

THE ORIENTAL INSURANCE COMPANY LIMITED

HEAD OFFICE, "ORIENTAL HOUSE",

A - 25/27, ASAF ALI ROAD, NEW DELHI-110 002



**REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR
EMPANELMENT OF LOSS ASSESSMENT AGENCIES FOR ASSESSMENT
OF MOTOR OWN DAMAGE LOSSES UP TO RS.50,000/-**

EOI REFERENCE NO. : OICL/HO/MTD/2017/01

DATE OF EOI DOCUMENT : 18.07.2017

LAST DATE FOR SUBMISSION OF EOI : 01.08.2017

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ISSUED BY : DEPUTY GENERAL MANAGER
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REQUEST FOR EXPRESSION OF INTEREST FROM ELIGIBLE AGENCIES FOR EMPANELMENT AS LOSS ASSESSMENT AGENCIES FOR SURVEY & ASSESSMENT OF MOTOR OWN DAMAGE LOSSES UP TO RS 50,000/-.

The Oriental Insurance Company Limited (hereinafter as OICL), a Public Sector Undertaking invites Expression of Interest (hereinafter called EOI) from the interested parties for empanelment as Loss Assessment Agencies at our various Regional Offices to survey & assess Motor Own Damage Losses up to Rs.50,000/-.

This EOI document is neither an offer letter nor a legal contract, but an invitation for expression of interest. No contractual obligation on behalf of the Insurer whatsoever shall arise from this EOI process unless and until a formal contract is executed by duly authorized officers of OICL and the Loss Assessment Agency.

(A) BROAD SCOPE OF THE WORK

OICL has an option to get assessment of loss done up to Rs.50,000/- in the Motor Department either through In-house Surveyors, Regular Surveyors or through Agencies with expertise to do the job. Since the volume of Motor Business has increased manifold, for Motor Own Damage loss assessment up to Rs.50,000/-, Agencies having the required infrastructure and qualified persons for assessment of such losses shall be empanelled as per details given below.

Sr. No	Category	Details of Services to be provided by the empanelled Loss Assessment Agencies
1.	Survey & Assessment of Motor Own Damage Losses	To undertake survey & assessment of Motor Own Damage Losses up to Rs.50,000/- on the jobs assigned. The Loss Assessment Agencies are expected to have a professional approach in conducting the survey jobs with focus on the quality of assessment and timely reporting.

Interested Loss Assessment Agencies who are meeting the Eligibility Criteria as set up under para (C) may respond.



(B) EMPANELMENT PROCESS & EVALUATION SCHEDULE:

OICL issues an invitation for EOI (including Annexure 'A') from all interested parties through a notice on the official website of the Company: www.orientalinsurance.org.in for empanelment as Loss Assessment Agency at our various Regional Offices in India.

1. A committee under the nomenclature of "Motor Survey Empanelment and Performance Review Committee" (hereinafter called 'the Committee') constituted by Head office shall oversee and finalize the agencies to be empanelled for loss assessment of Motor Own Damage losses up to Rs.50,000/-.
2. Applications from interested agencies are invited for the empanelment of loss assessment agencies in different Regional Offices/ Service Centres/ Head Office for survey & assessment of Motor Own Damage losses up to Rs.50,000/-. A time period of 15 days shall be available for receipt of such duly filled applications.
3. The Committee shall decide the number of firms to be empanelled in each Region/City depending on the number of claims finalized up to Rs.50,000/- during the previous financial year.
4. Completed Application along with necessary attachments is to be sent in the e-mail address provided in the "Table of Evaluation Schedule".
5. After receipt of applications for the empanelment of loss assessment agencies, the designated Committee will scrutinize the same on the basis of infrastructure and experience of the people employed in the agency. The incomplete applications/applications with mismatched profiles will be rejected. Further to such scrutiny, the applicant(s) shall be called for personal interview.
6. Based on the interview, a decision on empanelment shall be taken keeping in view the applicant's commitment, attitude, professional approach, service orientation, behavioral skills, knowledge and experience. Based on these parameters, if the Committee is satisfied about the credentials of the Agency and found as 'fit and proper' in the light of the job profile, a decision to empanel will be recorded and communicated to the applicant. Mere eligibility, filing application and attending interview does not confer any right on the part of the applicant to be empanelled.
7. The authority on being satisfied that the applicant firm/agency has the competence for engagement in assessment of losses it shall be empanelled for the assessment of motor own damage losses up to Rs.50,000/-.
8. The Applicant whose application is rejected or empanelment suspended can apply only after the expiry of one year from the date of such rejection or suspension.



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9. The Agency, so selected for empanelment, shall be empanelled for a period of one year subject to satisfactory performance. However such agency will be eligible for continuation subject to satisfaction of the Committee.
10. The panel of agencies shall be reviewed annually by the Committee.

Table of Evaluation Schedule:

Event	Details/ Target Date
EOI Reference Number	OICL/HO/MTD/2017/01 dated 18.07.2017
Date of issue of EOI	18.07.2017
Last date for submission of EOI Application	01.08.2017
E-mail address for EOI Submission	vaibhav.garg@orientalinsurance.co.in

OICL reserves the exclusive right to make any amendments / changes or cancel any of the above actions or any other action related to this Request for Expression of Interest.

Note: The Oriental Insurance Company Limited shall not be responsible for non-receipt / non-delivery of the EOI documents due to any reason whatsoever.



(C) ELIGIBILITY CRITERIA

Sl. No	Eligibility Criteria	Documents to be submitted with this EOI
1	<p>The Loss Assessment Agency should be any of the legal entities as under:</p> <ul style="list-style-type: none">a) A Propriety Concernb) A Partnership Firm registered under Indian Partnership Act, 1932 (9 of 1932)c) A Company formed under the Companies Actd) A Limited Liability Partnership formed and registered under the Limited Liability Partnership Act, 2008	<ul style="list-style-type: none">1. Copy of registration of the firm2. Copy of the PAN card3. Address Proof4. Qualification of the Principal Officer/Director5. Details of the employees engaged for job of loss assessment6. Details of training facilities available
2	<p>Infrastructure / Experience / Qualification:</p> <p>The Loss Assessment Agency should have an independent office and a minimum strength of 10 persons to handle work assignments with training facility for updating the skill of its employees. A robust IT platform must be available with it to ensure timely submission of reports and MIS. The paid up capital should be minimum Rs.10 lac.</p> <p>The principal officer/director in the Agency should have the knowledge of auto industry and a minimum working experience of 15 years as a licensed Motor surveyor.</p>	

Any other document/information that may be required from time to time shall be submitted by the Applicant.

Note:- Failure to produce the documents as necessary proof along with submission of EOI proposal may render the applicant ineligible for empanelment.



(D) DISCLOSURE

The agency shall submit declaration stating that it will immediately inform the Company of any changes in the information submitted to the Company within 15 days of such change and shall obtain written confirmation of the acceptance of change by the Company for further work assignment.

If application is not complete in all respects and not conforming to the instructions specified in the application, shall be rejected.

The Competent Authority may require an applicant to furnish any information/clarifications and if so required may ask for personal representation or any communication for empanelment.

(E) PAYMENT OF REMUNERATION

Consolidated Fee including conveyance charges etc. for each loss assessment job - Rs 750/- for two wheelers & Rs 1000/- for other vehicles shall be paid to the Agency for each job.

(F) SIGNING OF CONTRACT

1. Empanelment will be initially for a period of one year which is extendable, subject to satisfactory performance, solely at the discretion of OICL.
2. On written communication from OICL for having qualified for empanelment the Loss Assessment Agency shall sign the contract (letter empanelment) within 10 days of such communication.
3. Incidental expenses of execution of agreement / contract shall be borne by the Agency empaneled.

(G) CONFIDENTIALITY

The empanelled Loss Assessment Agency and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary confidential information relating to the services, contract or business or operations of OICL or its clients without the prior written consent of OICL.

(H) CANCELLATION

OICL may, at its sole discretion, cancel the contract with the empanelled Loss Assessment Agency during the period of empanelment, in case of deviation from agreed terms and conditions on the part of the loss assessment agency or in extraordinary circumstances.



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ANNEXURE 'A'
APPLICATION FORMAT FOR EMPANELMENT OF LOSS ASSESSMENT AGENCIES FOR
ASSESSMENT OF MOTOR OWN DAMAGE LOSSES UPTO RS.50,000/-

Sr. No.	Particulars	Details
1	Name of the Agency	
2	Head office address (Attach a proof of address)	
3	Status of the Agency (Please tick)	(a) A Propriety Concern (b) A Partnership Firm registered under Indian Partnership Act, 1932 (9 of 1932) (c) A Company formed under the Companies Act (d) A Limited Liability Partnership formed and registered under the Limited Liability Partnership Act, 2008
4	Name of the Chairperson / Principal Officer/ Director, Qualification and Telephone & Mobile number	
5	No. of year of experience in the field related to Motor Industry	
6	Office Phone numbers	
7	Fax	
8	E-mail	
9	Website (if any)	
10	Registration Number (Attach proof)	
11	Paid up capital	
12	PAN No. of the Agency (Attach proof)	
13	Detailed strength of staff handling the work assignment in the agency	
14	Details of IT Platform for submission of Reports and MIS statements	
15	Training facilities available for the employees of the Agency	
16	Any other relevant information	

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Signature of the Authorized Signatory with Date