

E - Tender

**Broker empanelment for Cyber Insurance
procurement and servicing For Export-Import
Bank of India**

Tender Reference No: IT/EXIM/RFP/2018-19/022

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**Head Office: Center One Building, 21st Floor, World Trade Centre
Complex, Cuffe Parade, Mumbai – 400 005.**

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| | |
|-----------------------------------|---|
| TENDER DOCUMENTS FOR | Broker Empanelment for Cyber Insurance procurement and Servicing |
| TENDER DOCUMENT COST | Nil. |
| EMD Amount | Not Applicable |
| Date of Online Notice | 14 th September 2018 |
| Document Downloading Start Date | 14 th September 2018, 13.00 Hrs |
| Document Downloading END Date | 25 th September 2018, 15.00 Hrs |
| Last Date and Time For Submission | 25 th September 2018 , 16.00 Hrs |
| Opening Of Tender | 25 th September 2018, 17.00 Hrs |
| Place of Receipt of Tender | https://eximbankindiatenders.procuretiger.com |

e-Tendering / Electronic Tendering / Web Tendering / Online Tendering is the simulation of the manual tendering process on the internet. i.e., the eligible bidders / tenders can log on to the internet site specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum requirement:

1. Computer/Laptop with internet connection
2. Operating system – Windows XP Service pack -3 / VISTA/ WINDOWS 7
3. Digital certificate -Class II or III, Signing + Encryption, and it should be organizational certificate.

CONTACT INFORMATION FOR E-TENDER PROCESS

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate. For any clarification kindly contact

e-Procurement Technologies Limited

**A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India**

Phone: +91 (79)-40270566/567/579/580/582/590

Fax: +91 (79) 40230847

E-Tendering Process Compliance Statement

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. All the documents are to be invariably submitted that are called for and EXIM Bank decision will be final and binding upon the bidders/Participants.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e Procurement Technologies Ltd or the EXIM Bank. However, M/s e Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date Organization

Name Designation

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

C O N T E N T S

| Sr. No | Title |
|---------------|---|
| 01 | Quotation Bid Notice |
| 02 | Eligibility Criteria |
| 03 | Mandatory Information |
| A | Information Required For Prequalification of the Tenderer |
| 04 | Tender Form |
| 05 | Instruction to Tenderers |
| 07 | Appendix Showing Important Schedule |

QUOTATION BID NOTICE

1. Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for the supply of Servers as per RFP Bill Of Material.
2. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
3. Vendor registration can be done online by opening Website:
<https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.
4. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.

5. CONTACT INFORMATION FOR E-TENDER PROCESS

**e-Procurement Technologies
Limited A- 801 – Wall Street - II,
Opposite Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006.
Gujarat State, India**

Phone: +91 (79)-40270566/567/579/580/582/590

Fax: +91 (79) 40230847

6. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

ELIGIBILITY CRITERIA

The Insurance Broking / Consulting Firm have to satisfy the following Pre-qualification criteria to apply for engagement. Respondents satisfying the following criteria only are eligible to submit their proposal for Request for Proposal (RFP). For the purpose of eligibility experience for Indian risks and in India only will be considered.

| Section | Criterion | Yes or No |
|----------------|---|------------------|
| 1 | Whether your organization a body corporate registered under Company's Act 1956? Does your company have a composite license issued by Insurance Regulatory and Development Authority of India (IRDAI)? | |
| 2 | Has your insurance broking company been in existence in India for a period of 10 years but not less than 5 years as of 31.03.2018 without any interruption? Further does your broking company hold a valid license as on date? | |
| 3 | Does your insurance broking company have experience in handling Insurances across all major lines of business? | |
| 4 | Did your insurance broking company hold shareholders' funds of minimum INR 50 crores in the year 2017-18? Did your insurance broking company register a minimum annual revenue (only from insurance Broking activities) of INR 75 crores in each of the last 5 years with a minimum of INR 100 crore revenue in the year 2017-18? | |
| 5 | Has your insurance broking company placed minimum of INR 500 crores of premium in the year 2017-18? | |
| 6 | Does your insurance broking company have dedicated specialists across all verticals of insurance which will meet our existing as well as potential risk requirements. Please attach list of the same with details of their qualifications, experience and years of service. | |
| 7 | Do you have fully operational branch offices located in Mumbai, Delhi, Chennai, Bangalore , Hyderabad & Kolkata? | |
| 8 | Do you have a dedicated claims department? If, yes please provide give details of their number as well as locations. Also attach detailed profile of the person heading the claims department. | |
| 9 | Does your insurance broking company have the experience of structuring at least 10 standalone Cyber Insurance policies of which at least 3 are for banks? For clarity no part of the assignment was outsourced to third parties. | |
| 10 | Has your Insurance Broking firm failed in completing an insurance placement at the quoted / approved premium for any of its clients and have you been subject to any ongoing or previous enquiry by the CVC? | |
| 11 | Can you confirm (by way of a declaration) of not being black listed including for any Corrupt and Fraudulent practices by any PSU/Government Undertaking/Corporate Clients? | |

| Section | Criterion | Yes or No |
|---------|---|-----------|
| 12 | Can you confirm (by way of a declaration) if you are subject to any have not received enquiry/warning/penalty from IRDAI for misconduct in your duties to your clients? | |
| 13 | Can you confirm (by way of a declaration) that none of the Promoters, Directors or the employees of your organization are associated (directly/indirectly) with any of the Insurance companies as their agent, corporate agent or promote/ sell their products in any way in India? Please provide the details of promoters and their other business interests. Please disclose any activity which can have a conflict of interest. | |
| 14 | Can you confirm that your company has a robust IT infrastructure and enabler tools with requisite safety and security features? Please provide full details? | |

Evaluation Criteria for Technical Bid:

| Section | Criterion | Specific Responses* |
|---------|--|---------------------|
| 1 | Number of years since composite License has been issued to you by IRDAI as on 31.03.2018? | |
| 2 | What is the quantum of shareholders' funds (INR Crore) as on 31.03.2018 as per your audited balance sheet? | |
| 3 | What is your Annual revenue (only from insurance Broking activities) for the year 2017-18 as per your audited revenue statement? | |
| 4 | How many full-time employees do you have on your rolls (excluding contract and subcontract employees) who are exclusively engaged for broking business in your organization as on the date of tender? | |
| 5 | What was the Premium placement in the year 2017-18? | |
| 6 | How many IRDAI registered Branch office locations with Broker Qualified full-time employees (excluding contract and subcontract employees) are you operating from in India? | |
| 7 | How many full-time Broker Qualified employees do you have on your rolls (excluding contract and subcontract employees) who are exclusively engaged in broking business as on the date of tender? | |
| 8 | How many number of Banks and Financial Institutions have been directly serviced by you for their Cyber Insurance Policy in the last four years? For clarity no part of the assignment was outsourced to third parties. | |
| 9 | How many standalone Cyber Insurance policies for Banks & FI have you structured? | |
| 10 | Claims experience – Do you have experience in settling complex claims under the cyber Insurance Policy for Banks? | |

* Your responses in support of the above should be certified /attested by Chartered Accountant together with IRDAI licenses, Certificate of Incorporation, Client Mandates, Audited financial statements for the above period.

Note: Bank reserves the right to disqualify the Tenderer if any of the above criteria is not met.

Scoring Scheme:

| Section | Sub Section | Criterion | Points |
|---------|-------------|---|--------|
| 1 | | How many number of years since composite license has been issued by IRDAI to you as on 31.03.2018? | |
| | a | From 5 upto 8 Years | 5 |
| | b | Above 8 upto 11 Years | 6 |
| | c | Above 11 upto 14 Years | 8 |
| | d | Above 14 Years | 10 |
| 2 | | What is the quantum of shareholders' funds (INR In crore) as on 31.03.2018 as per your audited balance sheet ? | |
| | a | From INR 50 crores upto INR 70 crores | 6 |
| | b | Above INR 70 crores upto INR 90 crores | 8 |
| | c | Above INR 90 crores | 10 |
| 3 | | What is your Annual revenue (only from insurance Broking activities) for the year 2017-18 as per your audited revenue statement? | |
| | a | From INR 100 upto INR 110 crores | 6 |
| | b | Above INR 110 crores upto INR 120 crores | 8 |
| | c | Above INR 120 crores | 10 |
| 4 | | How many full-time employees do you have on your rolls (excluding contract and subcontract employees) who are exclusively engaged for broking business in your organization as on the date of tender? | |
| | a | From 200 upto 300 employees | 6 |
| | b | Above 300 upto 400 employees | 8 |
| | c | Above 400 | 10 |
| 5 | | What was the Premium placement in the year 2017-18? | |
| | a | Above INR 500 crores upto INR 750 crores | 6 |
| | b | Above INR 750 crores upto INR 1000 crores | 8 |
| | c | Above INR 1000 crores | 10 |
| 6 | | How many IRDAI registered Branch office locations with Broker Qualified full-time employees (excluding contract and subcontract employees) are you operating from in India? | |
| | a | At 6 Locations | 2 |

| Section | Sub Section | Criterion | Points |
|---------|--|------------------------------|--------|
| | b | Above 6 upto 12 Locations | 4 |
| | c | Above 12 Locations. | 5 |
| 7 | How many full-time Broker Qualified employees do you have on your rolls (excluding contract and subcontract employees) who are exclusively engaged in broking business as on the date of tender? | | |
| | a | From 200 upto 250 employees | 2 |
| | b | Above 250 upto 300 employees | 4 |
| | c | Above 300 employees | 5 |
| 8 | How many number of Banks and Financial Institutions have been directly serviced by you for their Insurances in the last four years? For clarity no part of the assignment was outsourced to third parties. | | |
| | a | From 1 upto 10 clients | 2 |
| | b | Above 10 upto 20 clients | 4 |
| | c | Above 20 clients | 5 |
| 9 | How many standalone Cyber Insurance policies for Banks & FI have you structured fulfilling the above minimum eligibility criteria? | | |
| | a | From 15 to 25 policies | 8 |
| | b | Above 25 policies | 10 |
| 10 | Claims experience – Have you facilitated settlement for complex claims indicated below ? | | |
| | Cyber insurance claim for Banks | | 10 |
| 11 | Presentation# before the Consultancy Evaluation Committee | | 15 |
| | Total | | 100 |

#The presentation should include your capability profile, an understanding of our current/potential future risks and a suggested integrated risk mitigating solution, Your Organization structure, Experience and Qualification of your team (with emphasis on personnel who are CII FII Insurance qualified/ engineers / lawyers / Management graduates on your rolls who would be deployed for us), claims service and IT Infrastructure to deliver the services.

Note:

Minimum qualifying marks that shall be considered for empanelment will be 60

Bank also reserves the right to finalise more than one broking company in the empanelment.

MANDATORY INFORMATION

Required for Prequalification of the Tenderer

I/We confirm that to the best of our knowledge this information is authentic **and accept that any deliberate concealment will amount to disqualification at any stage.**

| Sr. No. | Particulars | Details |
|---------|---|---------|
| 1. | Name of the Insurance Broking Company | |
| 2. | Name of the Proprietor, Partners/Directors | |
| | A (Mobile No.) | |
| | B (Mobile No.) | |
| 3. | Office Telephone Nos. | |
| | a. | |
| | b. | |
| | c. | |
| 4. | Head Office Address | |
| 5. | Email Address a. | |
| | b. | |
| 6. | Year of Establishment | |
| 7. | Registration No.& Date of Registration. | |
| 8. | Status Of the Broking Company. (Proprietor/Partnership/C | |
| 9. | Name of Bankers a. | |
| | b. | |
| 10. | PAN Card No. | |
| 11. | GST No. | |

Seal and Signature of the Bidder/s not required since the document is digitally Signed

Date:

Place:

Note: Please upload scanned copies of the above mentioned documents with sr. nos. marked on it.

TENDER FORM

Mr. Dharmendra Sachan
General Manager - IT
Export- Import Bank of India
21st Floor, Centre One, World Trade Centre.
Cuffe Parade, Mumbai 400 005

Dear Sirs,

**Ref: Broker empanelment for Cyber Insurance procurement
and servicing for Export-Import Bank of India**

Ref. No: IT/EXIM/RFP/2018-19/022

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay GST, Sales Tax, Works Contract Tax, Excise Tax, LBT, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

I/we understand that you are not bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

| | | |
|--------|-------------|---|
| Place: | Name | : |
| Date : | Designation | : |
| | Seal | : |

INSTRUCTIONS TO TENDERERS

1.0 Location:

Export-Import Bank of India, 21st Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005 and regional offices in pan India.

- a. Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall seek **clarifications up to 21th September 2018, 15.00 Hrs**, if required, prior to submitting his tender. No request of any change in conditions for want of information on any particular point shall be entertained after receipt of the tenders.

2.0 Submission of Tender:

Refer to E-Tendering Process Compliance Statement (Title No. 7) No queries will be entertained on last day of tender submission.

- 3.0 Any printing or typographical errors /omission** in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.

4.0 Transfer of Tender Documents:

Transfer of tender documents purchased by one intending Tenderer to another is not permitted.

5.0 Validity:

Tenders submitted by Tenderers shall remain valid for acceptance for a period up to 90 days from the date of opening of Bid/tender. The Tenderers shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel his tender or to vary the tender given or any terms thereof.

6.0 Right to accept or reject tender:

The acceptance of a tender will rest with the EXIM Bank who does not bind themselves to accept lowest tender and reserve to themselves the authority to reject any or all the tenders received. They also reserve the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the Tenderer are liable to be rejected. For this purpose, Tenderer shall quote rates for various items which will be self-sufficient to meet their whole costs for executing any/every item.

No demand for variations in for specified items executed shall be entertained on the plea of the EXIM Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

7.0 Signing of the contract:

- a) The successful Tenderer shall be required to execute a non-disclosure agreement with Exim Bank within 07 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Tenderer to sign the agreement in the above- stipulated period. EXIM Bank reserves the right to cancel the contract.
- b) Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful Tenderer and accepted by him shall be operative and binding on the EXIM Bank of India and the Service Provider.

8.0 On acceptance of the tender, the name of the accredited representatives of the Tenderer who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Tenderer.

9.0 If so decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.

10.0 EXIM Bank has the right to delete items, reduce or increase the scope of work without the Service Provider claiming any compensation for the reduction in the scope of work.

11.0 Notices to local bodies:

The Service Provider shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

12.0 I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

APPENDIX SHOWING IMPORTANT SCHEDULE

| Sr. No. | Description | Remark |
|----------------|--|---------------------------|
| 1 | Earnest money Deposit Rs. XXXX /- in the form of Demand Draft Drawn in favor of “Export-Import Bank of India” payable at Mumbai. Only by successful Bidder within 7 days from purchase order date. | Not Applicable |
| 2 | Tender Document Fee Rs. XXXX/- in the form of Demand Draft Drawn in favor of “Export-Import Bank Of India” payable at Mumbai. | Not Applicable |
| 3 | Date of Commencement of Project | FY 2018-19 |
| 4 | Contract Period | Period of one year |
| 5 | Bank will terminate the contract by giving 30 days’ notice period. | |