



# **TRAVANCORE DEVASWOM BOARD**

**Nanthancode, Thiruvananthapuram.**

**Telephone: 0471 2314288 ,Email: dcotdb@gmail.com**

ROC NO 11401/19/Esta A/Esta C

DEVASWOM COMMISSIONER'S OFFICE,  
10 / 07 /2024.

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF INSURANCE BROKER  
FOR INSURANCE REQUIREMENT OF VARIOUS INSURANCE SCHEMES**

<b><u>BID DETAILS IN BRIEF</u></b>		
<b>SL NO.</b>	<b>DESCRIPTION</b>	<b>DETAILS</b>
<b>1</b>	<b>ROC NO. AND DATE</b>	<b>ROC NO 11401/19/Esta A/Esta C dated 10/07 /2024.</b>
<b>2</b>	<b>BRIEF DESCRIPTION OF THE EOI</b>	<b>EMPANELMENT OF INSURANCE BROKER FOR VARIOUS INSURANCE POLICIES</b>
<b>3</b>	<b>ADDRESS FOR COMMUNICATION AND SUBMISSION OF TENDER</b>	<b>THE DEVASWOM COMMISSIONER , TRAVANCORE DEVASWOM BOARD NANTHANCODE ,THIRUVANANTHAPURAM 03</b>
<b>4</b>	<b>DATE OF ISSUE</b>	<b>10 -07-2024</b>
<b>5</b>	<b>LAST DATE OF SUBMISSION OF BIDS</b>	<b>18 -07-2024 BEFORE 1 PM</b>
<b>6</b>	<b>DATE AND TIME OF OPENING OF BID</b>	<b>18 -07-2024 2 PM</b>



## **1. ABOUT TRAVANCORE DEVASWOM BOARD ( TDB )**

TravancoreDevaswom Board is an autonomous body constituted under the Travancore Cochin Hindu Religious Institutions Act XV of 1950. It is entrusted with the task of administrating 1248 temples in the erstwhile princely state of Travancore comprised in the State of Kerala which were earlier administrated by the ruler of Travancore prior to the integration of the Princely states of Travancore and Cochin in 1949. The constitution of the Board was based on the Covenant entered in to by the Maharaja of Travancore in May 1949 and concurred and guaranteed by the Government of India. The Board comprises of President and two Members. One member shall be nominated by the Hindus among the council of Ministers and the other member shall be elected by the Hindus among the Members of the Legislative Assembly of the State of Kerala. The term of the President and Members is for a period of two years. It has a Secretariat and its Headquarters is at Nanthancode, Thiruvananthapuram.

## **2. OBJECTIVES OF EOI**

TDB invites EOI for the engagement of IRDA accredited & licensed Insurance Brokers /Firms /Intermediaries operating in India for providing technical guidance/support for the implementation of Group Medical Insurance Policy for our Employees / Pensioners, Providing insurance for Pilgrims Visiting Sabarimala/Employees /personnel's engaged by TDB for the conduct of Sabarimala festivals, etc as per Travancore devaswom board's requirements.

## **3. THE ROLE OF THE INSURANCE BROKER**

- Broker shall invite quotations from various insurance providers (preferably Govt/Public sector undertaking)as per terms and conditions of TDB and submit the same to the TDB
- Co-ordinate /negotiate with various stake holders such as insurance company third party administrator, in case of any dispute in settlement of claims subject to the terms of policy.

- It will be advisory in nature and the advice of the broker will not be binding on TDB in whatsoever manner.
- The nature of engagement would be for an initial period of Three years and the same can be extended for a further period if so decided on mutual consent
- The requirement of TDB is to have maximum risk coverage with minimum premium outgo.
- The services rendered by the broker shall be without cost to the TDB and TDB shall not entertain any request for remuneration/reimbursement etc.
- The selected Insurance Broker shall have to sign a non-disclosure agreement with the TDB. TDB also reserves its right to terminate the assignment during the period of contract in case TDB 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 TDB whatsoever shall arise from this EOI process unless the contract of engagement is signed and executed by duly authorized officers of TDB and the appointed broker.
- Evaluating insurance needs of various assets & employees of TDB, for customization, design and placement of insurance policies.
- Functioning as a Strategic Consultant for TDB and assisting TDB in pre-placement, placement and post placement process of the Insurance program.
- Arranging for the employee and dependent's data in coordination with the concerned officers and personal consultation with the employees.
- Drafting policy coverage documents as per TDB recommendation.
- Preparing the RFQ according to the TDB 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 TDB 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 TDB informed of the latest IRDA guidelines.
- To conduct training programs (Insurance Workshop) for nominated personnals / all employees of TDB 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 TDB before any statutory authority/ombudsman if nominated by TDB as per mutually agreed terms and conditions.
- Providing support in designing the Service Level Agreement to be signed between the Insurance Company and TDB highlighting the scope of services and timeline.
- The Insurance intermediary should make available minimum one person who has relevant experience in Insurance field, as and when called by TDB to work in the TDB premises as per requirement.
- The Insurance intermediary should open a Insurance helpdesk at Sabarimala/Pamba/Nilakkal.
- Entire scope of service as mentioned above is to be accepted without any deviation and no remuneration shall be paid by Travancore Devaswom Board (TDB) 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.

4. **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.

5. **.SUBMISSION OF EOI**

- Interested parties may download the EOI documents from TRAVANCORE DEVASWOM BOARD 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", ROC No11401/19/EstaA/EstaC Dated10/07/2024 and addressed to:

**DEVASWOM COMMISSIONER,**

**TravancoreDevaswom Board,**

**Nanthencode, Kowdiar P.O,**

**Thiruvananthapuram-695003",**

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 TDB, 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 .0471 2314288 , email- [dcotdb@gmail.com](mailto:dcotdb@gmail.com).

- The prospective participants may visit the website of Travancore devaswom board. ([www.travancoredevaswomboard.org](http://www.travancoredevaswomboard.org)) to see if any, Addendum / Corrigendum was issued prior to the closing date.

6. **BID OPENING**

- Bids will be opened in the presence of the Bidder's representative/s that may choose to attend the bid opening as per the following schedule.

Date	Day	Time	Venue
18 <sup>th</sup> July 2024	Thrusday	2 PM	Travancore Devaswom board HeadQuarters

7. **EOL SELECTION AND EVALUATION PROCESS**

- All the application would be scrutinized with respect to eligibility criteria, list of documents submitted.
- The applications not meeting the prescribed eligibility criteria will be rejected after the initial evaluation.
- The qualified participants meeting the eligibility criteria shall secure minimum 50% marks as per the Evaluation Criteria to get empanelled as an Insurance Broker.
- During the process of scrutiny and evaluation of EOIs, TDB 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. TDB may, at its discretion may take a decision appropriate if the said clarification is not provided by the participants
- The final evaluation will be based on the total marks obtained and the quality of inputs. Based on this the TDB will empanel the Firm as Broker.
- The selected Broker/Firm shall be informed and will be provided with the empanelment letter and the firm shall have to confirm to the terms of this EOI and sign agreement and any other documents as per TDB's guidelines.

- The empanelled Broker will ensure that there is maximum participation in the Bidding process and the maximum possible competitive bid is available and finalized.

## 8. **ELIGIBILITY CRITERIA**

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

Sr. No.	Eligibility Criteria	Documents to be submitted
1	Bidder must have accreditation with IRDAI and have completed consecutive 5 years of services on 31.03.2024	Copy of License certificate and renewal thereof issued by IRDAI from inception attested by authorized signatory
2	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
3	The Insurance Broking firm should have a annual turnover of minimum 1 Crore's as on 31st March 2024	Certified copies of the audited financial statement to be submitted along with Certificate of turnover from CA
4	The bidder should have experience in handling at least INR 10 Crores of Group health insurance premium/PA from PSU/Government entities/Semi Government entities/ Pvt. Corporate Clients during each of the last 3 financial years ending with 31st March 2024 as Direct Insurance Intermediary i.e. 2021- 22, 2022-2023, 2023-24	Documentary proof to be submitted
5	The Participants should have an office in Kerala	Details of Branches in Kerala with Address and Contact details on letter head.



6	The bidder has to submit a Self-certification that the Insurance Intermediary have not been blacklisted/kept on tender-holiday by any Central Government Department/State Government Department/Central or State PSU.	Attach s self-declaration in this regard
7	The bidder should be a profit-making company and have positive net worth for the last 3 years as on 31.03.2024	Certified copies of the audited financial statement to be submitted along with Certificate of turnover from CA
8	The Participants should confirm that Insurance Broking services will be without any extra cost to TDB	A Self Declaration letter duly signed authorized signatory to this effect in by company's letterhead

## 8 EVALUTATION CRITERIA -SCHEME FOR AWARDING MARKS

The Technical evaluation will be based on the following criteria.

<b>Assessment Criteria of Insurance intermediary Empanelment</b>				
<b>Sr No</b>	<b>Parameters</b>	<b>Evaluation Criteria</b>	<b>Documents required</b>	<b>Max</b>
1	Bidder must have accreditation for providing broker services with IRDAI for a minimum of 5 years Consecutively as on Bid due date	Minimum 5 Years -3 Marks 6 -10 Years – 5 Marks. 11 – 15 Years – 8 Marks 16 Years and above – 10 Marks	Copy of original License issued by IRDAI along with all renewal copies	10
2	Number of years servicing Group Mediclaim Insurance/PA Insurance for Government/PSU Clients	Minimum 5 PSUs -5 6-8 PSUs - 8 More than 8 PSUs- 10	Self-Declaration Signed by Authorized Signatory and Mandate	10
3	PAN india presence with IRDAI approved offices.	No office - 0 PAN India Presence- 3 marks PAN India Presence with offices in South India (Tamilnadu, Karnataka, Andra,Telungana) – 5 marks	A Self Declaration letter duly signed by authorized signatory to this effect. (On company's letterhead). With the details on the Location & Contact name and no.	05

4	The bidder should have an experience in handling an average premium of INR 10 Crore's in Group Health Insurance Premium and General insurance /PA from PSU/ Government Clients during the last 3 financial years .	<p>INR 10 to INR 50 crores – 5 Marks</p> <p>INR 50 crores – 100 Cr - 7 Marks</p> <p>More than 100 Cr - 10Marks</p>	Self-Declaration on premium figures duly certified by CA.	10
5	Experience of Settlement of Claims under Health Insurance Policies and General insurance / PA for PSU/Government organizations (Average of three years 2021-22, 2022-2023 and 2023-24)	<p>Up to 10 crores- 3 Marks</p> <p>Above 10 Crores upto 50 Crores-5 Marks</p> <p>More than 50 Crores- 10 Marks</p>	Declaration on the letter head duly signed by Authorized Signatory of the Company	10
6	ISO 27001:2022 ISMS Certificate ISO 9001:2015 certificate	<p>If only One – 5 Marks</p> <p>Both - 10 Marks</p> <p>If No – 0 Mark</p>	Copy of certificate attested by the Authorized Signatory	10
7	The bidder must have permanent Insurance professionals working with minimum working experience of at least 05 years with PSU/Government apart from other employees. (Please submit separate statement with details and phone number – Self certification by CEO/MD/Principal Officer)	<p>5 Members - 5 Marks</p> <p>5-10 Members - 8 Marks</p> <p>More than 10 – 10 Marks</p>	Undertaking duly signed by the HR Head of the bidder duly certified by CA	10
8	How many Group Health Policies (GMC & GPA) has been designed and serviced by you as Insurance broker of any PSU/Government company for Lives of minimum <b>1Crore</b>	<p>Minimum 1 PSUs -3</p> <p>2-5 PSUs - 5</p> <p>More than 5 PSUs- 10</p>	Declaration on the letter head duly signed by Authorized Signatory of the Company with documentary Proofs.	10
9	The bidder should have minimum 1 approved office in Kerala.	<p>Office in Kerala – 5 Marks</p> <p>Office in Thiruvananthapuram – 10 Marks</p>	Details of Branches in Kerala with Address and Contact details on letter head.	10
10	The Insurance Broking firm should have an annual turnover of minimum 1 Crore's and above as on 31st March 2024	<p>1 Cr –5 Cr - 5 Mark</p> <p>Above 5 Cr – 10 Mark</p>	Certificate duly signed by CA	10

11	If any Special Offers Given by the Bidders Other than EOI conditions	Upto 5 marks	Deviations/Special conditions or Special offers if any shall be clearly highlighted in the EOI offer	5
	Total Marks			100

### **9.LIST OF DOCUMENTS TO BE SUBMITTED**

- Check List as per Annexure-1 duly filled and signed.
- List of Documents as required as per Eligibility Criteria listed above
- List of documents as required as per scheme for awards of marks/ Evaluation Criteria of EOI document
- 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.
- 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 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 TDB. It is TDB desire in the final choice of Insurance terms and wordings.
- TDB can discontinue the service of the selected participants at any time when the services are not found acceptable to us .
- The evaluation procedure to be adopted for the EOI will be at the sole discretion of TDB and TDB is not bound to disclose either the Ranking or Reasons to the prospective or shortlisted or selected or lost Participants.
- TDB reserves the right to accept any EOI, or reject all or any EOI at its sole discretion without assigning any reason whatsoever
- The service rendered by the selected broker/firm shall be free of cost and TDB shall not entertain any request for remuneration/reimbursement from the broker/firm.
- All disputes and controversies between Travancore Devaswom board and Bidder shall be subject to the exclusive jurisdiction of the courts in Kerala.

## **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 TDB against any claims relating to the violations of any of the above. The Participants shall not disclose any of the information of TDB 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

**DEVASWOM COMMISSIONER**

**TRAVANCORE DEVASWOM BOARD**

**Annexure-1**  
**Checklist**

SL NO	ELIGIBILITY CRITERIA	DOCUMENTS ENCLOSED
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.	YES/ NO
2	The Participants should have been empaneled as an Insurance Broker for at least 5 Public Sector Undertaking as on 31/03/2024	YES/ NO
3	The Insurance Broking firm should have a annual turnover of minimum 1 Crore's as on 31st March 2024	YES/ NO
5	The Bidder should have handled total Groups Health Insurance& General Insurance/PA of at least Rs.10 Crores for each of the last three financial years	YES/ NO
6	The Bidder shall have an IRDAI Registered office in Kerala.	YES/ NO
7	The Bidder should not have been blacklisted/barred/disqualified by any regulator/statutory body	YES/ NO
8	Net worth for last three financial years should be positive.	YES/NO
9	The bidder should confirm that Insurance Broking services will be free of cost to TDB	YES/NO

Bidders verify the above checklist and ensure accuracy of the same before submission of the bid.

**Date:**

**Signature with Seal**

**Name& Designation**

**Annexure-2**

<b>Sl. No</b>	<b>Description</b>			<b>Documents enclosed</b>	<b>Remark</b>
<b>1</b>	<b>Copy of original License issued by IRDAI</b>			<b>Yes/No</b>	
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>				
<b>2</b>	<b>Experience in handling claim portfolio of Government/PSU Clients for last 3 Financial Years (GMC/PA)</b>			<b>Yes/No</b>	
		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>				
<b>3</b>	<b>Undertaking of Insurance Broking service at free of cost</b>			<b>Yes/No</b>	
<b>5</b>	<b>IRDA Notified Branch in Kerala</b>			<b>Yes/No</b>	
<b>6</b>	<b>Turn Over Certificate</b>			<b>Yes/No</b>	
A	2021-22	2022-23	2023-24		
<b>7</b>	<b>Details of Total Premium Amount handled under Group Health Insurance and General / PA for Government /PSUs</b>			<b>Yes/No</b>	
A	2021-22	2022-23	2023-24		
<b>8</b>	<b>Copy of audited financial statement &amp; Balance Sheet</b>			<b>Yes/No</b>	
A	2021-22	2022-23	2023-24		
<b>9</b>	<b>Quality Certification</b>			<b>Yes/No</b>	
	ISO Certified 9001:2015			<b>Yes/No</b>	

**Annexure-3****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  
Name &  
Designation

**Annexure-4**

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

**ROC NO 11401/19/Est A/Est C dated 10/07/2024**  
**FOR EMPANELMENT OF INSURANCE BROKERS**

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:

Sign of Authorized Signatory  
Name & Designation

(Office Seal)



**Annexure 5**

**Bid Covering Letter Format**

Date:

**Sub: Expression of Interest (EOI) for the Empanelment of Insurance Brokers**

**Ref:**

Dear Sir ,

With reference to the subject, I/We are enclosing our irrecoverable Expression of Interest (EOI) for the empanelment of Insurance Brokers for TRAVANCORE DEVASWOM BOARD. 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 with Seal:)

**Name & Designation:**

Mobile/email

**Annexure-6**

**Authorization Letter Format (for attending Bid opening)**

(To be presented by the authorized person at the time of Bid Opening on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

**Reference No:**

**Date:**

**State**

**Dear Sir,**

**SUB:** EOI for Empanelment of Insurance Broker (Authorization Letter Format for attending Bid opening)

**Ref:**

This has reference to your above EOI. Mr. /MS..... is hereby authorized to attend the Bid Opening of the above EOI on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_

Specimen Signature of Representative

Signature of Authorizing Authority

\_\_\_\_\_

Name & Designation of Authorizing Authority

**Annexure 7**

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

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

**Authorized signatory**

**Date:  
Place**

**Name  
Designation**





