

**Renewal of Operations & Maintenance Policies for Chenani Nashri Tunnelway Limited  
(CNTL). A subsidiary of IL&FS Transportation Networks Limited (ITNL)**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Remarks (Supporting to be submitted in softcopy via email/pendrive)</b>
<b>A</b>	<b>General Information</b>	
1	Name of the Broker	Certificate of incorporation to be attached, Shop & Establishment License etc
2	Address of registered office of the Broker, Number of offices in India (No representative or franchisee office to be mentioned) Also Mention Head Office & Other Office City Locations	
3	Number of years in operations in India with valid Insurance Broking Licence from IRDA with nature of license Direct/Reinsurance/Composite (Minimum 5 years and above to qualify)	Copy of licence to be attached for relevant period.
4	No. of employees (permanent)	In India & Abroad, if applicable
5	Premium volume being serviced (Corporate insurance)	In India & Abroad, if applicable
6	Name of the Directors on Board	Company Certified Document
7	Please mention address of all the offices with Branch Head in-charge/Directors of Branch	Mumbai/Delhi/Gurgaon/Ahmedabad etc.
<b>B</b>	<b>Experience in Roads/Tunnel/Highway Infrastructure sector</b>	
1	Major clients in road construction/road management	To be supported with Detailed PPT. Policy copy to be submitted. Please mention Domestic & International clients separately. Appreciation Letters from Clients/Insurance Companies
2	Major claims Handled along with type of policy in which claims lodged	
3	No of claims team members with experience in Property damage & Business Interruption claims	
4	Total Direct premium handled in India for last 3 financial years (For qualification, Minimum Premium of INR <b>100 Crs</b> specifically in Property industry for each financial year excluding Employee benefit, office package policy or any other miscellaneous policies)	CA Certificate required for FY 16-17 FY 17-18 FY 18-19
5	Experience in handling / placement of at least 3 road/tunnel projects in plain/hilly region	To be supported with Detailed PPT. Policy copy to be submitted Please mention Domestic & International clients separately. Letters from Clients/Insurance Companies

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6	No of claims team members with experience in Property damage & Business Interruption claims	Attach Relevant Experience in Roads/Highway/Tunnel evidence & updated Resume
7	Experience of handling PD-BI claims of more than INR 10 Crs (Partially / Fully settled)	Please provide summary of Claims Settled along with copy of Discharge Vouchers
8	Experience in handling at least 2 <b>operational</b> road/bridge/tunnel project policies each having sum insured (PD - BI combined) of more than INR 1,000 Crs	Policy copy to be submitted, Please provide Indian & Abroad projects separately
9	Number of qualified & experienced Risk Engineers in Risk Management team currently active within the organisation	Enclose their profile/CVs
10	Please specify Servicing Experience in the areas of Engineering/Property/Liability capabilities. List of Top clients handled.	Detailed PPT
11	Claim Management, Do you get into a Service Level Agreement (SLA) between Client / broker / insurer? If so, please attach a sample document IT tools for monitoring claims MIS & keeping records to avoid data leakage Provide timelines of settling claims	Detailed PPT
12	Experience in Claims Arbitration Total count and quantum of claims, specifically for claims with PSU insurers, and largest value settled through arbitration against original claimed value	Detailed PPT
12	List of Litigations in on-going/past with Insurance Company//Client/Surveyors. Whether have you been barred/blacklisted/penalised by any of the clients/insurers/IRDA?	Detailed list
13	List of often association with PSU Insurers/Private insurers companies & type of property policies with capabilities of underwriting property/roads/tunnel insurance.	Detailed list

Note: Please submit point-wise response as per table, CNTL shall shortlist/qualify the brokers based on the above information, Shortlisted brokers shall be provided with all relevant documents (Policies, claims data etc) and will be issued with specific mandate to negotiate with insurers in the market on behalf of CNTL. CNTL reserves the sole right to accept or reject any broking firm without assigning any reason whatsoever to any of the broker or any insurance company to select or reject broker or proposal from the insurance company brought via broker. Responses to be submitted on or before 03<sup>rd</sup> March, 2020 via email on below id:

Itnl.projectbids@itnlindia.com