



ऑयल इंडिया लिमिटेड  
(भारत सरकार का उद्यम)  
**Oil India Limited**  
(A Government of India Enterprise)

दुलियाजान 786 602, असम, भारत  
रजिस्टर्ड ऑफिस : दुलियाजान  
  
DULIAJAN 786 602, ASSAM, INDIA  
REGISTERED OFFICE: DULIAJAN

टेलिफोन : 0374-2800512  
तार : ऑयल इंडिया लिमिटेड  
फैक्स : 0374-2800544  
TEL : 0374-2800512  
GRAM : OIL INDIA LIMITED  
FAX : 0374-2800544  
E-mail : finance@oilindia.in

Ref No. Accounts/60/145/14-15

Date: 01.12.2014

### Expression of Interest (EOI)

Oil India Limited (OIL) is a premier Navratna Public Sector Undertaking, under the Ministry of Petroleum & Natural Gas, Govt. of India. It is engaged in the business of Exploration, Production and Transportation of Crude oil & Natural gas and Production of LPG. A fully integrated upstream company, OIL has widespread operations in India and multiple overseas locations. The company has its Field Head Quarters in Duliajan, Assam and its corporate office is located at Noida.

The company, through this Expression of Interest invites applications from intending experienced and established Insurance brokers to manage the insurance portfolio of the company and assist in various insurance related matters **at no cost to the company.**

#### **A. The Scope of work of the Insurance Broker will be as detailed below**

##### **1. Review of all existing Insurance Policies**

- a. Carrying out Risk Inspections and surveys required to understand OIL's end to end Insurance requirements and determination of sum assured.
- b. Critical examination of the existing policies which are due for renewal in terms of  
a) Risk Coverage, b) Valuation/fixation of sum assured, c) Rating, d) Clauses, warranties, Conditions, Excess, etc.
- c. Suggesting improvement thereon and executing the same during renewal of Insurance Policies
- d. Preparing risk notes and framing insurance tendering documents and finalizing the terms & 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 laid down procedures of the company including applicable CVO/CVC guidelines.
- e. Inviting bids from reputed insurance companies licensed to operate in India and overseas, where OIL has operations and evaluation of qualified bidders.

- f. Negotiating and finalizing the Terms & Conditions of insurance optimizing cost, cover, security and quality of service in accordance with laid down procedures of OIL.
- g. Scrutinizing the wording of the final policy document to protect OIL's interests in regards to claim settlement.
- h. Assisting OIL in placement of Insurance Policies with reduced premium and required cover.
- i. Preparing comparative financial statement of bids-both Technical and Commercial.

## 2. Claims Management

- a. Coordinating and ensuring realization of past claims.
- b. Assisting in speedy realization of premium refund claims.
- c. Coordinating with Insurance Companies, surveyors etc. for prompt settlement of claims.
- d. Coordinating with insurers for immediate intimation and survey.
- e. Documentation of claim. The broker has to arrange all documentation from OIL's Offices for lodging claims.
- f. Resolving various queries of insurers/surveyors during claim processing
- g. Guidance in relation to interpretation of policy wordings/conditions, warranties, deductibles etc. during claims processing.
- h. To arrange for submission of monthly report on claim settlement position and pending issues.

## 3. Miscellaneous Services

- a. Assisting OIL in taking any new Insurance Policies.
- b. Technical assistance in any Project Insurance Policies, including but not limited to, OIL & Gas Insurance Policies as and when required.
- c. Keeping OIL informed of the latest IRDA/TAC regulations and guidelines.
- d. Advising OIL, from time to time, on developments in the insurance industry having impact on the company.
- e. Any other Consultation/Advisory services related to the Insurance Portfolio of OIL both in India and overseas.
- f. Any other matter related to Insurance and Risk management, irrespective of the location of the Insurable assets, including insurance matters related to OIL's employees.

## **B. Eligibility Criteria**

- a. The bidder must have valid accreditation with the IRDA and must have completed 3 consecutive years of service as on 31.03.2014
- b. The bidder must be a composite broker and have experience of operating as licensed direct and reinsurance broker. (3 consecutive years of service as on 31.03.2014)
- c. The bidder must have a minimum turnover of Rs. 25 Crores(only from insurance broking activities) consecutively for the last 3 financial



- completed financial years i.e. 2011-12,2012-13,2013-14 as per duly audited financial statements to be submitted along with the bid.
- The agency must have handled the insurance portfolio of minimum 3 CPSUs during the last 3 completed financial years i.e. 2011-12, 2012-13,2013-14 as Advisor/broker .
  - The bidder should have handled at least an average of Rs.200 Crores of premium in the last 3 financial years from General Insurance Business as Advisor/broker.
  - Net worth of the bidder must be positive consecutively for the last 3 completed financial years upto 31.03.2014
  - The broker shall have an office in Duliajan /Tinsukia /Dibrugarh or Digboi or give an undertaking that if selected, the bidder shall open an office in any of the above mentioned locations within 30 days from the date of issue of the LOA, failing which the agreement would be rescinded on expiry of the said period of 30 days.
  - The selected broker shall visit OIL's field headquarters at least once every month from the date of issue of LOA.(An undertaking to this effect is required to be submitted by the broker)

**Note: Valid Documentary evidence in support of the above, duly attested by the authorized signatory/principal officer of the broker is to be attached, failing which the offer shall be summarily rejected.**

### C. Assessment Criteria

Parameter	Documents Required	Weightage	Score
<b><u>Location</u></b>			
<u>Office in all the major Insurance Company headquarters</u>  Delhi Mumbai Kolkata Chennai	Self-attested details of each branch with the following information: 1.Address of Branch 2. Phone No. 3.Name of Head of the Branch and his designation 4. Landline /cellular Phone No. of the Head and his official e-mail id.  <b>Note: If all the required information is not given, no points will be awarded.</b>	4	1 Point 1 Point 1 Point 1 Point

<u>Office in OIL's operational areas</u>  NCR Jodhpur Kakinada	Self-attested details of each branch with the following information: 1.Address of Branch 2. Phone No. 3.Name of Head of the Branch and his designation 4. Landline and cellular Phone No.of the Head and his official e-mail id. <b>Note: If all the required information is not given, no points will be awarded.</b>	3	1 Point 1 Point 1 Point
<b>Experience</b>			
<u>The bidder should be holding a composite broking license granted by IRDA for a period of 3 consecutive financial years upto 31.03.2014</u>  3 Years to Less than 5 Years 5 Years to Less than 8 Years 8 Years to Less than 10 Years 10 Years & Above	Attach proof of accreditation with IRDA. Each year to be considered as experience must have a minimum turnover of Rs. <b>25 crores.</b> (Attach copies of audited Financial Statements as proof)	10	3 Points 6 Points 9 Points 10 Points
<u>No. Of clients handled in E &amp; P Business in India during the last 3 consecutive Financial Years upto 31.03.2014</u>  1-2 3-5 Above 5  <b>Note: The broker should have been directly appointed by the end user as Advisor/broker</b>	Documentary evidence issued by the client	8	3 Points 6 Points 8 Points
No. of PSU clients in the North-East and directly appointed by the end-user as Advisor/broker  1-2 3-4	Experience Letter from the client	5	2 3

5 & Above			5
<p>Premium handled in the FY 2013-14 sourced from insurance of assets only. (from a single client in E &amp; P Industry)</p> <p>Less than Rs.15 Cr. 15 Cr. to Less than 20 Cr. 20 Cr. to Less than 25 Cr. 25 Cr. &amp; Above</p> <p><b>Note: The broker should have been directly appointed by the end user as Advisor/broker</b></p>	<p>Attach Experience letter from the client</p>	10	<p>Nil 5 8 10</p>
<p>Total Premium handled in the FY 2013-14 sourced from insurance of assets only.</p> <p>Below Rs. 200 Crores Rs. 200 Cr. to Less than 300 Cr Rs. 300 Cr. to Less than 400 Cr Rs. 400 Crores and above</p> <p><b>Note: The broker should have been directly appointed by the end user as Advisor/broker</b></p>	<p>Attach a self- attested declaration to this effect</p>	10	<p>Nil 5 Points 8 Points 10 Points</p>
<p>Experience in handling claims in India in E &amp; P Companies in the last 3 completed Financial Years</p> <p>Claims cumulative Value: Less than 10 Cr. 10 Cr. to less than 20 Cr. 20 Cr. to less than 30 Cr. 30 Cr. And Above</p>	<p>Attach Documentary Evidence. (Client Certification required)</p>	10	<p>Nil 5 Points 8 Points 10 Points</p>
<b>Capability</b>			
<p>Total number of full-time employees in India as on the date of application.</p> <p>Less than 100</p>	<p>Attach documentary evidence duly attested by authorized signatory/principal officer</p>	10	





100-149 150-200 Above 200			Nil 5 Points 7 Points 10 Points
Dedicated Team Handling Oil & Gas Business in India (Minimum 3 Members)  No Yes	Attach Names, Qualification and Experience of the core Team duly attested by Authorized Signatory/Principal Officer	5	Nil 5 Points
In-house Risk Engineering team of the broker with experience of surveys in E & P Industry  No Yes	Attach Names, Qualification and Experience of the core Team duly attested by authorised Signatory/Principal Officer	5	0 5
No penalties levied by IRDA during the last 3 consecutive Financial Years upto 31.03.2014	Attach an undertaking duly signed by the Authorised Signatory/Principal Officer	5	5 Points
<b>Financial Strength</b>			
Turnover (only from insurance broking activities) for the last Financial Year 2013-14  Less than 25 Cr. 25 Cr. to Less than 30 Cr. 30 Cr. to Less than 35 Cr. 35 Cr. to Less than 40 Cr. 40 Cr. to Less than 45 Cr. 45 Cr. to Less than 50 Cr. 50 Cr. and above	Copies of audited balance sheet for the last 3 completed financial years supported by IT Returns and turnover certificate certified by a Chartered Accountant.	15	Nil 3 Points 6 Points 9 Points 12 Points 14 Points 15 Points
TOTAL		100	100

**Note:**

1. Documentary evidence in support of the above mentioned selection criteria is to be submitted with the bid document, duly attested by the Principal Officer/Authorized



Signatory of the Broker failing which the offer shall be liable for rejection. Also, the Insurance Broker's brochure is to be attached with the bid documents.

2. In case any declaration made is found to be incorrect, the agreement will be terminated forthwith without prejudice to any other legal/penal action.

#### **D. Bid Evaluation**

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 Points obtained.

#### **E. Remuneration of the Brokers**

Oil India Limited shall not pay any fee/expenses/remuneration to the broker for any activity carried out by them in connection with insurance work before, during or after the period of engagement. Thus, there shall be no additional cost to OIL.

#### **F. Duration of Consultancy**

The contract will be initially awarded for 6 months. During the period of 6 months, the performance of the brokers will be evaluated on the basis of their ability to reduce premium outgo and improve the claim settlement ratio both in terms of numbers and period of settlement. If the performance of the selected broker is found to be satisfactory, regular contract for 2 years will be awarded to the selected broker on completion of the initial period of 6 months. The regular contract shall be awarded with the same Terms & Conditions at the sole discretion of OIL.

#### **Bid Preparation and Submission**

The bid shall be typed in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page. The bidder shall provide all the information required to be provided as per Points B & C above. If all the necessary information and valid supporting documents are not provided, the bid shall be summarily rejected.

The EOI along with supporting documents/ credentials/ certificates etc. must reach **Head (Accounting Policy), Oil India Limited, P.O. Duliajan- 786 602, Assam, India** in a sealed cover on or before **1:00 PM on 23.12.2014**. The bids so received will be opened at **1:30 PM** on the same day in the presence of authorized representatives of the bidders.

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



### **Request for Clarification**

In case any clarification is required by the bidder regarding the meaning or intent of any of the sections hereof, the bidder may request such information/clarification from OIL not less than 7 days prior to the Bid Submission Date i.e. 15.12.2014. All such queries would be responded by OIL provided the same is sought in writing (including electronic mails).

The details of the contact person in this regard are as follows:

Ms. Ruchika Sharma  
Accounts Officer  
Oil India Limited  
Duliajan, 786602(Assam)  
Ph No . 91-374-2808570  
ruchika\_sharma@oilindia.in

‘Or’

Shri Arun Dutta  
Sr. Accounts Officer  
Oil India Limited  
Duliajan, 786602(Assam)  
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arun\_dutta@oilindia.in



**C.Pal**  
**General Manager-(F & A)**