

## Tender Document

Tenders are invited from reputed and experienced agencies/firms/companies for hiring services to execute noncore activities under Pradhan Mantri Fasal Bima Yojana for The Oriental Insurance Company Ltd. in the state of Odisha.

Notice inviting tender for hiring services to execute various non-core activities related to PMFBY in Odisha.	
Office of issue	The Oriental Insurance Company Ltd., Regional Office, 4 <sup>th</sup> Floor, Alok Bharati Towers, Shahid Nagar, Bhubaneswar-751 007
Tender No.	OIC/BBSRO/CROP/2019/01
Website where Tender forms are available	<a href="https://orientalinsurance.org.in">https://orientalinsurance.org.in</a>
Date of Issue / Publishing	10/06/19
Last date of submission of bids	14-06-2019 by 5:00 PM
Place of submission of bids	The Oriental Insurance Company Ltd., Regional Office, 4 <sup>th</sup> Floor, Alok Bharati Towers, Shahid Nagar, Bhubaneswar-751 007
Date & Time of opening of technical bid	<b>17-06-2019 at 10.30 AM</b>
Place of opening of technical bid	The Oriental Insurance Company Ltd., Regional Office, 4 <sup>th</sup> Floor, Alok Bharati Towers, Shahid Nagar, Bhubaneswar-751 007
Date and time of opening of Financial bid	To be informed to qualified bidders
Place of opening of Financial bid	The Oriental Insurance Company Ltd., Regional Office, 4 <sup>th</sup> Floor, Alok Bharati Towers, Shahid Nagar, Bhubaneswar-751 007

**Ref no: OIC/BBSRO/CROP/2019/01**

**TENDER NOTICE**

The Oriental Insurance Company Ltd invites sealed tender from reputed agencies/firms/companies for the execution of various non-core activities related to implementing **Pradhan Mantri Fasal Bima Yojana (PMFBY)** in the State of Odisha.

Tender documents containing full details of the activities to be executed can be downloaded from our portal <https://orientalinsurance.org.in>

The last date for submission of sealed technical and financial bid is 14/06/2019 up to 5 PM at below address:

**The Oriental Insurance Company Ltd.,  
Regional Office, 4<sup>th</sup> Floor, Alok Bharati Towers,  
Shahid Nagar, Bhubaneswar – 751 007**

The technical bid will be opened on 17-06-2019 at 10.30 AM 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 PMFBY – for various jobs / functions to be assigned from time to time for state of Odisha. At present, we will be operating in 5 districts of the state viz. Bargarh, Bhadrak, Gajapati, Jagatsinghpur and Jajpur for Kharif 2019 and Rabi 2019-20.

**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 below mentioned eligibility criteria. The bid of any bidder failing to follow the mentioned criteria will be rejected and Financial bid will not be opened.

All service providing Firms / Companies fulfilling following conditions are eligible to bid and must have more than one year service record beside experience in supporting insurers with PMFBY implementation and or having received any mandate within the last six months from any insurer for PMFBY, 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.

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

c) The Tax/PF/ESI/Professional tax/minimum wage and allied liability arising out of manpower employment shall be the responsibility of the agency.

### **3. Area of work**

Area of work would be confined mainly to districts allotted to OIC for implementing PMFBY in the state for allotted crops. 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 through Banks, Cooperative Set up, Common Service Centre (CSC):**

- Collection and review of proposal forms submitted by the farmers to branches of above agencies.
- This would include
  - Examining whether all the mandatory documents as mentioned in PMFBY operational guidelines are attached to each proposal form
  - Obtaining signed and duly stamped declaration forms (for non-loanee farmers) from banks/PACS/CSC and preparation of MIS for loanee farmers. 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.
  - Matching area insured data uploaded in portal is same as available in bank loan document for all Cooperative/RRB set up before 31<sup>st</sup> August 2019 for Kharif 2019 and all five districts.
  - Collecting Area sown data from concerned Govt. department and collate the same to rule out possible over insurance and multiple insurance.
  - Obtain input subsidy data from Block level Agriculture Officials and match it with PMFBY area sown data uploaded in portal.

#### **a) Data Analysis:**

- a. Examining that the proposal form is duly filled and signed by the farmer.
- b. Examining whether mandatory documents are correct and signed by the relevant authority.
- c. Examining the land record and or tenancy agreement in format notified by the Government of Odisha for establishing insurable interest of the proposer; advising insurer to arrange refund in case of mismatch.
- d. Verification of Data uploaded to weed out fraudulent transactions and duplicate records.

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

1. Land record copy and agreement as mentioned in Notification of the State Government should be present establishing insurable interest else advising insurer for refund.
2. Legible copy for bank passbook.
3. Aadhaar card

Data analysis will have to be done based on detailed process manual (subject to change as per requirement of the insurer) would be provided to selected bidder which may be changed

f. Matching portal land data with online revenue records.

g. Providing manpower at OIC Regional Office as and when required to carry out data analysis.

h. Advise Insurance Company regarding Approval/Rejection of Data in NCIP with elaborate reason in case of rejection.

**(c) Data Entry and Data Upload :**

- Ensuring continuous follow up with Banks to ensure that any technical snag in data upload is being addressed forthwith.
- Imparting training to Bank Officials for facilitating portal entry and assisting them in data upload.
- 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. The bidder should have adequate 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 Government 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 in accordance with the relevant provisions of Operational Guidelines on Pradhan Mantri Fasal Bhima Yojana with proper preparation and planning at each of the stages.

**N.B: The jobs are to be completed within the window time available to Insurance Company in PMFBY PORTAL for acceptance of uploaded loanee and/non-loanee/direct online. Besides, the timelines given under Seasonality Discipline in the notification issued by Govt. of Odisha are to be strictly adhered to.**

**(d) Data Downloading:**

National Crop Insurance Portal data and reports are to be downloaded and excel files to be prepared for upload in INLIAS (Oriental's internal underwriting software)

**e) Sorting and Organizing of UTRs:**

The agency will be responsible for sorting and organizing of instruments (UTRs) and tallying with no. of farmers.

**6. Manpower requirement:**

The firm/agency/company will be required to provide adequate and trained manpower up to block level in all the five districts. They will also be required to provide dedicated State level and District level Coordinators to oversee the smooth implementation of the program. The State level/District level coordinators will be required to directly liaison with the Regional Office. Complete list of manpower along with Tel no., Email id, and area of employment is to be submitted by the successful bidder within 7 days of receipt of work order from OIC.

**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 Odisha State, all the districts allocated to OIC under PMFBY, when bidding for a state. He / She may submit different rates for all districts within a 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.
- e) Agency to indicate number of qualified, trained manpower they intend to assign for carrying out the scope of work detailed in a-e in the technical bid and quote the financial bid accordingly.

**6. Clarification of Bid Documents:**

A prospective bidder, requiring any clarification of the Tender Document shall notify OIC through its official mail at [gnsamal@orientalinsurance.co.in](mailto:gnsamal@orientalinsurance.co.in) and [odisha.pmfby@orientalinsurance.co.in](mailto:odisha.pmfby@orientalinsurance.co.in) by 07/06/2019. 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.

**7. 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.

**8. 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<sup>th</sup> Floor, Alok Bharati Towers,  
Shahid Nagar, Bhubaneswar – 751 007**

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. Bidders may be called to present their profile. 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 PMFBY Kharif 2019 and Rabi 2019-20 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 PMFBY KHARIF 2019 and Rabi 2019-20 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 favor of "The Oriental Insurance Company Limited" payable at Bhubaneswar 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 60<sup>th</sup> 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 PMFBY Related Activities in the state of Odisha**"

### **12. Opening of Bids:**

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

### **13. 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.

### **14. 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 : .....
- .....
- .....
- c) Local Office Address : .....
- .....
- .....

2. Contact Person :

- a) Name : .....
- b) Designation : .....
- c) Mobile number : .....
- d) Landline number : .....

Sl No.	Item	Remarks
1.	Previous experience in conducting similar kind of exercise	_____ Years _____ 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  Number of Agriculture Graduate personnel. Years' experience in implementing PMFBY Number of members in team to be engaged district wise for OICL Detailed plan to implement the scope of work with number of days and manpower details.	



**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 2015-16 and 2016-17.
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.
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 GST 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 5 districts (Bargarh, Bhadrak, Gajapati, Jagatsinghpur and Jajpur) covering loanee and non loanee farmers in Odisha.

Amount chargeable by the bidder (Applicable equally for all the districts):

1. Loanee Business	_____ % of Total Farmers Share of Premium
2. Non Loanee Business	_____ % of Total Farmers share of Premium

Signature of authorized person with seal

Name of Authorised Signatory \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_