

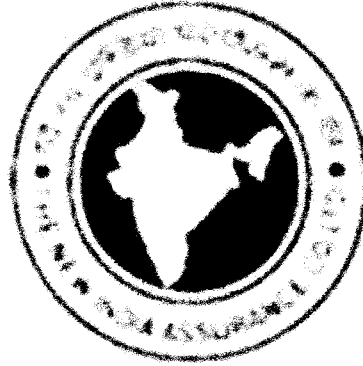
Tender No.: NIACL/HO/MTD/ROADSIDE ASSISTANCE/2024/01

Date of Issuance of Tender: 17/12/2024

TENDER NOTICE

For

Empanelment of Agencies for Roadside Assistance



The New India Assurance Co. Ltd.

Registered Office : 87, M.G.Road

Fort, Mumbai – 400 001

TENDER

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Registered Office: 87, M.G. Road

Fort, Mumbai – 400 001

1. PURPOSE:

- The New India Assurance Co. Ltd. (**NIACL**) has been a market leader in General Insurance business for more than last three decades and has underwritten a premium of above Rs. 41800 cr. globally in the year 2023-2024. The company is owned by Government of India and has a wide range of products apart from a network of over 1900 offices spread out in 29 Regions with around 11,940 employees. The Company is also rated by an international agency AM Best Rating of Financial Strength of B++(Good), Long-Term Issuer Credit Rating of 'bbb+'(Good); and India National Scale Rating (NSR) of aaa.IN (Exceptional) and AAA/Stable by M/s. CRISIL.
- **NIACL** having its presence throughout the country, invites Tender from capable, experienced and reputed vendors for empanelment of service providers of Roadside Assistance to our valued clients at the time of accident or otherwise to their **vehicles**. The Tender Notice shall contain two parts, Technical Bid and Price Bid and shall be in two separate sealed covers, marked on left hand top 'Technical Bid' or 'Price Bid' as the case may be. Both these sealed covers shall be together enclosed in another single sealed cover.
- This Tender notice document is neither an offer letter nor a legal contract, but an invitation for empanelment of agencies. No contractual obligation on behalf of the Insurer what so ever shall arise from this Tendering process unless and until a formal contract is signed and executed by duly authorized officers of **NIACL** and the agencies.

2. BROAD SCOPE OF THE WORK:

The scope of the work for the agencies i.e. service provider is to provide roadside assistance to the Insured at the time of accident or otherwise, who has taken Roadside Assistance Cover from **NIACL** under Motor Insurance policy which will be bifurcated as under:

Basic Cover

1. Mechanical & Electrical Breakdown
2. Towing due to Accident
3. Keys Locked-In
4. Flat Tyre Support
5. Battery Jump Start
6. Fuel Delivery

Gold Cover

Under this cover, the Insured will get the following assistances in addition to the assistances mentioned in Basic Cover:

V. G. P. D.

1. Wrong Fuelling (Only available for Private Cars)
2. Cab Assistance
3. Medical Assistance
4. Hotel Accommodation and ticketing

3. EVALUATION SCHEDULE :

The proposed evaluation schedule is tabulated below. However, **NIACL**, at its discretion can change the schedule assigning no specific reasons for the same.

Table of Evaluation Schedule

Date of Publication	The tender document will be available free of cost in New India Assurance Company Limited's website: http://newindia.co.in
Bid submission start date	20/12/2024
Bid submission end date	03/01/2025
Opening of tender bids (Technical and Financial)	07/01/2025
Contact Phone	Tel : 022 – 22708 430 / 22708 414
Contact e-mail ID	gurinder.singh@newindia.co.in motorod.ho@newindia.co.in

- **NIACL** issues an invitation for Tender to all prospective Agencies through advertisement in newspapers and a notice on the official website of the Company: <https://www.newindia.co.in>
- The Tender response will be submitted in sealed envelope and will include the duly filled & signed Tender document along with relevant supporting document.

4. ELIGIBILITY CRITERIA

To be considered for empanelment by **NIACL**, the Service Provider / Vendor should meet the following criteria:

- a. Eligibility criteria given in the "Annexure I:Eligibility Criteria" and it must be filled up.
- b. Documentary evidence that complements fulfillment of each eligibility criteria must be submitted.
- c. Relevant portions of supporting documents that shows compliance with each eligibility criteria must be highlighted.
- d. If bids are not accompanied by all requisite documents, the same would be rejected.
- e. Undertaking for subsequent submission of required documents will not be entertained under any circumstances. **NIACL** reserves the right to seek clarification on the documents already submitted. However, no fresh documents shall be accepted.

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5. BIDDING PROCESS:

Bidding process will be through submission of Technical and Financial Bid from reputed Road Side Assistance providers.

Bidders advised to study the Bid Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specification in the bidding document with full understanding of its implications. Bids not complying with all given clauses in this bidding document or failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at bidder's risk and may result in the rejection of Bid.

a. **Language of Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid by the Bidder shall be written in English / Hindi.

b. **Earnest Money Deposit (EMD)**

The Bidder shall furnish, Earnest Money Deposit (EMD) of Rs. 25,000/- in the form of Demand Draft / Bankers' Cheque, from a scheduled commercial bank, drawn in favour of The New India Assurance Company Limited, payable at Mumbai. The EMD of unsuccessful bidder will be returned, without any interest after the tender finalization. EMD of successful bidder will be returned after the expiry of period of contract with NIACL.

c. **Clarification on Tender Documents**

If any prospective Bidder wishes to take clarification on the Tender Document, they can mail them to gurinder.singh@newindia.co.in or saurabh.shukla@newindia.co.in, motorod.ho@newindia.co.in till 01/01/2025

d. **Submission of Tender**

Bids should be sent in sealed envelope by Registered / Speed Post to the following address :

Mr. GURNDER SINGH
Chief Manager
Motor Technical Department
New India Assurance Co. Ltd.
4th floor, Head Office
87, M.G.Road, Fort
Mumbai – 400 001

Bids should reach the above address within 5 p.m. of 03/01/2025. No bids will be accepted after this date and time.

Handwritten initials and a signature mark.

Bids should be submitted in sealed envelope as described below:

- i. **Envelope A**
The Technical Bid as per Annexure II: Technical Bid duly filled in and signed on all the pages and stamped by the Bidder, accompanied by documents supporting the eligibility criteria as per Annexure I: Eligibility Criteria, along with separate Demand draft/Banker's cheque of EMD, should be kept in a separate sealed envelope marked "A" super scribing details in the format of "TECHNICAL BID, EMD, NIACL/HO/MTD/OD/2024/01, Title, Name & Address of the Bidder".
- ii. **Envelope B**
Price Bid as per Annexure III: Financial Bid, duly filled and signed, should be placed in a separate sealed envelope marked "B" super scribing as "FINANCIAL BID, NIACL/HO/MTD/OD/2024/01, Title, Name & Address of the Bidder". The Envelope "B" should contain the price bid only.
- iii. **Envelope C**
Should contain Envelope "A" and Envelope "B" sealed and super scribed "TECHNICAL BID, EMD, FINANCIAL BID, NIACL/HO/MTD/OD/2024/01, Title, Name & Address of the Bidder" should be mentioned in the lower left corner of the envelope.

Notable Points

- I. If demand draft/Banker's cheque for EMD is not present in Envelope A., Technical Bid will not be evaluated.
 - II. NIACL will not entertain submission of bid beyond the specified time limit.
 - III. Bids submitted by fax / e-mail etc. shall not be considered.
 - IV. Conditional tenders shall not be accepted on any ground and shall be rejected straightway.
 - V. Tenders without proper supporting documents will be rejected.
 - VI. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in timings.
 - VII. All pages of the bid being submitted must be signed by the authorized signatory, stamped and sequentially numbered by the vendor irrespective of the nature of content of the documents. Unsigned & un-stamped bid may be summarily rejected.
 - VIII. Ambiguous/incomplete/illegible bids will be rejected.
- e. **Bid Validity**
All the bids must be valid for a period of 120 days from the date of tender opening for placing the initial order. However, the rates should be valid for the initial / extended period of empanelment from the date of empanelment. No request will be considered for price revision during the

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empanelment (contract) period. If necessary, NIACL shall seek extension in the bid validity period beyond 120 days. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their EMD.

f. Bid Opening and Evaluation

- i. NIACL shall convene a bid opening session as mentioned in Section 3 (above) - Tendering Process Evaluation Schedule, at Head Office NIACL, where one representative from the service providers (who have submitted the bid) can participate.
- ii. The Technical and Financial Bids will be evaluated by a duly constituted Tender Committee (TC).
- iii. In the absence of Demand Draft/Bankers' cheque for Bid fee and EMD, Technical Bid will not be evaluated.
- iv. The TC will examine the eligibility documents of the bidders as per the tender specifications. Bids of the bidders, not satisfying the eligibility criteria shall be rejected.
- v. Financial bids will be evaluated for only those service providers who are deemed qualified on the basis of Technical Bid by the TC.
- vi. Any effort by a bidder to influence NIACL's bid evaluation, comparison or contract award decision shall result in the rejection of the bidder's bid and forfeiture of the Bidder's EMD.
- vii. NIACL reserves the right to accept any bid, and to cancel / abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders, of any obligation to inform the affected bidder of the grounds for NIACL's action and without assigning any reasons.

6. SIGNING OF CONTRACT

- i. Empanelment will be initially for a period of one year, extendable for the next two years, based on performance, solely at the discretion of NIACL.
- ii. On written communication from NIACL for having qualified for empanelment the bidder shall sign the contract (letter of empanelment) within 7 days of such communication. Failing which the offer shall be treated as withdrawn and EMD forfeited.
- iii. Incidental expenses of execution of agreement / contract shall be borne by the respondent.

7. CONFIDENTIALITY

The empanelled bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary confidential information relating to the services, contract or business or operations of NIACL or its clients without the prior written consent of NIACL.

W/-
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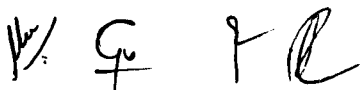
8. CANCELLATION

NIACL may, at its sole discretion, cancel the contract with the empanelled Bidder during the period of empanelment, in case of deviation from agreed terms and conditions on the part of the empanelled Bidder or in extraordinary circumstances.

ANNEXURE I: Eligibility Criteria

Sl. No.	Criteria	Documents Submission Checklist	Page No. of Bid
1.	The bidder should produce a certificate of registration from concerned authority as applicable for a company or firm.		
2.	A self certified Experience Certificate is to be provided by the Bidder showing the number of companies to which RSA services are being provided by the Bidder and years of experience of the Bidder in providing RSA service.		
3.	Bidder should provide a Power of Attorney on stamp paper in the name of designated authorized signatory.		
4.	The bidder should have a valid PAN number from Income Tax department. Valid copy of PAN to be submitted along with bid.		
5.	Income-Tax Returns for last three financial year		
6.	The bidder must have valid registration with the GST Department. The bidder should have declared his GST dues up to 31 st March 2024 to the Government. (Certificate from CA mentioning that the firm has no GST dues as on 31 st March 2024)		
7.	Bidder to submit a self certified list of cities where RSA facility is being provided by them.		

Seal & Signature of the Bidder



ANNEXURE II: Technical Bid

Sl. No.	Subject	Details
1.	Name of Road Side Assistance Service Provider (Bidder)	
2.	Contact Address, Telephone No., and Email ID	
3.	Year of Establishment	
4.	Status of the firm (Company / Firm/Proprietary)	
5.	Details of ISO certifications, if any	
6.	Infrastructure Details on: <ul style="list-style-type: none">• Availability of toll free number• Channels of call logging:<ul style="list-style-type: none">○ Manual call handling○ Interactive Voice Response system○ Mobile based application (android/iOS/and other platforms)• Number of call centers in India• Details of call centre locations• Availability of personnel with proficiency in English, Hindi and other local language• Facility for providing 24 x 7 service• Number and name of cities where Road Side Assistance can be provided.• Details of the fleet of vehicles available in the service provider's disposal for providing road side assistance.	
7.	Experience Details on: <ul style="list-style-type: none">• Volumes of business with Bidder in previous three financial years.• Name of companies to which Road Side Assistance service is already being provided by the Bidder	

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	<ul style="list-style-type: none"> • Number of calls logged in the system in previous three financial year • Number of unanswered calls in previous three financial years. • Major reasons for failure in attending a call and methods of suitable actions taken usually in such circumstances. • Number of successful instances of providing road side assistance (in previous three financial years). • Number of instances where Road Side Assistance could not be provided after call is logged (in previous three financial years) • Major reasons for failure in providing Road Side Assistance and suitable actions taken thereafter 	
8.	Bidders may obtain and submit a satisfactory rendition of RSA from any of the companies served	

Seal & Signature of the Bidder

M. G. P. Q.

ANNEXURE III: Financial Bid

Bidder Name : _____

(On Total Number of Policies issued by the company in the financial year)

Number of Private Car Policies Eligible for Roadside Assistance Cover in

FY 2023-2024: **35,41,529**

Number of Two Wheeler Policies Eligible for Roadside Assistance Cover in

FY 2023-2024: **29,81,917**

Rate per policy per annum for Basic Cover for Private Car	Rs.
Rate per policy per annum for Gold Cover for Private Car	Rs.

Rate per policy per annum for Basic Cover for Two Wheeler	Rs.
Rate per policy per annum for Gold Cover for Two Wheeler	Rs.

Seal & Signature of the Bidder

W/s
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