

**Tendering on Insurance Grievance Call Center (IGCC) – Shortlisting of bidders for opening of their financial bids**

20.04.2017

The Committee perused the documents circulated and observed the following

1. In response to the tender for IGCC dated 25<sup>th</sup> November 2016, Technical and Commercial proposals were received from the following four bidders
  - a. M/s Cyfuture
  - b. M/s Karvy Data Management Services
  - c. Ms. Intelenet Global Services
  - d. M/s CAMSrep
2. Out of the above four bidders, the following satisfy eligibility criteria completely.
  - a. M/s Cyfuture
  - b. M/s Karvy Data Management Services
3. In respect of Ms. Intelenet Global Services, the committee observes the recommendations of Sub-group consisting of CAO, DGM(IT) and accordingly, the bid of Intelenet Global Services may be considered.
4. The issue of conflict of interest in respect of the bidders' M/s CAMSrep and M/s Karvy Data Management Services was raised by the Technical Evaluation Committee during the last meeting, as the above bidders have been licensed by IRDAI as Insurance Repository. The matter was referred to the concerned Department for recommendations and the views of the department was as follows:

M.S.  
Balasubram  
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Digitally signed by M.S. Balasubramaniam  
DN: cn=M.S. Balasubramaniam, o=SEBI,  
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*'Being an Insurance Repository does not stipulate undertaking of outsourcing functions on behalf of IRDA. Allowing Insurance Repository to undertake the above job we will be expanding the role of the Insurance Regulator. We may not allow that at this juncture as we have not clarified to other Insurance Repositories prior to RFP. For the above reason, the bid of M/s CAMSrep Insurance Repository should not be considered. The bidder M/s Karvy Data Management Services Ltd. is an associate company of Karvy Insurance Repository Ltd. The guidelines do not prevent solicitation of insurance business by any of the associate company of insurance repository. Hence, the Karvy subsidiary company could be considered as long as they do not undertake insurance solicitation and marketing''.*

The scoring obtained by the bidders from the Technical Evaluation is listed below:


Sr. No.	Evaluation Criteria	Max. Marks	Cyfuture	Karvy	Intelenet
1	Bidder's responsiveness and understanding of requirements. Call Process:	10	7	8	9
2	Bidder/ firm's background, Financials, Areas of Service, BFSI	15	14	14	12
3	Previous Experience of similar nature and record of accomplishment based on competency & expertise requirements specified in this RFP	8	8	8	8





4	Proposed approach and methodology, Migration of existing Call Data	8	6	6	7
5	Solution proposed – Same as Existing , New Additional Features , Integration	8	6	5	7
6	Team Structure – Profiles of the Proposed Agents	5	5	4	5
7	Level of compliance with contractual terms – SLAs, Modifications any for the Contracts and Changes	9	9	9	9
8	Proposed Infrastructure Arrangement – PRI, Hardware, Software, Cloud etc	10	7	7	9
9	Quality assurance Mechanism – QC Process, Reports, Audit etc	7	6	5	6
10	Technical presentation – Process, Technology, People, Reporting, Performance Audit , Performance evaluation	20	17	16	18
<b>Grand Total</b>		<b>100</b>	<b>85</b>	<b>82</b>	<b>90</b>

Based on the above, the committee recommends to shortlist the following bidders for opening of their financial bids.

1. M/s Cyfuture India Pvt. Ltd.
2. M/s Intelenet Global Services
3. M/s Karvy Data Management Services Ltd.

  
**Mr. A.R. Nithyanantham**  
 Member  
 Chief General Manager (IT),

  
**Mr. Mahesh Agarwal**  
 Member  
 Dy. General Manager (IT)

  
**Mr. Srinivas Bhoosarapu,**  
 Member  
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*approved by mail*

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