

The Oriental Insurance Company Limited
(A Government of India Undertaking)
Regional Office- Kolkata

NOTICE INVITING TENDER FOR HIRING SERVICES TO EXECUTE VARIOUS NON-CORE
ACTIVITIES RELATED TO BSB SCHEME FOR KHARIF 2019 IN WEST BENGAL



Issued By
Deputy General Manager In-Charge
The Oriental Insurance Company Limited
Regional Office 4 Lyons Range
Kolkata – 700001
CIN No: U66010DL1947GOI007158

Registered Office: ORIENTAL HOUSE, A - 25/27, Asaf Ali Road, New Delhi – 110002

Tender Document

Notice inviting tender for hiring services to execute various non-core activities related to Bangla Shasya Bima (BSB) Scheme for KHARIF 2019 in West Bengal	
Office of issue	The Oriental Insurance Company Ltd., Regional Office, 4, Lyons Range, Kolkata – 700001
Tender No.	OICL/KLRO/BSB/2019/1
Tender forms available at Website	www.orientalinsurance.org.in
Date of Issue / Publishing	01-05-2019
Last Date & Time of submission of bids	16-05-2019 at 3 pm
Place of submission of bids	The Oriental Insurance Company Ltd., Regional Office, 4, Lyons Range, Kolkata – 700001
Date & Time of opening of technical bid	16-05-2019 at 4.30 pm
Place of opening of technical bid	The Oriental Insurance Company Ltd., Regional Office, 4, Lyons Range, Kolkata – 700001
Date and time of opening of Financial bid	17-05-2019 at 3 pm (For bidders qualifying in the Technical Bid)
Place of opening of Financial bid	The Oriental Insurance Company Ltd., Regional Office, 4 Lyons Range, Kolkata – 700001

Tenders are invited from reputed and experienced agencies/firms/companies for hiring services to execute non-core activities under Bangla Shasya Bima (BSB) Scheme for The Oriental Insurance Company Ltd. in the state of West Bengal.

Ref no: OICL/KLRO/BSB/2019/1

TENDER NOTICE

The Oriental Insurance Company Ltd invites sealed tender from reputed agencies/firms/companies for hiring services to execute various non-core activities related to implementing Bangla Shasya Bima (BSB) Scheme in the districts viz. Jalpaiguri & Alipurduar, Uttar Dinajpur, Bankura, Howrah, Jhargram and Paschim Midnapore in the State of West Bengal for the notified crops as per the Tender and Operational Guidelines of the Government of West Bengal.

Tender documents containing full details of the activities to be executed can be downloaded from our portal www.orientalinsurance.org.in

The last date for submission of sealed technical and financial bid is 16-05-2019 at 3 pm at below address:

The Oriental Insurance Company Ltd.,
Regional Office, 4, Lyons Range
Kolkata – 700001

The technical bid will be opened on 16-05-2019 at 4.30 pm in presence of bidder's representatives.

The company reserves the right to cancel the tender, reject any or all bids at any stage of the tender process without assigning any reason thereof.

1. Nature of tender

This tender is for seeking execution of specified non-core activities in implementation of BANGLA SHASYA BIMA (BSB) SCHEME – for various jobs / functions to be assigned from time to time for state of West Bengal. At present, we will be operating in the districts viz. Jalpaiguri & Alipurduar, Uttar Dinajpur, Bankura, Howrah, Jhargram and Paschim Midnapore (Cluster 2) in the State of West Bengal for Kharif 2019. **This tender may be extended up to Rabi 2019-20, if required.**

2. Eligible bidders

The bidder, before submitting the bid shall satisfy that it has all the required eligibility criteria and shall submit documentary proof for all the above mentioned eligibility criteria. The bid of any bidder failing to follow the above mentioned criteria will be rejected and financial bid will not be opened.

All service providing Firms / Companies fulfilling following conditions are eligible to bid. They must have more than one year service record, beside experience in supporting insurers with implementation of PMFBY / BFBY/ Any State Government sponsored insurance scheme OR having received any mandate within the last six months from any insurer for PMFBY or any State Government sponsored insurance scheme, preferably from a PSU insurer.

- a) The firm/agency/company must not have been blacklisted by any Government/Ministry/Department/PSU, nor should they have been debarred from dealing with any company / public department, **nor bidder's work should have been found unsatisfactory either by Oriental or by any Public or Private Insurance Companies in previous seasons. The Company reserves the right not to allow such agencies to participate in the bidding process.**

- b) The firm must be registered with all Government/statutory authorities such as Sales Tax Department, Income Tax Department, etc. as required in the normal course of business to render similar services.

3. Area of work

Area of work would be confined mainly to districts allotted to OIC for implementing BANGLA SHASYA BIMA (BSB) SCHEME in the state for the notified crops as per the Tender and Operational Guidelines of the Government of West Bengal. Other areas may also be included depending upon requirement.

4. Duration of Agreement

The initial duration of agreement shall be for a period of 12 months from the date of award of contract, which may be extended on mutual consent.

5. Validity of rate quoted

Rate quoted would remain valid for 1 year from date of submission of bid to enable insurer to finalize the terms and should be applicable during the entire period of tender tenure. No modifications shall be permitted after the deadline for submission of the Tender.

6. Scope of Work

a) Document Collection:

- Visiting all Regional Offices and branches of the participating banks and providing proof of visit.
- Collection and review of proposal forms submitted by the farmers to bank branches.
- Distribution of proposal forms to Non-Loanee farmers at each Insurance unit and then collection of the completed forms from them.
- Examining whether all the mandatory documents as mentioned in BANGLA SHASYA BIMA (BSB) SCHEME operational guidelines are attached to each proposal form.
- Obtaining signed and duly stamped declaration forms from banks for non-loanee MIS. In case banks are not able to prepare the declaration, agency should have capacity to prepare the declaration and provide the same to bankers for execution.
- Collection and review of proposal forms submitted by the farmers directly to the Insurance Company/outsourcing agency.

b) Data Analysis :

- Examining that the proposal form is duly filled and signed by the farmer
- Examining whether mandatory documents are correct and signed by the relevant authority
- Matching the farmer records as mentioned in proposal forms with details mentioned in other mandatory documents

c) Data Entry and Data Upload:

- Ensuring continuous follow up to ensure that any technical snag in data upload is being addressed forthwith
- Checking the Farmer MIS uploaded on the portal and ensuring that MIS is correct in all aspects.
- Checking the farmers MIS for any discrepancy and duplication Validation of MIS for the information relating to reference unit area, crop, area declared for insurance and premium. This would include checking any possible cases of duplication or over insurance, checking any overlaps with loanee farmers MIS
- Has expertise to identify such cases using software algorithms.
- Preparation of subsidy invoices on the basis of all data uploaded on the portal by bank for all the remittances received by the insurer
- Preparation of reports for Government in their desired formats as and when required and submission of the same within time limit
- Obtaining invoices from Banks for payment of Service Charges for enrolment of farmers in Govt. Format (to be provided to successful bidder)
- Daily and weekly reports to be submitted regarding the progress District wise
- Compilation of data on losses reported and analysis.
- Complete the work in time bound manner, with proper preparation and planning at each of the stages.

d) Data Downloading

- Downloading and analysis of enrolment data and other reports from BSB Portal of the Government of West Bengal

e) Sorting and organizing the instruments (UTRs) and tallying with number of farmers

f) Deployment of Outsourcing Agency at Insurance Unit/Taluka/Block/District level as and when required.

- Deployment of Manpower by the Outsourcing Agency at every Insurance Unit/Taluka/Block/District Level in the districts specified viz Jalpaiguri & Alipurduar, Uttar Dinajpur, Bankura, Howrah, Jhargram and Paschim Midnapore (Cluster 2) in the State of West Bengal **and manned office at least at Sub – Division level of each District.**

Direct (online) by Farmers:

a) Carrying out review of mandatory documents uploaded by Farmer with the details provided in the portal. Following documents will have to be examined by the service providers team

☐ Land record copy 7/12 or Form 8 should be present

☐ Sowing certificate issued by Competent Authority

☐ Copy of bank passbook

☐ Adhaar card

- Data analysis will have to be done based on detailed process manual that would be provided to selected bidder.

7. Instructions to Bidders

- a) The Bidder is expected to examine all instructions, forms, terms and specifications in the Tender Documents. Failure to furnish any of the information required as per the Tender Documents or submission of bids not substantially responsive to the Tender Documents in every respect will be at the bidder's risk and may result in rejection of the bid. The bidder must bid for West Bengal State, all the districts allocated to OIC under BANGLA SHASYA BIMA (BSB) SCHEME viz Jalpaiguri & Alipurduar, Uttar Dinajpur, Bankura, Howrah, Jhargram and Paschim Midnapore (Cluster 2) in the State of West Bengal, when bidding for a state. He / She may submit different rates for the said districts within the state.
- b) No queries with regard to tender process will be entertained after the tender process is over.
- c) The company reserves the right to empanel one or more agencies for different district and / or different activities / functions subject to split clause – The insurer may, at its sole discretion allot the work to one or more Service providers based on bidders in ascending order agreeing to parity of rates quoted by L1. Basis of allotment will be decided later based on competencies of the bidders in ascending order and the volume of work involved subject to condition that L1 will be awarded the highest share.
- d) Bidder should have IT infrastructure and skilled manpower to perform tasks enlisted in this tender.

8. Clarification of Bid Documents

A prospective bidder, requiring any clarification of the Tender Document shall notify OIC through its official mail at anand.sharma@orientalinsurance.co.in, nahali.b@orientalinsurance.co.in and gchakravarty@orientalinsurance.co.in and by 14.05.2019. OIC shall respond through mail to any request for clarification of the Tender Document. Any clarification issued by OIC in response to query raised by prospective bidders shall form an integral part of Tender documents and it may amount to an amendment of relevant clauses of Tender document.

9. AMENDMENT OF TENDER DOCUMENT

At any time, prior to the date of submission of bids, OIC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender documents by amendments. The amendments shall be notified online only through corrigenda, if any. In order to provide prospective bidders reasonable time in which one has to take the amendments into account in preparing their bids, OIC may, at its discretion, extend the deadline for the submission of bids suitably.

10. Mode of submission of Bid

The bid may be submitted by hand or through post / courier at the following address:

The Oriental Insurance Company Ltd.,
Regional Office, 4, Lyons Range, Kolkata – 700001

Bids shall be submitted under single stage two bid systems i.e. Technical and Financial Bids. Bidders are advised to go through the details thoroughly before bid submission as OIC will not be responsible for rejection of bids due to incorrect/faulty bid submission. Bid Documents will contain following in a large envelope:

1. **Technical Bid**
2. **Financial Bid**
3. **Bid / EMD Security**

1. Technical bid – To be submitted in single sealed envelope super scribed as “Shortlisting of agencies for execution of BANGLA SHASYA BIMA (BSB) SCHEME Kharif 2019 related activities – Technical bid”. The Technical Bid shall be as per duly signed and stamped **proforma** enclosed and shall contain the properly signed and stamped copy of documents mentioned therein.

Bidders have to submit copy of this tender document duly signed with stamp on each page implying acceptance of terms and conditions of this tender.

2. Financial bid – To be submitted in single sealed envelope super scribed as “Shortlisting of agencies for execution of BANGLA SHASYA BIMA (BSB) SCHEME KHARIF 2019 and related activities – Financial bid”. The financial bid shall contain the price to be submitted as per the attached **proforma** on their letter head with quoted rates, sign stamp and seal. OIC shall not pay any other amount on any account including mobilisation charges, office expenses, transport charges, phone charges etc.

3. Bid / EMD security – Bidders shall have to furnish as part of bid, interest free EMD / bid security for an amount of Rs. 25,000/- in the form of an account payee Demand draft in favour of “The Oriental Insurance Company Limited” payable at Kolkata valid for 60 days beyond the final bid validity. A bid not accompanied by EMD / bid security shall be rejected summarily at the bid opening stage and returned to the bidder unopened.

- The bid security of the unsuccessful bidder will be discharged / returned to the bidder without any interest after evaluation of the bid on or before 60th day after the award of the contract.
- EMD will be forfeited if the successful bidder fails to commence the work as per the award or violates any terms of the agreement to be executed with the successful bidder.
- In case the bidder submits any forged / irrelevant / misleading documents or information, the bid will be rejected and EMD forfeited.

The Demand Draft of EMD, Envelopes of Technical Bid and Financial bid shall be kept in a bigger single envelope super scribed as “Shortlisting of agencies for execution of BSB Scheme Related Activities in the state of West Bengal.”

11. Opening of bids

Technical and Financial bids will be opened by Tender / Outsourcing committee on the scheduled dates. One representative of the bidder shall be authorized and permitted to attend the bid opening process.

12. Award of Contract

OIC will award the contract as per the tender terms and successful bidder will be required to sign a separate Service Level Agreement in the format provided by OIC. OIC reserves the right to accept / reject any or all bids partly or fully without assigning any reason thereof.

13. ANNULMENT OF AWARD:

- a) Read all the terms and conditions of the tender carefully before submitting the bids. The prospective bidders should ensure itself that it qualifies as per the technical criteria.
- b) All the relevant information pertaining to technical bid evaluation should be provided.
- c) In case bidder fails to provide any required documents as mentioned in the technical bid proforma, then the bid will be rejected as “technically unqualified”.
- d) The technical and financial bids should be duly signed by the Authorized signatory of the Agency mentioning his / her name, designation, address and contact no, with seal and date.

- e) The successful bidder shall not assign or transfer the rights and responsibilities assigned to him to any other person / entity / sub-contract his services in any way to others without the prior written consent of OICL
- f) No condition / deviation which is either additional or in modification of the tender conditions shall be included in the tender. If the tender contains any such condition or deviation from tender conditions, the tender is liable to be rejected.

Failure of the successful bidder to comply with the requirement of the tender document shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event OIC may make the award to second highest scorer on L1 rates, or to subsequent bidders in case second highest bidder does not agree at L1 rates, or call fresh bids.

PROFORMA FOR TECHNICAL BID

(On firm's letter head)

1. Bidder Information:

a) Name of the Company :

b) Registered Address :

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c) Local Office Address :

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2. Contact Person :

a) Name :

b) Designation :

c) Mobile number :

d) Landline number :

S.No.	Item	Remarks
1	Previous experience in conducting similar kind of exercise for : a)Loanee b) Non - Loanee	_____ Years _____ State
		_____ Insurer
2	Financial Status, turnover as per the audited accounts of the firm during each of the previous two financial years.	_____ Lakh Rs.
3	Letter of recommendation from previous insurers	To be attached
4	Technical Qualification	
a)	Number of Agriculture Graduate personnel. Years experience in implementing PMFBY: - Permanent manpower details :-	

b)	Number of members in team to be engaged district wise for OICL	
c)	Detailed plan to implement the scope of work with number of days and manpower details.	
d)	Details of In-House capacity	
e)	Spread of offices in the Districts under Cluster 2.	

Note: Please submit documentary proof in respect of each item above failing which it shall be construed that the firm does not have requisite experience.

Please enclose the following with this proforma:

1. A brief profile of firm mentioning address of its registered head office and addresses of all branch offices.
2. Certificate of Incorporation/ Registration of Firm/ Memorandum and Articles of Association/ Partnership Deed/ Proprietorship Deed/ Declaration of Proprietorship etc. as the case may be.
3. Bank account RTGS details (attach a cancelled cheque)
4. Copy of PAN/TAN numbers.
5. Copy of Income Tax Return for last two Financial Years i.e. FY 2017-18 and 2018-19.
6. Audited accounts (Balance Sheet and Profit and Loss Account etc.) for the last two years.
7. Any document which can be taken as proof of similar type of activity /assignment completed or doing presently with any organization.
8. Copy of GSTN Registration Certificate.
9. Certificate by the Bidder to the effect that the firm is not blacklisted by any Govt. Organization/ DGS&D/ NCCF / PSU , **nor is debarred from dealing with any company / public department, nor bidder`s work has been found unsatisfactory by any Public or Private Insurance Companies in previous seasons.**
10. Tender Acceptance Letter on firm`s letter head which should be filled, signed and Stamped / certified properly.
11. Copies of experience certificates/order for award of contract for related services.
12. Certificate by bidder that the company / agency have not been blacklisted by any Government/Ministry/Department/PSU, nor been debarred from dealing with any public Department.
13. Certificate by bidder that the company / agency is registered with all Government/statutory authorities such as Sales Tax Department, Income Tax Department, etc. as required in the normal course of business to render similar services.
14. Authorisation Letter for Authorised Signatory.

Signature of authorized person with seal

Date: _____

Name of Authorised* Signatory

Place: _____

Note: * Authorisation letter should be attached

**PROFORMA FOR FINANCIAL BID
(On firm's letter head)**

At present we have following districts (Jalpaiguri & Alipurduar, Uttar Dinajpur, Bankura, Howrah, Jhargram and Paschim Midnapore (Cluster 2)) covering loanee and non-loanee farmers in **Kharif 2019, West Bengal. The rates quoted will also be applicable for Rabi 2019-20, if needed.**

Amount chargeable by the bidder for **Kharif 2019 West Bengal (Cluster 2):**

State, Cluster & Season	Loanee Business % of Total Farmers Share of Premium (The work excludes which Banks are required to perform)	Non - Loanee Business % of Total Farmers Share of Premium
Kharif 2019 West Bengal (Cluster 2)		
a) Document Collection, Data Analysis, Data Entry and Data Upload, Data Downloading, Sorting and organizing the instruments (UTRs) and tallying with number of farmers		
(b) Deployment of Outsourcing Agency at Insurance Unit/Taluka/Block/District level		

Signature of authorized person with seal

Name of Authorised Signatory _____

Date: _____

Place: _____