

# **STRICTLY CONFIDENTIAL**

## **EXPRESSION OF INTEREST (EOI) FOR THE PROVISION OF ACCIDENT REPAIRS TO:**

# **AmGeneral Insurance Berhad 44191P**

**PROPOSAL NUMBER:** EOI 8/16  
**CLOSING DATE:** Friday, 9<sup>th</sup> September 2016  
**CLOSING TIME:** 4 pm

### **EOI RESPONSES ARE TO BE ADDRESSED AND DELIVERED TO:**

Ho Wai Hei  
AmGeneral Insurance Berhad  
Menara Shell,  
No:211, Jalan Tun Sambanthan  
50470 Kuala Lumpur

#### **NOTE:**

Responses to this Expression of interest must be hand/courier delivered or delivered by registered post to the above address and will not be accepted at any other address.

### **FURTHER ASSISTANCE REGARDING THIS EOI MAY ONLY BE OBTAINED FROM:**

**EOI Facilitator:** Ho Wai Hei  
**Telephone:** 03 22683723  
**E-mail:** ho-wai-hei@amgeneralinsurance.com

Except for enquiries directed to the EOI Facilitator, Respondents or any of their officers, employees, agents or advisers must not under any circumstances, make direct contact with, or communicate with, any officer, employee, agent or adviser of AmGeneral Insurance Berhad or any related body corporate of AmBank group (including any Insurance Australia Group (IAG) company) in relation to this EOI. Failure to observe this requirement may result in AmGeneral Insurance Berhad excluding a Respondent from the EOI process.

This Expression of Interest was prepared by AmGeneral Insurance Berhad (AmGeneral) and the copyright therein belongs to AmGeneral and its related bodies corporate. All rights conferred by the law of copyright and by virtue of international copyright conventions are reserved to AmGeneral and its bodies corporate. Reproduction requires the prior written consent of AmGeneral. This Expression of Interest incorporates confidential information of AmGeneral. Its disclosure to any other party requires the prior written consent of AmGeneral.

## Definitions

Unless the contrary intention is expressed, these words have the following meanings in this EOI.

**Agreement or Supply Agreement** means the agreement the Insurer and the successful Respondent, if any, for the provision of accident repairs, the subject of this EOI.

**Annual** means 52 weeks in a year.

**Confidential Information** means information and documents of or in relation to the business and affairs of AmGeneral, which is not in the public domain and may include, but is not limited to, information and documents in relation to this EOI.

**Customer or Policyholder** means any person who is insured by any of the Insurers.

**AmGeneral** means AmGeneral Insurance Berhad and its related bodies.

**Person** includes an individual or a company duly registered with the Companies Commission of Malaysia (CCM) & PIAM.

**Representative** means an employee, contractor, sub-contractor or agent.

**Respondent or you** means a Person who submits a Request for Proposal response.

**Response** means a response to this EOI.

**EOI** means this Expression of Interest and any annexure, schedules or appendices to it.

**Services** means the provision of accident repair services to AmGeneral as outlined in this EOI.

**Warranty** means a three (3) year warranty on your workmanship

**Thatcham Times** means the use of the times distributed via the centralised database for motor repairs estimation – Motordata Research Consortium SDN. BHD. (MRC)

**The Insurer** means AmGeneral Insurance Berhad.

## Interpretation

The following rules of interpretation apply in this EOI:

- A reference to the singular includes the plural and vice versa. Words which indicate a gender include other genders and a reference to a person includes a body corporate;
- Headings are included for guidance only and do not form a part of this EOI; and
- References in this EOI to time are references to Malaysian local time.

## SECTION 1 – INTRODUCTION

### 1 Overview

- 1.1 AmGeneral Insurance Berhad is founded on a combined business of two former entities, AmG Insurance Berhad (“AmG”) and Kurnia Insurans (Malaysia) Berhad (“KIMB”) with the acquisition of KIMB by AmBank Group and Insurance Australia Group International Pty Ltd (IAG) in September 2012.
- 1.2 As one of Malaysia’s largest motor and leading general insurance company in the market, AmGeneral underwrites approximately RM1.5 Billion Gross Written Premium annually.
- 1.3 AmGeneral wishes to appoint a selection of professional companies with substantial qualification and experience in the provision of Accident Repair Services.
- 1.4 The purpose of this EOI is to identify, evaluate and appoint experienced, qualified accident repair providers throughout Malaysia. Requirements include the provision of a consistent level of quality, service and the application of a uniform times methodology for all estimates of AmGeneral Policyholder’s motor vehicles.

### 2 Scope of the EOI

- 2.1 While AmGeneral preference is to select preferred suppliers on a geographical basis who will together form a panel to provide Accident Repair Services, EOI responses to provide Accident Repair Services on a national basis will also be considered.
- 2.2 AmGeneral wishes to appoint preferred suppliers to provide Accident Repair Services in the following Regions. Each Region is made of the following states;
  - a) Southern Region
    - i. Johor
    - ii. Melaka
  - b) Northern Region
    - i. Penang
    - ii. Kedah
    - iii. Perlis
    - iv. Perak
  - c) East Coast
    - i. Kelantan
    - ii. Terrenganu
    - iii. Pahang
  - d) East Malaysia
    - i. Sabah
    - ii. Sarawak
  - e) Central Region
    - i. Selangor
    - ii. Kuala Lumpur
    - iii. N. Sembilan

### **3 Objective**

- 3.1 The Insurers is seeking Respondents who can demonstrate their ability to provide the Services in an efficient, cost effective manner while meeting all service requirements and achieving an exceptional level of quality.
- 3.3 The key objectives that The Insurer will take into consideration when assessing EOI responses include:
- Ensuring the Insurers' geographical coverage requirements are met;
  - Ability to achieve industry leading Customer Service Levels and turnaround times
  - Capabilities, Customer service and Equipment levels
  - Respondents future business plans including staff training and education
  - Any specialisation within their operation
  - Any specific benefit associated with scale, e.g. volume or parts discount

### **4 Agreement terms**

- 4.1 It is The Insurer's intention to enter into individual agreements with each successful Respondent on mutually agreed terms that will take into account the response received and the Insurers' business needs, amongst other things.
- 4.2 If the Respondent are selected as one of The Insurer's preferred suppliers, the Respondent will be required to enter into a formal performance based Agreement for the provision of the Services. Under the Agreement, the Respondent will be required to achieve certain key performance indicators, including delivery of superior levels of service to AmGeneral and the Customers.
- 4.3 The Insurer anticipates entering in to a performance based Agreement for a term of two (2) years with successful Respondents. This term may be extended by two (2) one (1) year periods at the discretion of The Insurers with a potential maximum Agreement Term of four (4) years.

### **5 Service Requirements**

- 5.1 The Services are to be performed in accordance with industry best practice standards and rendered by a regular core team of qualified, well-trained and experienced personnel.
- 5.2 A strong, stable and experienced management team and a relationship contact for both the management and the day to day delivery of the Services is required.
- 5.3 The Respondent must be able to demonstrate a commitment to ensuring a high standard of staff presentation, customer service, integrity, professionalism and diligence.

- 5.4 The provision of the Services by any sub-contractors to the successful Respondent will need to be approved by The Insurers' Head of Supply Chain and the Senior Vice President or equivalent person responsible for the Claims Operations prior to contract commencement.
- 5.5 Successful Respondent must provide all necessary labor, uniforms, plant and equipment necessary for the proper performance of the Services.
- 5.6 The successful Respondent will be required to agree to and consistently meet (as a minimum) key performance indicators agreed upon at the completion of this EOI.
- 5.7 AmGeneral requires Services be provided by;
  - 5.7.1 Receiving instructions from AmGeneral to repair a policyholder's motor vehicle
  - 5.7.2 Determining the extent of the loss or damage to a motor vehicle and completion of a Vehicle Damage Inspection Report "estimate"(recommending to AmGeneral) the most appropriate settlement method for the Policyholder's claim
  - 5.7.3 Working with the insurers to improve the way work and interact as required by AmGeneral.
  - 5.7.4 Provide a three year warranty on workmanship.
  - 5.7.5 Lodgment and preparation of documents for the insurer's customers.
  - 5.7.6 The use of Thatcham Times System.
  - 5.7.7 Provide, high quality safe repairs.
  - 5.7.8 Wash, Vacuum and present cars in a professional manner.

#### 5.8 Repair Categories

Respondent must be able to demonstrate their capability to provide a high level of consistent service in one or more of the following categories for which they are submitting an EOI:

- a) motor vehicle;
- b) motor cycle;
- c) commercial vehicle

#### 5.9 No Guaranteed Work Volumes

Each Respondent acknowledges that if it is appointed as a preferred supplier by AmGeneral Insurance Berhad there are no guarantees of work volumes.

## 6 EOI Evaluation Process and Timeline

- 6.1 EOI responses will be evaluated by an Evaluation Committee. The Evaluation will be undertaken with reference to a number of factors including the AmGeneral Objectives in Section 1.
- 6.2 Respondents may be asked to attend meeting(s) to discuss or clarify any issues arising out of their EOI responses.
- 6.3 The Insurer reserves the right to enter into negotiations with any Respondent on any aspect of their EOI response prior to making any decision on the successful Respondents.

- 6.4 The Insurer expects that the evaluation process will be complete by the end of October 2016. Respondents will be notified in writing in due course of the decision of the Evaluation Committee.
- 6.5 The decision of the Evaluation Committee of AmGeneral shall be final, shall not subject to challenge by the Respondent.

## **7 EOI Communications**

- 7.1 Respondents with questions about this EOI should only contact the EOI Facilitator through the email address or phone number that appears on the front page of this EOI document.
- 7.2 Respondents are requested to fully brief their staff to ensure that EOI related communications with The Insurers are only made through the EOI Facilitator.
- 7.3 Failure to observe this requirement may result in The Insurers excluding a Respondent from the EOI process.
- 7.4 All enquiries will be responded to within 2 business days of the date and time of the requests.

## **8 E-mail and written communication**

- 8.1 Where this EOI indicates that The Insurers are to do something in writing (e.g. give notice), The Insurer may do so electronically (e.g. by e-mail) or by post (e.g. written letter) as the Insurer deem fit and appropriate.

## SECTION 2 - CONDITIONS OF EXPRESSION OF INTEREST

***Respondents are requested to carefully read and comply with the following Conditions of Expression of Interest (EOI).***

### **1 Response to EOI Requirements**

- 1.1 The Respondent is required to respond to each and every point in Section 3 & 4.
- 1.2 Responses to the requirements set out in Section 3 & 4 must be set out in the order of asking.
- 1.3 Respondents should provide an answer to all requirements. Failure to do so may disadvantage the Respondent.
- 1.4 Any requirements that cannot be met should be noted with explanation of why the requirement can't be met and suggested alternatives, if relevant.
- 1.5 The Respondent must submit **five (5)** hard copies of the EOI Response. In addition, an electronic soft copy on a USB memory stick is to be included with the written response submitted by the Respondent.
- 1.6 The Respondent is required to independently acquaint itself with, and satisfy itself of, all aspects and requirements of this EOI, and where the Respondent has made assumptions in preparing its EOI response, these assumptions should be clearly stated in the EOI response.

### **2 Conditions of Lodgement - Closing Times, Lodgement Address and Late Responses**

- 2.1 EOI responses are to be addressed and delivered to the address on the front page of this EOI.
- 2.2 No responsibility for a failure in delivery of any EOI response will be accepted by The Insurers or any of its related bodies corporate or any of their employees.
- 2.3 The Closing Date and Time for the lodgment of EOI responses is specified on the front page of this EOI. All EOI responses must be lodged prior to this time. The Closing Date and Time may only be extended by written notice to all Respondents of the EOI from The Insurer.
- 2.4 EOI responses transmitted electronically will not be accepted.
- 2.5 The Insurer reserves the right to accept Responses submitted after the Closing Date and Time. Respondents should note that The Insurer is only likely to do so where it considers, in its absolute discretion, that the reasons for the Respondent's delay justify acceptance of the Respondent's late response after the Closing Date and Time. If requested to do so by The Insurer, the Respondent will provide evidence to help The Insurer decide whether to accept the late Response. The Insurers' decision will be final. No correspondence will be entered into in relation to the decision about this issue other than to inform you of the decision.

### **3 Ownership of EOI documents**

- 3.1 All documents and electronic media submitted in Response to this EOI, including but not limited to samples, photos and USB memory sticks become the property of AmGeneral and will not be returned to the Respondent.

### **4 Validity of responses**

- 4.1 In submitting a response, Respondents represent that their Response will be valid for eight months from the Closing Date of this EOI.

## **5 EOI Process**

- 5.1 This EOI is not an offer. No EOI Response shall constitute an offer. Acceptance of a EOI Response does not give rise to an agreement. No agreement or obligation will arise unless and until a formal written contract containing terms and conditions acceptable to The Insurer has been negotiated, agreed and executed as required by The Insurer.
- 5.2 All Respondents will be notified in writing of either a decision or evaluation update in due course.
- 5.3 The Insurer is not required to accept the lowest priced or any other EOI Response.
- 5.4 The Insurer has the right to engage in contractual negotiations with any number of Respondents selected by it. The Insurer reserves the right not to proceed with all or any part of this EOI and may then engage in contractual negotiations with any person. If at any time during the EOI process AmGeneral identifies any operational requirement that needs to be met prior to the end of the EOI process it retains the right to appoint any person to meet that requirement.
- 5.5 The Insurer reserves the right to withdraw and not proceed with this EOI at any time at its absolute discretion. All costs and expenses incurred by Respondents in any way associated with the development, preparation and submission of their EOI Response, including but not limited to attendance at meetings, discussions, and providing any additional material required by The Insurer, will be borne entirely and exclusively by Respondents.
- 5.6 Each of The Insurers' rights in this EOI may be exercised in its absolute discretion.

## **6 Further Information to be supplied by Respondents**

- 6.1 The Respondent must supply any further particulars requested by any deadline specifically nominated by The Insurers, after receipt of a written request for those particulars.
- 6.2 Any information supplied by the Respondent in response to the EOI, or at an interview, will form part of the EOI Response.

## **7 Confidentiality of Information**

- 7.1 The Respondent acknowledges that this EOI includes confidential information of The Insurer or of its related bodies corporate and in accepting receipt of this EOI undertakes not to disclose the information set out in this EOI in whole or in part to any other party without the prior written consent of The Insurer .
- 7.2 The Insurer may disclose any of the contents of any EOI response it receives to its related bodies corporate or to lawyers, advisers, consultants, auditors and accountants or its related bodies corporate for the purpose of evaluating the EOI response, managing the EOI process and implementing any agreement with the Respondent (if successful).
- 7.3 Subject to clause 6.2, The Insurer undertakes not to disclose any of the confidential contents of any EOI Response in whole or in part to any other person without the prior written consent of the Respondent unless such disclosure is required by law or the information to be disclosed has ceased to be confidential in nature.
- 7.4 In submitting a EOI response, Respondents agree not to seek any internal documentation or communication from The Insurers regarding their responses, nor any other party's successful or unsuccessful responses.

## **8 Conditions Not To Be Waived**

- 8.1 None of the provisions of this EOI will be varied, unless The Insurer expressly agrees to such variation in writing.



- 8.2 No waiver by The Insurer of any provision of this EOI will be effective unless made in writing and signed by The Insurer.

## **9 Disclaimer as To Quantity and Volumes**

- 9.1 Respondents are requested to note that all quantities and volumes that may be given in this EOI or in relation to it reflect either anticipated or forecasted quantities and volumes, and although The Insurers has taken all reasonable care to compile estimates, The Insurer gives no warranty either express or implied, and expressly disclaims any warranty as to the completeness or accuracy of the quantities and volumes given in or in relation to this EOI.
- 9.2 The final number of providers appointed will depend on the quantity and quality of Responses received.

## **10 Trademarks**

- 10.1 The *AmGeneral Insurance Berhad* and Kurnia Insurans trademarks and design logo emblems must not be used by any Respondent in any form or manner whatsoever without the prior express written permission of The Insurer.

## **11 Privacy**

- 11.1 Personal Information collected in the EOI process will be used for the purpose of evaluating responses and implementing any agreement with the successful Respondent or Respondents (if any). Personal information may be disclosed to The Insurer or any of their respective related bodies corporate, lawyers, consultants, accountants, auditors and advisers for this purpose. In line with the provisions of the Personal Data Protection Act 2010.

## **12 Collusion**

- 12.1 Respondents are warned that collusion with other Respondents may hold them in breach of the law.

## **13 Communications**

- 13.1 The Insurer may engage in discussions or other communications with any Respondent to clarify its response. The Insurer may conduct simultaneous discussions with more than one Respondent.
- 13.2 The Insurer may rely on the contents of responses and any communications with Respondents.



- e. Brief history and experience in providing the Services for which you are applying to corporate institutions similar to AmGeneral.
  - f. Scope and range of services, equipment and or products your company provides. Please include all other services or products you provide or sell irrespective of whether they are within the scope of this EOI. We wish to understand the broad range of services (if any) you can potentially provide to us.
- 1.3 Provide details of any undischarged business or individual Bankrupts (if any).
- 1.4 Provide details of any prosecutions, improvement or prohibition notices related to provision of the Services that your company has been issued with over the last 3 years (if any).

## **2 Clients**

- 2.1 Does your company provide the Services for which you are applying to other corporate clients? If so, who are your company's major clients and in general terms, what type of services do you provide to these clients?
- 2.2 If successful in this EOI process, provide details of how you will manage your resources and capacity to meet the requirements of existing clients while providing high quality services to the Insurers.

## **3 Insurance Details**

- 3.1 Please confirm that should you be successful in this EOI, you will commit to obtaining business insurance with the cover and coverage detailed below:
- 3.1.1 Appropriate public liability coverage for your business;
  - 3.1.2 product liability insurance coverage;
  - 3.1.3 insurance cover for loss or damage to goods in your care, custody or control;
  - 3.1.4 insurance cover for your liability for acts of your principals and staff;
  - 3.1.5 Workers compensation insurance coverage for your business;

We do not require that you have the type or level of cover and coverage detailed above at this time. We are seeking confirmation of your commitment to obtain this cover and coverage if you are successful in this EOI.

If successful you will be required to provide copies of certificates of insurance for the above.

## **4 Business Licenses and Certificates**

- 4.1 Detail all licences or certificates that your business may hold to be able to provide the Services for which you are applying. Please detail relevant licence or certificate numbers, the type of service covered by the licence or certificate and include a copy of each.
- 4.2 If relevant to the services you are proposing to provide, how do you ensure that your employees (and sub-contracted employees, if relevant) hold current and appropriate licenses and certifications at all times?

## **5 Employment and Work Health and Safety**

- 5.1 Is your business committed to complying with the Occupational Safety and Health Act?
- 5.2 How do you ensure compliance with all relevant laws including, but not limited to, those in relation to employment and the Occupational Safety and Health Act?
- 5.3 Please confirm that if you are successful in this EOI you will be able to provide a copy of the following whenever requested by us, either:
- (i) if you do not have accreditation:

- a. your documented work health and safety policy,
- b. documented processes for identifying, controlling and monitoring of risks,
- c. documented processes for ensuring the relevant training of your workers along with how workers are provided with information and supervision required to conduct their work safely (this should consider any mandatory training that must be provided under work health and safety laws),
- d. Documented processes for ensuring that you adequately verify the existence of safety systems of your subcontractors?

**6 EOI Contact Person**

You are required to nominate a dedicated contact person. The role of the contact person will be to liaise with us in relation to any enquiries that may arise during the course of the EOI process. Please provide the following information concerning your nominated contact person:

Contact name \_\_\_\_\_

Position \_\_\_\_\_

Phone number \_\_\_\_\_

Mobile phone number \_\_\_\_\_

Postal address \_\_\_\_\_

Email address \_\_\_\_\_

**7 Referees**

Please provide details of three (3) referees (not employed by AmGeneral or its related companies) who can be contacted by The Insurer. Referees must have a business relationship with the EOI Respondent.

Business Name	Brief Description of Business Relationship	Name and Contact Details of Referees

## PART 2: CAPACITY AND CAPABILITY TO SUPPLY THE SERVICES

### 1. Geographical Coverage

Please nominate which of the following region or regions you are submitting your EOI for:

- a) Southern Region
  - a. Johor
  - b. Melaka
- b) Northern Region
  - a. Penang
  - b. Kedah
  - c. Perlis
  - d. Perak
- c) East Coast
  - a. Kelantan
  - b. Terengganu
  - c. Pahang
- d) East Malaysia
  - a. Sabah
  - b. Sarawak
- e) Central Region
  - a. Selangor
  - b. Kuala Lumpur
  - c. N.Sembilan

### 2. Minimum Equipment Levels

2.1 Respondents are required to provide details and photographs of workshop equipment and provide descriptions of each of the following categories. Please supply the details of any other Workshop equipment in your application:

Equipment			Please provide description of equipment – brand and number of items

#### **4. Vehicle Estimate / Inspection Report**

AmGeneral requires the completion of an electronic vehicle damage inspection report.

This report must;

- a) Be submitted to AmGeneral within the front-end system as requested by AmGeneral, e.g. all request within E-Claims must be submitted back via E-Claims and request by Merimen must be submitted back via Merimen.
- b) Have a detail breakdown of the work required to complete repairs in all fields of labour and parts.
- c) Be in accordance with the guidelines below.

When completing an estimate, you must ensure that a detail line by line assessment is completed, showing the individual Met, repair, paint, parts and any miscellaneous labour or parts recommended to return the vehicle to prior accident condition considering manufacturers specification.

Respondents are to describe and explain how they plan to ensure that their Technicians have considered all recommended manufacturer repair methods during their estimate.

Respondents are to describe and explain how they plan to ensure that their estimators are trained, updated and competent in the usage of the Thatcham Time System.

#### **5. Qualifications**

5.1 Respondents must ensure that all their staff comply with industry requirements and relevant government regulations for the services they provide.

- (a) Are professional and have relevant automotive qualifications / training
- (b) Are competent and understand modern motor vehicle construction and repair methodology
- (c) Understand and comply with all circular, guidelines and work processes introduced or issued by the Insurer.



## PART 1: COMPANY INFORMATION

1.1	Respondents are to provide the following details:	
	a. Company Name (if any)	
	b. Trading Name (if any)	
	c. ABN	
	d. Type of business (sole trader/partnership/private company, subsidiary etc.)	
	e. Head office address	
	f. Business email address	
	g. Authorised signatory, including name and position	
	h. List subsidiary, parent, franchise and associated Companies (if applicable)	
	i. Name and address of all office locations your business uses	
1.2	Provide a concise corporate profile of your company including as a minimum:	
	a. Brief history of your company	



b. Structure and total number of employees (including contractors, if applicable) in each state. Please include an organisational chart.	
c. Persons comprising the company board and management committee	
d. Brief history and experience in providing the Services for which you are applying to corporate institutions similar to AmGeneral.	
e. Scope and range of services or products your company provides. Please include all other services or products you provide or sell irrespective of whether they are within the scope of this EOI. We wish to understand the broad range of services (if any) you can potentially provide to us.	
1.3 Provide details of any undischarged business or individual Bankrupts (if any).	
1.4 Provide details of any prosecutions, improvement or prohibition notices related to Provision of the Services that your company has been issued with over the last 3 Years (if any).	

<b>2 Clients</b>	
2.1 Does your company provide the Services for which you are applying to other corporate clients? If so, who you're your company's major clients and in general terms, what type of services do you provide to these clients?	
2.2 If successful in this EOI process, provide details of how you will manage your resources and capacity to meet the requirement of existing clients while providing high quality services to the Insurer.	

<b>3. Insurance Details</b>	
3.1 Please confirm that should you be successful in this EOI, you will commit to obtaining business insurance with the cover and coverage detailed below:	
a. Public liability coverage for your business with a minimum of \$10,000,000 coverage	
b. Insurance cover for loss or damage to goods in your care, custody or control;	
c. Insurance cover for your liability for acts of your principals and staff;	
d. Workers compensation insurance that is appropriate in each state or territory that you are proposing to provide services in.	
<p>We do not require that you have the type or level of cover and coverage detailed above at this time. We are seeking confirmation of your commitment to obtain this cover and coverage if you are successful in this EOI.</p> <p>If successful you will be required to provide copies of certificates of insurance for the above.</p>	

<b>4. Business Licenses and Certificates</b>	
4.1 Detail all licenses or certificates that your business may hold to be able to provide the Services for which you are applying. Please detail relevant license or certificate numbers, the type of service covered by the license or certificate and include a copy of each.	
4.2 If relevant to the services you are proposing to provide, how do you ensure that your employees (and sub-contracted employees, if relevant) hold current and appropriate licenses and certifications at all times?	

<b>5 Employment and Work Health and Safety</b>	
5.1 Is your business committed to complying with work health and safety laws?	
5.2 How do you ensure compliance with all relevant laws including, but not limited to, those in relation to employment and workplace health and safety?	
5.3 Please confirm that if you are successful in this EOI you will be able to provide a copy of the following whenever requested by us, either: if you do not have accreditation:	
a. your documented work health and safety policy,	
b. documented processes for identifying, controlling and monitoring of risks,	
c. documented processes for ensuring the relevant training of your workers along with how workers are provided with information and supervision required to conduct their work safely (this should consider any mandatory	

<p>training that must be provided under work health and safety laws),</p>	
<p>d. Documented processes for ensuring that you adequately verify the existence of safety systems of your subcontractors?</p>	

<b>6 EOI Contact Person</b>	
<p>6.1 You are required to nominate a dedicated contact person. The role of the contact person will be to liaise with us in relation to any enquiries that may arise during the course of the EOI process. Please provide the following information concerning your nominated contact person:</p>	
<p>a. Contact Person</p>	
<p>b. Position</p>	
<p>c. Phone Number</p>	
<p>d. Mobile Phone Number / Hand Phone</p>	
<p>e. Postal Address</p>	
<p>f. Email address</p>	

**7 Referees**

**7.1** Please provide details of three (3) referees (not employed by AmGeneral or its related companies) who can be contacted by The Insurer. Referees must have a business relationship with the respondent

Business Name	Brief Description of Business Relationship	Name and Contact Details of Referees

**PART 2 : CAPACITY AND CAPABILITY TO SUPPLY THE SERVICES**

**1. Geographical Coverage**

**1.1** Please nominate which of the following region or region you are submitting your EOI for: (if you are requesting a region it must include services to all the states within this area)

Northern Region including;	
a) Penang	
b) Perak	
c) Perlis	
d) Kedah	
East Coast Region including:	
a) Pahang	
b) Terenganu	
c) Kelantan	
Central Region including:	
a) Kuala Lumpur	
b) Selangor	
c) Negeri Sembilan	
Southern Region including:	
a) Melaka	
b) Johor	
East Malaysia including :	
a) Sabah	
b) Sarawak	

<b>4. Vehicle Damage Inspection Report</b>	
4.1	<p>AmGeneral requires the completion of an electronic vehicle damage inspection report. This report must;</p> <ul style="list-style-type: none"> <li>a) be submitted to AmGeneral within the front-end system as requested by AmGeneral, e.g. all request within E-Claims must be submitted back via E-Claims and request by Merimen must be submitted back via Merimen.</li> <li>b) have a detail breakdown of the work required to complete repairs in all fields of labour and parts.</li> <li>c) be in accordance with the guidelines outlined in this document</li> </ul> <p>When completing Motor Damage Inspection Report , you must ensure that a detail line by line assessment is completed, showing the individual repair, replace, and paint labour recommended to turn the vehicle to prior accident condition considering manufacturers specification.</p>
4.2	<p>Respondents are to describe and explain how they plan to ensure that their Surveyors have considered all recommended manufacturer repair method during their assessment.</p>
4.3	<p>Respondents are to describe and explain how they plan to ensure that their surveyors are trained, updated and competent in the usage of the Thatcham Time System (TTS).</p>

5. Qualification	
5.1 Respondents must ensure that all their staff comply with the applicable guidelines and regulatory requirements. Respondents must provide evidence of how they plan to ensure that all their staff:	
a. are professional and have relevant automotive qualifications	
b. are competent and understand modern motor vehicle construction and repair methodology	
c. Understand and comply with all circular, guideline and work processes introduced by the Insurer from time to time.	



**Equipment levels**

Minimum Standard	Type, Brand, Description and photo of each of the items required
<p>External and internal presentation of the Workshop must be acceptable to the insurers                      Internal reception area must be acceptable to the insurers                      The facility and storage area must be secure                      The Workshop must have a realigning system                      The Workshop must have a measuring system                      The Workshop must have a mig welder                      The Workshop must have a spot welder                      The Workshop must have a baking oven / booth installed                      The Workshop must have a paint system                      The Workshop must have appropriate hand tools                      The Workshop must have a hoist                      The Facility must have a storage area                      The Facility must be PIAM approved                      Commit to supplying the correct images                      Utilize TTS                      Subscribe to a Estimation package</p>	

