Subject:	Pre-Bid Queries	
Pre-bid Meeting Date:	13.11.2025 at 11.00 AM to 1 PM	
BRPL NIT NO:	CMC/BR/25-26/FK/CR/AL/1305 Dated: 16.10.2025	
Work:	"REGISTRATION/REVALIDATION OF INSURANCE BROKER FOR PROVIDING SERVICES RELATED TO INSURANCE IN BRPL"	

Sl. No	NIT Clause Reference	Description	Bidder's Query	BRPL Clarifications
	SECTION - III	Qualification Requirement & Bid Evaluation Criteria		
	1	Qualification Requirement (QR):		
1	c)	The bidder must not have undergone any disqualification/cancellation of license by IRDAI or blacklisted or debarred mid-term by any client, the company, or any individual director (applies to JVs also).	The bidder must not have undergone any disqualification/cancellation of license by IRDAI or blacklisted or debarred mid-term by any client or have not been penalized by IRDAI in the last three years and as on bid due date.	Tender condition shall prevail
2	d)	The bidder must have a minimum turnover (revenue) of Rs.100 crs. for each year (only from insurance broking activities, except retail business) consecutively for the last 3 completed financial years i.e. 2022-23, 2023-24, and 2024-25 as per the audited financial statements which are to be submitted along with the bid. The Bidder shall submit the annual turnover report of the last 3 F.Y. duly certified by a Chartered Accountant. The turnover certificate must have UDIN Number.	Please make this minimum turnover (revenue) to INR 50 Crs instead of 100 Cr.	Tender condition shall prevail
3			Kindly continue with the last tender's criteria: The bidder must have a minimum turnover (revenue) of Rs. 30 Crore for each year (only from insurance broking activities, except retail business) consecutively for the last 3 completed financial years i.e. 2017-18, 2018-19 and 2019-20 as per the audited financial statements which are to be submitted along with thebid.	Tender condition shall prevail
4			The bidder must have a minimum turnover (revenue) of Rs. 50 Crs. for each year (only from insurance broking activities, except retail business) consecutively for the last 3 completed financial years i.e. 2022-23, 2023-24, and 2024-25 as per the audited financial statements which are to be submitted along with the bid. The Bidder shall submit the annual turnover report of the last 3 F.Y. duly certified by a Chartered Accountant. The turnover certificate must have UDIN Number.	Tender condition shall prevail
5			◦We propose considering turnover only from Corporate Direct Insurance (excluding reinsurance broking) and reducing the minimum requirement from INR 100 Crores to INR 25 Crores. This would encourage fair competition and enable brokers who can add significant value to BSES's insurance portfolio to participate.	Tender condition shall prevail
6			We understand that as a customer BSES would be looking to empanel Broker who has a rich & professional experience in handling large business models and thus we suggest evaluation criteria should not be based on the turnover &/or net worth as broker(s), in any form, are the not the "risk carriers". It is imperative that technical knowledge is of paramount while dealing with technical & large risk like BSES – past experiences and teams can be assigned highest weights or scores.	Tender condition shall prevail

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7	e)	The Bidder must have handled the asset, liability & employee insurance portfolio of a minimum of 2 (two) large companies in the power sector segment of generation / transmission / distribution only, as a Lead Broker-Direct broker/advisor during the last 3 completed financial years i.e. FY 2022-23, 2023-24, and 2024-25, where the premium placement for each client and each year is more than Rs 10 crs. The bidder must attach Work Orders / Completion certificates / LOA along with the bid, as evidence. As a lead broker the percentage of premium held should not be less than 60% of the Total Premium under the said policy.	Please make this premium placement to minimum 3 Cr each client / each year instead of INr 10 Crs	Tender condition shall prevail
8			The Bidder must have handled the asset / liability / employee benefit insurance portfolio of minimum of 2 (two) large companies in the power sector segment of generation / transmission / distribution only, as a ~~Lead~~ Direct broker / advisor during the last 3 completed financial years i.e. 2022-23, 2023-24 and 2024-25, where the premium placement for each client ~~and each year~~ is more than Rs. 2 Crs. The bidder must attach Work Orders / Completion certificates / LOA along with the bid, as evidence. ~~As a lead broker the percentage of premium held should not be less than 60% of the total premium under the said policy.~~	Tender condition shall prevail
9			Kindly continue with the last tender's criteria: The Bidder must have handled the asset/liability insurance portfolio of minimum of 2 (two) large companies in power sector segment limited to generation/transmission/ distribution as a Direct broker/advisor during the last 3 completed financial years i.e 2017-18, 2018-19 and 2019-20, where the premium placement for each client and each year is more than Rs 3.50 Crores.	Tender condition shall prevail
10			The Bidder must have handled the asset, liability & employee insurance portfolio of a minimum of 2 (two) large companies in the power sector segment of generation / transmission / distribution only, as a Lead Broker-Direct broker/advisor during the last 3 completed financial years i.e. FY 2022-23, 2023- 24, and 2024-25, where the premium placement for each client and each year is more than Rs 5 Crores. The bidder must attach Work Orders / Completion certificates / LOA along with the bid, as evidence. As a lead broker the percentage of premium held should not be less than 60% of the Total Premium under the said policy.	Tender condition shall prevail
11	f)	The bidder should have a minimum an average net worth of at least Rs. 30 crs. during the last 3 completed financial years up to 31.3.2025.The Bidder shall submit the average net worth report of the last 3 F.Y. duly certified by a Chartered Accountant. The Net Worth certificate must have UDIN Number.	We understand that as a customer BSES would be looking to empanel Broker who has a rich & professional experience in handling large business models and thus we suggest evaluation criteria should not be based on the turnover &/or net worth as broker(s), in any form, are the not the “risk carriers”. It is imperative that technical knowledge is of paramount while dealing with technical & large risk like BSES – past experiences and teams can be assigned highest weights or scores.	Tender condition shall prevail

Sl. No	NIT Clause Reference	Description		Bidder's Query	BRPL Clarifications
	3	**Bid Evaluation Criteria:**			
12	1	The bidder should be holding a composite broking license granted by IRDA for consecutive financial years until date of issuance of this tender.	Composite Up to 5 Years: 3 points 5 Yrs - 10 Yrs: 5 Points 10 Yrs - 15 Yrs: 7 Points >15 years: 10 Points	Direct or Composite Up to 5 Years: 5 points 5 Yrs - 10 Yrs: 7 Points >10 years: 10 Points	Tender condition shall prevail
13				The bidder should be holding a Direct / composite broking license granted by IRDA for consecutive financial years until date of issuance of this tender.	Tender condition shall prevail
14				◦The requirement for a composite broking license may not directly align with BSES's needs, as the company primarily deals with brokers on the direct side. A composite license, which includes reinsurance, may not add significant value to BSES as a client. We suggest removing this condition to ensure a broader and more relevant pool of bidders.	Tender condition shall prevail
15	2	Having offices in the following major cities of India: 1. Delhi/NCR 2. Mumbai 3. Kolkata 4. Chennai 5. Bengaluru 6. Hyderabad 7. Pune	Total: 4 1 point for Delhi NCR and ½ Point for every other cities	Total: 4 Delhi NCR - 2 Other locations – ½ for each location	Tender condition shall prevail
16				It is suggested that an undertaking may be sought from the bidder on number of offices. Should their offices not be at the place as required by the RFP, then they should be considered for full marks on the item, provided they undertake to open an office within 15 days of the issuance of LOA. in absence of this their LOA be cancelled and EMD forefeited. This is so because, not having an office at a particular location only means that as of now, the bidder does not have a strategic decision for the location and may still be in a position to service the account from other location/s.	Tender condition shall prevail
17				◦The condition of having offices in multiple major cities may not be necessary, as insurance brokers maintain direct relationships with insurers and their head offices on a pan-India basis. This ensures seamless claim settlements and support for clients like BSES, regardless of the broker's physical office locations. We request waiving this requirement to focus on the broker's capabilities rather than their geographical presence.	Tender condition shall prevail

Sl. No	NIT Clause Reference	Description		Bidder's Query	BRPL Clarifications
18	4	Experience in handling Power Sector clients (minimum two) as direct lead broker/reinsurance broker/advisory the last 3 completed financial years i.e. 2022-23, 2023-24 and 2024-25, where the premium placement for each client and each year is more than Rs. 10 crs.	Upto 3 Power Sector Co: 5 pts 4 to 7 Power Sector Co: 7 pts More than 7 Power Sector Co.: 10 pts	Up to 2 clients > 10 Cr: 5 pts 3 or more clients > 10 Cr: 10 pts	Tender condition shall prevail
19				Experience in handling Power Sector clients (minimum two) as direct ~~lead~~ broker / reinsurance broker / advisory the last 3 completed financial years i.e. 2022-23, 2023-24 and 2024-25, where the premium placement for each client and each year is more than Rs. 2 crs.	Tender condition shall prevail
20				Experience in handling power sector segment of generation / transmission / distribution clients (minimum two) as lead broker – direct / reinsurance broker / advisory in the last 3 completed financial years i.e. FY 2022-23, 2023-24 and 2024-25 where the premium placement for each client and each year is more than Rs 5 Crores. Up to 2 Power Sector Co. - 5 points 3 to 7 Power Sector Co. – 7 Points More than 7 Point – 10 Points	Tender condition shall prevail
21				There are handful of the state owned players in the power sector in DL NCR and nearby states which leads to limitation in the overall portfolio. This is further coupled with premium size of > 10 Cr in last 3 FY's which is not a known practice as we have observed that there has been portfolio level bifurcation allotted to emplaned brokers say – Liability to Broker 1, Group Medical to Broker 2, Engineering to Broker 3 & so on. We therefore, suggest that we should not restrict the experience criteria limited to power sector.	Tender condition shall prevail
22				While experience as a direct lead broker for power sector clients is valuable, the inclusion of reinsurance brokers may not be relevant, as they do not directly interact with clients like BSES. We recommend focusing solely on direct lead brokers to ensure the selected broker has relevant experience.	Tender condition shall prevail
23	6	Total premium handled in the FY 2024-25 sourced from the insurance of assets policies.Attach a self-attested declaration to thiseffect.	Below 50 Crs: Nil 50 Crs to 75 Crs: 5 Points 75 Crs to 100 Crs: 7 Points >100 Crs: 10 Points	Total premium handled by the bidder, can be an important criteria but limiting this again to "asset policies" is again not in line with the expected servicing standard which BSES is looking for. We feel that this strongly limits the numbers of bidders to be evaluated as many of technically sound but new players will be kept outside of the purview, out rightly.	Tender condition shall prevail
24				Instead of considering only FY 2024-25, we suggest evaluating the total premium handled over the last three financial years. This would provide a more comprehensive view of the broker's consistency and performance.	Tender condition shall prevail

Sl. No	NIT Clause Reference	Description		Bidder's Query	BRPL Clarifications
25	7	**Employee Strength:** ◦The focus should be on the quality, knowledge, and expertise of the team, particularly in the power sector, rather than the sheer number of employees – kindly consider changing the point system on the number of employees.	Less than 100 : Nil 100 to 150 : 3 Points 150 to 200 : 5 Points 200 to 300 : 7 Points Above 300 : 10 Points	The focus should be on the quality, knowledge, and expertise of the team, particularly in the power sector, rather than the sheer number of employees – kindly consider changing the point system on the number of employees.	Tender condition shall prevail
26	8	Have adequate experience in handling high-value claims under Property/Liability Insurance as broker/advisor (only as a Lead Broker). (Claim documents (>Rs. 10crore each) partially or fully settled from insurance companies in the past 3(three) years plus period till date of issuance of this tender.(Self-declaration from the Authorized Signatory is required))	Upto 5 Claims: 2 pts 5 to 7 Claims: 5 pts above 7 claims: 8 pts	Claim documents (>Rs. 10 crs. each) partially or fully settled from insurance companies in the past 10 (ten) years plus period till date of issuance of this tender. Self-declaration from the Authorized Signatory is required)	Tender condition shall prevail
				The section outlines high value claim (>10 Crs) which we consider as first sign of prudent underwriting of the risk along clear T&C's within the policies, placed with multiple insurer. We have highly experienced team to handle the claims who have worked in domestic and international markets along with reinsurers (directly) for the settlement of the complex claim. We thus suggest to modify this criteria and call for "illustration" of the 2-3 complex handled by the team as proof of concept to BSES.	Tender condition shall prevail
				The condition for claims partially or fully settled within the last three years may not account for the time-consuming nature of large-value claims. We suggest modifying this to include claims handled (even if ongoing) and extending the same three-year plus period till the tender issuance date for other parameters like "Experience in Power Sector" and "Premium Handled from a Single Client."	Tender condition shall prevail
27	10	Have adequate experience in handling high value Health Insurance Claims of Single Client as a direct/ composite Broker in the past 3 financial years i.e. FY 2022-23, 2023-24and 2024-25. (Self- declaration from the Authorized Signatory is required along with MIS from TPA and copy of policy.)	Up to 1 Cr: 2 points 1 Cr to 3 Crs: 5 Points >3 Crs: 8 Points	Have adequate experience in handling high value Health / Miscellaneous Insurance Claims of Single Client as a direct/ composite Broker in the past 3 financial years i.e. FY 2022-23, 2023-24 and 2024-25.	Tender condition shall prevail
28				Similar to the above, we recommend considering the broker's experience in handling large-value claims, regardless of whether they are fully settled, as such claims often take longer to resolve.	Tender condition shall prevail

Sl. No	NIT Clause Reference	Description		Bidder's Query	BRPL Clarifications
29	11	Have adequate experience in handling high-value claims in Property and Engineering line of business as a composite Broker (only as a Lead Broker) with claim > Rs. 10 cr for a client in the past 3 financial years., 2022-23, 2023-24 and 2024-25 plus period till date of issuance of this tender. (Claim documents (>Rs. 10 crs. each) partially or fully settled from insurance companies in the past 3(three) years plus period till date of issuance of this tender. Self declaration from the Authorized Signatory is required along with the proof of payment – Discharge Vouchers, mails from client/ insurers. Claims Settlement date should be within last 3 years plus period till date of issuance of this tender. Only single highest claim submitted by the bidder will be considered)	Composite Up to 50 Crs: 2 points 50 Crs to 100 Crs: 5 Points >100 Crs: 9 Points	Please make it last 5 financial years instead of 3	Tender condition shall prevail
30				Have adequate experience in handling high-value claims in Property and Engineering line of business as a composite Broker (only as a Lead Broker) with claim > Rs. 10 crs. for a client in the past 10 financial years., ~~2022-23, 2023-24 and 2024-25~~ plus period till date of issuance of this tender.	Tender condition shall prevail
31	12	Turnover (only from Corporate Direct Insurance / Reinsurance broking) for the last financial year i.e. FY 2024-25. Minimum required turnover Rs.100 crs.	Upto Rs. 100 Crs: 5 points Rs. 100 Crs to 200 Crs: 7 Points >200 Crs: 10 Points	Please make it minimum turnover of INR 50 Crs instead of INR 100 Crs	Tender condition shall prevail
32				Upto Rs. 50 Crs: 5 points Rs. 50 Crs to 100 Crs: 7 Points >100 Crs: 10 Points	Tender condition shall prevail
33				Upto Rs. 100 Crs: 5 points Rs. 100 Crs to 150 Crs: 7 Points >150 Crs: 10 Points	Tender condition shall prevail
34				We propose considering turnover only from Corporate Direct Insurance (excluding reinsurance broking) and reducing the minimum requirement from INR 100 Crores to INR 25 Crores. This would encourage fair competition and enable brokers who can add significant value to BSES's insurance portfolio to participate.	Tender condition shall prevail
	Note (Note for Bid Evaluation Criteria)				
35	3	In case of equal scores in evaluation parameters, preference may be given to Bidder who have handled 2 (two) large companies in the DISCOM segment.		In case of equal scores in evaluation parameters, preference may be given to Bidder who has handled at least 1 DISCOM in any of the last 5 Years i.e. FY 20-25 as a lead broker / adviser / consultant.	Tender condition shall prevail
36				In case of equal scores in evaluation parameters, preference may be given to Bidder that aligns with the Make in India and Aatmanirbhar Bharat initiatives, specifically those with full equity ownership by Indian-domiciled entities. Should the tie persist, preference will be given to the company that has achieved full and final settlement of the highest value of operational property insurance claim in a Public Sector Undertakings (PSUs) over the last ten financial years.	Tender condition shall prevail
37				In case of equal scores in evaluation parameters, brokers scoring highest points will be called for carrying out the risk inspection of the client's assets and subsequent submission of detailed report for client's review. Broker scoring high marks in Risk Inspection Report will be selected as broker.	Tender condition shall prevail

Sl. No	NIT Clause Reference	Description	Bidder's Query	BRPL Clarifications
38	Additional Evaluation Criteria	Additional Marking Criteria to be added in the Evaluation Criteria	Additional criteria to be added in the evaluation criteria which will enable the client to ascertain the overall capabilities of the bidder as per the tender's scope of work. We request you to revise the criteria as suggested below, Top 05 bidders as per QBS ranking (who will score highest Marks) will be invited for a presentation on: 1. Strength of their company/claim management in the power sector 2. How would they design BSES portfolio. 3. Old Claims resolution for BSES. 10 Marks will be allotted to the bidder	Not Accepted
39	Additional Suggestion	Additional Note to be added in the Evaluation criteria.	For more transparency in selection of bidder and to avoid any preference to the existing broker, we request you to please exclude the consideration of experience of the group companies and Experience of Subsidiaries and sister companies BSES. Hence, request to revise the criteria as suggested below: Experience to be considered excluding the experience of Group Broking Company and experience of BSES Power Companies.	Not Accepted