



NATIONAL INSURANCE COMPANY LIMITED

Pre-Qualification of Surveyors (NICL/OCB/2024-13)

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1. Scope of Services

The surveyors shall be required to provide services of pre-risk assessment related to insurance underwriting and loss assessment related to insurance claims. The detail of each service is stated below,

Pre-Risk Assessment (Insurance Underwriting)

OBJECTIVE:	Clarify the purpose of the survey, such as identifying hazards, assessing potential losses, or understanding exposure to certain risks.
SCOPE:	Determine what areas, assets, or processes will be covered in the survey
DATA COLLECTION:	Collect relevant data about the area, assets, or processes under review. This may include historical loss data, incident reports, and operational data
DOCUMENTATION REVIEW:	Gather and review existing documentation, such as policies, procedures
RISK IDENTIFICATION:	The assessor identifies the risk and makes segmentation like “ Lower Risk ” “ Moderate risk ” “ Higher risk ”.
CONTROL MEASURES:	Identify specific actions or controls that can be implemented to reduce risk exposure.
REPORT PREPARATION:	Prepare a detailed report that includes findings, risk descriptions and overall risk profile.
VALUATION OF ASSETS:	Asset valuation is the process of determining the current value of a company's assets, such as stocks, buildings, equipment, etc. By doing this process an insurance company can better insure the assets.
MAXIMUM POSSIBLE LOSS (MPL):	The assessor while inspecting the project could establish MPL, in the worst-case scenario estimate of the total loss an organization could incur from a specific event, assuming all controls fail and the maximum amount of damage occurs like highest possible liability claims.
PURPOSE OF MPL:	The assessor will help identifying the recovery plan from the maximum loss.
PROBABLE MAXIMUM LOSS (PML):	The assessor will explain Probable Maximum Loss (PML) that arises from a specific event.
PURPOSE OF PML:	The assessor would define the preventative measure to limit the damage.



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Loss Assessment (Insurance Claims)

INITIAL ASSESSMENT	<p>Claim Verification: Confirm the validity of the insurance claim.</p> <p>Policy Coverage Review: Ensure the claimed incident is covered under the policy terms.</p>
SITE INSPECTION	<p>Damage Evaluation: Inspect the site of the incident to assess the extent of damage or loss.</p> <p>Documentation: Take photographs, videos, and detailed notes on the condition of the site and the damages incurred.</p>
INVESTIGATION	<p>Root Cause Analysis: Determine the cause of the incident to ascertain if it aligns with the policy's coverage conditions.</p> <p>Third-Party Information: Collect statements from witnesses, involved parties, and experts as needed.</p>
REPORT PREPARATION	<p>Detailed Report: Prepare a comprehensive report that includes findings from the site inspection, cause analysis, and damage assessment.</p> <p>Cost Estimation: Provide an estimate of the repair or replacement costs based on the inspection and market rates.</p>
FRAUD DETECTION	<p>Anomaly Identification: Identify any signs of fraud or inconsistencies in the claim.</p> <p>Evidence Collection: Gather evidence to support or refute the authenticity of the claim.</p>
COMPLIANCE & DOCUMENTATION	<p>Regulatory Adherence: Ensure all inspection and reporting activities comply with local regulations and industry standards.</p> <p>Record Keeping: Maintain accurate and detailed records of all inspections, reports, and communications.</p>



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2. Pre-qualification Eligibility Criteria

Mandatory Requirements (Section – A)

		YES	NO
1.	Surveyor must have office in Karachi or Lahore or Islamabad / Rawalpindi		
2.	Signed and stamped copy of these bidding documents		
3.	Company Profile		
4.	CNIC copies of Owners/Directors of the company		
5.	CVs of Owners/Partners/Director of the company		
6.	List of Employees with their CVs		
7.	Certificate of Incorporation		
8.	Certificate for Commencement of Business		
9.	Copy of NTN Certificate		
10.	Copy of STN Certificate (Province Wise)		
11.	Valid SECP License		
12.	Valid ASO License		
13.	Copies of Reports for Top 10 Survey Projects		
14.	Copies of Reports for Top 02 Pre-Risk Assessments		
15.	Evidence of Active Taxpayer at FBR and Provincial authorities like PRA/SRB/KPRA/BRA (as applicable based on presence of firm)		
16.	Affidavit that the company is not blacklisted by SECP, any Insurance Company Or any Government, Semi Government, Federal or Provincial Department/ Organization)		
17.	Evidence of Enlistment with Private Insurance Companies		
18.	Account maintenance certificate and firm / company bank detail.		

Any documents found missing or incomplete or not satisfactory shall result in disqualification. Applications with all mandatory requirements as Yes, as per S No 1 to 18 above, shall be eligible for Technical Evaluation (Section - B)



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Technical Evaluation (Section – B)

S#	Evaluation Criteria	Total Marks	Obtained
1.	<p>Valid License & Expertise</p> <p>a. All Classes of Business (Motor, Fire, Marine, MBD/Misc)</p> <p>b. Any three class of Business</p> <p>c. Only one class of Business</p> <p>(Attach active SECP license copy)</p>	20 10 05	
2.	<p>Experience as Surveyor Company</p> <p>a. Above 15 Years</p> <p>b. From 05 to 15 Years</p> <p>c. Below 05 Years</p> <p>(Attach letter of incorporation/registration document)</p>	15 10 05	
3.	<p>Office Locations</p> <p>a. Office / Presence in all below mentioned cities (Karachi, Lahore, Islamabad/Rawalpindi, Faisalabad, Hyderabad, Sukkur, Quetta, Muzaffarabad, Peshawar, Gwadar, Swat and Multan)</p> <p>b. Office / Presence in all below mentioned cities (Karachi and Lahore and Islamabad/Rawalpindi)</p> <p>c. Office / Presence in any one of the above-mentioned cities (Karachi or Lahore or Islamabad/Rawalpindi)</p> <p>(Attach ownership documents or tenancy agreement or electricity bill)</p>	20 15 05	
	<p>Employee Strength</p> <p>a. ASO's (Attach SECP license)</p> <p>b. Engineers (Attach PEC license)</p> <p>c. Insurance Professional's</p> <p>(Attach professional body certificate)</p>	05 05 05	
4.	<p>Enlistment with Top 05 Private General Insurance Companies (EFU General, Adamjee, Jubilee General, IGI General and United Insurance) as per PACRA (National Rating agency)</p>	20	



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S#	Evaluation Criteria	Total Marks	Obtained
	a. 10 insurance companies (including top 05 Insurers) b. 05 insurance companies (including top 02 Insurers) c. Less than 05 Insurer (Attach valid enlistment/appointment letters issued by companies)	15 10	
5.	Affiliation with International loss adjustors (Attach document as evidence)	05	
6.	Pre-Risk Inspection / Assessment / Valuation Expertise in the following sectors (Existing & Past) 1) Oil & Gas Sector 2) Energy Sector 3) Power Sector 4) Financial & Banking Sector 5) Property & Real Estate Sector a. Expertise in all sectors stated above. b. Expertise in three sectors stated above. c. Expertise in any one Sector stated above (Attach at least two pre risk assessment reports of each sector)	15 10 05	
Total Marks:		100	

At least 70 marks are required for qualification

3. Bidding Procedure (Single Stage - Single Envelope)

- a. The bidding process shall be conducted following the Single Stage – Single envelope procedure as per PPRA Rules with bids to be submitted in single sealed envelope in tender box outside office of CM Procurement at address mentioned below by **3rd December 2024 3:00 pm** with bid opening to be conducted on same day at **3:30 pm**
- b. Bid Evaluation shall be conducted for all applications as per requirements of the bidding documents and all those qualify shall be shortlisted and accepted as approved surveyors on panel of NICL for a contract period of 3 years through open framework agreements with assignments on an as and when needed basis as per capabilities of the surveyors based on approved rates of NICL.



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4. Bid Validity

- a. All applications and related information submitted must be valid for a period of **90** days from the date of opening of the bid to allow NICL to evaluate and seek approval of shortlisting of the qualified applicants.

5. Award of Contract

- a. Qualified applicants shall be communicated in writing with the issuance of a letter of appointment which must be acknowledged within 7 days of issuance.
- b. Open Framework Agreements for a period of 3 years shall be signed with all surveyors who accept the letters of appointment issued by NICL within the stated deadline.

6. Instructions/General Terms and Conditions

1. Applications/Bids must be submitted in sealed envelopes and dropped into the tender box outside the office of Chief Manager Procurement.
2. NICL may reject/disqualify any application if it finds at any time that the information submitted was false, fake and materially Inaccurate as per Rule 33 of the PPRA Rules, 2004.
3. Survey Fee / Charges related to insurance claims shall be applicable as per approved rates of NICL as shared below subject to deduction of Government Taxes which shall be processed / made through online transaction in the name of Firm. In this regard, NICL shall require bank account maintenance certificate issued by the branch of the bank and firm / company bank details. No cash payment shall be made for any survey.
4. Only one Survey firm from a group of companies may apply.
5. In case of any clarifications required by the applicant / survey company regarding the bidding documents, they may submit these via email to procurement@nicl.com.pk NICL shall only submit replies to queries/clarifications received by **28th Nov 2024 5 pm**
6. NICL is the originator of RFP, any clarification or interpretation communicated by NICL, whether in response to a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.

Chief Manager (Procurement)
5th Floor, Left Wing, NICL Building,
Abassi Shaheed Road,
Karachi, Pakistan



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Annexure A - Bid Submission Form

Date:

To,

Chief Manager (Procurement)
National Insurance Company Limited
NICL Building,
Abassi Shaheed Road, 74400,
Karachi, Pakistan

Dear Sir,

1. I / we, the undersigned, being duly authorized to represent and act on behalf of

(hereinafter “the Applicant”) have reviewed and fully understood all the clauses of the bidding documents provided by NICL.

2. NICL and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects.

3. NICL and its authorized representatives may contact the following persons for further information, including General and Managerial Inquiries, Personnel Inquiries, Technical Inquiries, Financial Inquiries, when needed.

S #	Name and Designation	Contact Details (Phone and email address)
1.		
2.		

Company Stamp

Name and Signature



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Annexure B - Bid Securing Declaration Form

Date:

To,

Chief Manager (Procurement)
National Insurance Company Limited
NICL Building,
Abassi Shaheed Road, 74400,
Karachi, Pakistan

Dear Sir,

It is understood and accepted that the firm shall be blacklisted and debarred for participation in the respective category of public procurement for a period of 6 months in the case of applicability of any of the following conditions,

1. Withdrawal of the application before the validity period of 90 days or,
2. Failure to accept the letter of enlistment within the stipulated time mentioned by NICL at time of issuance and signing an open framework agreement with NICL if qualified for shortlisting after completion of the bidding process.

It is also understood and accepted that the bid securing declaration form shall cease to be valid if,

1. Bidder does not qualify for shortlisting/enlistment after the completion of bidding process or,
2. The bidding process is cancelled by NICL as per PPRA Rules or,
3. The expiry of bid validity period or any extension thereof

Name, Designation and Signature

Company Stamp



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Annexure C - Approved Rates for Insurance Claims

SCHEDULE OF SURVEY FEES & OTHER EXPENSES			
FIRE			
a.	Losses up to Rs. 50,000.00	Rs. 7,500.00	
b.	Losses up to Rs. 100,000.00	Rs. 7,500.00	+@90% on amount in excess of Rs. 50,000.00
c.	Losses up to Rs. 500,000.00	Rs. 12,000.00	+@32% on amount in excess of Rs. 100,000.00
d.	Losses up to Rs. 1,000,000.00	Rs. 24,800.00	+@25% on amount in excess of Rs. 500,000.00
e.	Losses up to Rs. 2,500,000.00	Rs. 36,500.00	+@20% on amount in excess of Rs. 1,000,000.00
f.	Losses up to Rs. 5,000,000.00	Rs. 66,500.00	+@15% on amount in excess of Rs. 2,500,000.00
g.	Losses up to Rs. 10,000,000.00	Rs.104,000.00	+@10% on amount in excess of Rs. 5,000,000.00
h.	Losses up to Rs. 25,000,000.00	Rs.154,000.00	+@08% on amount in excess of Rs. 10,000,000.00
i.	Losses up to Rs. 50,000,000.00	Rs.234,000.00	+@05% on amount in excess of Rs. 20,000,000.00
j.	Losses up to Rs.100,000,000.00	Rs.334,000.00	+@04% on amount in excess of Rs. 50,000,000.00
k.	Losses up to Rs.200,000,000.00	Rs.534,000.00	+@03% on amount in excess of Rs.100,000,000.00
l.	Losses above Rs.200,000,000.00	Rs.834,000.00	+@02% on amount in excess of Rs.150,000,000.00
LOSS OF PROFIT			
Fire Survey Fee Scale Plus 20% of Professional Fees			
ENGINEERING			
Fire Survey Fee Scale Plus 20% of Professional Fees			
MARINE HULL			
Fire Survey Fee Scale Plus 20% of Professional Fees			
MOTOR			
a)	Partial Loss / Total Loss		Rs. 2,000.00
b)	Theft / Snatched		Rs. 3,000.00
c)	Re-inspection		Rs. 500.00
d)	Pre-inspection		Rs. 1,500.00



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MISCELLANEOUS		
As per Fire Survey Fee		
MARINE CARGO		
a)	Homogeneous Bulk Cargo	i) <u>MARINE CARGO (OIL):</u> Rs.1.00 per Metric Ton subject to Minimum Rs.5,000.00 and Maximum Rs.25,000.00.
		ii) <u>MARINE CARGO (NON-OIL):</u> Rs.1.00 per Metric Ton subject to Minimum Rs.5,000.00 and Maximum Rs.25,000.00 and Rs.2,000.00 per day for off-loading period.
b)	Capital Goods	As per Engineering Survey Fees.
c)	Other / Containerized Cargo	Rs.2,000.00 per day and Rs.2,000.00 per night
d)	Cargo in Tank Lorry	Rs.3,000.00 per Tank Lorry (Cargo)
ALLOWANCE & MISCELLANEOUS EXPENSES		
a)	Outstation Allowance	Rs.3,500.00 per day and Rs.5,000.00 for overnight stay.
b)	Conveyance Allowance	Actual or Taxi Fare as fixed from time to time approved by RTA whichever is low.
c)	Travelling Expenses	Journey by Air : Economy Class
		Journey by Rail: Actual Fare
		Journey by Road: Actual public transport charges or 50% of taxi charges (as approved from time to time by the RTA) if own car is used.
INCIDENTAL EXPENSES		
All incidental expenses like specific Consultation fees, Cost etc. both for local & outstation surveys will be paid at actual basis on merits of each case. Such expenses will, however, not be admissible where survey allotted or given to surveyors in view of the fact that they claim to have qualified Engineers / Consultants as their associates or as their staff.		
JOINT SURVEYS		
75% of normal Survey Fees		
COURT ATTENDANCE		
Rs.2,000.00 per day		
PHOTOGRAPHS		
Colored Rs.20.00 per photograph		



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NOTES
MEANING OF LOSS
All losses arising out of one event occurrence irrespective of number of insurance policies issued by the Company in respect of the location premises and/or a risk etc. to a Client shall be deemed to be one loss and survey fee calculated / worked out as such to avoid duplication in payment of the survey fee under various policies covering the said losses.
ASSESSED LOSS
For the purpose of calculation of survey fee assessed loss means the amount of loss as determined by the surveyors before adjustment of salvage, deductions on account of depreciations excesses / deductible or application of under insurance and price escalation factors.
ENTITLEMENT OF OUTSTATION ALLOWANCE:
Outstation allowance will also be admissible for Surveys of one day duration provided one-way distance is not less than 100 kilometers.
SPECIAL CIRCUMSTANCES
Under special circumstances or where losses are of Technical nature, Survey Fees shall be determined by Chief Executive Officer on case to case basis.

Notes

- a. The rates and notes stated above are based on current approval of management and are revised after the lapse of certain period as and when required.
- b. The charges for pre-risk assessment surveys are not approved at the time being and are in the process of being approved and in case of any complex assessments the enlisted surveyors shall be required to share their quotes on need basis and as and when required.