

**APUIAML INVITES
REQUEST FOR PARTICIPATION (RFP)**

ON BEHALF OF

**ANDHRA PRADESH STATE CIVIL SUPPLIES CORPORATION
LIMITED (APSCSCL)**

for

Shortlisting of IRDAI registered (Direct (Life & General)/ Composite) broker/s to be exclusively mandated as insurance broker of APSCSCL for a period of 3 (Three) years, towards rendering Pre-Placement, Placement and Post Placement services for their Life, General & Health insurance requirements (Fresh/ Renewals).

RFP No. APUIAML/ APSCSCL/ I&RM/22-23/02

“OBS (QUALITY BASED SELECTION)”

Name of Work: To act as insurance intermediary to APSCSCL for a period of 3 (Three) years as per IRDAI (Insurance Broker) Regulations, 2018, as amended from time to time.	RFP Category: Services
RFP Type: Open	Estimated Contract Value: NIL
RFP Submission Closing Date: 17:00 Hrs. on 12-12-2022	RFP Evaluation Type: Open

RFP invited on APUIAML Website

<https://www.apurban.com/tenders.php>

ADMINISTRATION DEPARTMENT

4th Floor, N. T. R Administrative Block,
Adjacent to Arrivals Block, Pandit Nehru Bus Terminus,
Vijayawada - 520013.
Ph: (0866)-2527709
E-mail: info@apurban.in

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SECTION-I: DEFINITIONS, ABBREVIATIONS AND ACRONYMS

- 1.1. RFP: Request for Proposal (Bid Document)
- 1.2. Tender Evaluation Committee (TEC): The committee constituted by the CEO, APUIAML vide File No. APUIAML/ APSCSCL/ I&RM/2022-23/01
- 1.3. Purchaser/ Insured/ Corporation: ANDHRA PRADESH STATE CIVIL SUPPLIES CORPORATION LIMITED (or) APSCSCL having its Regd. Office at 10-152/1, 4th & 5th Floors, Sri Sai Towers, Bandar Road, Kanuru, Vijayawada, Krishna (Dt.), Andhra Pradesh - 520007.
- 1.4. APUIAML: Andhra Pradesh Urban Infrastructure Asset Management Private Limited
- 1.5. APSCSCL: Andhra Pradesh State Civil Supplies Corporation Limited
- 1.6. STFI: Storm, Tempest, Flood and Inundation
- 1.7. RSMD: Riot, Strike and Malicious Damage
- 1.8. TAT: Turn Around Time
- 1.9. IRDAI: Insurance Regulatory and Development Authority of India
- 1.10. IIB: Insurance Information Bureau
- 1.11. TAC: Tariff Advisory Committee
- 1.12. ECV: Estimated Contract Value
- 1.13. PQB: Pre-Qualification Bid
- 1.14. IGMS: Integrated Grievance Management System of IRDAI

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Section-II: REQUEST FOR PROPOSAL (APUIAML website)

Table: 2		
1	Department Name	APUIAML is inviting RFP on behalf of Andhra Pradesh State Civil Supplies Corporation Limited (APSCSCL)
2	Office Name	Administration Department, 4 th Floor, N. T. R Administrative Block, Adjacent to Arrivals Block, Pandit Nehru Bus Terminus, Vijayawada - 520013.
3	RFP Notice No.	APUIAML/ APSCSCL/ I&RM/22-23/02
4	RFP Subject	Shortlisting of IRDAI registered (Direct (Life & General)/ Composite) broker/s to be exclusively mandated as insurance broker of APSCSCL for a period of 3 (Three) years, towards rendering Pre-Placement, Placement and Post Placement services for their Life, General and Health insurance requirements (Fresh/ Renewals).
5	RFP Document Fee	Not applicable, can be downloaded from https://www.apurban.com/tenders.php for free of cost.
6	RFP Fee Payable To	Not Applicable.
7	Processing Fee (Non-Refundable)	Rs.25,000/-
8	Processing Fee Payable To	<u>Name of Account Holder:</u> Andhra Pradesh Urban Infrastructure Asset Management Limited <u>Bank Name:</u> Union Bank of India <u>Account No:</u> 034311100004067 <u>IFSC:</u> UBIN0803430
9	RFP Available Date & Time	<i>From 11:00 Hrs. on 03.12.2022</i> <i>To 16:30 Hrs. on 12.12.2022</i> <i>To be downloaded from APUIAML Website</i> <i>https://www.apurban.com/tenders.php</i>
10	RFP Submission Closing Date	<i>17.00 Hrs. on 12.12.2022</i>
11	RFP Opening Date	<i>17.30 Hrs. on 12.12.2022</i>
12	RFP Submission	As per instructions given to bidders in RFP at: APUIAML, Administration Department, 4th Floor, N. T. R Administrative Block, Adjacent to Arrivals Block, Pandit Nehru Bus Terminus, Vijayawada - 520013.
13	Pre - Qualification Requirements/ Eligibility Criteria	As per RFP document.
14	Place of opening and evaluation of RFP	APUIAML, Administration Department, 4th Floor, N. T. R Administrative Block, Adjacent to Arrivals Block, Pandit Nehru Bus Terminus, Vijayawada - 520013.
15	Officer Inviting RFP	Head – HR & Admin, APUIAML on behalf of APSCSCL
16	Contact Details	Ph: (0866) 2527709 E-mail: info@apurban.in .
17	Validity of RFP	90 days from the date of opening of the RFP.

Note: Responsibility for correctness of the information submitted in the bid lies with bidder. If any information furnished in the bid is proved to be false at a later date, the bid will not only be rejected but also the bidder will be **BLACKLISTED**.

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SECTION-III: PRE-QUALIFICATION REQUIREMENTS & IMPORTANT INSTRUCTIONS TO PARTICIPANTS

- 3.1** APSCSCL or CORPORATION or PURCHASER: shall mean **Andhra Pradesh State Civil Supplies Corporation Limited.**, (a Govt. of A.P Undertaking) having its Regd. Office: Plot No: 11 & 12, Behind BSNL Telephone Exchange, Auto Nagar, Vijayawada, Andhra Pradesh, 520007.
- 3.2** INSURANCE INTERMEDIARY/BROKER/BROKING COMPANY or SHORTLISTED PARTICIPANT: shall mean the Participant Broker/ Intermediary with whom MoA is entered, against this RFP.
- 3.3** ELIGIBILITY CRITERIA:
- 3.3.1** Insurance Broking companies that are registered with IRDAI (Insurance Regulatory and Development Authority of India) as Direct (Life & General) or Composite Insurance Broker are eligible to apply.
- 3.3.1.1** The participant/applicant shall submit the current Certificate of Registration (COR) issued by IRDAI to act as Direct (Life & General)/ Composite Broker.
- 3.3.2** The applicant must have Registered Head Office/ Branch Office established anywhere in Andhra Pradesh in accordance with Section 40 (4) and No. 8 in SCHEDULE I – Form O of IRDAI (Insurance Brokers) Regulations, 2018. The applicant should confirm to establish an office in Andhra Pradesh within 30 days from the date of issue of entering in to MoA (Declaration as per Annexure to be uploaded along with bid) in accordance with Section 40 (4) and No. 8 in SCHEDULE I – Form O of IRDAI (Insurance Brokers) Regulations, 2018. (Or) Details of Head Office & Branches, of participating Broking Company, that are registered with IRDAI, must be submitted.
- 3.3.2.1** Either, details of Head Office & Branches, of participating Broking Company, that are registered with IRDAI, must be submitted (or) a self-declaration by Principal Officer, stating that an office will be established in AP within 30 days from the date of entering into MoA; shall be submitted.
- 3.4** Security Deposit:
- 3.4.1.** The shortlisted /Appointed/ Exclusively Mandated Insurance Broker shall furnish a Refundable Security Deposit of Rs. 1,00,000/- (Rupees One Lakh Only) in the form of DD/ Cheque or by way of NEFT / RTGS as per details given below:

Table: 3	
Name of the Account Holder:	VC& Managing Director, APSCSCL, Vijayawada
Bank Name:	State Bank of India
Branch:	M.G.Road Branch, Vijayawada
Account No:	37270582042
IFSC No.	SBIN0016857

3.4.2. Successful participant shall submit a refundable security deposit to APSCSCL and shall be released, in 3 stages i.e., after the completion of each year of contract period (3 years) subjected to receipt of all admissible claim amounts arising out of policies placed during every Financial Year.

3.4.2.1. Illustration:

- a. Rs. 33,333/- of Security Deposit will be released upon completion of FY 22-23 subjected to receipt of all admissible claims amounts from insurance company by APSCSCL.
- b. Rs. 33,333/- of Security Deposit will be released upon completion of FY 23-24 subjected to receipt of all admissible claims amounts from insurance company by APSCSCL.
- c. Rs. 33,334/- of Security Deposit will be released upon completion of FY 24-25 subjected to receipt of all admissible claims amounts from insurance company by APSCSCL.

3.5 Processing Fee (Non-Refundable):

Processing fee of Rs. 25,000/- payable to the bank account details as mentioned below:

Table: 4	
Name of the Account Holder:	Andhra Pradesh Urban Infrastructure Asset Management Limited
Bank Name:	Union Bank of India
Branch:	Labbipet Branch, Vijayawada
Account No:	034311100004067
IFSC No.	UBIN0803430

3.6 Pre - Qualification documentation checklist:

Only those participants, who submit the following requirements in complete shape, shall be treated as qualified participant/s to be considered for Technical Evaluation.

- i. Inception Certificate of Registration (COR) and current Renewed Certificate of Registration (COR).
- ii. Declaration proof of details of Head Office, Branches of participating Broking company that are registered with IRDAI in the state of AP, must be submitted (or) Declaration as mentioned in section 3.3.2.
- iii. Duly signed and stamped RFP document by Principal Officer (PO) only.
- iv. Proof of payment of processing fee.
- v. Those offers which are not accepting/meeting the above requirements will be summarily rejected.

3.7 List of Self – Attested documents to be submitted in support of Pre-Qualification requirements:

(All the copies should be self-attested by the **PRINCIPAL OFFICER** of Broking Company.)

- 3.7.1** Certificate of incorporation under Companies Act.
- 3.7.2** IRDAI License:
 - a) Copy of Inception license issued by IRDAI for acting as Insurance Broker
 - b) Copy of Latest Renewal License issued by IRDAI while granting the permission to act as Insurance Broker
- 3.7.3** Copy of PAN Card.
- 3.7.4** Copy of GST Registration (Form – 6).
- 3.7.5** Address of the Registered/Head Office, Address for communication, Address of the Head Office/ Branch office established anywhere in Andhra Pradesh. Details of Head Office & Branches, of participating Broking Company, that are registered with IRDAI in accordance with Section 40 (4) and No. 8 in SCHEDULE I – Form O of IRDAI (Insurance Brokers) Regulations, 2018.
- 3.7.6** Copies of audited financial statements for preceding 2 (Two) Financial Years i.e., 2019-20, 2020-21 and audited/unaudited financial statements for the Financial Year 2021-22, supported by IT returns
- 3.7.7** Turnover certificate of Previous Financial Year issued by a Chartered Accountant, if audited financials are not prepared.
- 3.7.8** An undertaking duly signed by the **PRINCIPAL OFFICER** of Broking Company, furnishing “Details of total Premium handled for the last 3 Financial Years i.e., 2021-22, 2020-21 and 2019-20. (Premium handled under Direct Insurance Only).”
- 3.7.9** Copies of Active Purchase Orders or Policy Copies of Government Departments/ PSUs/ Entities/ Institutions/ Local Authorities etc., as proof of servicing PSU/ Govt. clients at present. (As on date of publishing this RFP).
- 3.7.10** Copies of expired and ongoing/ active insurance policies of Government/ Private Clients’ storage risk, Group Health Insurance for employees, Asset Insurance for buildings including Plinth and Foundation as a proof of handling of warehousing/housing sector related clients as an Insurance Broker, if any, as on date of publishing this RFP.
- 3.7.11** Claim Settlement Vouchers as well as respective policy copies of claims handled that are of PSU/ PVT clients with storage risks, if any.
- 3.7.12** Insurance Broker shall submit the Declaration/Undertaking certificate (as per the Proformas enclosed at Page No. 20 & 21).
- 3.7.13** Details of Penalties imposed and Show Cause Notices issued, by IRDAI for violation of any applicable regulations such as Brokers Regulations, Brokers’ Code of Conduct and Protection of Policy Holders’ Regulations etc.,
- 3.7.14** If the participant is Penalized or Received a Show Cause notice, from IRDAI at any time from the commencement of operations as an insurance intermediary, for violation of any applicable regulations such as Brokers Regulations, Brokers’ Code

of Conduct and Protection of Policy Holders' Regulations etc., then 5 points will be deducted from the Total Points awarded.

3.7.15 Professional Indemnity Insurance Policy Copy of participating Broker

Note: Any other document in support of the application which the Company may deem fit may also be furnished, for reference.

Responsibility for correctness of the information submitted in response to this Request for Participation (RFP) lies with participant/ applicant only. If any information furnished in the response is proved to be false at a later date, the response will not only be rejected but also the participant/ applicant will be BLACKLISTED, duly forfeiting the SD amount.

3.8 SELECTION PROCEDURE:

3.8.1 All the RFPs received by APUIAML on behalf of APSCSCL would be scrutinized w.r.t the Eligibility/ Pre-qualification requirements (PQR). Selection will be based on the total points scored as per Annexure-I (EVALUATION SHEET) of RFP and Presentation.

3.8.2 On the basis of scrutiny of all eligible responses received in reply to this RFP, finally the Broker/Agency/s who scores highest no of points for a Total of 100 Points will be appointed as Insurance Broker for APSCSCL for a period of three (3) years from the date of entering into MoA

3.8.3 Please refer to Section-VI for complete details.

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SECTION-IV: GUIDELINES TO PARTICIPANTS for participating in RFP uploaded in APUIAML's website

4.1 Request for Proposal (RFP) is invited by APUIAML on behalf of APSCSCL

4.2 The details of RFP can be accessed from APUIAML's website. <https://www.apurban.com/tenders.php>

4.3 Pre-requisites to submit RFPs by mail or submit by hand:

Participants need to submit their RFPs at info@apurban.in or submit their RFPs by hand/ post/ courier at the address below mentioned at Section 6.0 on or before the due date and time. APUIAML will not be responsible for any delays whatsoever caused by postal or courier delays and force majeure:

4.4 Time Schedule of Tender/ RFQ (Important Dates): The tender document can be downloaded from the APUIAML website <https://www.apurban.com/tenders.php>

Table: 5	
Date of Publishing	10:30 Hrs. on 03.12.2022
Date from which the RFQ/ Tender document can be downloaded from APUIAML website https://www.apurban.com/tenders.php	11:00 Hrs. on 03.12.2022
Pre-Bid Meeting (Virtual)	10:00 Hrs. on 05.12.2022
Cut of time for download of RFQ/ Tender Document	16:30 Hrs. on 12.12.2022
Bid submission closing date	17:00 Hrs. on 12.12.2022
Date of Opening of Technical Bid/s	17:30 Hrs. on 12.12.2022
Date of Opening of Financial Bid/s	TBD

4.5 Help Desk:

For any queries on bid submission, the Participants may have to contact HELP DESK by Email: info@apurban.in; Ph.No.0866-2527709

4.6 RFP Attachments:

The Participants should not attach/ upload multiple files with same file name. If you wish, please ensure that the file name is numbered.

4.7 RFP Document:

- (a) The Participant is requested to download the RFP document, and read all the terms and conditions mentioned in the RFP Document and seek clarification, if any, from the RFP Inviting Authority, prior to submission of bid. *Any downloading soft copy of RFP documents from web site is at the sole risk and responsibility of the Participant. APUIAML/APSCSCL will not be responsible for any delay/ difficulty/inaccessibility of the downloading facility for any reason whatsoever.*
- (b) The Participant has to keep track of any changes by viewing the Addendum/ Corrigendum issued by the RFP Inviting Authority, from time to time, in the APUIAML website (<https://www.apurban.com/tenders.php>). The Department Inviting RFP will not be responsible for any claims/problems arising out of this.

- (c) The Participants should fulfil any other pre-requisites mentioned in the RFP document. The participant should read and understand clearly the general instructions and terms and conditions of the RFP document before uploading of documents and submission of the RFP.

4.8 Submission of RFP:

The Participant shall submit his RFP directly by mail at info@apurban.in , or by hand/ post/ courier at the following address on or before due date and time APUIAML will not be responsible for any delays whatsoever caused by postal or courier delays and force majeure:

*APUIAML,
Administration Department,
4th Floor, N. T. R Administrative Block, Adjacent to Arrivals Block, Pandit Nehru Bus
Terminus,
Vijayawada - 520013.*

If responses are sent by mail, hard copies of the documents should invariably reach on or before the scheduled date and time for opening of RFP.

4.9 Opening of RFPs:

The RFPs, will be opened at the addressed given below, at the time and place specified in the RFP notice.

APUIAML,
Administration Department,
4th Floor, N. T. R Administrative Block, Adjacent to Arrivals Block,
Pandit Nehru Bus Terminus, Vijayawada - 520013.

4.10 Submission of Hard copies:

- (a) Original Hard Copies that are sent by mail should reach APUIAML on or before the scheduled date and time for the opening of the responses.
- (b) All the Participants shall invariably attach scanned copies of all relevant Certificates/Documents in support of eligibility criteria as mentioned in RFP documents and this will be the primary requirement to consider the bid responsive, if the response is being submitted by mail.
- (c) Bid evaluation shall be carried out, solely based on the Documents/ Certificates etc. thus submitted along with the response.
- (d) The Purchaser Department shall notify the successful Participant for submission of original hard copies of all attached documents, for ensuring their genuineness/authenticity, prior to entering into agreement or placement of Order. The Successful Participant shall, at his sole risk & responsibility, submit the same to the RFP Inviting Authority, before stipulated date & time. The department will not take any responsibility for any delay in receipt/non-receipt of original certificates/documents from the successful Participant before the stipulated date & time. On receipt of documents, the department shall ensure the genuinity of all other certificates/documents uploaded by the Participant in APUIAML in support of the qualification criteria before release of purchase order/sale order / LOI.
- (e) **In case of variation in the attached documents and Failure of submission of original hard copies:** If any successful Participant fails to submit the original hard copies of attached certificates/documents within stipulated time or if any variation is noticed between the attached documents and the hardcopies submitted by the Participant, the successful Participant will be suspended from participating in the tenders on APUIAML / APSCSCL for a period of 3 years. Besides this, the department shall invoke all processes of law including criminal prosecution of

such defaulting Participant as an act of extreme deterrence to avoid delays in the tender process for specified work/materials. If any of the documents/information furnished by the Participant is found, at any point of time, to be false/fabricated/bogus, such Participant is liable for black listing, cancellation of LoI/Purchase order as the case applicable and criminal prosecution.

4.11 Due Date & time and Submission of offer: 17.00 Hrs. on 12.12.2022

4.12 The Participants who are desirous to participate shall submit their RFPs. The Participant shall sign on all the statements, documents, certificates, before uploading/ submitting, owning responsibility for their correctness/ authenticity.

4.13 Post tender deviations or conditions or any such offers which will give a benefit to the Participant over others will not only be rejected outright but also the original offer itself will get disqualified on this account.

4.14 Alterations, if any, shall be made clearly by crossing the whole-entered data and Participant with his full signature and rubber stamp should attest such corrections. There shall not be any overwriting under any circumstances; as such offers are liable for rejection.

4.15 Participants may note that the due date and time of opening the RFPs shall strictly be adhered to and accordingly. However, due to declaration of unexpected holiday or any unforeseen circumstances, if RFPs are not opened on the due date, the same shall be opened on the next working day at the same time and venue as originally specified.

4.16 DISCLAIMER:

4.16.1 APUIAML / APSCSCL reserves the right to change or alter the RFP conditions before the final date of submission of the RFPs by issuing an addendum. The Notice Inviting RFP, any subsequent addendum/corrigendum/amendments etc., will be made available on APUIAML's website (<https://www.apurban.com/tenders.php>), and can be downloaded free of cost. The Participants shall be solely responsible, for ensuring that their RFPs are completely in line with the requirements stipulated therein.

4.16.2 Any discrepancies in the requirements stipulated in these documents, shall be brought to the notice of the undersigned, and clarifications shall be obtained prior to submission of Offer itself.

Participants are advised not to make any assumptions or inferences, on their own

4.16.3 APUIAML / APSCSCL reserves its right, without prejudice to other rights under terms and conditions of RFP documents or other remedies available, to cancel RFP without assigning any reasons, and will not entertain any correspondence in the matter. APUIAML / APSCSCL accepts no liability whatsoever and will not be liable for any loss or damage arising directly or indirectly (including special, incidental or consequential loss or damage) from use of APUIAML website or from cancellation of RFP. **APUIAML / APSCSCL also reserves the right to reject any or all tenders without assigning any reason.**

4.16.4 Regarding Bidding:

(i) Notwithstanding the particulars/guidelines stipulated in this document, all the Participants are advised to get themselves acquainted with the latest rules & regulations governing submission of RFPs etc., on APUIAML website, by contacting Help Desk of APUIAML.

(ii) It is the responsibility of the Participant, to ensure that the scanned copies sent, are legible.

(iii) The Participant shall be solely responsible for ensuring that all requisite documents are successfully sent. *Any Offers which are found to be either incomplete or corrupted, are liable to be rejected.*

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SECTION-V: SCOPE OF SERVICES/WORK AND OTHER TERMS & CONDITIONS

APUIAML on behalf of APSCSCL invites RFP available at <https://www.apurban.com/tenders.php>, for Shortlisting of exclusive mandated broker for a period of 3 (Three) years towards rendering Pre-Placement, Placement and Post Placement services to various Life, General & Health Insurances Policies of APSCSCL for the following risks including the upcoming requirements contemplated in future.

Following insurances fall under the scope of the current RFP

S. No	Type of Policy
1	Standard Fire and Special Perils Policy – Multilocation, Floater, Floater Declaration, Average Declaration etc., for Category -1 Hazardous and Non-Hazardous stocks.
2	SFSFP Multilocation for the Assets
3	SFSP Multilocation for Own and Hired Godowns Buildings, etc.,
4	Burglary First Loss Policy for Stocks at various Godowns
5	Fidelity Guarantee policy
6	Group Health Insurance for Employee families
7	Group Term Life/ Term Life Insurance
8	Such other Property, Liability, Employee Benefit, CAR, EAR, and Miscellaneous insurance policies as and when required by APSCSCL

The scope of services of Insurance Broking Company and other terms & conditions, are detailed below.

5.1 Role and Scope of services/work of Insurance Intermediary/Broking company:

The scope of work for the Insurance Broking company shall cover the following. However, APSCSCL may enhance or modify the scope of work at any point of time depending upon its need.

5.1.1 To approach various IRDAI Licensed Life, General & Health Insurance Companies and Solicit Insurance coverage, Premium, Terms & Conditions in a cost-effective manner for various current and upcoming insurance requirements of APSCSCL.

5.1.2 To give prompt and effective service in Pre-Placement, Placement & Post-Placement Services such as Invoicing, Underwriting, Policy Generation, Subsequent Endorsements, Intimation, Processing and Settlement of Claims, Handling and Resolution of Grievances, Contesting Unpaid, Underpaid and Rejected claims with Insurance Ombudsman/ Consumer Forums.

5.1.3 Such other services that are imperative, obligatory & essential for the successful evaluation of insurance needs of various assets/ products/ activities of APSCSCL.

5.1.4 To liaise amongst units, APSCSCL, Insurance Companies, Re-insurance companies, Surveyors and Loss Assessors, Risk Engineers.

5.1.5 To maintain utmost confidentiality while abiding by the “MoA”.

- 5.1.6** No invoice shall be raised to APSCSCL or any of their subsidiaries for the services rendered as Broker's remuneration will be paid by insurance companies as per IRDAI (Payment of Commission or Remuneration or Award to Insurance Intermediaries) Regulations, 2016 as amended from time to time.
- 5.1.7** To ensure that the policies issued by insurance companies are in accordance with RFQ/ RFP/ Tender Specification and Quotes submitted.
- 5.1.8** To ensure that the quotations submitted and policies issued by the insurance companies are in accordance with applicable IRDAI regulations, IIB Loss Cost Rates and such other guidelines of TAC and GIC Re etc.,
- 5.1.9** The Broker must ensure the settlement of claims in the following ways:
- i. Efficiently scrutinize the claim within, before it is sent to the Insurance Company.
 - ii. Ensure that all documents required for settlement of the claim are complete before forwarding the same to the insurance company.
 - iii. Once the documents are forwarded to the insurer, the intermediary shall continue to follow up with them till the claim is paid within 15-day period or till the claim is fully paid.
 - iv. Will appraise to APSCSCL, the status and performance of the policies through periodic MIS on Claims that are Intimated, Settled, Rejected and Outstanding with respective reasons.
 - v. To put forth such disputed claims during periodic review meetings for deliberations amongst Officials of APSCSCL, Insurance Company and Intermediary.
 - vi. Without waiting for any decision from minutes of such review meetings, to put forth disputed claims before Grievance Redressal Machinery of the Insurance Company/ IRDAI – IGMS.
 - vii. Despite this, even if some claims/proposals are not settled by the Insurance Company, as a last resort the intermediary should advise in initiating the matters as necessitated in different forums viz. District, State & National Consumers Redressal Forums respectively, to settle the claims in their right spirit.
- 5.1.10** Reviewing of existing policies with APSCSCL and suggesting improvements if any. To suggest methodology to maximize risk coverage with minimum premium. Arranging Risk inspections at Warehousing of APSCSCL periodically and suggesting improvement measures. Identifying the risk exposures and to suggest how they can be covered by insurance.

- 5.1.11** To suggest methodology for arriving insurable values of different assets and to value the same. (i.e., policy excesses, limits of liability under liability policies, terminology & policy wording etc.). Initially, the Insurance Broker shall prepare draft copy of Evaluation/Insurable values of assets of APSCSCL and submit to the concerned department, for remarks. After obtaining remarks and recommendations on the same final document on valuation of assets shall be submitted either Location or Unit wise. Basis/criteria for arriving reinstatement value/evaluation of the assets shall also be furnished. Validity period of assets valuation must be indicated.
- 5.1.12** To conduct work shop/awareness programs on various terms & clauses of insurance policies and any other related issues at Warehousing/ Godowns and as well as at Head Quarters, to deal with the insurance issues in an effective manner. To update IRDAI Guide lines on premium rates and claims settlement matters and others etc., time to time to the concerned department at H.O of APSCSCL.
- 5.1.13** To design insurance oriented technical terms & conditions to be included in the tender to be floated for insurance coverage.
- 5.1.14** To assess the premium for the assets and risks covered under various insurance policies.
- 5.1.15** To monitor the solvency of insurer/re-insurer and suggest on Co-Insurance, Allocation of Premiums etc., depending on Per Risk PML Limits of insurance companies
- 5.1.16** To monitor the claims submitted for early settlement and to arrange monthly reports, periodical review of the same. Assisting APSCSCL in filing and documentation of claims reported. Assistance in early settlement of all long pending claims with Insurance Companies
- 5.1.17** To forecast and validate additional coverage benefits.
- 5.1.18** To recommend and confirm the placement of various insurance policies.
- 5.1.19** To provide guidance notes detailing the steps involved for lodging various types of claims for losses that may arise under different insurance policies and the documentation requirements thereof.

5.2 Claims Management:

In case of claims Management, taking up with the Insurer, overseeing surveyor appointment and provide all assistance, technical etc., for completing claim documents. Necessary follow up and early settlement of all existing insurance claims and continuous coordination with Insurer and Surveyor for smooth and speedy settlement of claims and to submit periodical reports on the claims. To submit criteria (*i.e., methodology considered to settle claim amount*) considered to settle claim amount. It is the sole responsibility of the Broker, till the payment is received towards claim settlement.

- 5.2.1 To act/respond immediately to the email, fax and oral intimation by the site officials or by HQ's/HO's officials. While replying, complete details like

subject, the office correspondence reference and company address shall be clearly indicated.

5.2.2 To advise on the integration of the expansion project assets within the Insurance coverage opted/to be opted prior to/after commissioning & of commercial use.

5.2.3 Overall administration of insurance policies and claims.

Notwithstanding anything in contrary, APSCSCL reserves the right to modify the scope of work at any point of time.

5.3 OTHER TERMS & CONDITIONS:

5.3.1 Charges:

No invoice shall be raised to APSCSCL or any of their subsidiaries for the services rendered as a Broker as the Broker's remuneration will be paid by insurance companies as per IRDAI (Payment of Commission or Remuneration or Award to Insurance Intermediaries) Regulations, 2016 as amended from time to time.

5.3.2 Period of Contract:

The period of engagement of the Insurance Broker will be **THREE YEARS**, from the **date of entering into MoA**. However, APSCSCL reserves the right to terminate the service of the brokers at any point of time without assigning any reason or the Contract period may be extended depending on merit and performance of the company in providing insurance services.

In case of Termination of contract/closing of contract period, all the pending claims by that time shall be settled (*i.e., payment shall be made by the insurer*), otherwise APSCSCL will record Participant performance in future tenders, duly forfeiting SD amounts. The firm shall confirm their acceptance to this clause.

5.3.3 Period of Validity Of RFP/Bid:

The RFP/Bid shall be valid for a **period of 90 days from the date of opening of RFP**. The period of validity cannot be counted from any other date other than the date of opening of the RFPs, and to be extended as required.

5.3.4 Sub-Letting and Assignment:

The Insurance Intermediary shall not, save with prior consent in writing from APSCSCL, Transfer/ Assign the insurance policies (or) any part thereof (or) interest therein (or) benefit (or) advantage thereof in any manner, whatsoever. Provided nevertheless that any such consent shall not relieve the insurer from any obligation, duty or responsibilities under the contract. The insurance broker/ intermediary is responsible for allocation of premium/ co-share/ co-insurance etc., as well as for arranging suitable reinsurance terms.

5.3.5 Negligence and Default:

The Insurance broker shall execute his services with due diligence and in compliance with any reasonable instructions given, either by Managing Director or by Manager (Finance). In case of any Negligence on the part of the Insurance broker to comply with the same, the Manager (Finance) may give 21 days' notice, in writing, to the Broking firm. If the firm fails to comply with the notice within the time considered to be reasonable by APSCSCL, the firm may be black-listed and all business dealings with the firm may be suspended for a specific period, apart from forfeiture of security deposits etc.

5.3.6 Termination of Contract:

5.3.6.1 APSCSCL may reject without the necessity of prior legal proceedings, the service or any part thereof, which in its opinion does not possess the qualities required under the appointment and to obtain it elsewhere, at any price, and on Appointee's account, should the appointee fail to execute the service required by the APSCSCL.

5.3.6.2 Should the Appointee for any cause whatsoever, become unable or fail to carry out the services with efficiency, or should he refuse or neglect to comply with the directions given to him by APSCSCL, or in any other aspect act contrary to the terms of the appointment, then APSCSCL shall have the right to terminate the appointment.

5.3.6.3 Notwithstanding anything in contrary, the agreement of appointment shall get automatically terminated without giving any notice period, if the license of the appointee is cancelled by IRDA.

5.3.7 **Jurisdiction:**

Any and all disputes or differences arising out of or touching during execution of contract, shall be decided by courts or tribunals situated in **Vijayawada/Amaravati cities only**.

We confirm to the above:

*Signature of PRINCIPAL OFFICER
of Broking Company in token of acceptance*

Seal of the company:

SECTION-VI: PROCEDURES AFTER SUBMISSION OF BID

- 6.1 All the RFPs/ responses received within the due date and time only will be examined by APUIAML on behalf of APSCSCL to determine, if they meet the eligibility criteria/ terms and conditions mentioned in the RFP document including its subsequent amendment(s), if any.
- 6.2 On scrutiny, the RFPs which are not in the prescribed format/ illegible/ incomplete / not containing the required information etc., may be liable for rejection. They will not be taken up for further evaluation. The views of APUIAML/APSCSCL in this matter will be final.
- 6.3 APUIAML/APSCSCL reserves the right at any time, to waive any of the requirements of this RFP document, if it is deemed fit in the overall interest of APUIAML/APSCSCL
- 6.4 Participants are not permitted to modify the proposals/RFP after its submission.
- 6.5 If deemed necessary, APUIAML/APSCSCL may seek clarifications on any aspect of RFP from the Participant. If a written response is requested, it must be provided within the specified period. Responses received after the specified period, will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their RFP document already submitted. APUIAML/APSCSCL may also make enquiries to establish the past performance of the Participants in respect of similar work.
- 6.6 The Insurance Broking Company will be evaluated and shortlisted, inter alia, based on their past experience of handling similar types of assignments/ projects, strength of their manpower, experience of their key personnel and financial strength of the Company, as per the score obtained in the qualification criteria.
- 6.7 All the RFPs received by APUIAML on behalf of APSCSCL would be scrutinized w.r.t the Eligibility/ Pre-Qualification Requirements (PQR). Selection will be based on the total points scored as per as per Annexure-I (EVALUATION SHEET) of RFP and Presentation.
- 6.8 Based on scrutiny of all eligible responses received in reply to this RFP, finally the Broker/Agency/s who scores highest no of points for a Total of 100 Points will be appointed as Insurance Broker for APSCSCL for a period of three (3) years from the date of entering into MoA.
- 6.9 The selection/ shortlisting of the Insurance Broker is entirely at the discretion of APUIAML/APSCSCL.
- 6.10 APUIAML/APSCSCL may at its sole discretion, at any time during the evaluation of the proposal, disqualify any company, if it is found that the company has made misleading or false representation in the forms, statements and attachments submitted in proof of the eligibility requirements or fails to provide related clarifications, when sought. If any applicant is disqualified or blacklisted by Government of India / State Government /UT Government or Regulatory authority for corrupt and fraudulent practices or for any other reason, their RFP will not be considered.
- 6.11 APUIAML/APSCSCL also reserves the right to accept or reject any or all applications without assigning any reason whatsoever and APUIAML/APSCSCL'S DECISION IN THIS REGARD WILL BE FINAL.
- 6.12 No contractual obligation whatsoever shall arise from the RFP process.
- 6.13 Any effort on the part of the firm to influence evaluation process may result in rejection of the RFP.
- 6.14 APUIAML/APSCSCL is not responsible for non-receipt of RFPs within the specified date and time due to any reason.
- 6.15 APUIAML/APSCSCL reserves the right to verify the validity of information provided in the RFPs and to reject any RFP /application where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of RFP or even after award of work.

- 6.16** Applicants shall be deemed to have examined the Request for RFP document and its subsequent changes, if any for the purpose of responding to it.
- 6.17** Examined all circumstances and contingencies, having an effect on their RFP application and which is obtainable by making reasonable enquiries.
- 6.18** Satisfied themselves as to the correctness and sufficiency of their RFP applications and if any discrepancy, error or omission is noticed in the RFP, the firm shall notify APUIAML/APSCSCL in writing on or before the due date & time.
- 6.19** APUIAML/APSCSCL may revise any of the conditions of this RFP.

HEAD-HR & ADMIN

SECTION-VII

DECLARATION/UNDERTAKING-I

I _____ Principal Officer hereby declare the following on behalf of M/s _____:

- i. **We are not penalized/ issued a show cause notice by IRDAI for violation of Brokers Regulations/ Brokers Code of Conduct/ Protection of Policy Holders Regulations or any such applicable regulations under the ambit of IRDAI. However so, we have disclosed all/any such details of penalties/ show cause notice/s issued by IRDAI in the Pre-Qualification Requirements.**
- ii. There is no case with the Police/Court/ IRDA / SEBI / Regulatory Authority against the Company/Directors/Employees.
- iii. We have not been suspended/ delisted / blacklisted by any Govt. Ministry/ Department/ Public Sector Undertaking /IRDA / SEBI/Autonomous Body/ Financial Institution/Court etc.
- iv. We certify that neither our Company nor any of the Directors/employees are involved in any scam or disciplinary proceedings settled or pending adjudication.

We hereby undertake and confirm that we have understood the scope of work properly and shall carry out the work as mentioned in the subject RFP”.

Signature of PRINCIPAL OFFICER of Broking Company

Seal of the company:

SECTION-VIII

DECLARATION/UNDERTAKING-II

We hereby declare that we have an office at _____ in the state of Andhra Pradesh **As per Section 40 (4) and No. 8 in SCHEDULE I – Form O of IRDAI (Insurance Brokers) Regulations, 2018** and we have enclosed the Rental Agreement/ Bank Statement etc., as address proof.

(Or)

We confirm that we will establish office in the state of Andhra Pradesh within 30 days of issue of LoI/PO **As per Section 40 (4) and No. 8 in SCHEDULE I – Form O of IRDAI (Insurance Brokers) Regulations, 2018** and furnish complete details to the O/o CE(Gen).

Signature of PRINCIPAL OFFICER of Broking Company

Seal of the company:

SECTION-IX: ANNEXURE-I (EVALUATION SHEET)**(FOR THE USE OF APUIAML/APSCSCL EVALUATION COMMITTEE ONLY)**

APUIAML/APSCSCL - Shortlisting of exclusive mandated broker for a period of 3 (Three) years towards rendering Pre-Placement, Placement and Post Placement services to various Life, General & Health Insurances Policies (Fresh/ Renewal) of APSCSCL.					
<i>S. No</i>	<i>PARAMETER & RESPECTIVE POINTS</i>	<i>DOCUMENTS REQUIRED</i>	<i>MAXIMUM SCORE</i>	<i>SCORE AWARDED</i>	<i>PARTICIPANT'S REPLY</i>
1 (a)	The applicant Insurance Broker/ Broking Company should be licensed by IRDAI to act as Direct Life & General (or) Composite Insurance Broker by IRDAI.	As per S. No: 2 of Checklist.	5		
1 (b)	No of years as Insurance Broker since inception greater than or equal to 5 years (15 Points)	As per S. No: 2 of Checklist.	15		
2	Total "Warehouse/Storage Risk" policies handled in the last 3 Financial Years i.e., 2021-22, 2020-21 & 2019-20	As per S. No: 8 & 12 of Checklist.	20		
	Up-to 5 policies (5 Points)				
	6 policies and less than 10 policies (10 Points)				
	11 policies and less than 15 policies (15 Points)				
	Above 15 policies (20 Points)				
3 (a)	No of Government Departments viz., PSUs, Entities, Institutions and Local Authorities etc., being serviced (at present) by the broker as Direct Life & General / Composite Broker as on the date of publishing this RFP/ Bid	As per S. No: 10 of Checklist.	2		
	Up to 5 (1 Points)				
	Above 5 (2 Points)				
3 (b)	Among the clients, if Govt. of A.P client/s is/are there, (2 Points)	As per S. No: 10 of Checklist.	2		
	Up to 5 Govt. of A.P clients (1 Points)				
	Above 5 Govt. of A.P clients (2 Points)				
3 (c)	Among Government Departments viz., PSUs, Entities, Institutions and Local Authorities etc., being serviced (at present) by the broker as Direct Life & General / Composite Broker, if Warehousing/ Storage Risk is/are there, then 2 additional point as extra weightage will be given. (2 Points)	As per S. No: 11 & 12 of Checklist.	2		
4	No of private clients with storage risk being serviced by the broker as Direct Life & General / Composite Broker".	As per S. No: 11 & 12 of Checklist.	2		
	Up to 3 Clients (1 Points)				
	Above 3 Clients in Warehousing (2 Points)				
5	No. of years of experience of continuously handling any Govt/PSU/PVT Warehousing, as Direct Life & General / Composite Broker as on date of Publishing this RFP. (1 point per year not exceeding 5 Points)	As per S. No: 11 & 12of Checklist.	5		

6	Experience in handling claims under Fire, Engineering, GMC & Miscellaneous insurances of clients with warehousing/storage risks.	As per S. No: 13 of Checklist.	2		
	Up to 5 Claims (1 Points)				
	Above 5 Claims (2 Points)				
7	Details of penalties levied and show cause notice issued by IRDAI for violation of Brokers Regulations/ Brokers Code of Conduct/ Protection of Policy Holders Regulations or any such applicable regulations under the ambit of IRDAI.	As per S. No: 16 of Checklist.	5		
	YES (-5 Points)				
	NIL (5 Points)				
TOTAL POINTS			60		

Please note that in the event of failure in submission of supporting documents, wherever mentioned score will be given as zero for that particular parameter.

13	Presentation including Profile of Directors, KMPs, Authorized/ Allocated Personnel/ Employees to APSCSCL, Projects Handled, Relevant Experience, Value added services and any relevant information (40 Points)	
<u>Grand Total for 100 Points</u>		

SECTION-X: CHECKLIST

S. No	Description	Document/s Required (Self Attested by Principal Officer)	Type
1	Incorporation Details	Certificate of Incorporation	Mandatory
2	IRDAI License	(i) Inception License issued by IRDAI (ii) Current IRDAI License i.e., in force (or) Renewal Fee Receipt	Mandatory
3	PAN	Copy of PAN Card	Mandatory
4	GSTIN	GSTIN FORM - 6	Mandatory
5	Address Proof of Registered Head Office/ Address for Communication	Address Proof such as Bank Statements, Rental Agreement etc.,	Mandatory
6	Address Proof of Registered Head Office/Branch Office anywhere in Andhra Pradesh	Address Proof such as Bank Statements, Rental Agreement etc., and filing with IRDAI	Mandatory, wherever applicable
7	Audited Financial Statements	Audited Financial Statements of FY 19-20 & 20-21 and Audited/ Unaudited Financial Statements of FY 21-22	Mandatory, wherever applicable
8	Proof of servicing Storage/ Warehousing risk related insurances	Copies of expired and ongoing/ active insurance policies of storage and warehousing risk.	Mandatory, wherever applicable
9	Premium Handled	An undertaking duly signed by the PRINCIPAL OFFICER of Broking Company, furnishing "Details of total Premium handled for the last 3 Financial Years i.e., 2021-22, 2020-21, 2019-20 (Premium handled under Direct Insurance Only)".	Mandatory, wherever applicable
10	Proof of servicing PSU/ Govt. clients at present	Copies of Active Purchase Orders or Policy Copies of Government Departments/ PSUs/ Entities/ Institutions/ Local Authorities etc., as proof of servicing PSU/ Govt. clients at present. (As on date of publishing this RFP).	Mandatory, wherever applicable
11	Proof of servicing Govt and Pvt Client's Storage/ Warehousing risk related insurances	Copies of expired and ongoing/ active insurance policies of Govt and Pvt clients' storage and warehousing related policies.	Mandatory, wherever applicable
12	Proof of continuous handling of Warehousing related clients as an Insurance Broker, as on date of publishing this RFP.	Copies of expired and ongoing/ active insurance policies of Warehousing entities as a proof of continuous handling of Warehousing related clients as an Insurance Broker, as on date of publishing this RFP.	Mandatory, wherever applicable
13	Proof of handling claims pertaining to PSU/ PVT. Warehousing Clients	Claim Settlement Vouchers as well as respective policy copies of claims handled that are of PSU/ PVT. Warehousing Clients	Mandatory, wherever applicable
14	Declaration - 1	Declaration/Undertaking certificate (as per Section – VII of the RFP Document).	Mandatory, wherever applicable
15	Declaration - 2	Declaration/Undertaking certificate (as per Section – VIII of the RFP Document).	Mandatory
16	Penalties or show cause Notices issued by IRDAI or other regulators.	Details of Penalties imposed and Show Cause Notices issued, by IRDAI for violation of any applicable regulations such as Brokers Regulations, Brokers' Code of Conduct and Protection of Policy Holders' Regulations etc.,	Mandatory, wherever applicable
17	Professional Indemnity	Professional Indemnity Insurance Policy Copy of participating Broker	Mandatory
18	Processing Fee	Proof of payment of processing fee	Mandatory
19	Presentation	Presentation/PPT	Mandatory, wherever applicable

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