



NORTH EAST GAS DISTRIBUTION COMPANY LIMITED (NEGDCL)

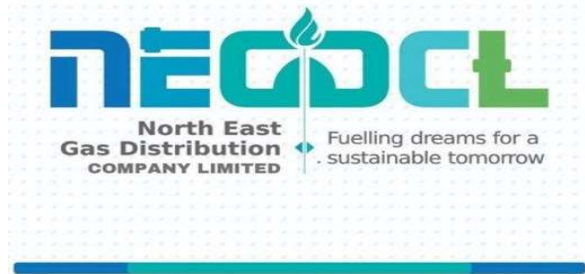
Expression of Interest for selection of Insurance Broker

OPEN DOMESTIC COMPETITIVE EOI

Bid Document No. : NEGDCL/EOI/IB/2024-25/02

Issued :

23-10 -2024



EOI DOCUMENT FOR

Expression of Interest for selection of Insurance Broker

INVITATION FOR EOI (IEOI)

1 INTRODUCTION OF THE COMPANY :

INTRODUCTION OF THE COMPANY:

North East Gas Distribution Company Limited (NEGDCL) is jointly promoted by Assam Gas Company Limited (AGCL) and Oil India Limited (OIL). NEGDCL was incorporated on 21st July, 2023 to develop the City Gas Distribution Network in Geographical Area GA11.03 in State of Assam and GA 11.56 & GA 11.57 in the state of Tripura. Petroleum and Natural Gas Regulatory Board (PNGRB) has given the exclusive right of development of CGD network in these 3 GAs for 8 years.

The Company is in its project phase and operating its project from its Corporate Office at Guwahati and Project Office at Tezpur in Assam and Agartala in Tripura. The project majorly comprises of the following activities in the state of Assam & Tripura to supports the region's economic development and enhances the quality of life of the people:

Development of Network of Steel Pipeline & MDPE Pipeline for transportation of Natural Gas.

- (1) City Gate Stations (CGS) to take Natural Gas from Main Pipeline to our Pipeline Network at the required pressure and odorization
- (2) CNG Stations under the following model:
 - a. Company Owned Company Operated (COCO)
 - b. Dealer Owned Dealer Operated (DODO)
 - c. Fully Dealer Owned Dealer Operated (FDODO)
- (3) Network for supply Natural Gas to Industrial & Commercial Customers
- (4) Network for supply of Natural Gas to Domestic Customers

Through this Expression of Interest (EOI), NEGDCL invites applications from experienced and established Insurance Brokers holding a valid direct broking license granted by IRDAI, to manage the insurance portfolio of the Company and assist and advise in various insurance related matters at no cost to the Company.

2 EOI SUBMISSION PROCEDURE

- 2.1 Single stage single bid system is adopted for this EOI. EOI documents shall be submitted through E-Tender Process only.
- 2.2 EOI must be submitted only on <http://assam.gov.in/tenders>. Physical submission of bid shall not be accepted.
- 2.3 The EOI will be submitted in single parts as below:

EOI must be completed with all technical details along with all other required documents .

Tender processing fee to be submitted online. The following documents need to be Uploaded along with Un-Priced bid on e-Portal.

- 2.3.1.1 Tender Processing Fee
- 2.3.1.2 All technical and Financial Documents related to Pre Qualification Criteria.
- 2.3.1.3 All documents related to the Bid Evaluation Criteria.
- 2.3.1.4 Signed and Sealed Copy of the EOI documents.

3 DETAILS OF BID DOCUMENTS

Sl. No.	Description	Details
7.1	EOI Document Number	NEGDCL/EOI/IB/2024-25/02 Dated 23-10-2024
7.2	Type of EOI	E-EOI (Open Domestic EOI)
7.3	Date of publish of EOI	23-10-2024
7.4	Tender processing fee non refundable	INR 500.00
7.5	EOI Submission date and time	13-11-2024 till 1500 HRS. IST, on e-tendering website http://assam.gov.in/tenders
7.6	EOI opening date and Time	14-11-2024 at 1300 HRS. IST, on e-tendering website http://assam.gov.in/tenders

DOWNLOADING OF EOI DOCUMENT

The entire EOI document has been webhosted on NEGDCL, Assam Govt. e-procurement website i.e., <http://www.assamtenders.gov.in>. Bidder shall be allowed to upload its bid only in <http://www.assamtenders.gov.in> website.

Any revision, clarification, addendum, corrigendum, time extension, etc. to this EOI Document will be hosted on the website mentioned above.

4. **THE SCOPE OF WORK OF THE INSURANCE BROKER WILL BE AS DETAILED BELOW:**

A. **DEVELOPMENT AND REVIEW OF INSURANCE POLICIES:**

- i. **Review of all existing contracts / ongoing tenders to guide on sufficiency of insurance coverage covered and suggesting improvements in line with requirements given at IV(i) below.**
- ii. **Standard Clause on Insurance for tenders to control associated risks**
- iii. **Carrying out Risk Inspections and Surveys / Studies required to understand the NEGDCL's end to end Insurance requirements and determination of Sum assured and estimated premium outgo.**
- iv. **Critical examination of Insurance Policies requirements in terms**
 - i. **Critical examination of the existing policies with various contractors, in terms of :**
 - a. Risk Coverage,

- b. Cost effectiveness,
 - c. Valuation / fixation of sum assured,
 - d. Rating,
 - e. Clauses,
 - f. Warranties,
 - g. Conditions,
 - h. Policy Excess / Deductibles,
 - i. Any Other
- v. Preparing technical notes and guiding NEGDCL in any support required for opting between an Owner Controlled Insurance Program/Contractor Controlled Insurance Program.
- vi. Preparing risk notes and framing all documents for tenders including insurance tender documents, and finalizing the terms and conditions thereof including but not limited to:
- a. Coverage, including add-on coverage
 - b. Excess (Monetary/Time)
 - c. Period of indemnity
 - d. Policy wordings
 - e. Policy clauses and warranties

This should be in line with the laid down procedures of the Company including applicable CVO / CVC /IRDA guidelines.

- vii. Inviting bids from reputed insurance companies licensed to operate in India and in overseas countries, where NEGDCL has operations, and evaluation of qualified bidders.
- viii. Negotiating and finalizing the Terms and Conditions of insurance optimizing cost, cover, terms and quality/ quantum of service in accordance with laid down procedure of NEGDCL.
- ix. Scrutinizing and making any final changes required to the policy wording, including on various conditions/warranties/exclusions within the policy document that could jeopardize a claim settlement to protect NEGDCL's interest with regards to settlement of the claims.
- x. Preparing comparative financial statements of bids-both Technical and Commercial.
- xi. Assisting NEGDCL in placement of insurance Policies with optimized premium and required cover and issuance of Held Cover Letter.

B. RESOLUTION AND CLAIM MANAGEMENT:

- i. The broker will arrange all documentation from NEGDCL's office for lodging claims.
- ii. Coordinating with insurers for immediate intimation and survey.
- iii. Co-ordinate with the surveyor for site visit and representation of NEGDCL during survey. Actively take part in discussion with the surveyor along with technical team and guide technical team for suitable response.

- iv. Resolving various queries of insurers/surveyors during claim processing and evaluate the requirement of the surveyor and arrange for sharing only requisite information that will not jeopardise the claim.
- v. Guidance in relation to interpretation of policy wordings/conditions, warranties, deductibles, etc. during the claim processing.
- vi. Expedite for on-account payment if on-account clause is present in the policy
- vii. Close follow-up with the surveyor for timely discussion and finalisation of details for early settlement and issuance of survey report
- viii. Close follow-up with insurance company for settlement of claim in time bound manner
- ix. Ensure receipt of funds in shortest possible time
- x. To arrange for submission of monthly report on claims settlement position and pending issues
- xi. Design a customized Claims Manual for claims management on site and at finance team level

C. TRANSITION TO OPERATIONAL PHASE:

- i. Assist and handhold NEGDCCL for a seamless transfer of assets from construction to operation policy with no coverage gaps, once the construction phase of the particular standalone is completed.
- ii. Assisting NEGDCCL in any new insurance policy, which may arise out of operational needs.
- iii. Technical Assistance in procuring project insurance policies, including but not limited to coverage for new Pipeline Network and/or dispensing stations.
- iv. Help NEGDCCL with mid-term enhancements for Sum Insured, whenever necessary.
- v. Calculate and provide timely guidance to NEGDCCL on any pending refund from relevant expiring policies.
- vi. Establish clear escalation matrix for query resolution.

D. MISCELLANEOUS SERVICES:

- i. Conduct Policy Workshops with the technical team at NEGDCCL for better understanding of the critical Coverages, Conditions, Warranties and any Exclusions under various policies.
- ii. Organize Claim Workshops/Knowledge sessions with teams on the policy Do's and Don't's and claims notification/management.
- iii. Keeping NEGDCCL informed about the latest IRDAI regulations and guidelines and on developments within the insurance industry that may have an impact on NEGDCCL.
- iv. Share peer benchmarking reports on various limits, coverages and risk management practices adopted by peer companies on a regular basis.
- v. To help in valuation of assets by shortlisting a valuer, negotiating best fees, finalisation etc. Fees to be negotiated with the valuer in presence of NEGDCCL's representative.
- vi. Providing any other Consultative/Advisory services related to the insurance portfolio of NEGDCCL.

- vii. Assisting NEGDCL in any other matter related to insurance and risk management, irrespective of the location of the insurable assets, including insurance matters related to NEGDCL's employees / Management Team.
- viii. Consistent studying on any new Insurance Policy requirements that may arise out of operational needs and assist NEGDCL proactively.
- ix. Brokers must submit an undertaking in official letterhead certified by Principal Officer to visit NEGDCL's Corporate Office whenever required from the date of issue of LoA.

5. PRE-QUALIFICATION CRITERIA:

Sl No	Parameter	Document(s)/Other Requirement(s)
a.	Bidder must be an IRDAI accredited Insurance Broker with minimum experience of operating as direct licensed Insurance Broker for minimum 3 (three) consecutive years. The Valid IRDAI License must be valid at time of submission of bid/EOI.	Self-certified copies of valid IRDAI Licenses covering the 3 years period from 01.04.2021 to 31.03.2024 and current license period.
b.	Must have an annual turnover of Rs 5 Crore (only from Insurance Broking activities) in any of the last three completed financial years i.e. FY 2021-22 to FY 2023-24.	Copy of the audited financial statements for FY 2021-22 to Fy 2023-24 supported by Turnover Certificate from Insurance Broking Activities duly certified by a practicing Chartered Accountant.
c.	Must have handled the insurance portfolio of Property, Plant and Equipment of at least 2 (Two) Central PSU or State PSUs or Central or State Government or Department during the last 3 (Three) completed financial year i.e. FY 2021-22 to 2023-24 as direct broker.	Engagement/Mandate letter issued by the Central or State PSUs/Central or State Government/its Departments on their letter head.
d.	Have handled at least an average of Rs 100 Crore of Premium of the last 3 (Three) financial year i.e. FY 2021-22 to 2023-24 from General Insurance Business as Broker.	Any of the following documents :(i) Certificate from the client; (ii) Certificate from the insurance Company;(iii) Certificate from CEO/Principal Officer and a practicing Chartered Accountant jointly.
e.	Net worth of the bidder must be positive as at end of the FY ending immediately preceding the original bid closing date	Same Documents as required in Point no 5(b) above.

NOTE: Additional Eligibility Criteria:

1. The bidder should be incorporated in India. **(Certificate of incorporation of the entity in India under the applicable Indian Statute to be submitted).**
2. The bidder should have Indian Permanent Account Number (PAN). **(Copy of PAN & GSTIN to be submitted).**
3. The bidder must not currently be blacklisted/kept on holiday list/debarred by NEGDCL or its promoter Company. **(Declaration certificate is to be issued on letterhead duly signed by Authorized Signatory of the bidder as: “We confirm that (Broker company name) has not been currently be blacklisted/kept on holiday list/debarred by NEGDCL or its promoter for any reasons.”)].**
4. Name, Designation, Mobile No. & Email ID of concerned officials for correspondence on the tender. No. of employees in the Organization and the address of the office expected to service NEGDCL along with names, designations, experience of the liasoning / relationship team. **(Self- declaration on Company’s letter head duly signed by Authorized Signatory with Company Stamp Declaration also confirm that on being successful bidder, during the continuation of the contract, on replacement request of NEGDCL in case of unsatisfactory services of any team member, replacement to the satisfaction of the company will be made available.)**
5. All CA certificate should mandatorily have UDIN.
6. Experience of participating bidder in PQC as well as Evaluation Criteria should be only in the name of the bidder as mentioned in their License Issued by IRDAI.
7. In case of any queries / disputes, NEGDCL reserves the right to call for additional supporting documents at its discretion.

6. SELECTION OF BROKERS:

NEGDCL intends to appoint Two (02) numbers of IRDAI approved brokers for the insurance jobs as mentioned at sl. no. A below based on the ranking as per the bid evaluation criteria, i.e., **H1** [with highest marking as per bid evaluation criteria] and H2 (with 2nd Highest Marking as per bid evaluation criteria)

NOTE:

- i. The bidders must score minimum 50 marks out of total 100 marks in order to qualify for selection. In case , only one bidder scores 50 or more marks, then only one bidder shall be appointed.
- ii. Distribution of works for award :

Policies will be distributed in the ratio of 80:20 among H1 and H2 bidder.

A. Bid Evaluation Criteria:

Sr. No.	Parameter	Document(s) / Other Requirement(s)	Weightage	Score
I.	<u>Location</u>			
(i)	<p><u>In order to ensure, faster response on handling the surveys & quick settlements, Functional office in the vicinity of NEGDCL's Corporate & Project area in any of the locations mentioned below:</u></p> <p>a. Guwahati b. Tezpur c. Agartala</p> <p>a) The local Office(s) should be lead by employee having qualification as per Regulation 9(F)(iii) of IRDA (Insurance Broker) Regulations, 2002 and capable of providing necessary services to NEGDCL.</p>	<p>Self-attested details of each branch office with the following information as per Annexure I:</p> <p>1. Address of Branch</p> <p>2. Name of Head of the Branch with designation</p> <p>3. Landline and cellular Phone Nos. of the Branch Head and other contact personnel with official e-mail id.</p> <p>4. Name and designation of the employee who shall directly involve in providing services to NEGDCL with following details:</p> <p>Year of passing / clearing Insurance Broking</p>	10 Points	<p>For local office – 5 Points</p> <p>Local office lead by qualified employee – 5</p>

		Qualifications as approved by IRDAI and also provide copy of certificate. Note: If all the required information is not given, no points will be awarded.		
II.	Experience			
(i)	The bidder should be holding a direct broking license granted by IRDAI for a minimum period of 3 (Three) consecutive financial years up to 31.03.2024.	(a) Proof of accreditation with IRDAI. Each financial year to be considered as experience must generate an average minimum turnover of Rs.5 crores of the applicable financial year only from Insurance Broking activities. (b) Copies of audited Financial Statements for the applicable years as Proof and a certificate from practicing Chartered Accountant for Average Turnover over the periods from Insurance Broking Only.	8	
	3 Years to Less than 5 Years			3 Points
	5 Years to Less than 10 Years			6 Points
	10 Years & Above			8 Points
(ii)	Number of clients handled in City Gas Distribution companies in India during the last 3 (three) years up to 31.03.2024	Direct Engagement / Mandate letter issued by the clients in their official letter heads.	10	
	1 to 3			5 Point
	Above 3			Above 3 clients, one point for each client up to 10 Points

	Note: The broker should be directly appointed by the client.			
(iii)	Number of CPSU/SPSU/Central or State Government/Departments clients handled as at Bid Submission date	Direct Engagement / Mandate letter issued by the clients in their official letter heads.	6	
	10 client			2 point
	11 to 15 clients			4 points
	Above 15 clients			6 Points
	Note: The broker should be directly appointed by the client.			
(iv)	Premium handled in FY 2023-24 sourced from General Insurance Business only (excluding GPA) from a single client	<u>Any of the following documents:</u> (i) Certification from the client. (ii) Certification from insurance company. (iii) Certification from CEO/Principal Officer and Statutory Auditor of the Insurance Broker. (iv) Policy Copy with broker's name endorsed.	5	
	Less than Rs. 10 Cr.			1 Point
	Rs.10 Cr. to Less than Rs. 20 Cr.			2 Points
	Rs. 20 Cr. to Less than Rs. 30 Cr.			3 Points
	Rs. 30 Cr. and above			5 Points
Note: The broker should be directly appointed by the client				
(v)	Total Premium handled in FY 2023-24 sourced from General Insurance Business only (excluding GPA)	<u>Any of the following documents:</u> (i) Certification from the client. (ii) Certification from insurance company. (iii) Certification from CEO/Principal Officer and Statutory Auditor of the Insurance Broker	10	
	Below Rs. 100 Cr			1 Point
	Rs. 100 Cr to Less than Rs. 150 Cr			4 Points
	Rs. 150 Cr to Less than Rs. 300 Cr			7 Points
	Rs. 300 Cr and above			10 Points
Note: The broker should be directly appointed by the client				

(vi)	Experience in lodging and settling claims (other than GPA claims) each worth at least Rs. 2 crore or more in last 3 (Three) completed Financial Years till 31.03.2024	a) <u>Any of the following documents:</u> (i) Documentary evidence from the client (ii) Copies of Discharge Voucher duly attested/ certified by CEO / Principal Officer/ Authorised Signatory of the client	10	
	Upto 5 claims			1 Point
	5 to 7 claims			4 Points
	More than 7 claims			1 Point for each claim above 7, maximum up to 10 Points
	Note: The broker should be directly appointed by the client.			
III. Capability				
(i)	Total number of full-time employees based in India as on the bid submission date	Documentary evidence duly attested by CEO/ authorized signatory / principal officer of the Insurance broker.	5	
	Less than 50			1 Point
	50-99			3 Points
	100-149			4 Points
	150 & above			5 Points
(ii)	Total number of IRDAI Broker License certified employees directly involved in providing brokerage services to clients as at Bid Submission date	Documentary evidence duly attested by CEO/ authorized signatory / principal officer of the Insurance broker.	5	
	Less than 10			1 Point
	10-19			3 Points
	20-29			4 Points
	30 & above			5 Points
	Note: Broker Qualification as per Regulation 9(F)(iii) of IRDA (Insurance Broker) Regulations, 2002			

(iii)	Experienced in-house team handling CGD Business in India comprising of Minimum 5 (Five) Members	(i)Curriculum vitae of the team leader and other core Team members showing Names, Qualification and Experience, duly attested by CEO/ Authorized Signatory / Principal Officer of the Insurance broker.	5	
	Team Leader Experience:			
	Less than 5 years			1 Point
	5 years to less than 10 years			3 Points
	10 years and above			5 Points
(iv)	In-house Risk Engineering Team of the broker with experience of surveys in CGD industry.	(i)Curriculum vitae of the team leader and other core Team members showing Names, Qualification and Experience, duly attested by CEO/ Authorized Signatory / Principal Officer of the Insurance broker.	5	
	Team Leader Experience:			
	Less than 5 years			1 Point
	5 years to less than 10 years			3 Points
	10 years and above			5 Points
(v)	No penalties levied by IRDAI and no mid term termination by any CPSU/SPSU during the last 3 (Three) consecutive Financial Years up to 31.03.2024 Note: Termination here signifies on account of fraud, malpractice or inefficiency on the part of the broker.	Undertaking duly signed by the CEO/ Authorised Signatory/Principal Officer of the Insurance broker.	5	5 Points
IV. Financial Strength				
	Average Turnover (only from insurance broking activities) of the last 3 Completed Financial Years i.e. FY 2021-22 to 2023-24	Copies of audited balance sheet for the last 3 (Three) completed financial years supported by turnover certificate certified by a Chartered Accountant.	8	
	10 Cr. to Less than 20 Cr.			2 Point
	20 Cr. to Less than 50 Cr.			4 Points
	50 Cr. to Less than 70 Cr			6 Points
	70 Cr. and above			8 Points

V.	Presentation by eligible bidders		8	8 Points
	TOTAL		100	

Additional Note on Bid Rejection Criteria:

- I. The bidders who do not meet all the eligibility criteria referred in pre qualification criteria shall be rejected summarily.
- II. Documentary evidence in support of the above-mentioned selection criteria is to be submitted with the bid document, duly attested as indicated in pre qualification criteria above. Non-compliance shall make the bid liable for rejection.
- III. The Insurance Broker's brochure is to be attached with the bid documents. Non-Submission of this brochure shall be liable for rejection of the bid. In case any declaration made is found to be incorrect/false, the bids will not be considered for further evaluation, and any agreement made will be terminated forthwith without prejudice to any other legal/penal action.

B. Bid Evaluation:

1. The bids will be evaluated on the basis of points obtained by the bidders as per the assessment criteria above. The successful bidder will be selected on the basis of highest numbers of points obtained.
2. In the event of the bidders scoring equal marks, the resultant tie shall be broken by giving credence to the broking firms having higher turnover in the last audited financial year of 2023-24.

C. NEGDCCL reserves the right to accept / reject any offer either in full or in part without assigning any reason whatsoever.

D. Remuneration of the Insurance Brokers

NEGDCCL shall not pay any fee/expenses/remuneration/honorarium to the broker for any activity carried out by the insurance broker in connection with any insurance work done prior to, during or after the period of engagement. Thus, **there shall be no monetary claim by the broker to NEGDCCL.**

E. Duration of Consultancy

The contract will be awarded for a period of 2 (Two) years with a provision for extension by 1 (one) year solely at the discretion of NEGDCCL. Performance of the brokers will be evaluated on the basis of their ability to optimize premium outgo and improve the claim settlement ratio both in terms of numbers and period of settlement. Extension of the contract if required, shall be awarded with the same Terms & Conditions, of the initial contract, at the sole discretion of NEGDCCL. NEGDCCL reserves

the right to terminate the engagement at any point of time during the contractual period if performance of the broker is found not satisfactory.

F. Bid Preparation and Submission

The bid shall be typed in indelible ink and signed by the authorized signatory of the Bidder who shall also put initials on each page of the bid. The bidder shall provide all the information required to be provided as per Points 2 [Eligibility Criteria] and 3 [Bids Evaluation] above. If all the necessary, information and valid supporting documents are not provided, the bid shall be summarily rejected.

11.1 NEGDCCL reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.

11.2 Contact details are given below:

OWNER:

Prabir Talukdar
prabir.talukdar@gmail.com

CONTACT DETAILS OF ASSAM STATE PROCUREMENT CELL HELP DESK

Telephone: 1800 2121 18866

Also please visit

<https://assamtenders.gov.in/nicgep/app?page=BiddersManualKit&service=page>

For procedure to submit EOI in Assam tender portal

