

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

CORRIGENDUM

SHORT NOTICE INVITING TENDER FOR HIRING SERVICES TO EXECUTE VARIOUS NON-CORE
ACTIVITIES RELATED TO PMFBY AND RWBCIS SCHEME FOR KHARIF 2019 & RABI 2019-20
IN THE STATE OF UTTAR PRADESH



Issued By

Deputy General Manager In-Charge

The Oriental Insurance Company Limited

**Regional Office 3rd Floor, Jeevan Bhawan,
43, Hazratganj, Lucknow – 226001
CIN No: U66010DL1947GOI007158
0522 – 4093705 / 4093708**

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 Pradhan Mantri Fasal Bima Yojna (PMFBY) and Punargathit Mausam Aadharit Fasal Bima Yojna (RWBCIS) for KHARIF 2019 & RABI 2019 - 20 in UTTAR PRADESH.	
Office of issue	The Oriental Insurance Company Ltd., Regional Office, 3 rd Floor, Jeevan Bhawan, 43 , Hazratganj, Lucknow – 226001
Tender No.	OICL/LRO/PMFBY/2019/001
Tender forms available at Website	www.orientalinsurance.org.in
Date of Re - Issue /Re - Publishing	26-06-2019
Pre – Bid Meeting	01.07.2019 at 11:00 AM
Last Date & Time of submission of bids	08-07-2019 at 11:00 AM
Place of submission of bids	The Oriental Insurance Company Ltd., Regional Office, 3 rd Floor, Jeevan Bhawan, 43 , Hazratganj, Lucknow – 226001
Date & Time of opening of technical bid	08.07.2019 at 11.30 AM
Place of opening of technical bid	The Oriental Insurance Company Ltd., Regional Office, 3 rd Floor, Jeevan Bhawan, 43 , Hazratganj, Lucknow – 226001
Date and time of opening of Financial bid	Would be intimated on the portal once the technical bids are opened.
Place of opening of Financial bid	The Oriental Insurance Company Ltd., Regional Office, 3 rd Floor, Jeevan Bhawan, 43, Hazratganj, Lucknow – 226001 0522 – 4093705 / 4093708

Tenders are invited from reputed and experienced agencies/firms/companies for hiring services to execute non-core activities under Pradhan Mantri Fasal Bima Yojna (PMFBY) and Punargathit Mausam Aadharit Fasal Bima Yojna (RWBCIS) on behalf of The Oriental Insurance Company Ltd. in the state of UTTAR PRADESH.

TENDER NOTICE

The Oriental Insurance Company Ltd invites sealed tender from reputed agencies/firms/companies for hiring services to execute various non-core activities for implementing Pradhan Mantri Fasal Bima Yojna (PMFBY) and Punargathit Mausam Aadharit Fasal Bima Yojna (RWBCIS) in the districts of Baharaich, Deoria, Lalitpur, Mau, Muzaffarnagar and Sambhal in the State of UTTAR PRADESH for the notified crops as per the Tender and Operational Guidelines (Revised) issued by the Ministry of Agriculture and Farmers Welfare.

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 **08-07-2019 at 11:00 AM** at below address:

The Oriental Insurance Company Ltd.,
3rd Floor, Jeevan Bhawan
Regional Office, 43, Hazratganj
Lucknow – 226001

The technical bid will be opened on **08-07-2019 at 11.30 AM** in presence of bidder's representatives. Later on financial bids will be opened and the date of the same will be uploaded on the website / portal after the technical bids submitted, are evaluated.

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

All notifications will be uploaded on company's website: www.orientalinsurance.org.in

1. Nature of tender

This tender is for seeking execution of the specified non-core activities in the implementation of PRADHAN MANTRI FASAL BIMA YOJNA (PMFBY) AND PUNARGATHIT MAUSAM AADHARIT FASAL BIMA YOJNA (RWBCIS) – for various jobs / functions to be assigned from time to time for state of UTTAR PRADESH. At present, we have been allotted the following districts to operate – 1. Baharaich 2. Deoria 3. Lalitpur 4. Mau 5. Muzaffarnagar 6. Sambhal (Cluster 2) in the State of UTTAR PRADESH for Kharif 2019 & Rabi 2019 -20.

2. Eligible bidders

The bidder, before submitting the bid shall satisfy that it has all the required eligibility criteria mentioned below.

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 / RWBCIS / Any State Government sponsored crop insurance scheme OR having received any mandate within the last six months from any insurer for PMFBY or any State Government sponsored crop 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 have been debarred from dealing with any company / public department. Also the **bidder's work should not have been found unsatisfactory either by us 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 the Government/statutory authorities such as Sales Tax 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.

The bidders 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.

3. Area of work

Area of work would be confined mainly to the districts allotted to OIC for implementing PRADHAN MANTRI FASAL BIMA YOJNA (PMFBY) AND PUNARGATHIT MAUSAM AADHARIT FASAL BIMA YOJNA (RWBCIS) in the state of Uttar Pradesh, for the notified crops as per the Tender and Operational Guidelines (Revised) issued by the Ministry of Agriculture and Farmers Welfare. Other areas may also be included depending upon the requirements of the Insurance Company.

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 the rate quoted

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

6. Scope of Work

- Coordinating with Agency Officials of PMFBY - District coordinators of outsourcing agency to establish rapport with Revenue Officials District Collector, ADM, District Chief Planning Officer, Agriculture Department Officials – JD s ,DD s AD s & MAO s .,Cooperative Officials-DRCS, District Central Cooperative Bank ,Branch Managers of various RRB s , PACS, LAMPS, Commercial Bank officials-Lead District Manager of Banks, Zonal Offices of Branch Officials of Commercial Banks of Districts, Lead district Manager of Banks , Officials of SLCCCI , any other officer /s of any department connected to allotted activity and District Managers of Common Service Centre.
- Remaining in constant touch with Agriculture related/ Officials through WHATSAPP group/mobile and attending meeting called by Govt. Officials and timely informing insurer on daily basis through mail and whatsapp.
- Imparting training to Bank Officials for facilitating portal entry and assisting them in removing hitch; hand holding support to all cooperatives
- Remaining in constant touch with Scientists of Krishi Vigyan Kendra nearest to the District for update on upcoming issues in raising crops
- Collecting Area Sown data with relevant forms (whatever name it is available) in close coordination with officials of Revenue, Agriculture, planning (Field Investigator and Planning officer) and bringing it to the notice of Govt. Officials and Insurance Company after sowing season is over to rule out over insurance and multiple insurance and other operational matter.

- Obtaining input subsidy data from mandal / district Agriculture Officials, who ever applicable, and matching it with PMFBY area sown data uploaded in PMFBY portal.
- Matching portal land data with Online Revenue records – land records web portal of Uttar Pradesh and /or mandal.
- Appointing District Coordinators for all districts and mandal coordinators for all blocks for carrying out PMFBY.
- Providing manpower at OIC Regional Office Lucknow as and when required to carry out data analysis.
- To liaise with LDM's of each district and ensure the details of all banks located in the district along with contact details of personnel looking after PMFBY scheme in those banks have to be obtained in the beginning of the season itself.
- The agency has to ensure that each banker who remits the premium has to send necessary declaration to the company and ensure that the premium remitted is in commensurate with the extent and type of crop proposed for insurance.
- To guide our offices with regard to various timelines prescribed for various activities by ROG's of PMFBY / GOI / Notification issued by State Govt. / Any other body that is relevant in implementing PMFBY.

Document Collection through Banks, Cooperative Set up, Common Service Centre.

- Collection and review of proposal forms submitted by the farmers to branches of above agency. 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 loanee farmers) 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.

- Matching area sown data uploaded in portal is same as available in bank loan document for all Cooperative/RRB/ Grameen Banks setup in Baharaich, Deoria, Lalitpur, Mau, Muzaffarnagar and Sambhal in the State of UTTAR PRADESH and other districts if assigned for Kharif 2019 & Rabi 2019-20.

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.
- Examining the land record and or tenancy agreement in format notified by the Government Of Uttar Pradesh for establishing insurable interest of the proposer ; advising insurer to arrange refund in case of mismatch.

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)
 - Sorting and analyzing UTRs and tallying with no. of farmers and applications uploaded
 - 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.
- **The jobs are to be completed within the window time available to Insurance Company in PMFBY PORTAL for acceptance of uploaded loanee applications and/non-loanee applications /direct online applications.**

Data Downloading :

To download and analyse the enrolment data and other reports from the PMFBY Portal.

To sort and organise the instruemnts (UTRs) and to tally with number of farmers.

To deploy Outsourcing Agency at Insurance Unit /Tehsil / Block / District level as per the terms and conditions of U.P Govt. tender.

To deploy manpower by the Outsourcing Agency at every Insurance Unit / tehsil/Block/ District level in the specified districts: Baharaich, Deoria, Lalitpur, Mau, Muzaffarnagar and Sambhal (Cluster 2) in the state of Uttar Pradesh and **manned office at least at sub – Division level of each district as per the terms and conditions of U.P Govt. tender.**

Direct (online) by Farmers:

- 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 provider's team
- Land record copy 7/12 or Form 8 and agreement as mentioned in Notification of the State Government should be present establishing insurable interest else advising insurer for refund.
- Legible Copy of bank passbook
- Adhaar card
- Data analysis will have to be done based on detailed process manual (subject to change as per requirement of insurer) would be provided to selected bidder which may be changed.

7. Instructions to Bidders

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 Uttar Pradesh 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.

- No queries with regard to tender process will be entertained after the tender process is over.

- 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.

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- Bidder should have IT infrastructure and skilled manpower to perform tasks enlisted in this tender.
- The bidder must give technical presentation at RO to ascertain suitability of the bidder for the job.
- The activities enumerated are herein are only illustrative and not exhaustive. The company may assign any activity that is associated with PMFBY activity at any point of time.
- The bidder must be well versed with ROG's of PMFBY, notification issued by state Govt. for that season and any notification broadcasted in PMFBY portal and / or on NCIP and attend / alert the company as and when need arises.
- The continuation of the bidder selected for Rabi 2019-20 will be strictly on his performance during the Kharif 2019.
- The successful bidder must mobilize and deploy the personnel conversant with PMFBY in each mandal of the districts allotted within 2 or 3 days in any case. The contact details of personnel deployed to be submitted to us for our informing the State Govt.
- Any penalty on account of complacency / Laxity / Negligence by the agency should be made good by the agency themselves.

8. Clarification of Bid Documents

A prospective bidder, requiring any clarification of the Tender Document shall notify OIC through its official mail at vatsal.nath@orientalinsurance.co.in, deepak.misra@orientalinsurance.co.in and gaurav.agarwal@orientalinsurance.co.in and by 03.07.2019. 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, at our website: www.orientalinsurance.org.in, 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, 3rd Floor, Jeevan Bhawan,
43, Hazratganj, Lucknow – 226001.

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 PMFBY AND RWBCIS - Kharif 2019 and Rabi 2019 - 20 related activities – Technical bid”. The Technical Bid shall be as per duly signed and stamped **proforma Annexure – ‘A’**, 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 AND RWBCIS - Kharif 2019 and Rabi 2019 - 20 and related activities – Financial bid”. The Financial bid shall contain the price to be submitted as per the attached **proforma Annexure – ‘B’**, on their letter head with quoted rates, sign, stamp and seal (The rates quoted should be all inclusive of GST and other taxes as applicable). 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 Lucknow 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 Bidder needs to make sure that the bids are submitted to us within the prescribed time-lines, as stated above. OIC will not be responsible for any postal delay etc.

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 and RWBCIS Scheme Related Activities in the state of UTTAR PRADESH.”

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, by the bidder. If the tender contains any such condition or deviation from tender conditions, the tender is liable to be rejected.
- g) In case of any unresolved issues / disagreements / disputes in connection with the contract, the same shall be settled through arbitration or through the court of law within the jurisdiction of Lucknow. The resulted contract will be interpreted under Indian laws.
- h) The tenderer signing the tender must clearly specify whether he is signing as a sole proprietor, partner or under power of attorney or as Director / Manager / Secretary.
- i) The EMD submitted would be taken as security deposit from the successful bidder. In the event of the service provided does not fill the conditions of the contract, OICL reserves its right to annul the contract, forfeit the security deposit. In the event of annulment of the contract with L1, OICL reserves the right to award the contract to L2 on the same rates, terms & conditions. In case L2 doesn't agree, the contract may be extended to L3, L4 & so on.
- j) The service provider shall at all time indemnify & keep indemnified OICL against any claim on account of any liability towards its workers or any third party while providing the services.
- k) Nothing in this tender shall be deemed to create any partnership, joint venture, agency between OICL and the service provider.
- l) If the standard of services, as mentioned in the tender document, are not maintained to the satisfaction of OICL, appropriate penalty will be imposed and amount thereof will be deducted from the bill / or security deposit.

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.

Regional Manager

Regional Office - Lucknow

Annexure - A

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 :
- e) E-mail Id :

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 (i.e 2017 -18 and 2018 -19).	_____ 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 / RWBCIS : - 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 and the tender will be rejected.

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

Annexure – 'B'

PROFORMA FOR FINANCIAL BID

(On firm's letter head)

At present we have following districts (Baharaich, Deoria, Lalitpur, Mau, Muzaffarnagar and Sambhal (Cluster 2)) covering loanee and non-loanee farmers in **Kharif 2019,UTTAR PRADESH. The rates quoted will also be applicable for Rabi 2019-20, if needed.**

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

Note - The rates quoted should be all inclusive of GST and other taxes as applicable.

Signature of authorized person with seal.

Name of Authorised Signatory _____

Date: _____

Place: _____