

# INVITATION TO TENDER

**IGOV/ITT/001/22**

**Closing Date – 10<sup>th</sup> December 2021**

**Invitation To Tender For  
A Brokerage Firm to Assist in the Selection and Management of a  
Group Health Employee Benefits Insurance Provider For The  
National Information and Communication Technology Company  
Limited**

## Background

The National Information and Communication Technology Company Limited, branded as “iGovTT” (also referred as “the Company”) was incorporated in July 2009 as a state-owned enterprise to continue the realization of the National Information, Communication and Technology (ICT) Strategy for transforming Trinidad and Tobago into a knowledge-based economy.

The Company procures, project manages, implements and maintains enterprise-wide and major ICT solutions for Government, as well as provides value-added ICT support services to Government Ministries, Divisions and Agencies (MDAs).

The organization currently offers an insured health plan (Group Health Plan – CARICare Advantage administered by Sagikor Life Inc.) to its employees and dependents. The plan provides medical, dental and vision benefits. The Group Health Plan was implemented on January 1st, 2012 and currently covers 90 active employees with fixed-term contracts. There are no retirees and no retirement age established.

It is the Company’s intention to review its existing Group Health Plan in an effort to produce an enhanced Group Health and Benefits Plan which will not only cater to employees’ overall health and wellness but also function as an employee retention and engagement initiative.

As a result, iGovTT requires a Brokerage Firm to assist in the selection and management of a suitable Health Insurance Provider and future Group Health and Benefits Plan.

## Objectives

The primary objectives of this Invitation to Tender are:

- To procure a Brokerage/Consultancy Firm to assist in the selection of a Health Insurance Service Provider
- To procure a Brokerage/Consultancy Firm to manage the future Group Health and Benefits Plan and act as an intermediary between iGovTT and the successful Insurance provider

## Summary of the Scope of Services

### 1) Assist in Selection of an Insurance Service Provider

- Advise and assist iGovTT in the development of the Terms of Reference for an Insurance Provider in relation to the Group Health and Benefits Plan
- Review existing Plan and Design an enhanced Group Health and Benefits Plan
- Assist iGovTT with addressing any questions from vendors during the RFP process
- Participate in the evaluation of Proposals
- Assist with contract negotiations with the Preferred Proponent

### 2) Management of the Group Employee Health and Benefits Plan

1. Provide a dedicated broker/consultant to be the main contact for managing iGovTT account. The contact will be readily accessible to HR personnel.
2. Provide general and technical guidance on employee benefit issues inclusive of market analysis
3. Assist in the development and review of enrollment communication materials, including Employee Benefits Highlights Booklet.
4. Assist in employee Onboarding and enrollment meetings with respect to the Employee Benefits Plan
5. Apprise iGovTT of current issues in the areas of benefits law and administration and ensure compliance
6. Act as liaison for iGovTT regarding its employees benefits and when dealing with service providers on insurance/contract issues.
7. Resolve employee claims issues/disputes and expedite resolution of contractual/coverage/billing disputes
8. Assist the Company in designing and managing periodic surveys to test employee satisfaction and to collaborate on programmes to address deficiencies
9. Design and manage performance matrices that will provide dashboard and other management-type information on the effectiveness of the Plan
10. Consultancy Services as it relates to Financial Planning and advice to employees

## PURCHASE OF ITT PACKAGES

Invitation To Tender (ITT) packages are available for a **non-refundable fee of Three Hundred Trinidad and Tobago Dollars (TTD300.00)** VAT Inclusive or equivalent USD for foreign proponents. Packages can be purchased directly from the eTender platform via credit card at <https://igov.etenderworld.tt>

## ETENDER GUIDELINES

### Local & Foreign Proponents

**Step 1** - Log on to eTender at <https://igov.etenderworld.tt>

**Step 2** – Create an Account

**Step 3** – Select Tender (which would be available on the home screen)

**Step 4** – Review additional details

**Step 5** – Purchase Tender by clicking the button (Purchase RFP – Credit Card)

**Step 6** – Once purchased, files would be available for downloading

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### Request for Information

All requests for information shall be emailed to [tenders@igovtt.tt](mailto:tenders@igovtt.tt).

Please quote the ITT number in the subject of your email when requesting information or submitting questions.

Please provide Company Name and Contact Email when requesting information or submitting questions.

### **Submission of Proposals:**

Proposals shall be submitted using a two (2) envelope system; one envelope/electronic file containing the Bidder's Technical Proposal and the other envelope/electronic file containing the Financial Proposal. Both files must be clearly identified.

Failure to submit Technical and Financial Proposals in separate electronic files will result in disqualification.

Proposals shall be submitted electronically via the eTender Platform at <https://igov.etenderworld.tt> no later than **4:00 p.m. on 10<sup>th</sup> December 2021**

### **Conditions of Participating in the ITT Process**

iGovTT **DOES NOT BIND ITSELF** to accept the lowest cost or any Proposal, nor to reimburse Proponents for any expenses incurred in preparation of Proposals.

By issuing this ITT, iGovTT is not bound in any way to enter into any contractual or other arrangement with any party.

iGovTT reserves the right to terminate, amend or vary the procurement process by notice to all Proponents in writing. The Company will accept no liability for any losses caused to you as a result of this change.