



File No. NFDB/Tech-5/Aqua Crop Insurance/2021-22

REQUEST FOR PROPOSAL

for

AQUACULTURE CROP INSURANCE

DUE DATE & TIME: 25 April, 2022 (2.00 pm)

NATIONAL FISHERIES DEVELOPMENT BOARD

Department of Fisheries,
Ministry of fisheries, Animal Husbandry and Dairying, Government of India.
“Fish building” Pillar No: 235, PVNR Expressway Hyderabad – 500052.

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BACKGROUND

Fisheries is a sunrise sector which supports the livelihoods of about 28 million fishers in the country directly or indirectly. India ranks second in the world in total fish production and also in fish production through aquaculture.

The Government of India in May, 2020 approved a new scheme namely 'Pradhan Mantri Matsya Sampada Yojana' (PMMSY). The scheme envisages to bring about Blue Revolution through sustainable and responsible development of fisheries sector in India. PMMSY is designed to address critical gaps in fish production and productivity, postharvest infrastructure, traceability and fishers' welfare. NFDB has been identified as the nodal agency for implementation of PMMSY including Insurance schemes.

To mitigate the risks faced by aqua farmers, NFDB proposes to implement the aquaculture crop insurance scheme to provide basic cover for brackish water shrimp (*L.vannamei*) and fish (Indian Major Carps) on pilot basis in an area of around 2200 ha. for one year in the selected States of Andhra Pradesh, Bihar, Gujarat, Madhya Pradesh and Odisha with one district in each State depending on the local condition and demand evaluation.

Funding Pattern:

The governmental contribution up to 20% of the premium amount for General category and 30 % for SC/ST/Women and rest of the premium will be borne by the beneficiary.

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INTRODUCTION

Proposals are invited by the National Fisheries Development Board (NFDB) **from IRDAI licensed composite insurance brokers** in order to be shortlisted for servicing the captioned Aquaculture Crop Insurance i.e., Insurance for Fish and Shrimp (*L.vannamei*) farmers on pilot basis.

The proposals received from insurance intermediaries against this RFP will go through Technical Bid Evaluation followed by Financial Bid Evaluation. The Financial Bids shall be opened only for such participants who have qualified against the Technical Bid Evaluation criteria.

Interested bidders/ participants are requested to refer to this RFP available on the NFDB website www.nfdb.gov.in or website of Department of Fisheries, Government of India www.dof.gov.in as well as Central Public Procurement Portal www.eprocure.gov.in

The important dates are follows: -

Date of issue of RFP	08.04.2022
Last date for receiving queries/requests for clarification by mail	15.04.2022 upto 5.30 PM
Pre-Bid meeting	19.04.2022 at 12.30 PM
NFDB's response to queries/requests for clarification	21.04.2022
Last Date for Submission of Bids	25.04.2022 @ 2.00 PM
Opening of Technical Bids	26.04.2022 @ 2.00 PM

Interested bidders/ participant/s i.e., insurance broker/s shall submit their proposal in Two Parts containing details Technical Bid and Financial Bid in CPP Portal. No proposal shall be accepted in any other form and shall be summarily rejected. No bidder/ participant shall submit more than one application. The time and date of opening of Financial Bids will be intimated to the Technically qualified bidders in advance.

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DISCLAIMER

A. This Request for Proposal (hereinafter referred to as “RFP”) is not an offer by NFDB. No contractual obligation whatsoever shall arise from this RFP process unless and until a formal contract is signed and executed between NFDB and the selected/ shortlisted parties. This document should be read in its entirety.

B. NFDB will not have any liability to any prospective Insurance Intermediary, Insurance Company or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of NFDB or their employees, any consultants or otherwise arising in any way from the selection process for the Assignment. NFDB will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon any statements contained in this RFP.

C. NFDB will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that NFDB is bound to select a Bidder or to appoint the Successful Bidder/ Participant, as the case may be, for implementation of Aquaculture Crop Insurance on pilot basis and NFDB reserves the right to accept / reject any or all the proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. NFDB also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application.

D. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NFDB accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

E. NFDB does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for NFDB to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by NFDB in relation to the insurance services. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. Each prospective Bidder

should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtains independent advice from appropriate sources.

F. NFDB, its officers and employees will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process.

G. NFDB reserves the right to change / modify / amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the websites of a) NFDB b) Department of Fisheries, Government of India and c) Central Public Procurement Portal (CPPP).

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SECTION 1. LETTER OF INVITATION

NFDB invites responses/ Bids/ Proposals to this RFP from IRDAI Licensed Composite Insurance Broking Companies (“Bidders”) for servicing as well as for implementation of Pilot scheme on Aquaculture Crop Insurance as per the Scheme & Scope of Work described in Sections – 2 & 3 of this RFP.

Services of IRDAI approved Intermediary shall be availed for finalization of Aquaculture Crop Insurance scheme and to provide necessary handholding in implementing & monitoring the scheme.

Objectives:

1. To compensate the loss incurred by farmers due to adverse climatic conditions, disease outbreaks etc.
2. To enable fishers to obtain credit linkage from financial institutions.
3. To promote farmers following better management practices
4. Studying the feasibility of aquaculture crop insurance and scalability of this pilot.
5. To promote insurance coverage in aquaculture sector.
6. To assess the interest of farmers in availing insurance

A. Any contract that may result from this shortlisting process will be issued initially for a period of one year which may be extended for further period (not later than PMMSY period) on mutually agreed terms and conditions amongst NFDB, Insurance Company and the Insurance Intermediary.

B. This detailed RFP document is available on

- i. NFDB website <http://www.nfdb.gov.in>
- ii. The Department of Fisheries, Government of India website <http://www.dof.gov.in>
- iii. Central Public procurement Portal (CPPP) <http://www.eprocure.gov.in>

C. Interested bidders may download the RFP from the above websites and submit their Bids in CPP Portal

D. Proposals must be submitted on or before closing date and time.

SECTION 2: SCHEME OF RFP

SCHEME	RFP for Implementation of pilot project on Aquaculture Crop Insurance
Objective	Shortlisting of Composite Insurance Broking Firm after evaluation of proposals received, thereby selection of IRDAI Registered Insurance Company.
Type of Bids/ Proposals to be submitted	Technical Bid and Financial Bid

Section 3: Scope of RFP

- a. NFDB is issuing this RFP (which shall include all attachments and annexures hereto as well as all amendments, addendums, modifications, corrigendum and alteration hereto) to shortlist IRDAI Licensed Composite Insurance Broking Company, here in after referred to as “Intermediary” for providing Pre-Placement, Placement and Post-Placement services as well as to finalize utmost competitive Rate/ Premium, Coverage through IRDAI Registered Insurance Company for the proposed Pilot Project on Aquaculture Crop Insurance.
- b. The Insurance Company will be responsible for providing Aquaculture Insurance for Fish and Shrimp, as per Section – 3 of this RFP, to the crops proposed by farmers under this scheme at agreed rate/ tariff as per MoU/ SLA.
- c. The duties of the insurance company, procedure of insurance premium receipting, premium accounting, issuance of policies, role of NFDB, role of Participating States, role of intermediary, process flows for under writing, claims and grievance shall be finalized with the successful insurance intermediary as well as the insurance company.
- d. The insurance intermediary is responsible for Pre & Post placement services including IT services to facilitate seamless payment of premium and policy generation. Grievance handling, evaluation of policy terms and conditions in concurrence with the coverage and rate finalized as per RFP. Claims management including intimation, collection and submission of claim documents to insurance companies as well as follow-up for outstanding claims. Any other services as agreed and finalized in MoU/ SLA.
- e. **Details of the Proposal:**
 - i. NFDB proposes to implement the pilot scheme on aquaculture crop insurance covering an area of around 2200 ha. for one year in selected States such as Andhra Pradesh, Bihar, Gujarat, Madhya Pradesh and Odisha with one district in each State.
 - ii. The brackish water *shrimp* insurance for *L.vannamei* will be implemented in Andhra Pradesh & Gujarat.
 - iii. The *fish* crop insurance for Indian Major Carps will be implemented in Andhra Pradesh, Odisha, Madhya Pradesh and Bihar.
 - iv. It is proposed to cover 1200 ha. under shrimp and 1000 ha. under Fish. However, the area under shrimp and fish may change based on demand from farmers.
 - v. Two crops of shrimp and one crop of fish shall be covered in a year.

Type	Andhra Pradesh	Bihar	Gujarat	Madhya Pradesh	Odisha	Total
Shrimp Culture (<i>L.vannamei</i>)	400 Ha	--	400 Ha	--	400 Ha	1200 Ha
Fish Culture (IMC)	400 Ha	200 ha	--	200 Ha	200 Ha	1000 Ha
TOTAL	800 Ha	200 Ha	400 Ha	200 Ha	600 Ha	2200 Ha

The districts proposed to be covered are SPSR Nellore in Andhra Pradesh, Begusarai in Bihar, Surat in Gujarat, Balaghat in Madhya Pradesh and Balasore in Odisha. Other Districts may also be added as per the demand from State Fisheries Department.

iv. Maximum Sum Insured: (based on Basic Input Cost)

Type of Aquaculture Crop and Species	Basic Input costs estimated
<i>Shrimp - L vannamei</i>	Rs. 8.00 Lakhs
Fish – IMC (Indian Major Carps)	Rs. 3.00 Lakhs

v. Coverage Proposed:

DESCRIPTION	REQUIREMENT
BASIC COVER	Yes
Summer Kill	Yes
Pollution (External Sources)	Yes
Poisoning	Yes
Riot & Strike	Yes
Malicious acts of Third Parties	Yes
Earthquake	Yes
Explosion/ Implosion	Yes
Storm, Tempest, Cyclone, Typhoon, Hurricane, Tornado, Flood, Inundation, Volcanic eruption etc.	Yes
Aircraft & other aerial devices or articles dropped there from, impact with any road vehicle and animals	Yes
Terrorism	Yes
White Spot Disease (Shrimp)	Yes
Partial Loss	Above 35%
Death due to disease	No (Except White Spot Disease)
OTHER DETAILS	
Indemnity	100% net of excess/ deductible
Franchise	Nil
Excess/ Deductible	Not exceeding 20% for white spot disease in shrimp. Not exceeding 5% for all other claims. (To be reckoned on loss assessed)
Period of Insurance Per Crop	270 Days for Fish, 135 Days for Shrimp

b. Estimated Contract Value (ECV): Rs. 2.50 Crores (Approx.)

- c. Bid Security (Earnest Money Deposit - EMD):** The bidders should furnish bid security along with their bids. Amount of bid security is 2% of the Estimated Contract Value (ECV) amounting to Rs.5 lakh. The bid security will be accepted in the form of Account Payee Demand Draft or Bank Guarantee from any of the Financial Banks in the name of National Fisheries Development Board, payable at Hyderabad or online payment, if available. The bid security should remain valid for a period of forty-five days beyond the final bid validity period. Bid securities of the unsuccessful bidders will be returned at the earliest after expiry

of the final bid validity and latest on or before the 30th day after the award of the contract. If bids are withdrawn or modified during the period of validity, or if the bidder fails to sign, the contract after the contract is awarded, they will be **BLACKLISTED** for the period of 3 years from being eligible to submit bids with NFDB.

- d. **Return of EMD:** EMD furnished by all unsuccessful bidders will be returned through an e-payment system or otherwise, without interest, at the earliest, after the expiry of the final tender validity period but not later than 30 (thirty) days after conclusion of the contract. EMD of the successful bidder will be returned after receipt of performance security.
- e. **Eligibility:**
 - i. Farmers having pond area of minimum of 1 Ha to a maximum of 2.0 Ha will be covered.
 - ii. Only CAA registered farms shall be eligible for shrimp insurance.
 - iii. In case of fish farms, registration with State Fisheries Dept., is compulsory.
 - iv. Farmers will be selected in cluster approach.
 - v. Selected farmers should be willing to contribute the beneficiary share of premium
- f. **Premium Installment Clause:** Applicable; to accommodate the payment/s from beneficiary, participating State and Centre.
- g. **Change in Sum Insured:** Not Allowed during the policy period
- h. **Minimum Premium:** Not Applicable.
- i. **Short Period Cover:** Not Applicable.
- j. **Cancellation and Returns:** Not allowed unless due to Duplicate Insurance, Underwriting or Data Entry errors.
- k. **Stamp Duty & GST:** As Applicable
- l. **Proposal Form:** Duly filled proposal form with the list of required documents Shall be submitted by the beneficiary at the nearest Micro/ Branch/ Divisional/ Large Corporate Office of Insurance Company (or) to the State/ District Fisheries Dept., (or) to the insurance intermediary.
- m. **Period of Insurance:** “Per Crop”: 270 Days for Fish, 135 Days for Shrimp.
- n. **Validity & Applicability of Premium Rate/ Tariff quoted:** Two Years from the Date of MoU/ SLA.
- o. **Claim Assessment and Investigation:**

Insurance Intermediary shall draw a panel of approved surveyors and investigators acceptable to NFDB in consultation with Insurance company. They are to be utilized in case of all Losses, Reported, against which claims would be lodged.

p. **Supplementary information material to the proposal:**

1. What are the practices to be adopted by the proposed farmers/ Aquaculture Crops and what is the disease management plan?

a. **Pond preparation:**

- i. Ponds should be prepared with proper drying, ploughing, and liming as required to correct the pond soil conditions about the accumulated nutrients and acidity.
- ii. Pond sediments from the previous culture will have an accumulation of nutrient loads and should be removed by scraping and properly disposed of outside the farm.
- iii. Development of natural feed could be achieved through enhancing nutrient levels through fertilization as the hatchery-reared seed requires natural feed during the initial few days of rearing.
- iv. Application of fertilizers in the pond should be regulated depending on the phytoplankton density using a Secchi disc visibility.
- v. Apart from adopting from good pond drain design use probiotic-based bottom management to maintain the good health of ponds. Techniques like the chain dragging in one-fourth of the pond and periodic sludge removal could be adopted if pond bottom quality deteriorates during culture

b. **Seed Quality and Stocking densities:**

- i. Stock seeds procured only from CAA approved hatcheries.
- ii. Ensure seeds are virus free with a PCR test from a third-party laboratory.
- iii. For *Penaeus monodon*, the stocking density of up to 10 numbers per square meter is recommended. For *Litopenaeus vannamei*, a stocking density of up to 60 numbers per square meter is permitted.
- iv. Shrimp seed should be acclimatized gradually to the pond salinity, temperature and pH before stocking.

c. **Water quality management:**

- i. Areas, where the source water is highly turbid with suspended particles, an intake reservoir for settling the silt, is critical.
- ii. In farm clusters where intake and outfall are from the same creek, the intake reservoir with provision for treatment of water is essential.
- iii. Water intake system should have a proper filtration unit using appropriate size meshes, to avoid entry of unwanted organisms with pathogenic agents.
- iv. In areas where the tidal current is swift and tidal amplitude is high, the wastewater from the farm can be directly let out during the low-tide. If the tidal current is very low, the wastewater must be treated in an Effluent Treatment Pond (ETP) before release into the natural system.
- v. The ETP is mandatory for farms of above 5 ha. Smaller farms located close to each other may use a common ETP to avoid self-pollution. Zero-water exchange systems are currently advised to avoid nutrient loading in the water body and to avoid viral contamination.
- vi. If warranted for any specific purpose like reducing pond salinity, topping up water levels can be done, when good water influx is there in the water body.

d. Feed quality and management:

- i. Feeds with high acceptability, high digestibility, low waste generation, and nutrient loading should be used. Regulate the feeding rate using feed-check trays, kept in the pond.
- ii. Overfeeding and underfeeding are to be avoided
- iii. Feed: 35% to 40% may be distributed during the day and 60% to 65% during the night.

e. Health Management:

- i. Check the gut content of animals daily. Black/brown/green gut content implies underfeeding, whereas a red or pink gut showed disease manifestation, whereas a pale, whitish gut showed gut infection. A normal gut will have a light or golden-brown colour. Testing for disease prevalence like for WSSV and IHHNV during the culture is required when abnormal gut content is noticed,
- ii. Management of a clean pond environment is a must for disease prevention and control.
- iii. Prevention of horizontal transmission of the virus through strict biosecurity protocol is essential, which includes:
 1. Tyre-bath, foot-bath and hand wash are required to be provided
 2. Chlorination of intake water in reservoirs
 3. Fencing around the farm
 4. Crab fencing and bird fencing
 5. Use of independent implements and personnel for each pond
- iv. In case of any sick or dead shrimps observed in ponds- gills, gut content of the shrimp, water quality and pond bottom condition should be checked,
- v. In the case of viral diseases inform neighbouring farms. If mortality is increasing over 2 days, no water change should be done,
- vi. If more than 50% of mortality is observed, and the shrimp are not feeding, harvesting can be considered without draining the pond.

2. What is the susceptibility of the area to flood?

Low to Mild.

The Proposed districts are SPSR Nellore in Andhra Pradesh, Begusarai in Bihar, Surat in Gujarat, Balaghat in Madhya Pradesh and Balasore in Odisha.

Susceptibility is as per catastrophic events/ AoG perils recorded in such geographic areas historically. EQ Zone, Proximity to Coast & River Beds of the proposed districts may be taken into consideration.

3. What is the size of the individual Water Spread Area (WSA)?

- a. Minimum: 1 Hectare
- b. Maximum: 2 Hectares

4. What is the current growth stage of Shrimp / Fish? Also confirm the age of Shrimps / Fish.

The proposed insurance is for PER CROP of Fish/ Shrimp. Usually, there can be up to two crops in 365 Days. The Growth Stage/ Age varies marginally from farm to farm. It also depends on when the crop is started. These details vary from pond to pond and hence can be submitted at the time of payment of premium.

5. What kind of coverage is required, Weather (Parametric) based, or Survey (Indemnity) based?

Separate rate/s may be submitted for both. However, Basic Cover is preferred.

6. What kind of risks are perceived/faced by owners/growers in existing Shrimp / Fish Farming?

a. The frequent diseases in L.vannamei (Shrimp) culture are:

- i. White Spot Syndrome Virus (WSSV)
- ii. Black Gill Disease (BGD)
- iii. Running Mortality Syndrome (RMS)
- iv. Loose Shell Syndrome (LSS)
- v. White Faecal Syndrome (WFS)
- vi. White Muscle Disease (WMD)
- vii. Infectious Hypodermal and Haematopoietic Necrosis (IHHN)
- viii. Enterocytozoon hepatopenaei

b. The frequent diseases in Fish (Indian Major Carps) culture are:

- i. Fish diseases
- ii. Infectious dropsy
- iii. Gill Necrosis
- iv. Branchiomyces
- v. Saprolegnia
- vi. Carp Erythrodermatitis, Columnaris disease, Hemorrhagic septicaemia etc.

7. List of weather stations (if already) installed in the vicinity along with geographical location (Lat/Long)

Weather stations are not installed by Fish farmers or State Fisheries Dept. The IMD or respective State Meteorological Departments are the sources for/of any weather forecast.

8. What is the nature of business? Contract farming/Own production/Company? Please provide agreement copy for the same (in case of contract farming).

Any type of Fish/ Shrimp Farming should be covered. The list of beneficiaries shall be shared at the time of payment of premium. Aquaculture Crop Insurance is a Pilot Project and once the premium is quoted, subsequently, NFDB with the help of State Fisheries Departments shall identify the beneficiaries and the list of such beneficiaries along with the details of the Fish Farms will be submitted to Insurance Intermediary/ Company.

9. What are the Fish breeds for which the insurance cover is required?

Indian Major Carps (Catla, Rohu & Mrigala)

10. What will be the risk period for the insurance?

Risk period for insurance is “Per Crop” i.e., 270 Days for Fish and 135 Days for Shrimp.

11. What kind of risks are perceived/faced by owners/growers in existing Fish/ Shrimp Farming?

AOG Perils such as EQ, STFI, Cyclone, Lightning, Tsunami etc. Diseases effecting Fish and Shrimp crops are as mentioned in S. No: 6 above.

12. What is the total potential in terms of Area (in Acre or Ha.) or No. of Ponds?

NFDB proposes to implement the pilot scheme on aquaculture crop insurance covering an area of around 2200 ha. for one year in 2200 ha.in selected States such as Andhra Pradesh, Bihar, Gujarat, Madhya Pradesh and Odisha with one district in each State. No of Ponds will be intimated at the time of Payment of Premium. Minimum area of Single Pond is 1 Hectare to a Maximum of 2 Hectares

13. What are the weather perils (Rainfall, Temp, Relative Humidity, Wind Speed, etc.) that needs to be covered for said Fish?

As mentioned in No. 11 above and any abnormal/ unusual/ unforeseen/ sudden change in weather resulting in damage to the Aqua Crop or its infrastructure.

14. Provide the name of major diseases occurring because of adverse weather parameters which owner/growers wanted to cover.

As mentioned in S.No. 11 & 13 above. Add-On cover for diseases occurrence because of adverse weather parameters may also be covered within Basic Cover.

15. What is the cost of cultivation per hectare or acre? (if possible, please provide details-fixed & variable costs)

a. Rs. 3 Lakhs per Hectare for Fish:

<i>S. No</i>	<i>Particulars</i>	<i>Total Cost in Rs. Lakhs</i>
1	Pond preparation, Liming, Zeolite etc., (L.S)	0.20
2	Seed cost	0.15
3	Feed cost	1.50
4	Manpower	0.65
5	Electricity and Fuel L.S	0.30
6	Harvesting Charges	0.15
7	Miscellaneous	0.05
Total		3.00

b. Rs. 8 Lakhs per Hectare for Shrimp:

<i>S. No</i>	<i>Particulars</i>	<i>Total Cost in Rs. Lakhs</i>
1	Pond preparation, Liming, Zeolite etc., (L.S)	0.30
2	Seed cost	1.00
3	Feed cost	5.00
4	Manpower	0.70
5	Electricity and Fuel L.S	0.50
6	Harvesting Charges	0.30
7	Miscellaneous	0.20
Total		8.00

16. **Who would be paying the premium? & Who will be receiving for claim? (Identification of beneficiary)**

NFDB releases the central share of insurance premium in advance to the concerned State Fisheries Departments. Subsequently, beneficiary's documents are verified and submitted along with his/ her share of premium to the insurance company. The policy shall be issued by receiving the premium paid by the beneficiary and the balance amount of central share from the State Fisheries Department. The final procedure can be solicited at the time of MOU/ SLA

17. **The terms & conditions, perils covered, premium & claim details, etc. in case any insurance policy is implemented previously.**

NIL.

18. **What is the Quality of Fish/ Shrimp?**

Standard.

19. **Others:**

- Proposals shall be forwarded to the Insurance Company only after verifying the Fish/ Shrimp Farmer by the respective State Fisheries Department.
- The Claim Intimations, Claims Process, Turnaround Time & performance of the pilot project shall be continuously monitored by the State Fisheries Department as well as NFDB.
- The State Fisheries Department or any other specialised institute may certify the cause of the Loss as and when necessary.
- The insurance company in consultation with Intermediary, State Fisheries Department & NFDB may **constitute a Claims Coordination Committee** consisting of an Insurance Surveyor, One Specialist each from respective State Fisheries Department & In charge of Policy Issuing Office/s.
- The Proposed Pilot Project, due to the diversity in geographical spread, monitoring with centre - state coordination, is expected to become a Benchmark for Fish & Shrimp Insurance in India

SECTION – 4: Instructions to the Bidders

A. Time Line:

Date of issue of RFP	08.04.2022
Last date for receiving queries/requests for clarification by mail	15.04.2022 upto 5.30 PM
Pre-Bid meeting	19.04.2022 at 12.30 PM
NFDB's response to queries/requests for clarification	21.04.2022
Last Date for Submission of Bids	25.04.2022 @ 2.00 PM
Opening of Technical Bids	26.04.2022 @ 2.00 PM

B. Eligibility Criteria for Insurance Companies (Technical Bid of Insurance company should also be submitted by intermediary along with their own Technical Bid):

- i. Should have valid registration with IRDAI as a General Insurance Company.
- ii. Should have registered Micro/ Branch/ Divisional/ Operating Offices in all the proposed districts to be covered are SPSR Nellore in Andhra Pradesh, Begusarai in Bihar, Surat in Gujarat, Balaghat in Madhya Pradesh and Balasore in Odisha.
- iii. Should not have been blacklisted by any Central/ State Government Authorities/ Department/ PSU/ Organization of National Importance

C. Eligibility Criteria for Insurance Brokers:

- a) Should have valid license issued by IRDAI to act as Composite Insurance Broker.
 - b) Should have an experience of 5 years or more.
 - c) Should be servicing, at present, at least one Central Government Department/ PSU etc.
 - d) Should not have been blacklisted by any Central/ State Government/ Govt. Authorities/ Department/ PSU/ Organization of National Importance
- D.** The intermediary and the insurance company should satisfy all eligibility criteria on or before the date of publishing of this RFP
- E.** In case of a tie, intermediary who had experience in aquaculture insurance shall be given preference.
- F.** In general, insurance intermediary with Regd. Head/ Branch Office in the proposed states for pilot project is desirable.
- G. The Shortlisted Intermediary shall not** demand, from NFDB, any service charge/ contingent expenses/ such other expenses/ Fees whatsoever towards servicing the proposed insurance.
- H. The Insurance Company shall pay**, without any limitation, the remuneration of Insurance Intermediary as per IRDAI (Payment of Commission or Remuneration or Reward to Insurance Intermediaries) Regulations 2016 as amended from time to time.
- I. Prebid Meeting:**

The Pre-bid meeting will be held on 19th April 2022, at 12.30 PM through virtual mode. The bidders may send their queries, if any, on the RFP document published, on or before 15th April, 2022, at 05.30 PM to NFDB through e-mail to: info.nfdb@nic.in

The queries will be responded through email by NFDB post Prebid Meeting.

SECTION – 5: GENERAL TERMS & CONDITIONS

I. Amendments to the RFP

- a) At any time prior to Due Date, NFDB may, for any reason, whether on its own or in response to the clarification request by a prospective “Bidder”, modify this RFP.
- b) All Bidders and Proposers (Intermediaries) are requested to visit CPP Portal, NFDB website, DoF website for any amendment/ modification / corrigenda. Such amendment / modification / corrigenda shall always be binding on all bidders. The bidders shall check for notifications /corrigenda/ amendments etc. issued in respect of RFP document till 6 days before opening date and submit their proposal as per RFP, if any.

II. Authorized Signatory

The Bidder shall submit the bid authenticated by an authorized person from any of their offices in India. The Bidder's authorized signatory shall authenticate by sign and seal, each page of the bid in original and photocopies including brochures/ pamphlets/ write-up etc.

III. Submission of the Bid/ Proposal:

Bidders /proposers are informed that the selection of the insurance broker thereby the insurance company shall be based on an evaluation process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the selection process will be given and that client's decisions are final without any right of appeal whatsoever.

The Bidders/ proposers are invited to submit Technical and Financial Proposals (collectively called as - the proposal), as per the formats prescribed in two covers in CPP Portal. The proposal will form the basis for grant of Work Order.

The Bidder/ Proposer shall submit the Bid/ Proposal in the form and manner specified in this RFP. The proposal shall be submitted as per the formats Specified.

Bidders/ Proposers shall bear all costs associated with the preparation and submission of their Bids/ Proposals and their participation in the selection process, and presentation including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by client or any other costs incurred in connection with or relating to its Bid/ Proposal. The client is not bound to accept any Bid/ Proposal and reserves the right to annul the selection process at any time prior to grant of Work Order, without thereby incurring any liability to the Bidders/ Proposers.

Bid Security vis-à-vis Earnest Money Deposit is not required for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization. All bidders must submit the EMD as per the Rule 170 of GFR, 2017 of DoE, MoF.

All the papers regarding the Technical & Financial Bids should be duly signed by an authorized signatory on each page in token of having accepted the terms and conditions therein. The documents submitted should not contain any interlineations, erasures, or over- writings. Information provided here should be used for its intended scope and purpose and complete confidentiality should be maintained.

Offers furnished by the intermediary against this RFP should invariably be from IRDAI registered insurance company/ companies only. Direct offers received from the brokers will be rejected summarily.

IV. Bid Evaluation process:

a) Evaluation of Technical Bids

1. The Technical Bids shall be opened by the Bid Evaluation Committee, as constituted by NFDB.
2. The Bid Evaluation Committee shall evaluate the Technical Bid as per the eligibility criteria as listed in the RFP and all such bidders who are technically qualified shall be considered for evaluation of Financial Bid.
3. Any Technical Bids which deviate from the terms and conditions of this RFP shall be rejected.
4. Submission of Technical Bids by any bidder shall be construed as acceptance of all the terms and conditions of this RFP.

b) Evaluation of Financial bids:

1. Financial bids of technically qualified bidders shall be evaluated for the selection of the bidder.
2. All the contents of the Price/ Financial Bid should be appropriately filled. Price/ Financial Bid submitted with incomplete information shall be treated as non-responsive and will be summarily rejected.
3. Lowest quoted bidder shall be selected after evaluation of financial bids. For identifying the lowest quote, the Rate (%) quoted against Premium Rate (as a % of S.I) in Annexure – II Price Bid shall only be considered.
4. In the event of bidders being “tied”, the selected bidder shall be identified by draw of lots, which shall be conducted, with prior notice, in the presence of Tied bidders, who may choose to attend (OR) as decided by the Tender Evaluation Committee.
5. Intermediary there by the insurance company shall be shortlisted upon evaluation of Proposals by the Proposal Evaluation Committee.
6. Policy Circular No. 1(2)(1)/2016-MA Dt. 10/03/2016 of GoI, MoMSME, O/o The Development Commissioner (MSME) is applicable in conjunction with Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012.

V. Validity of Bids

The bids shall remain valid for a period of 180 days from the last date of submission of bids. All responses including technical and financial bid would be deemed to be irrevocable offers/proposals from the Bidders and shall, if accepted by NFDB, form part of the final contract between NFDB and the selected Bidder. NFDB may seek further extensions of the bid validity, if required. The decision of the NFDB shall be final and binding in this regard.

VI. Signing of Contract

Once successful Bidder/ Proposer is shortlisted, NFDB will enter into an SLA/ MoU with the successful Bidder/ Proposer incorporating necessary details of scope of work, deliverables, timeline, clarifications, resource deployment, Insurance premium payable and other clauses as necessary.

VII. Indemnity

The Selected Bidder/ Proposer shall indemnify the NFDB, and shall always keep indemnified and hold the NFDB, its employees, personnel, officers, directors, (hereinafter collectively referred to as (“Personnel”) harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the NFDB as a result of:

- a) NFDB's authorized / bonafide use of the Deliverables and /or the Services provided by

selected Bidder/ Proposer under this RFP; and/or any act of commission or omission, fraud, negligence, breach on the part the selected Bidder/ Proposer and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or any act of omission of statutory requirement and/or

- b) Claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the selected Bidder/ Proposer to its employees, its agents, contractors and sub- contractors
- c) breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the selected Bidder/ Proposer under this RFP/subsequent agreement and/or
- d) breach of confidentiality obligations of the selected Bidder/ Proposer contained in this RFP and/or
- e) The acts, errors, representations, misrepresentations, willful misconduct or Negligence or gross misconduct attributable to the selected Bidder/ Proposer or its employees or sub- contractors under this RFP/subsequent agreement.
- f) Loss of data due to selected Bidder/ Proposer provided facility
- g) Any deficiency in the services of selected Bidder.
- h) Any transaction contemplated under this RFP/subsequent agreement.
- i) The provisions of this Clause shall survive the termination of RFP and subsequent Agreement made thereafter.

VIII. Limitation of liability

The selected bidder's/ proposer's maximum aggregate liability to Client under or in connection with an Order under this RFP or any collateral contract, whether arising from negligence, breach of contract, tort, breach of statutory duty, indemnity or otherwise shall not in the aggregate exceed the charges paid to selected bidder/ proposer for the Services in respect of the Order in question and in respect of this Agreement shall be limited to the total amount of the charges paid to selected bidder/proposer for Services. Nothing in this or Agreement arising out of this tender shall exclude or in any way limit either party's liability to the other for fraud or fraudulent misrepresentation (to the extent such an exclusion is not permitted death or personal injury caused by negligence or that of its employees, directors, partners, agents or subcontractors any liability to the extent that the same may not be excluded or limited as a matter of law.

IX. Termination of Contract/Work order:

Client i.e., National Fisheries Development Board (NFDB), Hyderabad shall have the right to terminate the Contract/Work order issued to the Insurance Company/ Intermediary (i.e., Selected Bidder/ Proposer) at any time during the tenure of the work, if the performance of the Insurance Company/ Intermediary is found to be unsatisfactory or violation of any clause of the RFP pertaining to execution of the work. For termination of the contract, NFDB shall provide the Insurance Company/ Intermediary a notice of minimum of 15 (Fifteen) days, to allow the Insurance Company/ Intermediary to clarify its position of unsatisfactory performance observed by NFDB. If the clarification provided by the Insurance Company/ Intermediary is not up to the satisfaction of the NFDB, the contract of the Insurance Company/ Intermediary will be terminated. If the Contract/Work order is terminated due to the fault of the Insurance Company/ Intermediary or in case of termination of the assignment by the Insurance Company/ Intermediary for reasons not attributable to NFDB, the Client i.e., NFDB will forfeit the performance security of the Insurance Company/ Intermediary.

X. Warranties:

- a) All the warranties held by or in the name of the selected bidder/ proposer shall be assigned or transferred "As Is" in the name of the NFDB. The selected bidder/ proposer shall execute any and all such documents as may be necessary in this regard.
- b) The parties shall return confidential information and will sign-off and acknowledge the return

of such confidential information.

- c) The selected bidder/ proposer recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the selected bidder/ proposer agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the selected bidder under this tender and subsequent agreement, upon termination or expiration thereof, for any reason whatsoever.

XI. Force Majeure:

In this Clause "Event of Force Majeure" means an event beyond the control of NFDB and the Selected Bidder/ Proposer (i.e., Insurance Company or Intermediary), which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

- i. Acts of God;
- ii. war, hostilities (whether war be declared or not), invasion, act of foreign enemies;
- iii. rebellion, revolution, insurrection, or military or usurped power, or civil war;
- iv. riot, commotion, lock outs or disorder, unless solely restricted to employees of the Selected Bidder/ Proposer (i.e., Insurance Company or Intermediary) or threats of terrorism.

XII. Consequences of Force Majeure Event

- a) Neither NFDB nor the Selected Bidder/ Proposer shall be considered in breach of the Contract to the extent that performance of the irrespective obligations (excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.
- b) The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.
- c) If and to the extent that the Selected Bidder/ Proposer is prevented from executing the Services by the Event of Force Majeure, the Selected Bidder shall be relieved of its obligations to provide the Services but shall endeavor to continue to perform its obligations under the Contracts as far as reasonably practicable and in accordance with Good Operating Practices, {PROVIDED that if and to the extent that the Selected Bidder incurs additional Cost in doing so, the Selected Bidder/ Proposer shall be entitled to the amount of such Cost [COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Selected Bidder/ Proposer having taken reasonable steps to mitigate the Cost)}.
- d) If and to the extent that the Selected Bidder/ Proposer suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.
- e) The Selected Bidder/ Proposer shall be entitled to payment as per payment schedule mentioned in the Contract / Work Order after grant of extension of time line for phase completion prescribed in XIII (d) above due to the period of interruption caused by the Event of Force Majeure.
- f) The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

XIII. Disputes Settlement

If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this RFP, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above-mentioned dispute or difference arose, such dispute or difference shall be finally settled by arbitration. The arbitral tribunal shall consist of a sole arbitrator appointed by mutual

agreement of the parties. In case of failure of the parties to mutually agree on the name of a sole arbitrator, the arbitral tribunal shall consist of three arbitrators. Each party shall appoint one arbitrator and the two arbitrators so appointed shall jointly appoint the third arbitrator. The seat of arbitration shall be Hyderabad, India and the arbitration shall be conducted in the English language. The Arbitration and Conciliation Act, 1996 shall govern the arbitral proceedings. The award rendered by the arbitral tribunal shall be final and binding on the parties.

XIV. Arbitration:

If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this RFP, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above-mentioned dispute or difference arose, such dispute or difference shall be finally settled by arbitration. The arbitral tribunal shall consist of a sole arbitrator appointed by mutual agreement of the parties. In case of failure of the parties to mutually agree on the name of a sole arbitrator, the arbitral tribunal shall consist of three arbitrators. Each party shall appoint one arbitrator and the two arbitrators so appointed shall jointly appoint the third arbitrator. The seat of arbitration shall be Hyderabad, India and the arbitration shall be conducted in the English language. The Arbitration and Conciliation Act, 1996 shall govern the arbitral proceedings. The award rendered by the arbitral tribunal shall be final and binding on the parties.

XV. Governing Law and Jurisdiction:

This RFP and subsequent agreement with the Selected Bidder/ Proposer shall be governed and construed in accordance with the laws of India and courts in Hyderabad will have the exclusive jurisdiction to determine the issues arising out of this RFP.

XVI. Corrupt and Fraudulent practice:

- a) As per Central Vigilance Commission (CVC) directives, it is required that Bidder/ Proposer observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy.
- b) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- c) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the NFDB and includes collusive practice among Bidders/ Proposers (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the NFDB of the benefits of free and open competition.
- d) The NFDB reserves the right to reject a proposal for award if it determines that the Bidder/ Proposer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- e) The NFDB reserves the right to declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- f) Any communications made to NFDB by the Bidder through Mail/ Telephone etc., suggesting/ influencing/ requesting changes/ modifications to the Scheme, Eligibility/ Evaluation criteria of this RFP, either to the advantage of oneself or to the disadvantage of other prospective Bidder/ Proposer, shall be considered as undue interference and undue influence in the due process and the Bid/ Proposal of such Bidder shall be disqualified.

XVII. Issuance of Work Order:

On selection of the Bidder/ Proposer, an acceptance Letter will be issued to the selected Bidder/ Proposer. The Selected Bidder/ Proposer within 15 days from the date of issue of acceptance the Letter has to sign a detailed Work Order.

XVIII. Liquidated damages

If the selected Bidder/ Proposer fails to complete the Assignment, within the period specified under the Work Order, the Performance Guarantee is liable to be forfeited in full or part in case of underperformance and undue delays in performance by the Insurance Company, besides other action, including blacklisting of the Insurance Company as may be deemed fit by the Client. In case of part forfeiture of Performance Guarantee and if the Insurance Company proceeds to complete the assignment, the Performance Guarantee will need to be buffered and restored to the original value. However, maximum of 10% of the premium paid may be levied as liquidated damages due to delay in commencement, progress and completion of assigned works.

XIX. Confidentiality:

The Insurance Company and the Personnel of Company shall not, either during the term or after the expiration of this Work Order, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

XX. Precedence of Documents

If there is any inconsistency between the terms of this RFP and any of its annexures, appendices, schedules or attachments, then, the terms of this RFP will prevail to the extent of any such inconsistency.

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TECHNICAL BID

1. Information of the Bidder:

S. No.	Particulars	Details
1	Name of the Intermediary	
2	Address of the Intermediary	
3	IRDAI Registration No.	
4	Expiry date of current Composite Broker License Issued by IRDAI	
5	GST No.	
6	PAN No.	
7	Name and designation of the contact person	
8	Telephone / Mobile no.	
9	E-mail address of the contact person	
10	Details of Insurance Company:	
a)	Name of the Insurance Company	
b)	Address of the Office	
c)	GST No.	
d)	PAN No.	
e)	Name of Authorised Person	
f)	Designation of the Authorised Person	
g)	Contact Number of the Authorised Person	
h)	E-mail address o of the Authorised Person	

2. Checklist of documents required for Evaluation of Technical Bid:

S. No.	Eligibility Criteria	Documents to be submitted
a)	Should have valid license issued by IRDAI to act as Composite Insurance Broker	Self-Attested copy of Current IRDAI Composite Broker License Certificate.
b)	Should have an experience of 5 years.	Self-Attested copy of Inception Broker License Copy and relevant document/s
c)	Should be servicing, at present, at least one Central Government Department/ PSU etc.,	Self-Attested copy of active Policy, Purchase Order, Work Order e.t.c.,
d)	Should not have been blacklisted by any Central/ State Government Authorities/ Department/ PSU/ Organization of National Importance	Self-Declaration
e)	Should have valid registration with IRDAI as a General Insurance Company. (For Insurance Company)	Self-Attested copy of Registration certificate and renewal fee receipt of Insurance Company
f)	Insurance Company have registered Micro/ Branch/ Divisional/ Operating Offices in all the proposed districts to be covered are SPSR Nellore in Andhra Pradesh, Begusarai in Bihar, Surat in Gujarat, Balaghat in Madhya Pradesh and Balasore in Odisha. (For Insurance Company)	To submit the list of Micro/ Branch/ Divisional/ Operating Offices in all the proposed districts to be covered are SPSR Nellore in Andhra Pradesh, Begusarai in Bihar, Surat in Gujarat, Balaghat in Madhya Pradesh and Balasore in Odisha.
g)	Should not have been blacklisted by any Central/ State Government Authorities/ Department/ PSU/ Organization of National Importance. (For Insurance Company)	Self-Declaration

Other Documents: Other information and documents relevant to this RFP.

PRICE BID

- *Not to be submitted with the PQB/ Technical Bid Documents*
- *To be submitted as Price/ Financial Bid only.*
- *To be supported by the quotations from the respective Insurance Company on their Letter Head/s with Stamp & Signature of Authorised Signatory of the Insurance Co.*

DESCRIPTION	Fish	Shrimp	Remarks/ Deviations
Rate as a % of Sum Insured per Crop			
BASIC COVER	Yes/ No	Yes/ No	
Summer Kill	Yes/ No	Yes/ No	
Pollution (External Sources)	Yes/ No	Yes/ No	
Poisoning	Yes/ No	Yes/ No	
Riot & Strike	Yes/ No	Yes/ No	
Malicious acts of Third Parties	Yes/ No	Yes/ No	
Earthquake	Yes/ No	Yes/ No	
Explosion/ Implosion	Yes/ No	Yes/ No	
Storm, Tempest, Cyclone, Typhoon, Hurricane, Tornado, Flood, Inundation, Volcanic eruption etc.	Yes/ No	Yes/ No	
Aircraft & other aerial devices or articles dropped there from, impact with any road vehicle and animals	Yes/ No	Yes/ No	
Terrorism	Yes/ No	Yes/ No	
White Spot Disease (Shrimp)	Yes/ No	Yes/ No	
<u>Partial Loss</u> : Above 35%	Yes/ No	Yes/ No	
<u>Death due to disease</u> : (Except White Spot Disease)	Yes/ No	Yes/ No	
OTHER DETAILS			
<u>Indemnity</u> : 100% net of excess/ deductible	Yes/ No	Yes/ No	
<u>Franchise</u> : Nil	Yes/ No	Yes/ No	
<u>Excess/ Deductible</u> : Not exceeding 20% for white spot disease in shrimp. Not exceeding 5% for all other claims. (To be reckoned on loss assessed)	Yes/ No	Yes/ No	
<u>Period of Insurance Per Crop</u> : 270 Days for Fish, 135 Days for Shrimp	Yes/ No	Yes/ No	

- a) Is the insurance company offering all the coverage requested in “Section 3” of this RFP?
If No, please provide the details of deviations.

I/ We _____ representing M/s _____ Limited in my capacity as _____ hereby declare that this Price Bid is being submitted after thorough understanding of Terms & Conditions of this RFP including S. No: F of Section – 4 of this RFP. The Price Bid is valid for a period of 180 Days. I/ We understand that the price bid is subjected to post tender negotiations and that all the Terms, Conditions, Clauses Criteria are not exhaustive but indicative in nature and are subjected to modifications as deemed necessary by the Tender Inviting Authority.

(Authorized Signatory)

Name:

Designation:

Office: _____ Phone No: _____ Mail ID: _____

SCOPE OF WORK FOR SHORTLISTED INSURANCE BROKER

Phase 1 - Pre-Placement Services

Insurance Broking/ Consulting Firms would be overseeing the Strategic Conceptualization and Initialization of the whole program. The Strategic Conceptualization of the following action Items would be undertaken with the DoF/ NFDB which will have the following Action heads

- a) Placement and designing of the pilot project on Aquaculture Crop Insurance
- b) Cost Containment measures
- c) Claims Handling and Service Mapping
- d) Capacity Building
- e) Grievance Redressal Process
- f) Claims Tracking by Web based MIS
- g) Communication Plans
- h) Validation and Forecasting of Additional Coverage Benefits

Phase 2 - Placement Services

Insurance Broking/ Consulting Firms would be acting as a Strategic consultant and would be assisting in the placement process of the scheme.

- a) Placement strategy
 - 1. Determine evaluation criteria for Insurer selection in association with DoF/NFDB
 - 2. Assess DoF/NFDB service requirement and Insurer capabilities in the marketplace
 - 3. Request placement quotations from Insurers
- b) Quotation analysis & negotiation
 - 1. Evaluate quotes
 - 2. Facilitate Insurer meetings
 - 3. Assist in Negotiating the best price from the Insurer
- c) Recommendation & placement confirmation
 - 1. Recommend Insurer
 - 2. Placement as per agreed terms and conditions
- d) Policy review
 - 1. To ensure policy terms & conditions as per the RFP provided
 - 2. Data consolidation for policy issuance

Phase 3 - Post Placement Services

Insurance Broking/Consulting Firms would be functioning as a Strategic Consultant arm of the DoF/NFDB and would be assisting in the Post Placement Process of the program. Insurance Broking/Consulting Firms would undertake the following action Items as Post Placement

- a) Servicing Support
 - 1. Designing the Service Level Agreement to be signed between Insurer and DoF/NFDB

- highlighting the scope of services and timelines
- 2. Single point of contact for all services.
- 3. Establish clear escalation matrix for query resolution

b) Communication support

- 1. Communication assistance for change management in case of any major change in plan design
- 2. Design and Implementation of Communication
- 3. Frequently Asked Question design
- 4. High level communication sessions (Train the trainer)

c) Claim monitoring & Periodic Review

- 1. Monthly / Quarterly utilization report & presentation
- 2. Quarterly Third-Party Administrator data audit to ensure consistency between claims filed and claims cleared by the Insurer

d) Service level agreement

- 1. Set deliverables and expectations with Insurers and Third-Party Administrator
- 2. Claim volume Handling
- 3. Claims Escalation Handling
- 4. Endorsement Data Handling

e) Turn Around Time Analysis

Monitoring delivery by Third Party Administrator/ Insurer as per agreed Service Level Agreement

f) Administration support

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