

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

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 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 (Rs. in Million)	No. of Policies	No. of Claims
2008-09	479.31	406471	2261
2009-10	504.26	508951	2060
2010-11	477.99	479227	2341

3. The services of the OSP would be required for a period of one year from 1st April, 2012. 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. Rahul Duggal, Chief Manager, Oriental Insurance Company Limited, Head Office Unit, 88, Janpath, 1st floor, New Delhi-110001 (Tel. No. 011-43659805)**. The tender document will be available for sale between 11.00 hours to 15.30 hours on all working days from **25th February, 2012 to 11th March, 2012 on payment of Rs.5,000/- (Rupees Five Thousand only) by crossed Demand Draft / Banker's Pay Order drawn in favour of The Oriental Insurance Company Limited payable at New Delhi.**

The Tenders downloaded from website should be accompanied by a Demand Draft of Rs.5,000/- (Rupees Five Thousand only) drawn in favour of 'The Oriental insurance Company Limited' otherwise the bid will be invalid.

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 **2,00,000 policies** relating to Overseas Medclaim and/or Travel Policies during the last 3 financial years; (2008-09, 2009-10 & 2010-11).
 - c) The OSP should also have annually settled at least **5,000 claims** pertaining to Overseas Medclaim and/or Travel Policies during the last three financial years; (2008-09, 2009-10 & 2010-11).
 - 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 and Europe 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, 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 **12th March, 2012 by 11.00 a.m.** The Pre-qualification Bids and Technical Bids of Pre-qualified Bidders will be opened on **12th March, 2012 at 3.00 p.m. and 4.00 p.m.** respectively at **The Oriental Insurance Company Limited, Head Office Unit, 88, Janpath, 1st floor, New Delhi-110001**, whereas Commercial Bids of Technically Qualified Bidders will be opened on **22nd March, 2012 at 02.30 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 and 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.
