



**MAZAGON DOCK SHIPBUILDERS LIMITED**

(Formerly known as Mazagon Dock Limited)

CIN : U35100MH1934GOI002079

(A Govt. of India Undertaking)

Dockyard Road, Mazgaon,

Mumbai - 400 010, Maharashtra, India.

Certified ISO 9001/EN ISO 9001 for Shipbuilding Division

ISO 9002/EN ISO 9002 for Offshore Division

Tel. (Board) : 022-2376 2000 Extn. 2800

Tel. (Direct) : 23782338 FAX :022- 23738338

Website : www.mazagondock.gov.in

Email-ID: sbkshirsagar@mazdock.com

	Enquiry No.: Insurance Intermediary/2020-21/01 Dated : 14.02.2020 Last date for Submission : 02.03.2020, 14:00 hrs Date of Opening : 02.03.2020, 16:00 hrs
	Please quote enquiry No. and Due Date on the envelope. All replies to be addressed to the AGM (F-Project & Services), Finance Department, 6 <sup>th</sup> Floor Service Block Annex.

**Sub: Expression of Interest (EOI) for Engagement of Insurance Intermediary / Broker (Direct/Composite) to assist MDL in management of its Insurance portfolio.**

Dear Sir,

Our organization **Mazagon Dock Shipbuilders Limited**, is a public sector undertaking under Ministry of Defence engaged in construction of Warships, Submarines, merchant ships Repair Services and having a turnover of Rs. 4650 (approx) Crores in FY 2018-19.

2. MDL is arranging various Insurance Policies to cover itself against unforeseen hazards and natural calamities. MDL desires to take assistance and offers opportunity to leading and reputed professional Insurance Intermediaries, meeting the qualification criteria, to advice on various aspects relating to Insurance as per the scope of work mentioned in this the EOI.
3. For our various insurance policies and to completely manage our Insurance portfolio, MDL invites 'Expression of Interest' from Insurance Intermediaries (Direct/Composite) licensed by IRDAI for empanelling and appointing an Insurance Intermediary for taking proper insurance cover including management of claim settlement.
4. Details of the objectives, scope of the assignment, eligibility and qualification criteria to be met with, data and documents required to be submitted along with EOI, criteria to be adopted for evaluation of the EOI for preparation of the short list and other information are contained in the EOI document.
5. The EOI along with supporting documents/ credentials/ certificates etc. must reach **Additional General Manager (Finance-Project & Services)**, Mazagon Dock Shipbuilders Limited, Finance Dept., 6<sup>th</sup> Floor Service Block Annex, Dockyard Road, Mazagon, Mumbai – 400 010, India, in a sealed cover on or before 2<sup>nd</sup> March, 2020 at 14:00 hrs. The details should reach the concerned within the stipulated time in a sealed envelope and should be super scribed with the title **“Application for engagement as an Insurance Intermediary”**.

## 6. Pre-Qualification Criteria:

Sr. no.	Pre-Qualification Criteria	Documents Required
1	The insurance intermediary should be duly licensed by IRDAI having a validity of the license as on 01.04.2020.	IRDAI License no. and its validity period.
2	The insurance Intermediary must have completed 3 consecutive years of services as on 31.03.2019 with a valid accreditation with the IRDA.	The copy of licensed issued by IRDA for 3 consecutive years as on 31.03.2019.
3	The insurance Intermediary should hold valid GST registration and PAN.	GST registration certificate/PAN no.
4	The insurance Intermediary should have office/branch at Mumbai/Navi Mumbai with senior person having 15 years of insurance domain experience in settlement of claims along with a capable team. Insurance Intermediary having direct/composite general insurance license only should apply.	<ol style="list-style-type: none"> <li>1. Communication Address,</li> <li>2. Name &amp; experience of the Top Executives,</li> <li>3. No. of Employees in the Company/local branch.</li> <li>4. Name, contact no. &amp; Email-ID of Liaison person.</li> <li>5. Details of team proposed to be allocated for handling MDL's requirement.</li> </ol>
5	The insurance intermediary should have experience of operating as licensed intermediary (3 consecutive years of service as on 31.03.2019).	Self Certification.
6	Insurance Intermediary belonging to any Industry group / house will not be considered.	Declaration by CEO.
7	Insurance Intermediary having any associate/ subsidiary which is involved in any other business will not be considered.	Declaration by CEO.
8	The insurance Intermediary must have handled the insurance portfolio of minimum 3 PSUs during the last 3 completed financial years i.e. 2016-17, 2017-18, 2018-19 as an exclusive broker, with sum insured of at least Rs. 1000 Crore consecutively for last 3 financial years, from Industries like Shipbuilding, Oil and Gas, Defence, Mining cum manufacturing, Fertilizers and Chemicals, Coal, Power, Steel and Port.	<p>Past experience in dealing with Government/Semi Government Companies giving list of clients during the last three years with sum insured details for each client.</p> <p>List of major clients and their contact person and telephone no. for verification of satisfactory performance.</p>
9	Net worth of the insurance Intermediary must be positive consecutively for the last 3 completed financial years.	Copy of Balance sheet for last 3 completed financial years.
10	Neither the Insurance Intermediary nor any of the partners/members/directors etc of the consortium should have been blacklisted/kept on holiday list by any Central Government Department/State Government Department/Central or State PSU or indicted/fined by IRDA.	No penalties levied by IRDAI/Govt./other organization during the last 3 consecutive financial years up to date of submission of bid ( <b>Declaration as per Annexure 1 format</b> )

7. **SCOPE OF WORK COVERS BUT NOT BE LIMITED TO**

- a) To carry and report on Risk inspection & Risk Evaluation Study of the Yard/Assets.
- b) To identify areas of risk including Terrorism Risk and suggesting methodology to minimize the risk as well as suggesting optimum insurance coverage.
- c) Probable maximum loss calculations.
- d) Re-Instatement Valuation of all insurable assets of the Yard.
- e) To assist the Insurer during the plant inspections.
- f) To undertake review of Business Interruption cover if required, after studying Annual administrative report and latest Audited Balance Sheet & P /L accounts for determining:
  - (i) Standing charges & operational profit
  - (ii) Segregation of income and expense heads and identifying these under various operational elements and as per cost centre data given by MDL.
  - (iii) Determining Business Interruption Indemnity limit.
- g) To determine Risk features in Liability segment viz,  
(Directors & Officers Liability, Third Party Liability, Product Liability, Employee Compensation Liability – erstwhile WC Act Liability, Cyber Crime Liability etc. And suggest any insurance cover(s), if required.
- h) To design the Insurance program to the optimization of the Risk Profile of the Yard/Assets including appropriate policy clauses and warranties.
- i) To prepare tender documents for MDL to invite competitive bids from eligible parties either through e-Portal or direct from Insurers.
- j) To liaise with the Insurers in the pre-bid meetings.
- k) To assist in negotiating and finalizing the terms and condition of insurance optimizing cost, cover, security and quality of service in accordance with the laid down procedure of MDL.
- l) Finalization of the policy wording and contract terms & conditions.
- m) Evaluation and finalization of bids and recommending MDL for placing the orders.
- n) Examining Insurance Policy documents to protect MDL's interest in regards to claim settlement before handing over of same to MDL users.
- o) To interact with MDL users for any change in Risk quality, addition / deletion in assets and any other support.
- p) To guide MDL users for intimating to the Insurer about the material under Transit policies. To prepare a database for such intimations sent to the Insurer to frame the projections for the next year's transit policies.

- q) To prepare the stock declaration statements for the Insurer as per the Stock Insurance policy clause. Prepare the approval document with necessary follow up with the Insurer, for premium to be paid on additional sum insured, if the stock value intimated for the month as per the policy clause crosses the Stock policy sum Insured limit.
- r) To follow up with the Insurer for past and on-going policies premium refund/payment arising due to policy clause or due to any addition or deletion in the asset data which is done after the previous financial year closing.
- s) **Claim Management:**
- Coordinating and ensuring realization of past claims. It has to follow up ongoing claims till the time of settlement.
  - In case of claim situation, taking up with Insurer, overseeing surveyor appointment and provide all assistance, technical or otherwise to client for completing claim documents.
  - Assist in preparation and verification of documentation for lodging of claim and for follow up of settlement of claim.
  - Resolving various queries of Insurers/Surveyors during claim processing.
  - Necessary follow up and early settlement of all insurance claims of present and past.
  - Continuous co-ordination with surveyor and insurer for smooth settlement of claims.
  - Guidance in relation to interpretation of policy, wording/conditions, warrant times, deductibles etc. During claims processing.
  - To arrange for submission of monthly report on claim settlement status and pending issues.
- t) **Other Services:**
- Assisting MDL in taking any new Insurance Policies and managing the same.
  - Technical assistance in any Project Insurance Policies (BRI), as and when required and managing the same.
  - Keeping MDL informed of the latest IRDAI/TAC regulations and guidelines concerning insured's interest.
  - Assisting MDL, from time to time, on developments in the insurance industry having impact on the company.
  - Any other matter related to Insurance and Risk Management, irrespective of the location of the Insurable assets, including insurance matters related to MDL's employees.

- To assist in resolving MDL's Internal auditor's/Statutory auditor's/ Govt. auditor's queries related to insurance.
- To conduct training programs (Insurance Workshop) for nominated executives of MDL to explain in detail about the Covers taken, insurance administration, claims, risk improvement and "Dos & Don'ts" in claim situation etc. The duration etc of such Workshop would be mutually fixed every year.

u) **Obligations of the Insurance intermediary:**

- The insurance intermediary has to assign a senior person/persons with leading team (Names to be furnished in this regards) having Technical and Commercial expertise of about 15 years experience for liaisoning with MDL on top priority basis during the period of appointment.
- The Insurance intermediary should depute minimum 1 person in MDL who has an experience of at least 2 years in Insurance company. The person(s) deputed shall work in MDL in compliance of scope of work for at least 2 days in a week during the period of appointment. Their attendance will be recorded in MDL.

**The above Scope of Work has to be confirmed by the Chief Executive Officer/ Principal Officer of the intermediary with firm's stamp.**

## **8. Bid Preparation and Submission:**

The bid documents 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 point 6 mentioned above. If all the necessary information and valid supporting documents are not provided, the bid be summarily rejected.

The signed EOI along with the supporting documents/credentials/certificates etc., in a sealed cover on or before 2<sup>nd</sup> March 2020 at 14:00 hrs to the following address:

Additional General Manager (F-Project & Services),  
Mazagon Dock Shipbuilders Limited,  
Finance Department,  
6<sup>th</sup> Floor Service Block Annex,  
Dockyard Road, Mazagaon, Mumbai – 400 010.

**The bids received will be opened on 2<sup>nd</sup> March 2020 at 16:00 hrs.**

Any discrepancy noticed between the supporting documents and information submitted may lead to disqualification. MDL will exercise unqualified and unrestricted rights to reject or accept any or all the EOIs.

## 9. **Selection Procedure:**

It will be based on the total points scored in **Business Profile submitted as per Annexure –2**. All other aspects shall be governed by the **Terms and Conditions attached at Annexure-3** herewith.

10. The purpose is for appointment of the Insurance intermediary initially for two years. It will be renewed for further term with same terms and conditions based on satisfactory performance. However, the appointment can be cancelled by MDL any time during the currency of contract, if performance is not found satisfactory.
11. An undertaking by the bidders is required to be given for accepting all the Terms and Conditions placed at **Annexure-3**, compliance of scope of work and correctness of Business Profile along with the bid, to be placed in the sealed envelope.

## 12. **Other Terms:**

For any of the services mentioned above, including any other insurance related services that may be included during the service period, MDL will not pay any fee or any remuneration whatsoever to the selected Insurance intermediary for any of their work. The appointed intermediary is entitled to earn brokerage strictly as per IRDAI Schedule/guidelines and Regulation/directives. MDL will also not pay/reimburse any expenses whatsoever to the selected Insurance intermediary.

We enclose the following:

- |                            |            |
|----------------------------|------------|
| 1) Declaration Certificate | Annexure 1 |
| 2) Business Profile        | Annexure 2 |
| 3) Terms and conditions    | Annexure 3 |

For any clarifications please feel free to contact Mr Satyam Kshirsagar, Manager (F-Property & Insurance), Tel.no. (022) 23762821, Email ID – sbkshirsagar@mazdock.com.

Thanking you,

For Mazagon Dock Shipbuilders Ltd  
Yours Faithfully,

Sd/-  
(Sanjay D. Kajwe)  
General Manager (Finance)

**DECLARATION CERTIFICATE**

I/We/any of Director/Promoter have not been blacklisted/kept on holiday list by Central/State Govt. Ministry /Department/PSU/IRDA/SEBI/Financial Institution/Court and also not indicted/fined by IRDA of India.

I/We hereby undertake and confirm that I/we have understood the scope of work properly and shall carry out the work as mentioned in this EOI.

**Signature of the Authorised Signatory with seal**

Place:

**BUSINESS PROFILE**

**Annexure - 2**

<b>Section</b>	<b>Sr No</b>	<b>Particulars</b>	<b>Documents required</b>			
<b>A</b>	1	Name of the Company:				
	2	Address:				
	3	No.of branches with address, phone no. (Please use separate sheet if required)	Self-attested details of each branch 1)Address of Branch 2) Phone no. 3) Name of Head of Branch			
	4	Name of promoters, their qualification and % of holding in the company				
	5	IRDAI License no. and date	IRDAI License Certificate			
	6	GST Registration no.	GST Regn Certificate			
	7	PAN	PAN Card			
<b>Section</b>	<b>Sr No</b>	<b>Parameters (Compliance excluding experience in Mazagon Dock Shipbuilders Ltd)</b>	<b>Documents required</b>	<b>Individual Score</b>	<b>Max Score</b>	
<b>B</b>	1	No.of years completed as licensed General Insurance Intermediary (Direct/Composite) without any break.	3 years to less than 5 years	Please attach copy of IRDAI licences covering for all the years.	2	5
			5 years to less than 7 years		3	
			7 years and above		5	
	2	Do you belong to any Industry/Group/House	Yes	If yes, give details	0	5
			No		5	
	3	Do you have any Associate/Subsidiary/Group company which is involved in any other business?	Yes	If yes, give details	0	5
			No		5	
	4	Does your Company have any foreign holding?	Yes	If yes, give details	-10	0
No			0			

5	No. of Shipyard clients handled/managed continuously as an exclusive licensed Insurance Intermediary in the last three completed years with an average annual audited turnover of Rs. 1000 Crore and above.	One	Please attach mandate copies of last completed 3 years. Attach proof of turnover signed by the client.	5	15
		Two		10	
		Three or more		15	
6	No. of non Shipyard clients handled/managed continuously as an exclusive licensed Insurance Intermediary in the last three completed years with an average annual audited turnover of Rs. 1000 Crore and above.	One	Please attach mandate copies of last completed 3 years. Attach proof of turnover signed by the client.	5	10
		Two		7	
		Three or more		10	
7	Is any of such organization as Navaratna/Miniratna company.	Yes	If yes, give details	5	5
		No		0	
8	Type of Insurance products you are handling.	Ship Builders Risk	If yes, give details	12	35
		Ship Repair liability Risk		8	
		Property		5	
		Marine		4	
		Health		3	
		Project		2	
		Liability		1	
9	No. of Ship Builders Risk Insurance designed & placed with a Sum Insured of Rs. 200 Crore per Ship as mandated broker of a Shipyard.	One	Please attach mandate copies of the relevant year with details of such placement with the Shipyard.	5	15
		Two		10	
		Three or more		15	
10	Do you have Ex-TAC qualified Risk Engineer as your permanent employee (If yes, please mention below details)	Yes	If yes, give details	10	10

		Name of Ex-TAC qualified Risk Engineer	No			
		Qualification				
		No.of years he/she is in your continuous employment			0	
		No.of years he/she was with TAC				
	11	Have you conducted Risk inspection study of any Shipyard by your own Risk engineer for at least 3 years.	Yes	If yes, give details	10	10
			No		0	
	12	Have you conducted Risk inspection study of any non Shipyard by your own Risk engineer for at least 3 years.	Yes	If yes, give details	5	5
			No		0	
	13	No. of executives in permanent employment (with minimum 10 years earlier insurance domain experience).	> 6 nos	Please give details	7	7
			5 nos		6	
			4 nos		5	
			3 nos		4	
			2 nos		3	
			1 nos		2	
	14	Do you have claim handling section with at least 3 dedicated executives?	Yes	If yes, give details	5	5
			No		1	
	15	Experience in settling one single Shipyard claim in India in the last five completed years.	Less than Rs. 5 Cr	Please attach documentary evidence from client or copies of discharge voucher duly attested/certified by CEO/Principal Officer.	4	15
			Rs. 5 Cr -Rs 10 Cr		6	
			Rs. 10 Cr -Rs 15 Cr		10	
			More than Rs. 15 Cr		15	
	16	Experience in settling one single non Shipyard claim in India in the last five completed years.	Less than Rs. 5 Cr	Please attach documentary evidence from client or copies of discharge voucher duly attested/certified by CEO/Principal Officer.	6	10
			Rs. 5 Cr -Rs 10 Cr		8	
			More than Rs. 10 Cr		10	

17	Have you as insurance intermediary handled claim under Ship Builders Risk.	Yes	If yes, give details	5	5
		No		0	
18	Names of major clients whose insurance portfolio are handled by you as their Exclusive Insurance Intermediary in last three years.		Please give details		25
	Central Public Sector Enterprises – Manufacturing (min 2 nos)			10	
	Central Public Sector Enterprises - Service/Trading (min 2 nos)			8	
	Others - Projects (min 2 nos)			7	
19	Experience of having handled Group Health insurance Program of a Company as exclusive Insurance Intermediary having insured serving/retired employees of at least 5000 and above, other than Mazagon Dock Shipbuilders Ltd.	Yes	If yes, give details	5	5
		No		0	
20	Average Annual Turnover (only from Insurance Broking activities) for the last three financial years.	Less than Rs. 5 Cr	Please give details of name, qualification, institute and experience of the Risk Engineers duly certified by CEO or Principal Office with details of such risk inspection.	3	8
		Rs. 5 Cr - Rs 15 Cr		5	
		More than Rs. 15 Cr		8	
			<b>Total Marks</b>		<b>200</b>

## Terms & Conditions

1. **Purchaser**

The Company shall mean MDL.

2. **Payment Term:**

MDL will not pay any fee or expenses whatsoever to selected Insurance intermediary.

3. **SUB-LETTING OF CONTRACT**

The consultant shall not, assign or sub-let his Contract.

4. **SUBMISSION OF OFFER**

The intending insurance intermediary may fill up the Business Profile placed at Annexure-2 and declaration as per Annexure-1 by Chief Executive Officer / Principal Officer of company by signing with seal and send it in a sealed envelope super scribing “**Insurance Intermediary**” addressed to AGM (F-P&S), 6<sup>th</sup> Floor Service Block Annex, Mazagon Dock Shipbuilders Limited, Dockyard Road, Mazagaon, Mumbai – 400 010, so as to reach by 2<sup>nd</sup> March, 2020, 14:00 hrs for our necessary action. The EOI will be opened at the Office of AGM (F-P&S) on 2<sup>nd</sup> March, 2020 at 16:00 hrs

5. **ELIGIBILITY CONDITION**

Only those firms who meet the PRE QUALIFICATION REQUIREMENT (PQR) as specified in EOI document, shall be eligible for appointment. Proposals not meeting the PQR shall be rejected.

6. **PERIOD OF VALIDITY OF EOI/BID**

The EOI/Bid should be valid for a period of 6 months from the opening date of the EOI.

7. **SELECTION PROCEDURE**

The final intermediary shall be selected through a competitive bidding process. For selection of the final intermediary, the following procedure shall be adopted.

All the proposals received by MDL would be scrutinized w.r.t. the Pre-Qualification Requirement (PQR). Firms meeting the PQR shall only considered. These firms shall be called as ‘Eligible’ firms. The firms may please note that mere meeting of the PQR does not entitle any firm the right for appointment.

Further, selection will be based on the total points scored in Business Profile as per Annexure-2, MDL may call for a brief presentation by the top two scorers for appointing one of them as its Insurance Intermediary.

In case of multiple bids scoring the highest points (score), the bid would be term as tied bid. Then the bid would be awarded to the bidder from the tied bids who has scored the highest points (score) in aggregate of Sr. No. 5, 6, 8, 9, 10,15,16 & 18 of the Business Profile at Annexure II.

8. **LAW GOVERNEMNT THE CONTRACT**

This contract shall be governed by the laws of India for the time being in force.

9. **ARBITRATION**

All disputes and differences of any kind whatsoever arising out of or in connection with the contract shall be referred to and settled by Chairman and Managing Director. If either the purchaser or the Contractor be dissatisfied on any matter, dispute of any kind either party (the Purchaser or the Contractor) may within 28 days after receiving notice of such decision give a written notice to the other party, requiring that such matters in dispute be referred to the sole arbitrator to be appointed by Chairman and Managing Director of the Company.

10. **CONFIDENTIALITY**

All the material sent to the firms shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances.

11. **INCOMPLETE EOI**

Incomplete EOIs, which do not contain all the information called for and/or any addition / deletion in tender document / Annexures are liable to be rejected.

12. **CANCELLING THE EOI**

MDL reserves the right to cancel / scrap the complete EOI / individual bid without assigning any reason whatsoever.

13. **AUTHORISED OFFICER**

GM (Finance), MDL, or any other officer nominated by him, shall be the authorised officer, with regard to the EOI. The decision of the authorised officer shall be final and binding on the firm.

14. **DURATION OF ENGAGEMENT PERIOD**

Engagement of the Insurance Advisor shall be for a period of two years from the date of engagement. However, initial engagement will be for a period of one year which will be renewed for another period of one year, on each occasion, on satisfaction performance of the Insurance Intermediary and at the sole discretion of MDL Management.

15. **JURISDICTION**

The contract shall be subject to the Jurisdiction of the courts in Mumbai only.