

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

**NOTICE INVITING TENDER FOR HIRING SERVICES TO
EXECUTE VARIOUS NON-CORE ACTIVITIES RELATED
TO PMFBY IN ANDHRAPRADESH**

**ओरिएण्टल
इंश्योरेंस**

पृथ्वी, अग्नि, जल, आकाश। सबकी सुरक्षा हमारे पास।



**Oriental
insurance**

Prithvi, Agni, Jal, Aakash. Sab ki suraksha hamare paas.

Issued By

Chief Regional Manager

**The Oriental Insurance Company Limited
Regional Office, 48-14-111, 'SRINITYA' 2nd Floor,
Opp KARNATAKA BANK, RAMA TALKIES ROAD,
VISAKHAPATNAM, ANDHRAPRADESH - 530003**

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 PMFBY in Andhra Pradesh	
Office of issue	The Oriental Insurance Company Ltd., Regional Office, 48-14-111, SRINITYA , 2 nd Floor , Opp. KARNATAKA Bank , Rama Talkies Road , VISAKHAPATNAM - 530003
Tender No.	OIC/PRO/CROP/2019/01
Tender forms available at Website	www.orientalinsurance.org.in
Date of Issue / Publishing	09-06-2019
Last date of submission of bids	17-06-2019 by 3:00 pm
Place of submission of bids	The Oriental Insurance Company Ltd., Regional Office, 48-14-11, SRINITYA, 2 nd Floor, Opp. KARNATAKA Bank, Rama Talkies Road, VISAKHAPATNAM – 530003.
Date & Time of opening of technical bid & Technical Presentation	Technical Bid Opening on 18-06-2019 at 04:30 pm
Place of Opening & Presentation of technical bid	The Oriental Insurance Company Ltd., Regional Office, 48-14-11, SRINITYA , 2 nd Floor , Opp. KARNATAKA Bank , Rama Talkies Road , VISAKHAPATNAM – 530003 19-06-2019
Date and time of opening of Financial bid	After Technical Bid Presentation on 19-06-2018
Place of opening of Financial bid	The Oriental Insurance Company Ltd., Regional Office, 48-14-11, SRINITYA , 2 nd Floor , Opp. KARNATAKA Bank , Rama Talkies Road , VISAKHAPATNAM - 530003

Tenders are invited from reputed and experienced agencies/firms/companies for hiring services to execute noncore activities under **Pradhan Mantri Fasal Bima Yojana** for **The Oriental Insurance Company Ltd. in the state of Andhra Pradesh.**

Ref no: OIC/VPRO/CROP/2019/01

TENDER NOTICE

The Oriental Insurance Company Ltd invites sealed tender from reputed agencies/firms/companies having minimum experience of 2 years for execution of various non-core activities related to implementing **Pradhan Mantri Fasal Bima Yojana (PMFBY)** in the State of Andhra Pradesh.

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 **17-06-2019 up to 3 pm** at below address:

The Oriental Insurance Company Ltd., Regional Office, 48-14-111, SRINITYA , 2nd Floor , Opp. KARNATAKA Bank , Rama Talkies Road , VISAKHAPATNAM – 530003

The technical bid will be opened on **18-06-2019 at 04.30 pm** in presence of bidder's representatives.

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

1. Nature of tender

This tender is for seeking execution of specified non-core activities in implementation of PMFBY – for various jobs / functions to be assigned from time to time for state of Andhra pradesh. At present, we will be operating in 3 districts of the state viz. **Visakhapatnam, SPS Nellore and YSR Kadapa for Kharif & Rabi 2019 -2020.**

2. Eligible bidders

The bidder, before submitting the bid shall satisfy that it has all the required eligibility criteria and shall submit documentary proof for all the above mentioned eligibility criteria. The bid of any bidder failing to meet the mentioned criteria will be rejected and financial bid will not be opened.

All service providing Firms / Companies fulfilling following conditions are eligible to bid and must have more than **two years'** service record beside experience in supporting insurers with PMBY implementation and or having received any mandate within the last six months from any insurer for PMFBY, preferably from a PSU insurer.

- a) The firm/agency/company must not have been blacklisted by any Government/ Ministry/department/PSU, nor should they have been debarred from dealing with any company/public department.

b) The firm must be registered with all Government/statutory authorities such as GST 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.

3. Area of work

Area of work would be confined mainly to districts allotted to OIC for implementing PMFBY in the state for allotted crops. Other areas may also be included depending upon requirement.

4. Duration of Agreement

The initial duration of agreement shall be for a period of 2 seasons viz. Kharif & Rabi 2019-20, from the date of award of contract or any other issue of the season till such time it is resolved whichever shall be later.

5. Validity of rate quoted

Rate quoted would remain valid for 18 months from date of submission of bid to enable insurer to finalize the terms and should be applicable during the entire period of tender tenure. 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.
- Informing insurance company about any localized loss and assisting in assessing loss.
- 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..

- Identifying crop condition in plots selected for CCE in relevant Form during the tillering stage (vegetative stage). Providing assistance to Agency entrusted with Crop Cutting Experiment in matching crop growth vis-a-vis final yield.
- 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 Andhra Pradesh and /or mandal (Mee Bhoomi / E- Panta)
- Appointing District Coordinators for all districts and mandal coordinators for all blocks for carrying out PMFBY.
- Coordinator for bulk business emanating from cooperative sector preferably a senior retired official of Andhrapradesh State Cooperative Bank for sorting out operational matter.
- Providing manpower at OIC Regional Office VISAKHAPATNAM 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/ Gramena Banks setup in Visakhapatnam, SPS Nellore & YSR Kadapa and other districts if assigned for Khariff & 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 Andhra 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.**
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Direct (online) by Farmers:

a) 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 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

- a) 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 Andhra 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.
- b) No queries with regard to tender process will be entertained after the tender process is over.
- c) 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.

- d) Bidder should have IT infrastructure and skilled manpower to perform tasks enlisted in this tender.
- e) The bidder must give technical presentation at RO to ascertain suitability of the bidder for the job.
- f) 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.
- g) 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.
- h) The continuation of the bidder selected for Rabi 2019-20 will be strictly on his performance during the Kharif 2019-20
- i) The successful bidder must mobilize and deploy the personnel conversant with PMFBY in each mandal of the districts allotted within 2 or 3 days but not later than 24-06-2019 in any case. The contact details of personnel deployed to be submitted to us for our informing the State Govt.
- j) 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 svkrishnarao@[orientalinsurance.co.in](mailto:svkrishnarao@orientalinsurance.co.in), and kotakrao@[orientalinsurance.co.in](mailto:kotakrao@orientalinsurance.co.in) by 16/06/2019. 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, 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, 48-14-11, SRINITYA, 2nd Floor, Opp. KARNATAKA Bank, Rama Talkies Road, VISAKHAPATNAM - 530003

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. Bidders may be called to present their profile. 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 “Short listing of agencies for execution of PMFBY Kharif & Rabi 2019-20 related activities – Technical bid”. The Technical Bid shall be as per duly signed and stamped **proforma** 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 “Short listing of agencies for execution of PMFBY Kharif & Rabi 2019-20 related activities – Financial bid”. The financial bid shall contain the price to be submitted as per the attached **proforma** on their letter head with quoted rates, sign stamp and seal.

OIC shall not pay any other amount on any account including mobilization 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 favor of “The Oriental Insurance Company Limited” payable at Visakhapatnam 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 Demand Draft of EMD, Envelopes of Technical Bid and Financial bid shall be kept in a bigger single envelope super scribed as “Short listing of agencies for execution of PMFBY Related Activities in the state of Andhra Pradesh”.

11. Opening of bids

Technical and Financial bids will be opened by Tender 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 party 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. If the tender contains any such condition or deviation from tender conditions, the tender is liable to be rejected.

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.

PROFORMA FOR TECHNICAL BID
(On firm's letter head)

1. Bidder Information:

a) Name of the Company :

b) Registered Address :

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c) Local Office Address :

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2. Contact Person :

a) Name :

b) Designation :

c) Mobile number :

d) Landline number :

S.No.	Item	Remarks
1.	Previous experience in conducting similar kind of exercise	_____ Years _____ Insurer
2.	Financial Status, turnover as per the audited accounts of the firm during each of the previous two financial years.	_____ Lakh Rs.
3.	Letter of recommendation from previous insurers	To be attached
4.	Technical Qualification Number of Agriculture Graduate personnel. Years' experience in implementing PMFBY Number of members in team to be engaged district wise for OICL Detailed plan to implement the scope of work with number of days and manpower details.	

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

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 2015-16 and 2016-17.
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.
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 GST 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: _____

Place: _____

Name of Authorised* Signatory

Note: * Authorisation letter should be attached

PROFORMA FOR FINANCIAL BID

(On firm's letter head)

At present we have following 3 districts (**Visakhapatnam, SPS Nellore and YSR Kadapa**) covering loanee and non loanee farmers in Andhra Pradesh.

Amount chargeable by the bidder (Applicable equally for all the districts):

1. Loanee Business	_____ % of Total Farmers Share of Premium
2. Non Loanee Business	_____ % of Total Farmers share of Premium

Signature of Authorised person with seal

Name of Authorised Signatory _____

Date: _____

Place: _____