



भारतीय बीमा विनियामक और विकास प्राधिकरण
Insurance Regulatory and Development Authority of India
Sy. No. 115/1, Financial District, Nanakramguda, Hyderabad 500032

सूचना प्रौद्योगिकी विभाग (*Information Technology department*)

RFP Ref. No- IRDAI/IT/21-22/02

10-11-2021

Award of Contract

Final selection of vendor for the RFP Ref. No - IRDAI/IT/21-22/02 dated-12/06/2020 - IRDAI Insurance Grievance Call Centre (IGCC) Services.

This has reference to our RFP Ref No: IRDAI/IT/21-22/02 dated-12/06/2020 on "IRDAI Insurance Grievance Call Centre (IGCC) Services".

Based on the detailed scrutiny of Techno Commercial bids submitted by bidders, M/s Insight Customer Call Solution Limited has emerged as the successful bidder for providing IRDAI Insurance Grievance Call Centre (IGCC) Services and accordingly shortlisted for award of contract for the said services for a period of 5 years (3 years + 2 years renewal on YoY basis) at a total cost of **Rs 4,23,52,800 (Rupees Four Crores Twenty-Three Lakh Fifty-Two Thousand Eight Hundred Only) plus taxes.**

Sd/-

A.R.Nithiyanantham

Chief General Manager (IT)