



भारतीय बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

Title:Tender

Reference No.:IRDAI/IT/16-17/IGCC

Date:16/06/2017

Tender for Handling of IGCC Call Centre Services –Selection of L1 Bidder

RFP No. IRDAI/IT/16-17/IGCC

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY
3rd Floor, Parisrama Bhavan, Basheer Bagh HYDERABAD 500 004

16th June 2017

Sub: Tender for Handling of IGCC Call Centre Services –Selection of L1 Bidder

This has reference to the RFP No. IRDAI/IT/16-17/IGCC dated 26th November, 2016 on “**IRDAI Grievance Call Centre (IGCC) Services**”.

Based on the Commercial Bid Evaluation of the proposals of shortlisted bidders, M/S Karvy Data Management Services Ltd. has emerged as the lowest evaluated responsive tender (L1-Bidder), to handle the IGCC Services and accordingly, M/S Karvy Data Management Services Ltd. has been awarded the contract for Handling the IRDAI Grievance Call Centre Services for five years to the total cost of Rs. 4,36,80,000 /- (excl. taxes).

Sd/-

A.R.Nithiyantham
Chief General Manager (IT)

