

PUBLIC SECTOR GENERAL INSURANCE COMPANIES IN INDIA



THE ORIENTAL INSURANCE COMPANY LIMITED

NATIONAL INSURANCE COMPANY LIMITED

THE NEW INDIA ASSURANCE COMPANY LIMITED

UNITED INDIA INSURANCE COMPANY LIMITED

TENDER NOTICE

Tender Notice for Selection of Overseas Service Provider (OSP) for the Overseas Mediclaim Policies (OMP) of the Public Sector General Insurance Companies in India (PSGICs)

1. The four Public Sector General Insurance Companies (The Oriental Insurance Company Limited, National Insurance Company Limited, The New India Assurance Company Limited and United India Insurance Company Limited) sell Overseas Mediclaim Policies (OMP) to Indian citizens / Non- Indian citizens but residents of India and Foreign nationals working in India who are undertaking bonafide trips outside India traveling out of India and require assistance and claim settling services for the same.
2. Details of the OMP portfolio of the four Public Sector General Insurance Companies (here after referred as PSGICs) for the last three years are given below:

| Year | Premium | No. of Policies | No. of Claims |
|---------|------------------|-----------------|---------------|
| | (Rs. in Million) | | |
| 2011-12 | 457.00 | 96607 | 4420 |
| 2012-13 | 439.58 | 95712 | 2343 |
| 2013-14 | 459.54 | 98783 | 2614 |

3. The services of the OSP would be required for a period of one year from 1st October, 2015 or as notified by purchaser. The contract would be extendable upto 2 years (3 years in all) subject to annual review.
4. On behalf of PSGICs, non-transferable tender document(s) containing conditions of prequalification-cum-technical specification (both essential and desirable) as also the terms and conditions can be downloaded from www.orientalinsurance.org.in, www.nationalinsuranceindia.com, www.newindia.co.in, www.uiic.co.in or obtained from **Mr. Vinay Verma, Chief Manager, Oriental Insurance Company Limited, Head Office A- 25/27, Asaf Ali Road, New Delhi – 110002 (Tel. No. 011-42827275)**. The tender document will be available for sale between 11.00 hours to 15.30 hours on all working days from **19th August, 2015 to 10th September, 2015 on payment of Rs.5,000/- (Rupees Five Thousand only) as cost of tender document by crossed Demand Draft / Banker's Pay Order drawn in favour of The Oriental Insurance Co. Ltd. payable at New Delhi.**
5. Please note that tender document will not be dispatched through post or by courier.

6. **Eligibility Criteria for the Overseas Service Provider (OSP):**
- a) The OSP should have at least 5 years' experience in servicing Overseas Medclaim and/or Travel policies.
 - b) The OSP should have annually serviced at least **1,00,000 policies** relating to Overseas Medclaim and/or Travel Policies during the last 3 financial years; (2012-13 , 2013-14 & 2014-15).
 - c) The OSP should also have annually settled at least **3,000 claims** pertaining to Overseas Medclaim and/or Travel Policies during the last three financial years; (2012-13 , 2013-14 & 2014-15).
 - d) The OSP should either have legal entity of their own in India or a tie-up with an Indian Partner prior to the date of submission of the tender document. The Indian Partner, if any, should *not have been debarred by IRDA in any manner* on the date of submission of the tender document.
 - e) The OSP or its representative should have at least one office each in North America, Singapore ,Europe and India prior to the date of submission of the tender document.
 - f) The OSP should have at least one toll free number (communication in English) each in North America, Singapore, Europe and in India prior to the date of submission of the tender document.
7. PSGICs reserve the right to reject and/or annul the process of tendering, without assigning any reason. PSGICs will not thereby incur any liability to the affected tenderer/s or any obligation to inform the affected tenderer/s of the grounds for the action.
8. Last date for submission of Tender Document at 'The Oriental Insurance Company Limited' (address mentioned in item no 4 above) is **Friday, the 11th September, 2015 by 5.00 p.m.** The Pre-qualification Bids and Technical Bids of Pre-qualified Bidders will be opened on **Monday, the 14th September, 2015 at 11:00 a.m. and 12:00 Noon.** respectively at **The Oriental Insurance Company Limited, Head Office A-25/27, Asaf Ali Road, New Delhi – 110002,** whereas Commercial Bids of Technically Qualified Bidders will be opened on **Tuesday, the 29th September, 2015 at 2.30 p.m.** (*unless extended by the Purchaser*) at a venue to be intimated in due course. All the Bids will be opened by a duly constituted committee in the presence of the tenderer/s or their authorized representative/s who choose to be present.
9. Bids not accompanied by Bid Security of Rs.5 lacs in the form of Bank Guarantee and Rs. 5000/- as cost of Tender Document in case of downloaded forms, as prescribed in the tender document, are liable to be outrightly rejected.
10. Any influence exercised by the tenderer or any person on his/her/their behalf shall render the tender bid liable for rejection.
