





PUBLIC SECTOR GENERAL INSURANCE COMPANIES IN INDIA

	National Insurance Company Limited
	The New India Assurance Company Ltd.
	The Oriental Insurance Company Limited
	United India Insurance Company Limited

The Public Sector General Insurance Companies invite proposals from leading Overseas Service Providers for servicing their Overseas Medclaim Policies. For details visit any of the following websites –

www.orientalinsurance.org.in,
www.newindia.co.in,

www.nationalinsurance.nic.co.in,
www.uiic.co.in

Last date for receipt of the Bids is Tuesday, the 17th September, 2024 by 5.00 p.m.

Address of Tender submission: The Oriental Insurance Company Ltd. Corporate Office, Health Department, 3rd Floor, Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023

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 (PSGICs)

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 / Non- Indian citizens but residents of India and Foreign nationals working in India who are undertaking bonafide trips outside India 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	No. of Policies	No. of Claims
	(Rs. in Million)		
2021-22	114.93	20659	319
2022-23	200.46	53387	220
2023-24	187.42	66327	303

3. The services of the OSP would be required for a period of three years from 1st October 2024. The contract can be renewed subject to satisfactory performance review of the selected vendor by the GIPSA member companies.
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.nationalinsurance.nic.in, www.newindia.co.in, www.uiic.co.in or obtained from **Ms. Rajni Hari, Chief Manager, The Oriental Insurance Company Ltd. Corporate Office, Health Department, 3rd Floor, Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023 (Tel. No. 011-24348181)**. The tender document will be available for sale between 11.00 hours to 15.30 hours on all working days from **26th August, 2024 to 17th September, 2024 on payment of Rs.5,000/- (Rupees Five Thousand only) as cost of tender document by crossed Demand Draft / Banker's Pay Order drawn in favour of The Oriental Insurance Co. Ltd. payable at New Delhi.**
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 atleast 5 years' experience in servicing Overseas Medclaim and/or Travel policies.
 - b) The OSP should have annually serviced atleast **1,00,000 policies** relating to Overseas Medclaim and/or Travel Policies during the last 3 financial years; (2021-22, 2022-23 & 2023-24).
 - c) The OSP should also have annually settled at least**3,000 claims** pertaining to Overseas Medclaim and/or Travel Policies during the last three financial years; (2021-22, 2022-23 & 2023-24).
 - 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 IRDAI 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, Singapore, Europe and India 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, Singapore, 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 **Tuesday, 17th September, 2024 by 5.00 P.M.**. The Pre-qualification Bids and Technical Bids of Pre-qualified Bidders will be opened on **Wednesday, 18th September, 2024 at 11:00 A.M. and at 2:30 P.M.** respectively at **The Oriental Insurance Company Ltd. Corporate Office, Health Insurance Department, 3rd Floor, Block - 4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi – 110023**, whereas Commercial Bids of Technically Qualified Bidders will be opened on **Friday, 20th September, 2024 at 2.30 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 of Rs.5 lacs in the form of Bank Guarantee and Rs. 5000/- as 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.
