnify the client for any such breach of confidential information whether made by the Participants or its representatives or to whom the Participants has parted with the information.

12. General Conditions

- Participants are not permitted to modify, substitute, or withdraw proposals after its due date and time for submission of EOIs.
- The EOI must be submitted with a covering letter enclosing documents/ information indicated below and the declaration, signed by the authorized signatory with Seal of the Company. All pages are required to be stamped & signed by authorized signatory.
- The role of the Participants would be advisory in nature in respect of choice of insurance company from whom the insurance policy is to be obtained or the terms and conditions and coverage of insurance policy. The advice of the firm/Company would not be binding on C-DIT. It is C-DIT desire in the final choice of Insurance terms and wordings.

- CDIT can discontinue the service of the selected participants at any time when the services are not found acceptable to us / in the best interest of C-DIT by giving 30 days' notice.
 - The evaluation procedure to be adopted for the EOI will be at the sole discretion of C-DIT and C-DIT is not bound to disclose either the Ranking or Reasons to the prospective or shortlisted or selected or lost Participants.
 - C-DIT reserves the right to accept any EOI, or reject all or any EOI at its sole discretion without assigning any reason whatsoever.
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(Department of Electronics & IT, Govt. of Kerala)

Tel No: 0471- 2380910/ 912

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E.O.I Notice No: C-DIT/06/EOI-ADM/002/2024-25 dated 27.06.2024

Annexures
Checklist

Annexure A

Sl No	Eligibility Criteria	Documents enclosed Yes/NO	Remarks
1	The bidder should be holding a valid IRDA license to do General Insurance Broking business and the License should be in force while submitting the EOI. License validity should not have any gaps since the inception of the firm.		
2	The bidder must be a Company registered with the Registrar of Companies under the Company's Act 1956 and must have been in Existence for the past 5 years.		
3	The Bidder should have been empaneled as an Insurance Broker for at least 5 Public Sector Undertaking as on 31/03/2024.		
4	The Bidder shall have an IRDAI Registered office in Kerala.		
5	The bidder should have Average annual Turnover of Rs. 5 Crore in each of the past 3 Financial years.		
6	The Bidder should not have been blacklisted/barred/disqualified by any regulator/statutory body.		
7	The bidder should confirm that Insurance Broking services will be free of cost to The Centre for Development of Imaging Technology.		
8	Net worth for last three financial years should be positive.		
9	The Bidder should have handled total Groups Health Insurance of at least Rs.10 Crores for each of the last three financial years		

Annexure B

Sl. No	Description			Documents enclosed	Remark
1	Copy of original License issued by IRDAI			Yes/No	
A	<i>Original license no.</i>				
B	<i>Place of Issue</i>				
C	<i>Copies of License</i>				
	<i>If there was any gap in between, please specify</i>				
2	Experience in handling claim portfolio of Government/PSU Clients for last 3 Financial Years (Group Health Insurance)			Yes/No	
		2021-22	2022-23	2023-24	
A	<i>Total Number of claims Handled</i>				
B	<i>Total Claim Amount</i>				
C	<i>Total Claim Settled Amount</i>				
3	Undertaking of Insurance Broking service at free of cost			Yes/No	
5	IRDA Notified Branch in Kerala			Yes/No	
6	Turn Over Certificate			Yes/No	
A	2021-22	2022-23	2023-24		
7	Details of Total Premium Amount handled under Group Health Insurance for Government /PSUs			Yes/No	
A	2021-22	2022-23	2023-24		
8	Copy of audited financial statement & Balance Sheet			Yes/No	
A	2021-22	2022-23	2023-24		
9	Quality Certification			Yes/No	
	ISO Certified 9001:2015			Yes/No	
	ISO Certified 27001:2022			Yes/No	

Annexure-C

Claim management experience GMC/GPA (Government/ PSU Client)

Financial year	No. of Claims	Total Claim Reported amount	No. Of Claim settled	Total Claim Settled amount	Percentage of Claim settlement to total claims handled
2020-21					
2021-22					
2022-23					
2023-24					

Place:

Date:

Office Seal)

Sign of Authorized Signatory
Nama& Designation

Annexure-D

(TO BE SUBMITTED ON THE COMPANY'S LETTERHEAD AND SIGNED BY THE AUTHORIZED SIGNATORY
AFFIXING OFFICE SEAL)

**APPLICATION NOTICE No: C-DIT/06/EOI-ADM/002/2024-25, dated
27.06.2024. FOR EMPANELMENT OF INSURANCE BROKERS**

REFNO:

1	Name of the Company/Firm	
2	Complete Address with Tel No. & Website	
3	Name, Designation, Contact No.& Email ID of the responsible official for any communication in relation to the EOI.	
4	Name, Address, Contact No.& Email ID of Office in Kerala.	
5	Year of establishment	
6	Month & Year of Commencement of Business	
7	IRDAI License No. and Date	
8	PAN	
9	GSTIN	

Place:

Date:

Office Seal)

Sign of Authorized Signatory
Nama& Designation

Annexure-E

To,

**The Registrar,
Centre For Development of Imaging Technology
Chitranjali Hills, Thiruvallam,
Thiruvananthapuram**

**Sub: Expression of Interest (EOI) for the Empanelment of Insurance Brokers
Ref: CDIT EOI No: CDIT/04/EOI/2024-25 dated 15.06.2024**

Dear Sir.

With reference to the subject, I/We are enclosing our irrecoverable Expression of Interest (EOI) for the empanelment of Insurance Brokers for CDIT.

I/We hereby declare that I/We have carefully read and understood the above referred EOI document contents stated therein including Terms & Conditions, Scope of Work and eligibility criteria and accordingly I/We are showing our interest for providing the said service.

Thanking you,

Yours sincerely,

(Signature of the authorized person)

Date:

Name:

Designation:

(Office seal)

Mobile No:

email :

Annexure F

(TO BE SUBMITTED ON THE COMPANY'S LETTER HEAD AND SIGNED BY THE AUTHORIZED SIGNATORY
WITH SEAL)

To,
The Registrar,
Centre For Development of Imaging Technology
Chitranjali Hills, Thiruvallam

Sub: Declaration for not been barred/blacklisted/disqualified

We hereby declare that as on date.....,.... we have not been
barred/ blacklisted/disqualified by any Regulatory/statutory Body.

Place:
Date:

Sign of Authorized Signatory
Name & Designation