

EMPANELMENT OF TECHNOLOGICAL SUPPORT PROVIDER FACILITATING VALUE ADDED SERVICES / WELLNESS AND DISEASE MANAGEMENT PROGRAM TO POLICY HOLDERS OF PUBLIC SECTOR GENERAL INSURANCE COMPANIES NAMELY, NATIONAL INSURANCE COMPANY LIMITED, THE NEW INDIA ASSURANCE COMPANY LIMITED, THE ORIENTAL INSURANCE COMPANY LIMITED AND UNITED INDIA INSURANCE COMPANY LIMITED, HEREAFTER CALLED AS PSGICs.

EXPRESSION OF INTEREST(EOI) DOCUMENT

I. INTRODUCTION AND OVERVIEW OF THE PSGICs

PSGICs (Public Sector General Insurance Companies) propose to partner with Technological Support Provider to assist empanelment of Vendors/Aggregators/Service Providers with an objective to provide Value Added Services encouraging wellness and preventive health culture for their Policyholders having Health Insurance.

PSGICs are in the business of providing general insurance services including Health Insurance services spread across length and breadth of the country. In FY-2019-2020, they had issued more than 55 lacs Health Insurance policies together covering more than 11 crores lives spread across India.

A brief overview of the PSGICs is as follows:

- **National Insurance Company Limited:**

Incorporated in 1906 with Headquarters at Kolkata, "National Insurance" has a Paid-up Share Capital of Rs.2500 crores as on 31.3.2020. Gross Direct Premium Income (GDPI) in 2019-20 was Rs.14958 crores including Health Insurance Premium of Rs. 5282 Crores.

- **The New India Assurance Company Limited:**

Incorporated in 1919 with Headquarters at Mumbai "New India Assurance" has a Paid-up Share Capital of Rs.824 crores as on 31.3.2020. Gross Direct Premium Income (GDPI) in 2019-20 was Rs.31244 crores including Health Insurance Premium of Rs.9940 Crores.

- **The Oriental Insurance Company Limited:**

Incorporated in 1947 with Headquarters at New Delhi, "Oriental Insurance" has a Paid-up Share Capital of Rs.250 crores as on 31.3.2020. Gross Direct Premium Income (GDPI) in 2019-20 was Rs.13996 crores including Health Insurance Premium of Rs.4645 Crores.

- **United India Insurance Company Limited:**

Incorporated in 1938 with Headquarters at Chennai, "United India" has a Paid-up Share Capital of Rs.200 crores as on 31.3.2020. Gross Direct Premium Income (GDPI) in 2019-20 was Rs.17515 crores including Health Insurance Premium of Rs.5336 Crores.

II. A BRIEF SCOPE OF ASSIGNMENT

The broad scope of work shall be providing Health Management & Wellness App/ integration with portals of PSGICs:

1. The aggregators must have app which provides VAS, Wellness and Disease Management in single platform as one stop solution.
2. App needs to track the activities on Real time basis.
3. App needs to have interactive Health advice and feedback.
4. App needs to provide Health Risk assessment by collecting information and share the MIS in a systematic manner.
5. The app needs to be seamless and easy to use.
6. It should be compatible with the mobile app/ digital platform of PSGICs and should be plug_and_play.
7. The Technological Partner shall be responsible for operationalising the set up.

These service providers/ Aggregators are proposed to be empanelled for a period of two years extendable for another year based on performance and mutual consent.

III. ELIGIBILITY CRITERIA –

Eligibility Criteria and supporting documents required for submission of Expression of Interest

Sr. No	Eligibility Criteria	Supporting Document Required	Yes / No and Deviation, if any
1.	Vendors to be registered as a Company in India as per Companies Act 1956/2013. Vendors can also be Entities as established under Indian Law(as in case of Partnership firms)	Certificate of Incorporation PAN Card Other Legal Documents	
2.	Operational experience in the Health Insurance VAS and Wellness Market is desirable, however not compulsory. Applications are invited from Start-up Entities also.	Vendor Declaration Form	
3.	Vendor to have a PAN-India presence. Vendors with primary Business of providing Technology solutions and support to Insurance Companies for VAS and Wellness measures.	Detailed Business profile may be provided.	

4.	Vendors to have necessary capability for Analysis and reporting of Health Data and capable of Data access management for all stake holders. Capacity to provide data Analytics with various combinations and iterations	Vendors' Management Information System details be provided	
5.	Vendor Company not to be an off-shoot of any Insurance Intermediary	Vendor declaration form	
6.	Vendors to have a robust Digital platform to suit PSGICs Information Technology Systems	Plug and Play capabilities/API	

IV. OTHER INSTRUCTIONS

- i. The interested Technological Support Provider may give the best possible rates keeping in view the large customer base of PSGICs spread across India.
- ii. Interested Entities may send their Expression of Interest to the named address demonstrating their ability to carry out the responsibilities specified in the scope of work and demonstrating that they meet the eligibility conditions set out for this assignment.
- iii. The EOI is to be submitted along with an application on Company's Letter Head of the Company signed by a person duly authorised to represent and act on behalf of the Company. In the end there must be an undertaking signed by the signatory that the EOI is submitted after fully understanding all the qualifications and information provided.
- iv. The application referred above must also contain the name, contact details, designation, address, and mobile number of the authorised representative/signatory. It must also contain the information about the organisation, details of registration, location and addresses of offices in India and number of professionals employed on permanent basis or on long term contract.
- v. The details of contract/project of providing such type of services to other Insurance Companies or any other organisations must be mentioned along with its details. The financial details of turnover of the Company duly certified by a Chartered Accountant for the last two Financial Years (FY 2018-19 and 2019-20) must also be enclosed.
- vi. The Technological Support Provider found eligible shall be subsequently invited to give a Presentation for better understanding and for providing their roadmap for taking up the Project.
- vii. The Expression of Interest along with requisite documents shall be sent to the Project Office of PSGICs at the following address:
General Insurers' Public Sector Association of India (GIPSA),
Ground Floor, Jeewan Tara Building,
Parliament Street,
New Delhi – 110001
- viii. The last date of submission of EOI is **Tuesday, 15th December 2020 by 5:00 pm.**

V. DISCLAIMER

- a. At any time prior, to the last, date for receipt of proposals, PSGICs, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, PSGICs may, at its sole discretion, extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI.

The applicant is required to visit the websites of its member companies for any changes or amendments in the EOI before submitting their Expression of Interests.

- b. Notwithstanding anything contained in the document, PSGICs reserves the right to accept or reject any request/proposal, or to annul the EOI process or reject all request/proposal, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.
- c. Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the bidder to inform the PSGICs detailing the conflict in writing as an attachment to this EOI.
- d. The EOI is not an offer and is issued with no commitment.

VI. CONDITIONS

- i. Subsequent to empanelment, the name of the Entities offering VAS will be uploaded on the website of PSGICs. The interested Health Insurance Policy holders shall be at liberty to avail the services of any of the Empanelled Entities at their discretion through the 'link' integrated with our portal/Mobile App.
- ii. There will not be any co-branding or recommendation by the Insurance Company to avail the services of any particular service provider.
