

Procurement Kit — Part 1: RFP Template (Group Gratuity Insurance)

A. Cover & Instructions

- Issuer: [Company Name], [CIN], registered office at [Address].
- Contact: [Procurement Contact], [Email], [Phone].
- Broker of Record (optional): Ethika Insurance Broking Pvt. Ltd.
- RFP Title: Group Gratuity Insurance — Master Policy for [Company Name] Gratuity Trust.
- Due Dates: Intent to participate by [Date]; Questions by [Date]; Response submission by [Date] 18:00 IST.
- Submission: Single consolidated PDF + native excel price schedules by email to [Email]; subject line: RFP—Group Gratuity—[Insurer Name].
- Validity: Proposals valid for 90 days.
- Confidentiality: All materials are confidential; vendor to sign NDA if requested.

B. Background & Objectives

- [Company Name] is a [Industry] firm with ~[Headcount] employees across [States].
- Objective: Establish/continue an approved gratuity fund with professional insurer management, stable returns, transparent charges, strong servicing SLAs, and optional life cover for death- in- service (“future service gratuity”).

C. Current State

- Approach: Unfunded / Approved Trust (self- managed) / Insurer- managed (current: [Insurer], policy #[#], fund value ₹[x]).
- Latest actuarial liability (AS 15/Ind AS 19): ₹[x] as of [Date].
- Annual gratuity outgo (last 3 FYs): ₹[x], ₹[x], ₹[x].
- Employee profile: Avg age [x], avg service [x] yrs; salary growth ~[x]% p.a.

D. Scope of Services

- 1) Provide a Master Group Gratuity Policy with the Trust as policyholder.
- 2) Accept initial corpus and subsequent annual/quarterly contributions; credit interest / NAV as per plan.
- 3) Actuarial support (annual valuation and mid- year estimates).
- 4) Claims handling for retirement/resignation/death cases with TAT commitments.
- 5) Digital access (trustee portal, APIs/reports) and quarterly fund statements.
- 6) Onboarding in ≤21 calendar days from award.

E. Data Provided with RFP

- Anonymized census (EmpID, DOJ, DOB, Gender, Basic+DA, location).
- Policy & fund statements (if switching).
- Actuarial report (summary).

F. Response Format (use the same headings)

1. Product Type & Options: Traditional (crediting rate model) and/or ULIP (fund menu, IPS, switching).
2. Return/Rate History: Declared rates (5 yrs) or NAV (5–10 yrs) for relevant funds; benchmark

comparisons.

3. Charges: FMC, admin, mortality (for life cover), surrender/transfer. Specify waivers/tiers.
4. Minimum Guarantees: Any floor rates, loyalty additions, smoothing approach.
5. Life Cover Option: Death- in- service cover (define sum at risk; pricing grid by age bands).
6. Servicing & SLAs: Onboarding steps; TATs for exits (≤ 7 biz days) and death claims (≤ 10 biz days), escalation path.
7. Technology: Portals, SSO/MFA, data formats (CSV/XLSX), monthly delta uploads, audit trails.
8. Compliance Support: Trust setup guidance, IT recognition support, state- rule filings (e.g., KA).
9. Transition Plan: If switching, surrender/transfer handling, gap- free coverage, assumed timelines, absorbed fees (if any).
10. Commercials: Price schedule templates (see Section H).
11. References: At least 2 tech- sector clients (500–1500 FTE) for whom you manage gratuity funds.

G. Evaluation Criteria & Weighting (example)

- Total Cost of Ownership (charges, waivers) — 25%
- Investment Crediting / NAV Track Record — 20%
- Servicing & Claims SLAs — 20%
- Technology & Reporting — 15%
- Flexibility (ULIP options / partial funding) — 10%
- References & Financial Strength — 10%

H. Price Schedules (attach as Excel)

- Schedule 1: FMC (% p.a.), admin (₹ or %), any allocation loads, surrender/transfer and their time- based grids.
- Schedule 2: Mortality rates (per mille) by age bands for life cover; minimum premium, free cover limit.
- Schedule 3: Onboarding one- time fees (if any), actuarial support fees (if chargeable).
- Schedule 4: Any loyalty additions or retro- credit policies.

I. Service- Level Definitions

- Exit payout request \rightarrow trust credit within ≤ 5 biz days; employee credit ≤ 7 biz days.
- Death claim (complete docs) $\rightarrow \leq 10$ biz days.
- Quarterly statement issue $\rightarrow \leq 7$ biz days after quarter close.

J. Legal & Compliance

- IRDAI license & solvency ratios; data privacy & information security (ISO 27001 preferable).
- Sample policy document & specimen endorsements; standard exclusions; governing law.

K. Key Dates & Q&A

- Pre- bid call on [Date/Time]; submit questions by [Date]; answers to all bidders by [Date].

L. Declarations

- Conflict of interest statement; litigation disclosures (past 5 yrs); acceptance of RFP terms.