



**EOI No.: NICL/HO/MOT/2017/01**

Date of Issuance: 26.09.2017

REQUEST FOR EXPRESSION OF INTEREST (EOI)

for

EMPANELMENT OF LOSS ASSESSMENT AGENCIES  
FOR SURVEY & ASSESSMENT OF MOTOR OWN DAMAGE LOSSES UP TO  
Rs.50,000/-

**NATIONAL INSURANCE COMPANY LIMITED**

**(A Govt. of India Undertaking)**

Registered & Head Office: 3, Middleton Street, Kolkata – 700071.

**CIN No: U10200WB1906GOI001713**

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## 1. PURPOSE OF EXPRESSION OF INTEREST

**National Insurance Company Limited** (hereinafter referred to as NACL), a Public Sector Undertaking invites Expression of Interest (hereinafter referred to as EOI) from the interested parties for empanelment as Loss Assessment Agencies (hereinafter referred to as 'the Agency') for our various **Regional Offices in Kochi, Lucknow, Dehradun, Chandigarh, Ludhiana, Jaipur, Indore, Patna and Kolkata** to survey and 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 NACL and the Agency.

## 2. SCOPE OF SERVICE

NACL 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	<b>Survey &amp; Assessment of Motor Own Damage Losses</b>	To undertake survey & assessment of Motor Own Damage Losses up to Rs.50,000/- for 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 out under para - 4 may respond.

## 3. EMPANELMENT PROCEDURE

NACL issues an invitation for EOI (including Annexure 'A') from all interested parties through a notice on the official website of the Company: [www.nationalinsuranceindia.co.in](http://www.nationalinsuranceindia.co.in) for empanelment as Loss Assessment Agency for our **Regional Offices in Kochi, Lucknow, Dehradun, Chandigarh, Ludhiana, Jaipur, Indore, Patna and Kolkata**.

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 for our **Regional Offices in Kochi, Lucknow, Dehradun, Chandigarh, Ludhiana, Jaipur, Indore, Patna and Kolkata** for survey & assessment of Motor Own Damage losses up to Rs.50,000/-. A time period of 15 days shall be available for submission of such duly filled applications.
3. The Committee shall decide the number of firms to be empanelled in each Region depending on the number of claims finalized up to Rs.50,000/- during the previous financial year.
4. Completed Application (as per Annexure A) duly signed and stamped along with necessary attachments is to be sent to the e-mail address provided in the "Time Schedule".
5. After receipt of applications for the empanelment of Loss Assessment Agencies, the designated Committee will scrutinize the same on the basis of available infrastructure and experience of the people employed in the agency. Incomplete applications/ applications with mismatched profiles will be rejected. Further to such scrutiny, the applicant(s) shall be called for a 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, technical knowledge and experience. Based on these parameters, if the Committee is satisfied about the credentials of the Agency and it is 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 Committee on being satisfied that the applicant firm/Agency has the competence for engagement in assessment of losses shall empanel it 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.
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 renewal/continuation, subject to satisfaction of the Committee, without going through the process of re-empanelment.
10. The panel of Agencies shall be reviewed annually by the Committee.

**Time Schedule:**

<b>Event</b>	<b>Details/ Target Date</b>
<b>EOI Reference Number</b>	NICL/HO/MOT/2017/01 dt: 22.09.2017
<b>Date of issue of EOI</b>	26.09.2017
<b>Last date of submission of EOI Application</b>	11.10.2017
<b>E-mail address for EOI submission</b>	Sanjeev.Tiwary@nic.co.in

NICL reserves the 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:** NICL shall not be responsible for non-receipt / non-delivery of the EOI documents due to any reason(s) whatsoever.

#### 4. ELIGIBILITY CRITERIA

Sl. No	Eligibility Criteria
1	<p><b><u>Legal Entity:</u></b> The Agency should be any of the legal entities as under:</p> <ol style="list-style-type: none"> <li>A Proprietary concern</li> <li>A Partnership Firm registered under Indian Partnership Act, 1932 (9 of 1932)</li> <li>A Company formed under the Companies Act, 1956/ 2013</li> <li>A Limited Liability partnership formed and registered under the Limited Liability Partnership Act, 2008</li> </ol>
2	<p><b><u>Infrastructure:</u></b> The Agency should have</p> <ol style="list-style-type: none"> <li>Dedicated independent office</li> <li>Minimum paid up capital of Rs.10 lakhs for A-class cities and metros and Rs.5 lakhs for B &amp; C class cities.</li> <li>A minimum strength of 15 persons to handle work for A-class cities and metros, 10 persons for B-class cities and 5 persons for C-class cities, who should be: Degree or Diploma holder in Automobile Engineering/ Mechanical Engineering <b>OR</b> Trained persons having minimum three years' work experience in an Authorized Dealer/ Govt. authorized workshop</li> <li>Training facility for updating the skill of employees</li> <li>Robust IT platform to ensure expeditious loss assessment and submission of reports and MIS</li> </ol>
3	<p><b><u>Qualification:</u></b> The Principal Officer/ full time Director</p> <ol style="list-style-type: none"> <li>Should be licensed by IRDAI and a Fellow member of IIISLA</li> <li>Should have a minimum working experience of 15 years in any field related to Motor industry</li> </ol> <p><b><u>Note:</u></b></p> <ol style="list-style-type: none"> <li>The Principal Officer/ Director of an empanelled Agency is debarred from acting as a principal officer/ director in any other Agency</li> <li>He should not have been disqualified/ blacklisted as a Surveyor by any of the General Insurance Companies in India</li> </ol>
4	<p><b><u>Documents to be submitted with this EOI :</u></b></p> <ol style="list-style-type: none"> <li>Copy of registration of the Firm</li> <li>Copy of PAN Card</li> <li>Address Proof</li> <li>Qualification of the Principal Officer/ full time Director</li> <li>Details of the employees engaged for job of loss assessment</li> <li>Details of training facilities available</li> <li>Any other document/ information that may be required from time to time shall be submitted by the Applicant.</li> </ol> <p><b><u>Note:</u></b> Failure to produce the documents as necessary proof along with submission of EOI proposal may render the applicant ineligible for empanelment.</p>

## **5. 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

Incomplete applications/ applications not conforming to the instructions specified in EOI may summarily be rejected.

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

## **6. 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 empanelled Agency for each job.

## **7. SIGNING OF CONTRACT**

- Empanelment will be initially for a period of one year, extendable for the next two years, based on performance, solely at the discretion of NICL.
- On written communication from NICL for having qualified for empanelment, the Agency shall sign the contract (letter of empanelment) within 10 days of such communication failing which the offer shall be treated as withdrawn.
- Incidental expenses of execution of agreement/contract shall be borne by the Agency.

## **8. CONFIDENTIALITY**

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

## **9. CANCELLATION**

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

## ANNEXURE A

### APPLICATION FOR EMPANELMENT OF LOSS ASSESSMENT AGENCY FOR SURVEY & LOSS ASSESSMENT OF MOTOR OWN DAMAGE LOSSES UPTO Rs.50,000/-

Sl. No	Particulars	Details
1	Name of the Agency	
2	Registered Office Address (attach proof)	
3	Year of Establishment	
4	Type of Legal Entity (please specify)	
5	Registration Number (attach proof)	
6	Paid up Capital	
7	PAN No of the Agency (attach proof)	
8	Office Contact Numbers	
9	Fax number	
10	E-mail (Office)	
11	Website Address (if any)	
12	Details of Principal Officer/ Director (attach proof )	
	Name	
	Qualification	
	IRDA License Number	
	IIISLA membership No	
	Telephone & Mobile Number	
	E-mail	
	No. of years of experience in the field related to Motor Industry	
13	Details of employees engaged for job of loss assessment (attach list showing Name and Mobile No.)	
14	Details of IT platform for submission of Reports and MIS statements	
15	Details of Training facilities available for the employees of the Agency (attach details)	
16	Centre(s) for which empanelment is applied for*	
17	Any other relevant information	

#### **Declaration**

I/We \_\_\_\_\_ do hereby declare that to the best of my/our knowledge and belief what is stated above is correct, complete and is truly stated.

Date:

Place:

\_\_\_\_\_  
Signature of the Authorised Signatory  
(With Seal of the Agency)

\* Please submit separate Application Form for each Centre applied for.