

<b>BYPL NIT No:</b>		<b>CMC/BY/22-23/RS/SvS/VK/55 DT: 16.12.2022</b>		
<b>Work:</b>		<b>REGISTRATION/ REVALIDATION OF INSURANCE BROKER FOR PROVIDING SERVICES RELATED TO INSURANCE FOR BYPL</b>		
<b>Subject:</b>		<b>Reply of pre-bid queries of the bidders</b>		
<b>Sl. No</b>	<b>NIT Clause Reference</b>	<b>Description</b>	<b>Bidder's Query</b>	<b>BYPL Reply</b>
1	1. Qualification Requirement (QR): d Page no 7 of 12	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. 2019-20, 2020-21, and 2021-22 as per the audited financial statements which are to be submitted along with the bid.	Should be kept at INR 15-20 Crs	Tender conditions shall prevail
2	1.e Qualification Requirement (QR) Page no 7 of 12	The Bidder must have handled the asset/liability insurance portfolio of a minimum of 2 (two) large companies.....	Modification suggested " One must be from Power Sector of generation/transmission/distribution".	Tender conditions shall prevail
3	3. Bid Evaluation Criteria: Parameter 2. Office Infrastructure page no 8 of 12	Having offices in the following major cities of India	We notice that while the operations of BSES Yamuna is in Delhi, confirmation or otherwise of offices in cities mentioned have been asked. Cities in other offices have no relevance to the operations of the tenderer.  <b>Suggestion:</b> Should be modified to having a confirmation on having office in Delhi NCR and infrastructure to deal with the requirements as per SOW	Tender conditions shall prevail
4	3. Bid Evaluation Criteria: Parameter 2. Office Infrastructure page no 8 of 12	Having offices in the following major cities of India	We suggest that instead of specific cities, the parameter should ask for PAN India presence which means offices in EAST-WEST-NORTH-SOUTH and CENTRAL INDIA, which will be sufficient to service PAN India wise clients.  OR We also suggest that BSES YAMUNA can ask for total number of offices PAN India-wise and have slabs as mentioned in "Our suggestions" column, so that a broker's total presence can be gauged in terms of presence / offices.	Tender condition shall prevail
5	3. Bid Evaluation Criteria: Parameter 7. Page no 10 of 12	Total number of full-time employees pan-India as on the date of application of this tender	In addition to the argument in item 1 above, number of employees on Pan India basis, may have no correlation to the service parameters of SOW. Besides, much depends on the strategy and business segments served by the broker. For instance, more manpower is required to service retail segment thus requiring more manpower. <b>Suggestion:</b> Should be restricted to number of employees in Delhi NCR only	Tender conditions shall prevail

Sl. No	NIT Clause Reference	Description	Bidder's Query	BYPL Reply
6	3. Bid Evaluation Criteria: Parameter 8. Page no 10 of 12	<p>Have adequate experience in handling high-value claims under Property/Liability Insurance as broker/advisor.</p> <p>Parameter: Up to 03 claims</p> <p>4 to 6 claims</p> <p>Above 7 claims</p>	<p>Any broker who has handled a couple of (may be 1 – 2) such high value claims in last 3 years will be competent enough to handle similar claims in future, if arises in BSES Yamuna's case.</p> <p>The figure of "7 claims" looks arbitrary and has no relation to a broker's ability or competency .</p> <p>This will eliminate all competition and zero down chances of other competent brokers to score full marks in this section, which may eventually hurt the intension of selecting a competent broker by means of open bidding process.</p> <p>We also suggest that instead of asking for "partially settled" claims experience, the criteria should ask for "fully settled" claims experience which will truly showcase the ability of the broker in successfully settling claims.</p> <p><b>Suggestion:</b> <b>We suggest changing the "partially settled" clause of the parameter to "fully settled" and the requirement slabs be structured as follows –</b></p> <p><b>1 to 2 claims – 5 points</b></p> <p><b>Above 2 claims – 9 points</b></p>	Tender conditions shall prevail
7	3. Bid Evaluation Criteria: Parameter 9. Page no 10 of 12	Penalties levied by I.R.D.A. during the last 3 consecutive years up to the filing of proposal.	<p>In our opinion, penalties applied by IRDA are a matter of routine business and are for procedural matters. Serious irregularities would attract cancellation of license.</p> <p>Please note the IRDA penalties are applied regularly even on insurance companies, and if not all then most insurers that BSES YAMUNA has had in the past currently have multiple IRDA penalties.</p> <p>In our considered view this term "Penalties levied by I.R.D.A." would seriously limit the choices BSES YAMUNA and thus even restrict the participation in the tender.</p> <p><b>Suggestion: We hope you will appreciate the perspective we are sharing and would therefore request you to kindly delete the said parameter in order to enhance the participation towards your tender.</b></p>	Tender conditions shall prevail

Sl. No	NIT Clause Reference	Description	Bidder's Query	BYPL Reply
8	3. Bid Evaluation Criteria: Parameter 10. Page no 10 of 12	<p>Have adequate experience in handling high value Health Insurance Claims of Single Client as a direct/ composite Broker/a in the past 3 financial years i.e., FY 2019-20, 2020-21 and 2021-22.</p> <p>Parameter:</p> <p>Up to Rs 1 Crore</p> <p>Above Rs 1 Cr up to Rs 3 Cr</p> <p>Above Rs 3 Crore</p>	<p>Here again the health insurance claim amount of INR 3 crores and above from single client is an arbitrary figure and has no connection with a broker's competency as in case of health insurance, amount is not in the hands of any surveyor but depends on the intensity or severeness of the injury/disease.</p> <p>We once again request BSES YAMUNA to change the slabs as we have humbly suggested in the "Our suggestion" column for the sole interest of having a broader, competitive and fair bidding process wherein more and competent brokers can participate.</p> <p><b>Suggestion:</b>  <b>We suggest changing the slabs as below:</b></p> <p><b>Up to INR 50 lakhs – 2 points</b></p> <p><b>Above INR 50 lakhs up to 1 Cr – 5 points</b></p> <p><b>Above INR 1 Crore – 8 points</b></p>	Tender conditions shall prevail

Sl. No	NIT Clause Reference	Description	Bidder's Query	BYPL Reply
9	3. Bid Evaluation Criteria: Parameter 11. Page no 11 of 12	<p><b>11. Ability to Handle the large single claim</b> Having experience in handling a large single claim in the last 3 financial years i.e., FY 2019-20, 2020-21, 2021-22.</p> <p><b>Parameter:</b> Up to Rs 50 Cr Above Rs 50 Cr to Rs 100 Cr Above Rs 100 Cr</p>	<p>In our opinion such big value claims do not happen often and hence the time span mentioned in the criteria which is only 3 years is too less a time for a broker to showcase its ability to handle such big claims.</p> <p>You would appreciate that a broker may have handled such a claim in the past which may be little before 3 years and hence does not fetch marks against this parameter. However, we would request you to change the tenure from 3 years to 5 years to give leverage to all competent brokers.</p> <p><b>Suggestion:</b> <b>We suggest changing the time span to "5 years" so as to allow other brokers who have handled similar value claims to showcase their ability and score marks which will be a fair play.</b></p>	Tender conditions shall prevail
10	Note : 3 Page no 12 of 12	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.	<p>(1). As we understand under bid evaluation Criteria (point 4), experience in power sector is being requested which shows a wider experience of broker as a whole instead of DISCOM experience. However you would agree there are very limited numbers of DISCOMS in India therefore to bring about good participation in the tender we would request you to include broker experience in generation/transmission/distribution also. This will make the criteria in line with other assessment point number 4 under evaluation criteria.</p> <p>(2). Alternatively in order to avoid a situation where multiple bidders have equal experience in the tie breaking criteria, we would suggest to include some financial criteria. We have seen other PSU tender where financial criteria like turnover or premium placed by the broker is considered as tie breaking criteria. Hence we would request you to also consider the same.</p>	Distribution/Selection of portfolio shall be decided by BYPL based on evaluation of bidders' capability in line with tender documents.
11	General Query	General Query	<p>(1). We observed under the published tender that it does not provide clarity on how the portfolio or activities will be distributed amongst successful bidders.</p> <p><b>Example:</b> (i) Division of various Policies as All Employee related/Non-Employee related Polices. (ii). Entity wise division of overall portfolio. (iii). Co Broking across all polices. We have attached relevant extract from various other client tenders like WBPDC/Hindustan Copper for your reference. Hence, we would request BYPL to provide clarity on the same.</p>	Distribution/Selection of portfolio shall be decided by BYPL based on evaluation of bidders' capability in line with tender documents.
12	General Observation	It is noticed that the tender evaluation is only based on marks secured in the assessment sheet with the LOA issued to H1	<p>This selection process leaves out qualitative evaluation of the broker in servicing BSES Yamuna Power. Whether H1 in the quantitative evaluation is best placed to serve the SOW needs to be assessed and then broker selected.</p> <p><b>Suggestion:</b> In addition to the quantitative evaluation, suitable weightage should also be provided to a presentation and clarifications during the same. This can be evaluated by a committee constituted for this purpose.</p>	Tender conditions shall prevail