

NATIONAL SEEDS CORPORATION LIMITED
(A Government of India Undertaking)
Beej Bhawan, Pusa Complex,
New Delhi-110012.
CIN : U74899DL1963GOI003913



TENDER DOCUMENT (OFFLINE) FOR ENGAGEMENT OF IRDA APPROVED NATIONALISED INSURANCE COMPANIES/BROKER(S) OFFERING RATES OF NATIONALISED INSURANCE COMPANIES FOR COMPREHENSIVE TRANSIT INSURANCE OF STOCKS (SEEDS AND PACKING MATERIALS ETC.) OF NATIONAL SEEDS CORPORATION LIMITED-‘MARINE CARGO OPEN POLICY’ W.E.F. 00:00 HRS. 25.11.2021 FOR A PERIOD OF ONE YEAR.

LAST DATE & TIME FOR RECEIPT OF BIDS	:	UPTO 01:00 P.M. ON 15.11.2021
DATE & TIME OF OPENING OF BIDS	:	AT 02:30 P.M. ON 15.11.2021

**NATIONAL SEEDS CORPORATION LTD.
BEEJ BHAWAN, PUSA COMPLEX
NEW DELHI-110012
CIN:U74899DL1963GOI003913**

NO. NSC/FIN/INSURANCE/2021-22

Date: OCT 18, 2021

Notice Inviting Tender

Re: TENDER (offline) for Engagement of IRDA Approved Nationalised Insurance Companies/Broker(s) offering rates of Nationalised Insurance Companies for Comprehensive Transit Insurance of Stocks (Seeds and Packing materials etc.) of National Seeds Corporation Limited -'Marine Cargo Open Policy'w.e.f. 00:00 hrs., 25.11.2021 for a period of one year.

TENDER is invited by 'National Seeds Corporation Ltd.,' through offline mode, hereinafter referred to as the 'Corporation' for engagement of Nationalised Insurance Company/Brokers offering rates of Nationalised Insurance Companies for Comprehensive Transit Insurance of Stocks of Corporation to cover the risk of loss during movement of its stock from anywhere to anywhere in India.

LAST DATE & TIME FOR RECEIPT OF BIDS	:	UP TO 01:00 P.M. ON 15.11.2021
DATE & TIME OF OPENING OF BIDS	:	AT 02:30 P.M. ON 15.11.2021

NSC reserves the right to accept or reject any or all tenders, alter or cancel the same without assigning any reason thereof. Any further corrigendum(s) to this tender shall be published only on our website <https://indiaseeds.com>. **No EMD** is applicable in the tender.

(KAUSHIK RAKSHIT)

Sr. General Manager (Finance)
011-25841917

POLICY REQUIREMENTS

1. Policy period will be for one year w.e.f.00:00 hrs. 25.11.2021.
2. The sum insured will be Rs. 200.00 crores (Rupees two Hundred Crores Only) adjustable at the end on the basis of total value of stock transported during policy period.
3. Only the Nationalised Insurance Co./Broking firm which are Registered License holder of 'Insurance Regulatory and Development Authority'(IRDA) offering rates of National Insurance Company are eligible for engagement/participant under this proposed arrangement.
4. Insurance Company shall quote the amount of premium chargeable inclusive of all taxes in the format given in the tender (Annexure -A).
5. At any time prior to deadline for submission of proposal, the Corporation may for any reason, modify the proposal and upload the same on the official website of the corporation and such amendments shall be binding on bidders.
6. During evaluation of the proposal, the corporation may, at its discretion, ask Insurance Co./Brokers for clarifications on their proposal and respondents are required to respond within the time frame prescribed by the Corporation.
7. The corporation would not be required to assign a reason for the choice of any party and the discretion of accepting any party would be with the corporation.
8. The list of addresses of Head Office, Regional Offices, Area Offices, Agricultural farms is attached at **Annexure-C**. Please note that NSC can add/delete any address during the Policy period which will be notified to the Insurance Company/Broker accordingly for endorsement.
9. Seeds stocks of the Corporation are defined as Category-1 hazardous goods as per "All India Fire Tariff". Major stock includes cereals, pulses and oil seeds etc.
10. Major movement of stocks is at Hyderabad (Telengana), Patna (Bihar), Pune (Maharashtra) and Suratgarh Farms in Rajasthan etc.
11. Bidder has to submit the tender through offline mode only.
12. Time Schedule:

Last Date and Time of Receipt of Bid	:	Upto 01:00 P.M. on 15.11.2021
Date and Time of Opening of Bid	:	At 02:30 P.M. on 15.11.2021

13. All pages of Tender documents are required to be numbered and signed by the authorised signatory. Quotation is to be submitted in sealed cover super scribing " Bids for Insurance of Stock-In- Transit for the Insurance Period- 25th November, 2021 to 24th November, 2022" must reach latest by **15.11.2021 (upto 01:00 PM)**. The quotation is to be submitted in the formats enclosed as per the Annexure-A & B. Envelope is to be addressed to Shri Anand Swarup, Asstt. General Manager (Finance), National Seeds Corporation Limited, Beej Bhawan, Pusa Complex, New Delhi- 110012. Email-anandswarup123@rediffmail.com Phone No. 011-25841917. In case of hand deliveries, bids must be dropped in tender box placed at Welfare Section, Room No. 16, National Seeds Corporation Limited, Beej Bhawan, Pusa Complex, New Delhi- 110012.

14. **Details of Pending Insurance Claims-**

(Rs. In lakh)			
S.No.	<u>Farms/Regional Offices</u>	Date of Loss	Estimated Loss
1	Pune- Jalgaon	03.06.2020	9.90

15. Eligibility Criteria and requirement of the Corporation:

- a) The bidder should be a Public Sector Indian Insurance Company and must be registered and approved by IRDAI.
- b) The local branch of the bidder should be based in Delhi/NCR along with at least 5 more branches across PAN India.
- c) The bidder must have handled insurance premium of Rs. 50 Crores for each year only from direct insurance broking activities consecutively from 2018 to 2021.
- d) The bidder must have minimum average annual revenue/turnover of minimum INR 10 Crores during last three years i.e. 2018 to 2021.
- e) Policy issuing and servicing branch of the Insurance Company should be based in New Delhi/ NCR.
- f) The Insurance Broker should have its registered/branch office in Delhi /NCR.
- g) Participating Broker/Insurance Co. has to submit a declaration along with bid stating that they are not blacklisted/ delisted by any Govt. Agency/PSU/Indian Institutional agency in last three years i.e. 2018 to till date.
- h) The Insurance Company participating in the said tender shall confirm in writing that they have already issued policies of similar nature and are fully conversant with content and the requirement and the coverage as per tender document of the corporation.
- i) Bidder should clearly mention the list of exclusions and deductible under various heads in the separate Annexure to be attached with the SOR (Schedule Of Rates) and highlight the **same in red colour**, if any, along with price quotes.
- j) Fire rating to be done in correct industrial risk head defined under old Fire Tariff advisory committee/ Applicable Tariff, if rating found incorrect, bid may be disqualified.
- k) Broker must be willing to sign a "Service Level Agreement"(SLA) to assist the Corporation to settle its pending claims and must be ready to provide services for all future claims arises during policy period. (Please submit an undertaking, duly signed by an authorized signatories of the applicant, that the applicant is willing to sign an SLA).
- l) The Insurance Broking agency must be registered and have License issued by the Insurance Regulatory and Development Authority of India (IRDAI) for composite broking for not less than 5 years.
- m) The Insurance broking agency should have been in existence in India for a period of at least 5 years as on 31.03.2021.
- n) The Insurance Broking agency should have a positive net worth as on 31.03.2021.
- o) The Insurance Broking agency should have branches preferably in major cities of India and list of offices with complete communication details should be attached with the tender.
- p) The Insurance Broking agency should be currently handling insurance portfolio of minimum 3 PSU's/Government Undertaking as on 01.04.2021 to till date.
- q) In the case of successful brokers (L-1), submitting the quotes of Nationalised Insurance Co., brokers has to submit a Bank Guarantee of Rs. 50,000/- (Rupees Fifty Thousand Only) in the favour of National Seeds Corporation Limited, payable at New Delhi within 14 days of intimation of successful bidder valid for a period of one year + 3 months as compensation for any loss resulting from the Broker firm's failure to complete its obligation under the contract as per below Performance Matrix.

Performance Guarantee Matrix

S. No.	Activities	Timeline/Measurement	Weightage
1.	Critical examination of the existing marine policy of NSC in terms of Coverage, including add-on coverage Excess (Monetary/Time) Period of indemnity Policy wordings, Policy clauses and warranties.	Within 30 days after placement of letter of award to the insurance broker.	20
2.	Assisting NSC for lodging tentative claim to Insurance Company	Within 15 days after receipt of inputs/ information from NSC.	20
3.	Assisting NSC for lodging final loss/ claim to Insurance Company	Within 15 days after receipt of inputs/ information from NSC.	20
4.	Assisting NSC regarding queries raised by insurers, surveyors during claim processing	Within 10 days after receipt of inputs/ information from NSC	20
5.	Settlement of the claim after submission of Final claim to the Insurance Company	Within 6 months after submission of final claim.	20
	Total		100

In case of partial/non completion of any above activity (ies), weightage would be given as "0" for particular activity (ies). The amount of deduction for partial/Non completion of above activity (ies) from the performance guarantee Contract Performance Guarantee (CPG) will be calculated as follows:

Total Deductions from Contract Performance Guarantee as per below mentioned.

{100 - Total score of the Broker as per the above Performance Matrix}/100*Amount of CPG

The assessment by the Corporation on the above parameter would be treated as final and firm/broker has to abide by the same.

All documentary evidence in support of above points have to be submitted along with the Price Bid.

16. Tender document is available at Corporation's official website: www.indiaseeds.com.

17. **Disqualifications:**

Corporation may at its sole discretion and at any time during the evaluation of the proposal, disqualify any respondent, if the respondent:

- a) Submit the Proposal document after the response deadline.
- b) Made misleading/false representation in the forms, statements and attachments submitted in proof of the eligibility requirements etc.
- c) Failed to provide related clarifications, when sought if any.
- d) Declared ineligible by the Government of India/State/UT Govt. for corrupt and fraudulent practices or blacklisted etc.

18. **Other related information:**

1	Total Sum Insured	Rs. 200/- crores (Rupees two Hundred Crores only)
2	Basis of Valuation +extra for cargo	CIF+10%
3	Commodity Description	All type of seeds and packing materials etc. for Comprehensive Transit Insurance
4	Packaging description	Standard packing
5	Single carrying limit	Rs.2,00,00,000/- (Rupees two crores only)
6	Limit per location	Rs.2,00,00,000/- (Rupees two crores only)
7	Risk Covered	Risk1- HC-A, SRCC (in connection with existing policy)
8	Excess	Excess application-others, excess(%) other-0.25% of value of whole consignment, or As per Standard Tariff Norms, whichever is least.
9	Journey	From Anywhere to anywhere in India
10	Transport Mode	Road/Train etc.
11	Inter unit stock transfer	Inter unit stock transfer is made on the basis of material transfer note and no invoice is raised for such transfer of stock. Claims in case of inter unit transfers should be accepted on the basis of material transfer Note.
12	Application form is available at official website	www.indiaseeds.com
13	For offline application	Sealed quotations should reach Corporation's office latest by 01:00 P.M. On 15.11.2021 at the following address: Anand Swarup, Asstt. General Manager (Finance) National Seeds Corporation Ltd., Beej Bhawan, Pusa Complex, New Delhi-110012 (For any query contact : email- anandswarup123@rediffmail.com and/ or nschomanagerfin@gmail.com)

(Envelop should super scribe 'Tender for Comprehensive Transit Insurance of Stocks')

18. List of Enclosures:-

1.	Annexure- A	Price Bid
2.	Annexure- B	Undertaking that participating firm/Co. is not blacklisted by Govt. of India/ State Govt./ UT Govt./ Public Sector Undertaking etc.
3.	Annexure- C	List of Regional Offices, Area Offices, Farms and Head Office etc.
4.	Annexure- D	Service Level Agreement
5.	Annexure- E	Checklist

For any query please drop email at- anandswarup123@rediffmail.com **and/ or** nschomanagerfin@gmail.com)

13. (b)Goods & Service Tax
- 14 (c)Total Amount of premium (Amount in figure & words)(a+b)
15. Exclusion clause, if any
16. Deductible, if any
17. Terms & Conditions, if any

Signature of authorised signatory of Broker
with stamp

Name
Designation
E-mail ID

Address

Contact No.:

Date:
Place:

Signature of authorised signatory of Insurance Co,
with stamp

Name
Designation
E-mail ID

Address

Contact No.:

DECLARATION CERTIFICATE

We hereby declare that there is no case pending with the Police/IRDA/SEBI/Regulatory authorities against the firm/company/ directors/employees and we have not been suspended/de-listed/blacklisted/ debarred or even termination of contract mid air by any other Govt. Ministry/Public Sector Undertaking/IRDA/SEBI/Autonomous Body/Financial Institution/Court, etc. during last three years.

We certify that neither our firm nor any of the directors are involved in any scam or disciplinary proceedings settled or pending adjudication.

We hereby undertake and confirm that we have properly understood the scope of work mentioned in the Tender Document i.e. " The Insurance Of Stock-in-Transit/ Marine Cargo Open Policy" and shall carry out the work as mentioned in the Tender document.

Signature of the Authorised Signatory of Insurance Co. / Broker with Seal

LIST OF OFFICES

Head Office – NEW DELHI.

Address : National Seeds Corporation Limited,
BeejBhawan, Pusa Complex, New Delhi-110012.

Phone : 011-25841917

Mobile : 9891525509

E-mail : anandswarup123@rediffmail.com

NEW DELHI- Sales Counter:-

National Seeds Corporation Limited,
Beej Bhawan, Pusa Complex, New Delhi-110012

AREA OFFICES

Delhi

Sh. Yatendra Kumar

Designation : Area Manager

Address : NSC, Head Office, Beej Bhawan, Pusa Complex, New Delhi- 110012.

Phone : +91-11- 25843682 (O), +91-9205160034(M)

E-mail : delhi@indiaseeds.com

AHMEDABAD (Gandhinagar)

Sh. Tejmal Saini

Designation : Area Manager

Address : Sabar Divela Sangh Complex, Opp. Idar Civil Court, Bhiloda Road, Khuski Mohanpura, Idar, Distt.- Sabarkantha, Gujrat-383430.

Phone : 02778-254517 (O)

E-mail : idar@indiaseeds.com

BANGALORE

Dr. Ramakant

Designation : Area Manager

Address : National Seeds Corporation Ltd., No. 732-A, Guggarahati, Bellary Bangalore Road, Bellary-583102

Phone : 08392-2501781 (O) 9900247941 (M)

FAX : 08392-2501781

E-mail : bellary@indiaseeds.com

Ms. B. R. Usha

Designation : Area Manager

Address : National Seeds Corporation Ltd., 2nd Floor, Olda Canara Bank Building, Railway Road, Chamrajpet, Chikkaballapur-562101

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FAX : 08392-2501781

E-mail : chikkaballapura@indiaseeds.com

Dr. Neeraj Yadav

Designation : Area Manager

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FAX : 08392-250177

E-mail : davangere@indiaseeds.com

Sh. Pallavi H. S.

Designation : Area Manager

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Phone : 0836-2748148(O) 8496022918(M)

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E-mail : : dharwar@indiaseeds.com

Dr. Neeraj Yadav

Designation : Area Manager

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Phone :08172-256328(0) 9900205461 (M)

FAX : 08172-249238, 269807

E-mail : Hassan@indiaseeds.com

Ms. M. S. Anjali

Designation : Area Manager

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Phone :08375-293111(0) 9900247939(M)

FAX : 08375-235219

E-mail : haveri@indiaseeds.com

Sh. G. Subramanayam

Designation : Area Manager

Address : National Seeds Corporation Ltd., No.: 159, 4 th Cross, A- Block, APMC Complex, Bandipalya, Mysore-570024

Phone 0821-2489993 (O) 9900247936(M)

FAX : 0821-2489993

E-mail : mysore@indiaseeds.com

Sh. K. B. SubbiReddy

Designation : In-charge Production Centre

Address : National Seeds Corporation Ltd., No.: 159, 4 th Cross, A- Block, APMC Complex, Bandipalya, Mysore-570024

Phone 0821-2489993 (O) 8050276188(M)

FAX : 0821-2489993

E-mail : mysore@indiaseeds.com

Sh. Chandan M. N.

Designation : Area Manager

Address : National Seeds Corporation Ltd., Gunj Road, Raichur-584102

Phone :08532-233924(O) 9900247942(M)

FAX : 08532-235062

E-mail : raichur@indiaseeds.com

BHOPAL

Ms. Hemlata Verma

Designation : Incharge (Quality Control Lab)

Address : National Seeds Corpn Ltd., 48-49, Sector B, Industrial Estate, Bhopal-462023 (MP)

Phone : 0755-2580271 (O) 9753910110 (M)

FAX : 0755-2580271

E-mail: qclcentral@gmail.com

Sh. Arvind Kumar Chauhan

Designation : Area Manager, Govindpura

Address : National Seeds Corporation Ltd 48-49 Sector B Industrial Area

Govindpura, Bhopal 462023 (MP)
Phone :0755-2600276 (O) 7724811306 (M)
FAX : --
E-mail: govindpura@indiaseeds.com

Production Centres of Govindpura:

1: Sh. Himanshu Soni

Designation : Incharge- Khurai Production Centre
Address : Sanjay Krishi Upaj Bhandar Grah, Nisthala, Beena Road, Khurai-470117 (MP)
Mobile: 8109712585(M))
E-mail: nsckhurai@gmail.com

Sh. Abhinav Singh Rathore

Designation : Area Manager, Indore
Address : National Seeds Corporation Ltd., E-112/113, Industrial Area, Sanwer Road, Indore-452003 (MP)
Phone :0731-2720211 (O) 9993003714 (M)
FAX :
E-mail: indore@indiaseeds.com

Production Centres of Indore:

1: Sh. Anoop Tripathi

Designation : Incharge- Ujjain Production Centre
Address : M/s Hariom Hybrid Seeds, Village - Sursa, Agar road (in front of RD College), District - Ujjain-456006(MP)
Mobile: 8989879386 (M))
E-mail: nscujjain@gmail.com

Sh. Kalika Pratap Singh

Designation : Area Manager, Niwari
Address : National Seeds Corporation Ltd., Devendrapura, Mauranipur Road, Niwari-472442, Dt. Tikamgarh (MP)
Phone :07680-232384 (O) 08349248480 (M)
FAX :
E-mail: niwari@indiaseeds.com

Production Centres of Niwari:

1: Sh. Kalika Pratap Singh

Designation : Incharge- Guna Production Centre
Address : G K Warehouse and Cold Storage, Bajrang Garh bypass Road Industrial Area, Guna-473001 (MP)
Mobile: 9415485754 (M))
E-mail: nscguna@gmail.com

Sh. Mahender Kumar

Designation : Area Manager, Raipur
Address :National Seeds Corporation Ltd., 32/1068 Shyam Nagar, Indra Chowk, Raipur-492006 (Chattishgarh)
Phone : 0771-2432881 (O), 7987321853 (M)
FAX:
E-mail: raipur@indiaseeds.com

CHANDIGARH

Shri Prashant Sharma

Designation : Area Manager

Address : National Seeds Corporation Ltd., A-2, Focal Point, Dabwali Road, Bhatinda- 151006

Phone :0164-2280346(0) 08427455266(M)

FAX : 0164-2280346

E-mail : bhatinda@indiaseeds.com

Sh. Raj Pal Singh

Designation : Area Manager

Address : National Seeds Corporation Ltd., 15 IDC Opp Dainik Jagran Press, Delhi Road, Hissar-125001

Phone :01662-222616(0) 09996901616(M)

FAX : 01662-222616

E-mail : hissar@indiaseeds.com

Shri Prashant Verma

Designation : Area Manager

Address : National Seeds Corporation Ltd., C 25, Focal Point, bye pass, Jalandhar-144004

Phone :0181-2602162(0) 08283805225(M)

FAX : 0181-2601535

E-mail : Jalandhar@indiaseeds.com

Sh. D P Meena

Designation : Liaison Officer

Address : National Seeds Corporation Ltd., C/O M/s Narula Rice & Genl. Mills, Hansi Road, Karnal-132001

Phone :0184-20184-2272127(O) 09896355258(M)

FAX : 0184-2272127

E-mail : karnal@indiaseeds.com

CHENNAI

Sh. P. Egan Murugan

Designation : Area Manager

Address : National Seeds Corpn Ltd. 56-E, SIDCO Indl. Estate, Opposite Elgi Equipments, Kurchi Coimbatore- 641021

Phone :0422-2673415(O)

Mobile : 9500031863 (M)

E-mail : coimbatore@indiaseeds.com

Sh. Madan Mohan

Designation : Area Manager

Address : National Seeds Corpn Ltd. B-1,B-2,SIDCO indl. Estate, Kappalur, Madurai- 625008

Phone :0452-2482878(O)

Mobile : 9500031862(M)

E-mail : madurai@indiaseeds.com

Sh. R, Poornima

Designation : Area Manager

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Phone :0491-2566414(O)
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Sh. Pradeep Bilung

Designation : Area Manager
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JAIPUR

Sh. _____

Designation : Area Manager
Address : National Seeds Corpn Ltd. F- 45-46, industrial Road, Parbatpur Bye Pass, Nasirabad Choraha, Ajmer-305001
Phone :0145-2695294(O) 9928006540(M)
FAX : 0145-2695988
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Sh. Satveer Singh

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Sh. Sarman Singh

Designation : Area Manager
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Phone :01472-245087(O) 9928006542(M)
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Sh. Shish Ram Dhyaal

Designation : Marketing Officer
Address : National Seeds Corpn Ltd. D-14,Subji Mandi (Paota) Jodhpur- 324006
Phone :0291-2545735(O) 9928006546(M)
FAX : 0291-5106623
E-mail : jodhpur@indiaseeds.com

Sh. Mukesh Kumar Verma

Designation : Area Manager
Address : National Seeds Corpn Ltd. Indraprastha Indl Area, Kota -324005
Phone :0744-2425954(O) 9928006544(M)
FAX : 0744-2410901
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Sh. _____

Designation : Area Manager
Address : National Seeds Corpn Ltd. Abohar Road, Indl. Area, Sriganaganagar 335001
Phone :0154-2440232(O) 9928006545(M)
FAX : 0154-2478866

E-mail : srign@indiaseeds.com

Sh. Om Prakash

Designation : Area Manager

Address : National Seeds Corpn Ltd. Shop No 47, Block A, Krishi Upaj Mandi, Mandi Yard, Udaipur- 313001

Phone : 0294-2486647(O) 9785121529(M)

FAX : 0294-2486523

E-mail : udaipur@indiaseeds.com

KOLKATA

Sh. Mukesh Kumar

Designation : Area Manager

Address : National Seeds Corpn Ltd. , Sector-V, Block -AQ, Plot No. -12, Saltlake City, Kolkata 700091, West Bengal

Phone : 033-23671076 (O) 9831185215 (M)

FAX : 0674-2588491

E-mail : saltlake@indiaseeds.com

Sh. B. L. Takar

Designation : Area Manager

Address : National Seeds Corpn Ltd. 150, Industrial Estate , Mancheswar Bhubaneswar-751010, Orissa

Phone : 0674-2580359 (O) 9937567333 (M)

FAX : 0674-2588491

E-mail : bbsr@indiaseeds.com

Sh. Mithilesh Kumar

Designation : Marketing Officer

Address : National Seeds Corpn Ltd. Pradhan Building, Hakimpara Siliguri-734401 Distt. Darjeeling (W.B)

Phone : 0353-2435391 (O) 9933087178 (M)

FAX : 0353-2531506

E-mail : siliguri@indiaseeds.com

Sh. L. R. Singh

Designation : Area Manager

Address : National Seeds Corpn Ltd. 6, Mile, Punjabari Road Guwahati-781037 (Assam)

Phone : 0361-2332896 (O) 9954714160 (M)

FAX : 0361-2332552

E-mail : guwahati@indiaseeds.com

Sh. A. K. Singh

Designation : Area Manager

Address : National Seeds Corpn Ltd. Vill. Kuikothe, Near B.D.O Office P.O Abash-721101 District Midnapur (W.B)

Phone : 03222-275050 (O) 9933087180 (M)

FAX : 03222-264218

E-mail : midnapur@indiaseeds.com

Sh. B. L. Takar

Designation : Farm Head

Address : CSF : Sukinda, Distt.Jajpur, Sukinda - 755 018 (Odisha)

Phone : 7608991310 (M)

FAX :

E-mail : bbsr@indiaseeds.com

LUCKNOW

Sh. Amandeep Choudhary

Designation : Area Manager

Address : National Seeds Corpn Ltd. Plot No B-17, UPSIDC Indl. Area Mathura Road, Sikandra Agra-282007

Phone :0562-2641243 (O) 9794101995 (M)

FAX : 0562-2641243, 0562-2641652

E-mail : agra@indiaseeds.com

Sh. Amandeep Choudhary

Designation : Incharge (VPC)

Address : Vegetable Seed Packing Centre (N) National Seeds Corpn. Ltd. Plot No B-17, UPSIDC Indl Area Mathura Road , Sikandra Agra-282007

Phone :0562-2640041 (O), 9794101995 (M)

FAX : 0562-2641243

E-mail : agra@indiaseeds.com

Sh. S. S. Srivastava

Designation : Area Manager

Address : National Seeds Corpn Ltd. B-26,Road No-4,Industrial Area Opp.Bharat gas Godown Parsakhera,Bareilly-243502

Phone :0581-2578087 (O) 9997744890 (M)

FAX : 0581-2511802, 0581-2578087

E-mail : bareilly@indiaseeds.com

Sh. S. S. Choudhary

Designation : Area Manager

Address : National Seeds Corpn Ltd. Padri Bazar Near Vishwanath Cold Storage Gorakhpur-273007

Phone :0551-2282611 (O) 9793000226 (M)

FAX : 0551-2289098, 0551-2282611

E-mail : gorakhpur@indiaseeds.com

Sh. Lakhman Singh

Designation : Area Manager

Address : National Seeds Corpn Ltd. Plot No. D-25, Site No. 1, Panki Indl. Area Kanpur-208022

Phone :0512-2691911 (O) 8953004433 (M)

FAX : 0512-2209621, 0512-2691911

E-mail : kanpur@indiaseeds.com

Sh. S.S.Srivastava

Designation : Area Manager

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SERVICE LEVEL AGREEMENT (SLA)

This Service Level Agreement (hereinafter referred to as "Agreement") is made and executed on this *** day of ***, 2021, and valid for a period of one year from the date of execution of this Agreement

BY AND BETWEEN

National Seeds Corporation Ltd., hereinafter referred as "Insured", having its office at Beej Bhawan, Pusa complex, New Delhi

AND

_____ hereinafter referred as "Broker" having its office at _____

Whereas the insured invited Tender No. _____ dated _____ 2021 for engagement of IRDA approved National Insurance Company/ Broker for comprehensive transit insurance of stocks (Seeds and Packing Materials etc.)- Marine Cargo Open Policy and M/s. _____ Broker has identified as the successful Insurance Broker.

Whereas the Insured hereby mandates the Broker to manage and serve all its insurance policies under the intermediation of the Brokers as per the relevant regulations of the Insurance Regulatory and Development Authority of India and guided by the Terms and Conditions as agreed between the parties is as defined in the tender document, this Agreement or any subsequent correspondence thereof.

The purpose of this Service Level Agreement (SLA) is to formalize an arrangement between the Insured and the Brokers to effectively manage the service issues involving the insurance policies.

1. **Relationship Manager:** The Broker shall appoint a dedicated Relationship Manager (RM) who will be the single contact person for the Insured on all insurance related matters. The name, mobile number and the e-mail ID of the RM shall be communicated separately by the Broker to the Insured within 3 working days from the date hereof. Besides addressing issues through telephone and e-mails, the RM shall personally visit the offices of the Insured as and when required.
2. **Review of Insurance Policies :** The Broker shall carry out a review of insurance policies every 6 months and suggest changes / new policies wherever required, based on market developments, so as to make the insurance coverage appropriate for the Insured's requirements within the given premium outlay.
3. **Inspection of the Insured's premises :** Wherever required, the Broker itself or in collaboration with the Insurance company shall carry out physical inspection of the Insured's plants by its Risk Engineers and make suggestions as regards the safety and the loss-control measures.

4. **Insurance Quotations:** The broker shall obtain the best possible insurance premium rates, discounts and other terms from various insurance companies for all insurance policies and place the same, in consultation with the Insured, with an insurance company.
5. **Insurance Policies :** The Broker shall make all efforts to ensure that all insurance policies are issued by the insurance company, checked for correctness and are delivered to the Insured within 30 days from the date of competition of the required documentation. In case of any delay, the Broker shall keep the Insured posted of the reasons.
6. **Insurance Endorsements :** The Broker shall make all efforts to ensure that all insurance endorsements are issued by the insurance company, checked for correctness and are delivered to the Insured within 7 working days from the date of intimation and / or payment of additional premium wherever applicable. In case of any delay, the Broker shall keep the Insured posted of the reasons.
7. **Training of the Insured's employees :** The Broker shall conduct at least 2 training sessions during the currency of this agreement for the Insured's employees on insurance policies and claims procedures & documentation.
8. **Preparation of claims :** The Broker shall play active role in all claims right from the time of claim intimation itself. It will guide the insured in submission of data and documents, help address the queries raised by the surveyor or the insurance company, assist in negotiating the quantum of claim in consultation with the Insured and ensure expeditious payment of claims.
9. **Non-medical Claims :** The Broker shall make all efforts to ensure that all admissible claims are settled by the insurance company within 8 weeks of submission of all documents / information by the Insured or within 4 weeks of release of survey report by a loss surveyor. If the claim is not settled within these timelines, the broker shall liaise with the insurance company for an on-account payment.
10. **Dispute Resolution :** If any dispute(s) or difference(s) of any kind whatsoever arise between the insured and the Insurance company, the Broker shall negotiate with a view to its amicable resolution and settlement.
11. **Monthly Statements :** The Broker shall submit a monthly statement of claims to the Insured showing therein all details of claims including those which remain outstanding with the reasons therefor.
12. **Performance Evaluation :** Most of the activities stated above and the timelines thereon are dependent on the efficiency of the insurance company which the Broker is obligated to expedite. Performance of the broker is subject to item no.13 of the INSTRUCTIONS TO TENDERER-1 and assessment by the Corporation on parameters given under Performance Guarantee Matrix.

13. ARBITRATION & JURISDICTION:-

- a) The Arbitration on this Service Level Agreement shall be governed by the following conditions:-
- b) Arbitration Clause: Except where otherwise provided for in the Service Level Agreement / Tender Documents all questions and disputes relating to the meaning of instructions herein before mentioned or as to any other question, claim, right matter of anything whatsoever,

in any arising out of this agreement shall be referred to the sole arbitrator to be appointed by the Chairman - cum - Managing Director or the holder of highest office in NSC for adjudication of the dispute. The Arbitration will be done in accordance with the Arbitration and Conciliation Act, 1996 as amended from time to time. The venue of Arbitration proceeding shall be at New Delhi only and the language of proceedings English only.

- c) Jurisdiction of subject: - All the disputes/differences between the parties as may be arising out of the present Service Level Agreement and subsequent to the execution of the said Agreement between the parties, including interpretation of the terms and Agreement shall be subject to the exclusive jurisdiction of Courts at New Delhi/Delhi only.
- d) Notwithstanding the execution of this agreement at any place other than Delhi the parties expressly agree that this Agreement shall be deemed to have been signed at Delhi and the courts at Delhi alone shall have jurisdiction in respect of this contract and dispute if any. The parties shall not take any proceedings in any other court having concurrent jurisdiction in the matter.

On behalf of NSC

On behalf of the Broker of Insurance Co.

Signature:
Name:
Designation

Signature:
Name:
Designation:

Checklist (documents to be attached with bid)

1. Price Bid Form (Annexure-A)
2. Copy of License issued by 'Insurance Regulatory and Development Authority' (IRDA) of Brokers & Insurance Co.
3. Undertaking that participating firm/Co. is not blacklisted by any Public Sector Undertaking- (Annexure-B)
4. Accepted copy of tender document
5. Accepted copy of Service Level Agreement (SLA) document
6. Documents showing that broker have existence in India for last 5 years.
7. Documents showing that broker have positive net worth and turnover.
8. Documents showing that broker have presence in major cities.
9. Documents showing that broker have Insurance Portfolio of min.3 PSU as on 01.04.2021 to till date.