

Manpower Requirement Notification (MRN)**Ref. No: TIBPL/ADMIN/MRN/2025-26/TG/01/25.07.2025****1. Introduction:**

- a. Trailblazer Insurance Broker Pvt. Ltd., (TIBPL) ('We') are registered with IRDAI (Insurance Regulatory & Development Authority of India) as Direct Broker (Life & General) vide Certificate of Registration No: 550. As per IRDAI regulations, as an insurance broker (intermediary). we solicit and arrange insurance for our clients (Individual, Corporate and Government Depts & PSUs) with insurers in India and provide Claims Consultancy, Risk Management services or other similar services, permitted under IRDAI regulations. We render such services in three stages names Pre-Placement, Placement and Post Placement.
- b. We are the exclusively mandated empanelled insurance brokers for rendering Pre-Placement, Placement and Post-Placement Services to TBOCWW Board, in servicing Accidental Death, Natural Death, Total Permanent Disability Relief, Partial & Permanent Disability Relief Insurance Policies, to the Registered BOC Workers, for a period of 2 (two) years i.e., from 24.07.2025 to 23.07.2027.
- c. According to Bipartite MoA Between TBOCWW Board and TIBPL (Trailblazer Insurance Broker Pvt. Ltd.,) Dt. 23.06.2025, Tripartite MoA amongst TBOCWW Board, TIBPL & M/s CreditAccess Life Insurance Limited Signed on 23.07.2025 and Tripartite MoA amongst TBOCWW Board, TIBPL & M/s HDFC ERGO General Insurance Company Limited Dt. 22.03.2025; We are supposed to establishment of KIOSK and deployment of SPOC (Single Point of Contact) Persons at Head Office and Regional/ District Offices, for all claim related servicing, which includes:
 - i. Intimation of claim
 - ii. Providing claim form and check list of documentation.
 - iii. Collection of documents and filled in forms from Beneficiaries/ Nominees/ Dependent/ Legal Heir.
 - iv. Scanning and upload of documents to online portal.
 - v. Informing the Beneficiaries/ Nominees/ Dependents/ Legal Heirs about queries or shortfall documents, if any.
 - vi. Attending to Status enquiries and Grievances of Beneficiaries/ Nominees/ Dependents/ Legal Heirs.

2. **Notification:** We are seeking quotations from Proprietorship Firms/ OPCs/ Private Limited Companies and such other registered/incorporated vendors for supplying Qualified and relatively experienced Man Power for the above stated objective/s.

3. **The vendor shall have the following qualifications:**

a. **Legal Compliance:**

- Must be a registered under relevant Shops & Establishments Act / Labour Laws (or) Applicable Legislation/ Regulations.
- Valid PAN, GST registration.
- EPF & ESI registration (If applicable, based on salaries)
- Must comply with Minimum Wages Act, Payment of Wages Act, Contract Labour (Regulation & Abolition) Act, etc.

b. **Desirable Experience:**

- Minimum **3 years' experience** in manpower supply, preferably in financial services, insurance, banking, or allied sectors.
- Experience in supplying staff for **data entry, customer service, or claims processing** will be preferred.

4. **Desirable Financial Capacity:**

- Minimum average annual turnover of ₹ 1 Crore during last 3 years.

5. **Reputation & References:**

- No blacklisting / debarment by any Government or PSU.
- At least **2 prior references** of similar service contracts are desirable.

6. **Requirement:**

S. No	Name/ Description of the position/ post	Qualification and Experience	Number of Personnel required
1	District Wise SPOC for all 33 districts of Telangana State (One per District)	Any Degree. Prior work experience of at least one year is preferable.	33
2	Call Centre Executives		06
3	Attendees	10+2. Prior work experience of at least one year is preferable.	02
4	Security Personnel	Not applicable	02 (Day + Night)
Total			43

7. Schedule:

Date of publication	25.07.2025
Last date for submission of quotations	29.08.2025
Scrutiny of the quotations	30.08.2025
Shortlisting of the vendor/ service provider	31.08.2025
Deployment of the Manpower/ Personnel (Tentative)	01.09.2025

8. Manpower (Insurance Claims Single Point of Contact Persons) Desirable**Qualifications:**

- a. Minimum Bachelor Degree of any stream; preference to candidates with Finance/ Insurance/ Medical/ Computers and IT Background.
- b. Basic computer literacy certification desirable.
- c. Proficiency in handling hand-held ICT devices (tablets, POS, handheld scanners, smartphones, etc.).
- d. Ability to perform data entry, document scanning, uploading, and basic troubleshooting.
- e. Familiarity with MS Office, PDF tools, and mobile-based apps for claim reporting.
- f. Proficiency in local language (read/write/speak) – essential for customer interaction.
- g. Basic English knowledge for reporting/documentation.
- h. Prior exposure to insurance / financial services / customer service preferred.
- i. Familiarity with claim forms, KYC, and grievance handling is an added advantage.
- j. Communication: Clear and courteous interaction with claimants, insurance company staff, and local authorities.
- k. Empathy & Customer Handling: Ability to explain claim processes patiently to policyholders/beneficiaries.
- l. Integrity: High ethical standards, zero tolerance towards malpractice or data manipulation.
- m. Adaptability: Readiness to travel locally, work in field conditions, and manage on-ground operations.
- n. Teamwork: Ability to coordinate with other SPOCs, supervisors, and central claims teams.

9. Background Verification: All deployed staff will undergo background verification and KYC documentation.**10. Uniformity: Staff should carry official ID cards and wear badges/uniforms if mandated.**

11. Training: Agency must ensure initial training & periodic refresher training on ICT tools, claim processes, and customer handling.
12. Replacement Guarantee: Any non-performing staff should be replaced within 7 days of notice.
13. Turnaround Time: SPOCs must report claims as per SOPs approved by the Government and the Bipartite/ Tripartite Agreements cited above.
14. Accuracy: Data entry/scanning error rate not exceeding 2%.
15. Availability: Minimum One to be available at each location as per work demand.
16. Monitoring: Daily reporting dashboards / MIS submission.
17. Format of quotation is as per Annexure-I
18. For any query further information/ clarification please contact po@trailblazerinsurance.in || hyd@trailblazerinsurance.in
19. The filled-in application with all relevant documentation shall be submitted, *by e-Mail (above stated e-Mail IDs)* on or before 29.08.2025 by 06:30 PM.
20. **DISCLAIMER:**
 - a. Submission of quotation and shortlisting for further negotiations shall not be considered as offer/ acceptance of contract.
 - b. TIBPL reserves right to accept or reject any Quotation/ Bid/ Offer without tendering any reasons whatsoever.

For Trailblazer Insurance Broker Private Limited

Principal Officer

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ANNEXURE – 1

QUOTATION: Providing Manpower – for a period of 2 years as per Manpower Requirement Notification (MRN) Ref. No: TIBPL/ADMIN/MRN/2025-26/TG/01/25.07.2025 of M/s Trailblazer Insurance Broker Private Limited.

To

The Principal Officer,
Trailblazer Insurance Broker Private Limited,
5th Floor, Office No 501, The Summit Business Bay, Andheri Kurla Road, Andheri East,
Mumbai, Maharashtra, 400063.

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GSTIN: 27AACCB1953A1Z7 || PAN Number: AACCB1953A || Place of Supply: Telangana
Mobile: 9664882721 || e-Mail: po@trailblazerinsurance.in

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S. No	Description	Number	Total Net Amount Quoted for 43 Personnel				
			On Monthly Basis	On Quarterly Basis	Half yearly Basis	Annual Basis	From 01.09.2025 to 31.03.2026
1	SPOCs	33					
2	Call Centre Executives	6					
3	Attenders	2					
4	Security Personnel	2					
HSN			998518	Other employment and labour supply services nowhere else classified			
GST @ 18%							
TDS @ %							
Gross Total Payable							

- Cost of ID Cards, Uniforms, Shoes, Transport Allowance, Incidentals, and other Miscellaneous expenditure are to be borne by the vendor/ Manpower Supplier only.
- Notice for termination of contract: 15 days.
- MoA/Contract/Agreement is to be entered with in 15 days from the commencement of supply of Manpower.
- All personnel are to be shortlisted in consultation with TIBPL and TBOCWW Board, if necessary.
