

Expression Of Interest (EOI)
For
Empanelment of Pre-Acceptance Inspection Agency
TO PROVIDE SERVICES
FOR PRE-ACCEPTANCE INSPECTION OF VEHICLES
Through Mobile App & Web Portal

ISSUED BY

DEPUTY GENERAL MANAGER
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Motor Marketing & Claims(OD) Department
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New Delhi – 110001

EOI REFERENCE NO. : OICL/HO/MTD/2017/02 dated 13th November 2017
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CONTENTS

Sl. No.	Details	Page No.
	INVITATION FOR EXPRESSION OF INTEREST FOR EMPANELMENT	2
A	BROAD SCOPE OF THE WORK	3
B	EMPANELMENT PROCESS & EVALUATION SCHEDULE	3 & 4
C	ELIGIBILITY CRITERIA	5 & 6
D	TRAINING & QC (QUALITY CONTROL)	6
E	DISCLOSURE	6
F	PAYMENT OF REMUNERATION	6
G	SIGNING OF CONTRACT	7
H	CONFIDENTIALITY	7
I	CANCELLATION	7
	ANNEXURE 'A' – APPLICATION FORMAT	8 & 9

INVITATION FOR EXPRESSION OF INTEREST

The Oriental Insurance Company Limited (hereinafter as OICL), a Public Sector Undertaking invites Expression of Interest (hereinafter called EOI) from the interested parties for empanelment as Pre-Acceptance Inspection Agency(hereinafter called Agency) to provide access on a Software as a Service for Pre-Acceptance inspection of vehicles through mobile app and Web portal in case of break in insurance and change in risk.

The EOI Document (including Annexure 'A') containing the details of scope of work , eligibility criteria, submission requirement and payment of remuneration etc. can be downloaded from the official website of the Company: www.orientalinsurance.org.in under the link 'Tenders'.

Duly completed application along with Annexure 'A' and other required documents is to be sent at vaibhav.garg@orientalinsurance.co.in

Kindly note the following points:-

- Use PDF format for submission of the above.
- EOI may be submitted mentioning "EOI PRE-ACCEPTANCE INSPECTION " in subject after your firm name.
- If the size of your mail exceeds 8 MB, please split them and send in several e-mails.
- Documents to be submitted with this EOI are as under-
 - Copy of registration of the firm/company/establishment
 - Copy of the PAN card
 - Address Proof
 - Qualification of the Principal Officer/Director/CEO
 - Details of infrastructure including human resources
 - User Manual of APP/Portal

Failure to produce above documents and Annexure 'A' along with EOI application/proposal may render the applicant ineligible for empanelment.

Any other document/information that may be required shall be submitted by the Applicant in demand of OICL.

Last date for submission of EOI is on or before November 27, 2017. We will not review/consider any application if we receive it after November 27, 2017, 23:59.

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

(A) BROAD SCOPE OF THE WORK

OICL is currently using manual and paper based system through our employees and external agencies to conduct Pre-Acceptance inspection of vehicles in case of break in insurance and change in risk. However, now the company wants to comply with digitization and automation standards, therefore, there is a need for separate and integrated customized solution for Pre-Acceptance inspection of vehicles through Web based mobile app.

Hence Agencies having the required infrastructure and latest digital technologies/software for Pre-Acceptance inspection of vehicles shall be empanelled as per details given below -:

Sr. No	Category	Details of Services to be provided by the Pre-Acceptance inspection Agency
1.	Pre-Acceptance inspection of vehicles in case of break in insurance and change in risk	<p>The Agency will provide access on a Software as a Service to enable OICL's Employees , Agents, Brokers or other Authorised persons to do the Mobile and Web portal based Pre-Acceptance inspection of vehicles and thus provide us with a report in pdf format for each inspection done.</p> <p>The Agencies are expected to have the latest digital and mobile technologies and enough infrastructures to maintain complete records in digital form for future retrieval, claim processing or any other purpose.</p> <p>Software/Mobile App/ Web Portal designed for Pre-Acceptance inspection and other real time processes, shall have features like real time digital collaboration, quality of inspection and fraud detection.</p>

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

(B) EMPANELMENT PROCESS & EVALUATION SCHEDULE:

1. A committee constituted by Head office shall oversee and finalize the agencies to be empanelled to provide access on Software as a Service for pre-acceptance inspection of vehicles through mobile app & web portal in case of break in insurance and change in risk.

2. **Complete application along with Annexure 'A' and other required documents is to be sent at vaibhav.garg@orientalinsurance.co.in on or before November 27, 2017, 23:59.**
3. After receipt of applications for the empanelment of agency, the designated Committee will scrutinize the same on the basis of infrastructure , availability of latest technologies , fulfilling of eligibility criteria and experience of the people employed in the agency. The incomplete applications/applications with mismatched profiles will be rejected. Further to such scrutiny, the applicant(s) shall be called for personal interview, presentation and demo of the Software/App.
4. Based on the interview, presentation and demo of the Software/App, a decision on empanelment shall be taken keeping in view the software/App performance, compatibility with our existing system software (INLIAS), applicant's commitment, attitude, professional approach, service orientation, behavioral skills, knowledge and experience. Based on these parameters, if the Committee is satisfied about the credentials of the Agency and found as 'fit and proper' in the light of the job profile, a decision to empanel will be recorded and communicated to the applicant. Mere eligibility, filing application and attending interview does not confer any right on the part of the applicant to be empanelled.
5. The authority on being satisfied that the applicant firm/agency has the competence for engagement in Pre-Acceptance inspection of vehicles, it shall be empanelled for providing access on a Software as a Service for pre-acceptance inspection of vehicles through mobile app & web portal in case of break in insurance and change in risk.
6. 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.
7. The Agency, so selected for empanelment, shall be empanelled for a period of one year subject to satisfactory performance. However such agency will be eligible for continuation subject to satisfaction of the Committee.
8. The panel of agency shall be reviewed annually by the Committee.

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

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

(C) ELIGIBILITY CRITERIA

1. The Agency should be any of the legal entities as under:

- a) A Propriety Concern
- b) A Partnership Firm registered under Indian Partnership Act, 1932 (9 of 1932)
- c) A Company formed under the Companies Act
- d) A Limited Liability Partnership formed and registered under the Limited Liability Partnership Act, 2008

2. Infrastructure / Experience / Qualification: The Agency should have an independent office and a minimum strength of 10 persons to handle work assignments with a team expert to train our users across India.

A robust IT platform must be available with 24 hours support and data backup facility. The paid up capital should be minimum Rs.20 lac.

3. Requirement for Software/App/Portal -:

a) Mobile App

- App enabled Real Time Field Pre-Acceptance Inspection
- App can be downloaded from Google Play Store/IOS/Windows
- User need App Login credentials to conduct Vehicle Pre-Acceptance Inspection
- User can fill a short form to capture the vehicle inspection data
- App can take real time Vehicle photos and capture Vehicle assembly status
- Stored photos cannot be uploaded to server unless taken in the App
- Once the Inspection is completed, the vehicle inspected data is uploaded on the server automatically
- App compatible with Android/IOS/Windows
- App shall perform Pre-Acceptance Inspection as per our defined guidelines and standards

b) Web Portal

- An Online Web Portal able to manage all vehicle Pre-Acceptance inspection data.
- Various Login Roles shall be available like Admin, Marketing Officer and Agents etc.
- All the Pre-Acceptance inspection data uploaded by the field users is consolidated here in real time.
- Various types of MIS reports are available on the Web Portal for analysis.
- Web Portal shall accept/perform Pre-Acceptance Inspection as per our defined guidelines and standards.

c) Fraud Detection -

Software (App/Web Portal) will alert suspected frauds based on inbuilt algorithms like -

- Image Integrity
- Geographical/Geo-Tagging Integrity
- Timing Integrity
- Auto-meter Reading Integrity

d) Others –

- Should have features to send SMS & Email alerts to App users and Client.
- Should have a provision to search any inspection report based on inspection number, vehicle number, chassis number, customer name etc.
- Should have real time data backup facilities

(D) TRAINING & QC (Quality Control)

Agency must have a team which will provide training to our employees at our Regional Offices/Divisional Offices and the expenses of execution of training shall be borne by the Agency empanelled.

Agency must have an arrangement to do QC at their end. In this case TAT for providing report will be fixed maximum one hour after photos and details are uploaded by OICL employees/authorized users.

Random check will be done by us as a part of Audit.

(E) DISCLOSURE

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

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

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

(F) PAYMENT OF REMUNERATION

Option 1 – QC (Quality Control) done by Oriental Insurance Employees

A flat fee of Rs.30/-(plus Applicable taxes) per inspection for vehicle (Two Wheelers/Private Car/Commercial Vehicle) shall be paid to the Agency.

Option 2 – QC (Quality Control) done by Agency Employees

A flat fee of Rs.45/-(plus Applicable taxes) per inspection for Two Wheeler vehicle and Rs. 60/-(plus Applicable taxes) for Private Car/Commercial Vehicle shall be paid to the Agency.

Agency shall create user ids on the requirement of OICL and maintain records of all Pre-Acceptance inspection in a digital form up to 15 months from the date of vehicle inspection. No additional fees shall be paid for this.

(G) SIGNING OF CONTRACT

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

(H) CONFIDENTIALITY

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

(I) CANCELLATION

OICL 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 Agency or in extraordinary circumstances.

ANNEXURE 'A'

APPLICATION FORMAT FOR EMPANELMENT OF PRE-ACCEPTANCE INSPECTION AGENCY TO PROVIDE ACCESS ON A SOFTWARE AS A SERVICE FOR PRE-ACCEPTANCE INSPECTION OF VEHICLES THROUGH MOBILE APP & WEB PORTAL

Sr. No.	Particulars	Details
1	Name of the Agency	
2	Head office address (Attach a proof of address)	
3	Status of the Agency (Please tick)	(a) A Propriety Concern (b) A Partnership Firm registered under Indian Partnership Act, 1932 (9 of 1932) (c) A Company formed under the Companies Act (d) A Limited Liability Partnership formed and registered under the Limited Liability Partnership Act, 2008
4	Name of the Chairperson / Director, Qualification and Telephone & Mobile number	
5	GST Number	
6	Office Phone numbers	
7	Fax	
8	E-mail	
9	Website (if any)	
10	Registration Number (Attach proof)	
11	Paid up capital	
12	PAN No. of the Agency (Attach proof)	
13	Detailed strength of staff handling the work assignment in the agency with their designation and qualifications	
14	Details of IT infrastructure/Technologies	
15	Detail of online Data backup/Cloud backup facilities	
16	No. of year(s) of experience in the field of Pre-Acceptance inspection of vehicle through Web based mobile app	

17	Details of Insurer with whom you have worked related to Pre-Acceptance inspection of vehicle through mobile application	
18	Any other relevant information	

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our application for EOI is liable to be rejected.

Signature of the Authorized Signatory with Date

