



NATIONAL COOPERATIVE EXPORTS LIMITED

Head Off: 8th Floor, Tower I,
World Trade Centre, Nauroji Nagar,
New Delhi-110 029,
Phone: +91 85956 34549
Website: www.ncel.coop

NCEL Invites Expression of Interest

For

Appointment/ Empanelment of IRDAI registered Insurance Brokers cum Consultants

For Providing Insurance Policies to NCEL

EOI No.: - RI001003

Date: 26-12-2024

Business Division, NCEL,
8th Floor, Tower I,
World Trade Centre, Nauroji Nagar,
New Delhi-110 029, (India)
E-Mail: divyansh.m@ncel.coop

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INTRODUCTION:

National Co-operative Exports Limited (NCEL) is a multi-State cooperative society registered under the Multi-State Co-operative Society Act, 2002. It is jointly promoted by some of the leading cooperative societies in the country, namely, Gujarat Cooperative Milk Marketing Federation (GCMMF) popularly known as AMUL, Indian Farmers Fertilizer Cooperative Limited (IFFCO), Krishak Bharati Cooperative Limited (KRIBHCO) and National Agricultural Cooperative Marketing Federation of India Limited (NAFED). Besides, the National Co-operative Development Corporation (NCDC), a Statutory Corporation under the Ministry of Co-operation, is one of its promoter members.

Being an umbrella organization for cooperative sector exports, the NCEL will assist farmers in obtaining higher price for their products in overseas markets in the event of surplus production in domestic markets. NCEL is authorized to procure & purchase products and commodities from across the country and with the support of all Ministries through their export-related policies, schemes, and agencies following the 'Whole of Government Approach; would undertake exports of all goods and services produced by cooperatives and related entities throughout the world, profitably and sustainably.

NCEL has been obtaining insurance cover for its movable & immovable assets, perishable & non-perishable commodities, as well as for covering risks associated with the storage, warehousing and transport of the commodities at both domestic and international level. With a view to assist in the assessment and carry out gap analysis for the various insurance policies and optimize the insurance coverage and claim for the trade operations, NCEL intends to appoint an IRDAI licensed Insurance Broker cum Consultant for handling the insurance portfolio and advise on emerging risk issues.

The broker would deal with the insurance companies strictly as per IRDAI regulations & do nothing that is disallowed as per the IRDAI regulations and have full transparency in its conduct.

REQUEST FOR EOI:

The National Co-operative Exports Limited invites offers/EOI by way of an open tender for selecting an Insurance Broker cum Consultant from intending experienced and established Insurance brokers, holding license duly registered with IRDAI, to advice on insurance portfolio of the company and assist in various insurance related matters.

1. Intending service providers/bidders shall submit online applications by mail to divyansh.m@ncel.coop for this purpose in the prescribed format (duly filled in) along with supporting documents as prescribed in this EOI on or before 15.01.2025 before 1600 (4.00 PM IST)
2. The Intending bidders must submit the format for technical proposal (As per Annexure-C) with all the relevant information, declaration and supporting documents as prescribed therein.

TENURE:

The period of appointment shall be **One Year (12 months)** from date of appointment in January,2025. NCEL may however terminate the appointment at any time at its sole discretion by giving a notice of 30 days. Further, NCEL may at its sole discretion extend the appointment of the Insurance Broker/Consultant for further one year from the date of expiry of the original appointment based on satisfactory performance of the said Insurance Broker cum Consultant, who shall have no right for any claim for any kind of compensation damages, etc. due to such earlier termination of the appointment or non-extension of the same after the date of natural expiry of the appointment.

NON-DISCLOSURE AGREEMENT:

The documents handled during the tenure of the contract by the Insurance Broker/Consultant should be treated as strictly confidential and cannot be used for any other purpose other than the matter exclusively related to NCEL. Post selection for empanelment, the Consultant/Broker will sign a Non-Disclosure Agreement with NCEL. All pages of the bidders EOI shall be signed by the authorized signatory and arranged in a sequence as mentioned in the EOI.

DECLARATION: ANNEXURE A

SCOPE OF WORK:

The scope of work for the Insurance Consultant/Broker covers the following aspects. However, the role of the insurance Broker/Consultant would be advisory in nature in respect of choice of insurance company from whom the insurance policy is to be obtained or the terms, conditions and coverage of insurance policy. The advice of the Firm/Company would not be binding on NCEL. The strategy of NCEL would be maximum risk coverage with minimum premium outgo.

1. **Designing, Negotiation & Process Handling.** The Insurance Broker or Consultant would be overseeing the Strategic designing and Initialization of the Policies of NCEL. The Strategic Conceptualization of the following action items would be undertaken with NCEL which will have the following Action Heads.
 - Assisting NCEL in identifying any emerging risk issues, taking any new Insurance Policies, etc.
 - Customization, Design and Placement the Insurance Policy/policies
 - Advising Cost Containment measures for NCEL's Policies
 - Claims Management and Service Mapping
 - Claims Tracking
 - Grievance Handling Process
 - Designing Communication Plans
 - Validation and Forecasting of Additional Coverage Benefits
2. **Insurer selection process & Bidding of Insurance Cover.** The Insurance Broker or Consultant would be acting as a Strategic Consultant and would be assisting NCEL in selection & bidding process.
3. **Placement Strategy**
 - Preparing risk notes and framing insurance tendering documents and finalizing the terms and condition thereof including but not limited to coverage, including add-on coverage, excess Monetary/Time, Policy Clauses and Warranties.
 - Determine evaluation criteria for Insurer selection in association with NCEL.
 - Evaluation of insurance needs of various assets/products/activities of the NCEL.
 - Draft RFP (request for proposal) to be shared with NCEL for approval prior to distribution. (If needed)
 - Asses NCEL service requirements and Insurer capabilities in the marketplace.
 - Request placement quotations from Insurers (through sealed bids).
4. **Devising Quotations: Comparison, analysis & negotiation process**
 - Evaluate quotes
 - Facilitate Insurer meetings
 - Assist in Negotiating the best price from the Insurer
5. **Recommendation & Placement confirmation**
 - To apprise NCEL of available insurance covers in domestic and international Markets.
 - Recommend Insurer.

- Placement as per agreed terms and conditions.

6. Policy analysis

- Scrutinizing the wording of the final policy documents to protect NCEL's interest in regards to claim settlement.
- To ensure policy terms & conditions as per the RFP provided.
- Data consolidation for policy issuance.

7. Post Placement Services. Insurance Broker or Consultant would be functioning as a Strategic Consultant arm of NCEL 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 NCEL highlighting the scope of services and timeline Single point of contract for all Policy vetting services. Establish clear escalation matrix for query resolution.
- **Support for expeditious settlement of claims**
- **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).
- **Claims Management & Monitoring.** Coordinating with insurers for immediate intimation and survey; Resolving various queries of insurers/surveyors during claim processing; Guidance in relation to interpretation of policy wording / conditions, warrant times, deductibles etc. during claims processing; To assist in verification of documentation as required by insurer/ surveyor in pursuit of claim settlement; Coordinating with Insurance Companies, surveyors etc. for prompt settlement of claims; 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 deliverable 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.

8. Other Services:

- Assisting NCEL in identifying any emerging risk issues, taking any new Insurance Policies etc.
- Technical assistance in any Insurance Policies, as and when required.
- Keeping NCEL informed of the latest regulations and guidelines and other notable market developments.
- Advising NCEL, from time to time, on developments in the insurance industry having impact on the company.
- To conduct training programs for our executives to explain in detail about the Covers taken, insurance administration and Claims.
- To engage relevant stakeholders with in NCEL for risk improvement measures & sharing feedback of such exercises.

Coverage Requirements:

The insurance policies to be provided by the Insurance Broker/Consultant shall cover all present and future requirements of National Cooperative Export Limited (NCEL), including but not limited to:

- Property Insurance
- Liability Insurance
- Employee Benefit Insurance
- Commodity Insurance
- Marine Insurance
- Storage Insurance
- Multi-Modal Transit Insurance

These policies shall apply to both international and domestic operations. The above-mentioned coverage categories are indicative and may be subject to change based on NCEL's evolving needs. The scope of insurance coverage may be expanded or amended from time to time, as required by NCEL, to ensure the uninterrupted and efficient operation of the organization.

The Broker/Consultant shall ensure that the insurance policies adequately address specific requirements related to coverage, clauses, deductibles, special conditions, and other terms, as follows:

- Adequacy of sum insured for property
- Limit of indemnity for liability coverage
- Sum insured and coverage for commodities, including corporate buffer provisions
- Additional coverage terms as may be specified by NCEL for each line of insurance
- Ensuring alignment with NCEL's operational risks and business requirements

The Broker/Consultant is expected to regularly review, update, and advise on the adequacy and appropriateness of these insurance policies in response to any changes in NCEL's operations, risks, or legal requirements. The selected insurance policies must be structured to provide comprehensive protection for NCEL's assets, personnel, and liabilities, with flexibility to accommodate future adjustments as necessary.

EVALUATION CHART:

S. No.	CRITERION	SCORE	MAX MARKS
1	Number of years since license given by IRDAI as on March 31, 2024 B/w 3 to 6 years B/w 7 to 10 years Above 10 years	1 3 5	5
2	Number of Qualified employees Upto 20 More than 20 & upto 50 More than 50	2 3 5	5
3	Annual Turnover as on 31.03.2024		5

	Upto Rs. 50.00 cr Above 50.00 cr and upto Rs. 100.00 cr Above 100.00 cr	1 3 5	
4	Number of States where Firm is having point of presence (office/ employees) Upto 5 More than 5 and upto 10 More than 11 and upto 20 More than 20	2 3 4 5	5
5	Average Annual Insurance Premium placed for Corporate Clients (Rs. in Cr.) during last three financial years (i.e. 2021-22, 2022-23 & 2023-24) Upto Rs. 1000 Cr. More than Rs. 1000 Cr. & Upto Rs. 1500 Cr. More than Rs. 1500 Cr. & up to 2500 Cr. More than 2500 Cr.	2 3 4 5	5
6	Average Annual Insurance Premium on Paddy and Rice stock placed for Corporate Clients (Rs. in lacs) during last three financial years (i.e. 2021-22, 2022-23 & 2023-24) Upto Rs. 100 Cr. More than Rs. 100 Cr. & Upto Rs. 200 Cr. More than Rs. 200 Cr. & up to 500 Cr. More than 500 Cr.	2 3 4 5	5
7	Average Annual Number of Insurance Claims (more than 5 Cr.) on Paddy and Rice stock placed for Corporate Clients during last three financial years (i.e. 2021-22, 2022-23 & 2023-24) Upto 5 More than 5 up to 10 More than 10 up to 20 More than 20	2 3 4 5	5

REMUNERATION:

The appointed broker shall/should confirm that Insurance broking services will be at no direct cost/free of cost to NCEL, who shall not pay any kind of brokerage/ fees/ remuneration etc. for the services rendered by Insurance Broker cum Consultant to NCEL. NCEL shall not entertain any request for remuneration/ fees etc. nor any claim for remuneration/ reimbursement of expenses / loses.

ELIGIBILITY:

- This invitation to the EOI is open to well established registered companies that are incorporated or registered under the Indian Companies Act, 1956/2013, Bidder to submit certified copies of Incorporation Certificate, Memorandum and AOA.
- The Insurance Broking Firm/Company should have been in existence in India for a period of at least **7 years** as on **31-03-2024**, in the area of Insurance broking, i.e. must be registered/ issued license by Insurance Regulatory and Development Authority of India (IRDAI) under "Direct" /"Composite" License category for the said purpose prior to **01/04/2017**.

- The Insurance Broking Firm/Company should have a paid-up capital of minimum **INR 5 Crores** and average annual turnover/ revenue of minimum **INR 100 Crores** during the last three audited financial years i.e. 2021-22, 2022-23 & 2023-24 i.e. annual turnover/ revenue of 100 crores in last audited financial year (i.e. 2023-24) stated above. Certified copies of audited financial statement for the last three financial years to be submitted along with certificate of turn over from Chartered Accountant.
- Net worth of the Insurance Broking Firm/Company must be positive consecutively for the last 3 completed audited financial years up to 31.3.2024 duly certified by the Chartered Accountant.
- The Insurance Broking Firm/Company should have placed Direct premium (excluding motor, life and retail health) of at least **INR 1500 Crores** in the last preceding financial year i.e. 2023-24 of which 80% should be for the Indian clients (excluding global mandated clients). Independent Certificate from Chartered Accountant to be provided.
- The Broking Company should have been duly appointed by and should have successfully provided Insurance Broking/Insurance Consultancy services to at least 3 PSU/Government/State Government/Semi Government organizations in the last **Five years** for F.Y ending 31st March, 2024, copies of appointment letters/ relevant documents as proof of appointment/placement to be submitted on company letter head.
- The applicant must have an office established anywhere in Delhi/NCR as on date.
- A Dedicated Insurance Claims department of 10 on roll- full time employees (Non-contractual) handling Property and Marine claims for both domestic and International market. as on date of the tender.
- The Firm/Company should not be a defaulter of any Bank/Financial Institutions. (Audited Certificate to be submitted on Company letter head)
- No Penalties levied on the Insurance Broking Firm/Company by IRDAI or Government of India and its agencies for Corrupt /Fraudulent /Collusive /Coercive Practices towards the service extended to clients by the bidder during last three years (**3 years**) from the latest date of submission of Bid. (Audited Certificate to be submitted)
- The Insurance Broking Firm/Company should not have been charge sheeted by any Investigating Agencies of Central/State Government or if any Criminal, Fraud, Corruption Cases or Charges that may be proceeding against them in a Court of Law during last three years from the latest date of submission of Bid. (Audited Certificate to be submitted on company letterhead)

DIS-QUALIFICATION CRITERIA:

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

- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- Fail to submit all the required documents for the EOI within the due date and time.
- Failed to provide related clarifications, if required.
- Its Directors are declared ineligible by the Government of India / State/UT Government for corrupt and fraudulent practices or are blacklisted. (Self-declaration on notarized document)

CLAUSE FOR NOT BEING BANNED FROM BUSINESS:

Bidder shall confirm & under take that they have not been banned from Business with respect to Insurance broking & similar business, as on date of submission of offer as per undertaking given below to be executed by the principal officer of the broking company. In case at a subsequent date the

successful bidder/ licensee is found to have been banned for business as given above. NCEL shall be at liberty to and have full rights to cancel the appointment and take other recourse as per law.

SUBMISSION OF EOI:

- The Applicants shall submit their information & Proposal in digital form (by mail to the email ID – divyansh.m@ncel.coop) with all pages numbered serially and by giving an index of submissions. Each page of the submission shall be initialed by the Authorized Signatory of the Applicant as per the terms of this EOI.
- The detailed mail shall contain the **Technical Proposal (Annexure C)** which shall be signed by the Authorized Signatory of the Applicant. All pages of the original scanned Technical Proposal must be numbered and initialed by the person signing the Proposal.
- The completed submission of Information & Proposal must be sent on or before the specified time on last date of submission. Proposals submitted by fax, telex, telegram, etc. shall not be entertained.
- **Proposal Due Date** - Proposal should be submitted to the concerned authority **before 1600 hrs IST on the 15/01/2025** at the specified email address at page-1 of this EOI in the manner and form as detailed in this EOI.
- The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish any information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- NCEL will constitute an "Internal Committee" which shall evaluate bids submitted by the bidders and examine the documents provided by the bidders' vis-a-viz requirements of this Expression of Interest (EOI)

BIDDING SCHEDULE FOR TENDER NO- RI001001

1. Release of Expression of Interest (EOI) – 26/12/2024
 2. "Pre-Bid Meeting" – 15/01/2025
 3. Last date of submission of bids – 15/01/2025
- *Subject to change due to administrative/logistic reasons***

LIST OF DOCUMENTS/INFORMATION TO BE SUBMITTED ALONG WITH EXPRESSION OF INTEREST (EOI)

1. Copy of Certificate of incorporation, Memorandum and articles of association, details of Registered Office, PAN details, GST details, Address for communication, key contact person etc.
2. Copy of Original license issued by IRDAI while granting the license and proof of renewal of license.
3. Brief write up about the firm/company furnishing the information, on number of years in operation, i.e. License Issuance/ Renewal Date(s) and operation in the Agricultural commodity domain.
4. A copy each of audited balance sheet of the last three years till 2022-23 (if available) else up to 2020-21.

5. Number of Corporate Clients along with copies of engagement letters, if any given, by any PSU.
More weightage on corporate clients handling Agricultural-commodities.
6. Details of Premium Placement during last 3 years.
7. Declaration as Annexure A
8. Checklist as Annexure B
9. Technical Proposal outlining the proposed methodology as Annexure C
10. Any other document in support of the application which the firm/company may deem fit.

JURISDICTION AND DISPUTE RESOLUTION

- In case of any dispute arising out of this EOI, including those relating to the existence, interpretation and application of the provisions of this EOI, the parties shall first make efforts to settle the dispute amicably by mutual consultation.
- In case the dispute cannot be resolved in the manner stated above, such dispute shall be referred to and resolved by arbitration by a sole arbitrator to be appointed through mutual consent and in accordance with the Arbitration and Conciliation Act, 1996 or any enactment, modification or re-enactment in force at the relevant time (Arbitration Act). In case a sole arbitrator is not agreed upon by the parties, the parties shall appoint two arbitrators, one to be appointed by each party to the dispute and such arbitrators shall appoint the third arbitrator in accordance with and subject to the provisions of the Arbitration Act.
- The arbitration proceedings shall be conducted in accordance with the Arbitration Act.
- The seat and venue of arbitration shall be New Delhi (India), the arbitration proceedings shall be conducted in English language and the laws applicable to the arbitration shall be the laws of India.
- The award of the Arbitral Tribunal shall be final and binding on the parties hereto
- In the event that these arbitration provisions shall be held to be invalid then all such disputes shall be referred to the exclusive jurisdiction of the courts at New Delhi (India).
- The Insurance Consultant/Broker shall continue to work on the assignment during the arbitration proceedings unless otherwise directed by the NCEL or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

UNDERTAKING FOR NOT BEING BANNED FOR BUSINESS:

(on letter head)

We do hereby undertake & confirm that NCEL / Ministry of Cooperation / Order of Ministry of Commerce or any government department / PSU, IRDAI, SEBI, etc. applicable for all Ministries have not banned/debarred business with us with respect to Insurance broking & similar business as on the date of submission of offer.

Also, any work executed by us with respect to Insurance broking & similar business either individually or as a member in a JV/Consortium, has not been rescinded/ terminated by NCEL or any government department/ PSU, after award of contract to us during last 3 years (As on date of a submission of offer) due to non -performance either on our own or as a member of JV/Consortium.

"We hereby declare that there is no case with the Police / IRDAI / SEBI / Regulatory authorities against the broking company nor have we been suspended / delisted by Court etc. in India with respect to Insurance broking business."

"We here by undertake and confirm that we have understood the scope of work properly and shall comply with the terms of engagement."

In case at a later date the undertaking is found to be false or incorrect, NCEL shall have the right to cancel the appointment & take other recourse as required under law.



STAMP & SIGNATURE

CEO/MD

Annexure B

Submission of Checklist

On the Letterhead of the Bidder

Date: _____

To,
The Managing Director,
National Cooperative Export Limited (NCEL),
World Trade Center, Tower I
New Delhi

Subject: Submission of Checklist for Bid Submission

Dear Sir/Madam,

We, the undersigned, hereby submit our bid in response to **[Insert Tender/EOI Reference Number]**.
We confirm that the following documents and details have been included in our submission:

Checklist for Bid Submission

S. No.	Document/Details	Submitted (Yes/No)	Remarks
1	Bid Submission Form (Annexure- C)		
2	Technical Proposal		
4	Declaration of Compliance		
5	Data Processing Schedule		
6	Incorporation Certificate		
7	Signed/Stamped Tender/EOI Document		
8	Supporting documents for eligibility criteria		
9	Copy of PAN card/ Tax Identification Number (TIN)		
10	Copy of GST Registration Certificate		
11	Audited financial statements for last 3 financial years		
12	Power of Attorney/Authorization Letter		

13	Integrity Pact (Annexure-A)		
14	Any other document as required by the tender/EOI		

We affirm that the above checklist is accurate and complete to the best of our knowledge. We understand that incomplete or missing documents may result in the disqualification of our bid.

We remain available to provide any additional information or clarification required during the evaluation process.

Thank you for the opportunity to participate in this tender/EOI process.

Yours faithfully,

Authorized Signatory

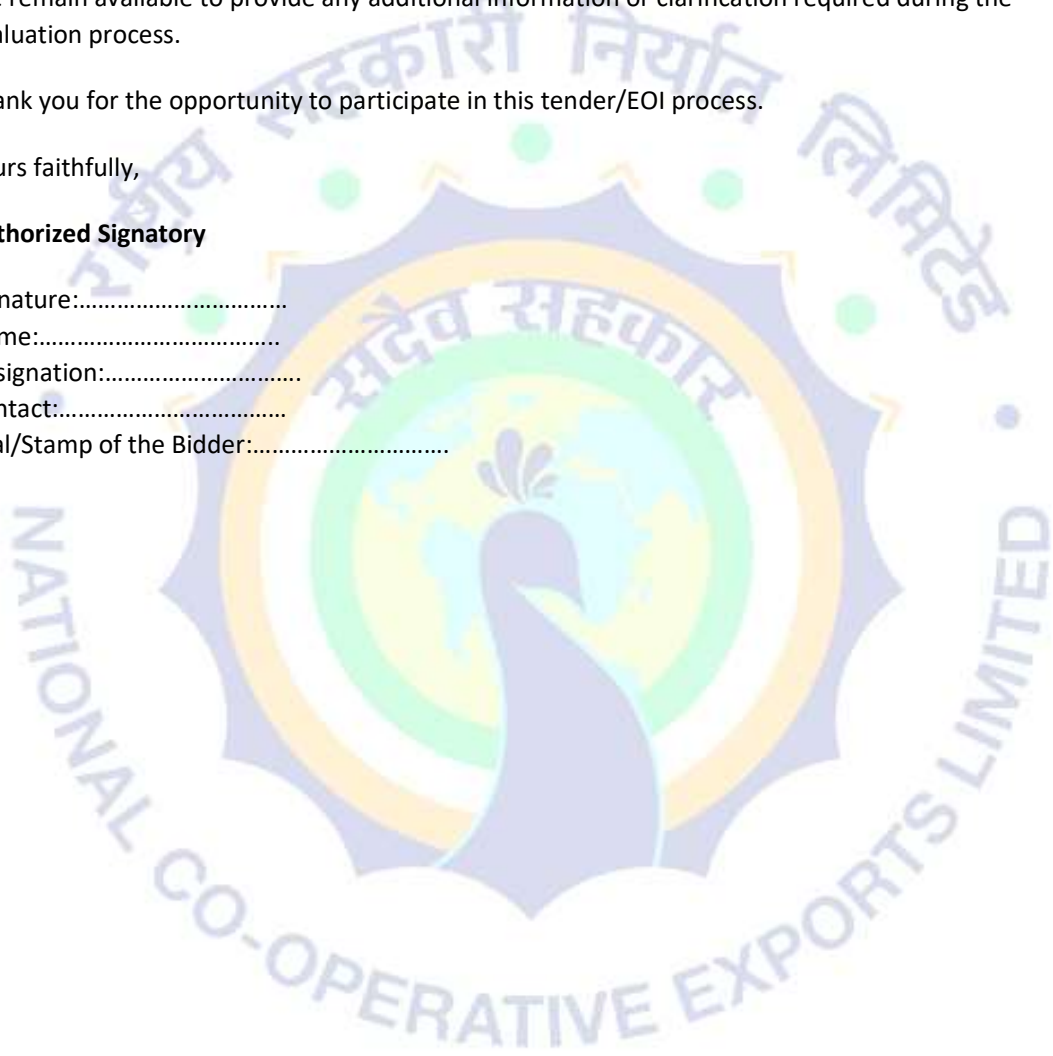
Signature:.....

Name:.....

Designation:.....

Contact:.....

Seal/Stamp of the Bidder:.....



Format for Technical Proposal

[On the Letterhead of the Bidder]

Date: _____

To,
The Managing Director,
National Cooperative Export Limited (NCEL),
World Trade Centre, Tower I
New Delhi

Subject: Submission of Technical Proposal for [Insert Name of the Tender/EOI]

Dear Sir/Madam,

We, the undersigned, submit our Technical Proposal for [Insert Name of the Tender/EOI] in accordance with the requirements specified in the Tender/EOI document.

A. General Information

1. Name of the Bidder/Entity: _____
2. Registered Address: _____
3. Contact Person: _____
4. Designation: _____
5. Phone Number: _____
6. Email Address: _____
7. Year of Establishment: _____
8. Legal Status (Company/LLP/Proprietorship/Other): _____
9. Registration Number: _____
10. PAN/GST Details: _____

B. Technical Qualifications and Experience

1. Experience Details:

- Provide details of similar assignments/projects handled in the last [_____] years.
- Include Client Name, Project Description, Duration, Value, and Outcome/Impact.

Client Name	Project Description	Duration	Value (INR)	Outcome

2. Key Personnel Details:

- Provide the qualifications, experience, and role of key personnel proposed for this assignment.

Name	Designation	Qualification	Experience	Role in Project

3. Work Plan and Methodology:

- Provide a detailed description of the approach and methodology to be adopted for executing the project, including timelines and deliverables.
- Attach a project schedule if applicable.
- Technical Infrastructure/Capabilities: Describe the infrastructure, tools, and resources available to undertake the project.

C. Certifications and Compliance

1. Attach copies of relevant certifications or accreditations.
2. Confirm adherence to any specified technical standards or compliance requirements mentioned in the Tender/EOI document.

D. Supporting Documents

1. Copy of Work Orders/Completion Certificates from previous clients.
2. Resumes/CVs of Key Personnel.
3. Certificates of Technical Competence, if applicable.

Authorized Signatory

Signature:.....

Name:.....

Designation:.....

Contact:.....

Seal/Stamp of the Bidder:.....

Enclosures:

1. Project Details (Supporting Documents).
2. CVs of Key Personnel.
3. Certifications/Accreditations.
4. Any other supporting document as required.

