

Health Centre, Indian Institute of Science, Bangalore - 560 012

TENDER DOCUMENT

(Includes both Technical & Financial bid documents)

CALLING FOR TENDER FROM IRDA APPROVED INSURANCE COMPANIES FOR GROUP MEDICLAIM (FAMILY FLOATER) INSURANCE POLICY FOR I.I.Sc. EMPLOYEES/PENSIONERS AND THEIR DEPENDANTS

The Indian Institute of Science, an autonomous Institute of Higher Education and Research, and a deemed University having its registered office at Sir C.V. Raman Road, Bangalore - 560 012, INDIA, has been under the cover of **Group Mediclaim Insurance** for serving and retired employees and their dependents for the last 14 years. At present the Institute is having a Group Mediclaim Policy which is valid up to 31st July 2017.

The details of premium paid and claimed amount for the last four years are in **Annexure I**.

Sealed Quotations are invited from the interested IRDA registered companies for providing Group Health Insurance to the IISc employees, pensioners and their dependent family members for one year from 01.08.2017 to 31.07.2018 under Group (Family floater) Mediclaim Policy.

The bidders should have atleast three years of experience in Health Insurance business with annual turnover of Rs.50 crores or more premium in the past three financial years (viz., 2013-14, 14-15, 15-16) in Health Insurance sector only. Also, at least three years experience in catering to Health Insurance of 500 or more insured families under one group Health Scheme in the last three years (viz., 2013-14, 14-15, 15-16).

Tenders are to be submitted in **three envelopes**: **First** envelope super-scribing '**Technical Bid**' should contain the terms & conditions of the tender duly signed and sealed in all pages and with supporting documents for the eligibility criteria (Annexure II). **Second** envelope super-scribing '**Financial Bid**' should contain financial bid in the prescribed format in Annexure III duly filled-in, signed and sealed. The two envelopes are to be put in a bigger envelope (**3rd** envelope) super-scribing as "**Tender for Group Mediclaim Policy 2017-18 for**

Indian Institute of Science, Bangalore”. The sealed envelope should be dropped in the tender box placed in the Health Centre, IISc within the due date.

- Conditional Tenders are liable to be rejected.
- Bids sent by Fax or e-mail will not be considered.
- **Commencement:** The policy will be effective from **01.08.2017**
- Pre-bid meeting will be held on **05.07.2017 at 3.30 p.m.** in the Health Centre, IISc.
- Last date for submission of Tender: **17.07.2017 upto 3 pm.**
- Opening of the Technical Bid: **17.07.2017 at 3.30 pm** at Health Centre, IISc.
- Date and time of opening of the commercial bid will be intimated separately to successful bidders of technical bid.
- Quotations received after the due date and time will be summarily rejected.

Technical Bid (Annexure II) should contain:-

1) Proof of IRDA registration.

2) Proof of having done Annual health Insurance Business of Rs.50 crores or more premium in the past three financial year (viz., 2013-14, 14-15, 15-16). Documentary proof in the form of audited statement of annual accounts is required to be submitted. A certificate from Chartered Accountant indicating the turnover in Health Insurance only, for the last three years has to be furnished, in case the Financial Statements reflect a combined turnover across various businesses.

3) Atleast three years experience in providing Health Insurance cover to 500 families or more under one group Health Scheme in the last three years (viz., 2013-14, 14-15, 15-16). A certificate from the competent authority of the organization for which the cover was provided has to be enclosed with the technical bid.

Financial Bid should contain the price bid as per the format enclosed in **Annexure III**.

DETAILS OF THE INSURANCE SCHEME

01. Number of families to be covered:

<u>SL. No.</u>	<u>Particulars</u>	<u>No. of Insured (Approximate)</u>
1	Serving Employees	996
2.	Pensioners & Family Pensioners	1308
3.	Dependents (for Sl. No. 1-2)	3394
	TOTAL	5698

02. The cover for serving employees will be for self, spouse, dependent children and dependent parents/parents-in-law.

The cover for pensioners will be for pensioner and spouse of the pensioner only. However, if pensioner has dependents with a permanent disability (Physical/Mental), they will also be covered.

In few cases where the employee dies while in service, the dependents of the deceased will have to be covered.

03. Age bracket: 0 to 95.

04. Sum Insured and Corporate Buffer Sum Insured: The Quote should be submitted in the proforma in Annexure III

- Floater sum to be insured per family: **Rs. 1 Lakh**
- Extra Floater Buffer Sum Insured: **Rs. 35 lakhs**

Some of the employees and pensioners would like to “**Top up**” the basic sum insurance of Rs. 1,00,000-00 provided by the Institute for additional coverage. The Insurance companies are required to submit (separately) premium for such “Top up” in **multiples of One Lakh** and age band wise (If the same is applicable) for this, please refer **Annexure IV**. This quote should be furnished in a **separate sealed cover**. It may be noted that the lowest bidder will be

determined based on the quote given for basic sum insured. The “Top UP” coverage will be mutually discussed and settled upon by IISc., and the Successful Bidder.

05. **Deletion of first 30 days exclusion** (including for fresh entrants during insurance cover period of both employees and pensioners) after the commencement of the Insurance Scheme.
06. **Room rent:** Room rent will be 2% of the sum insured (subject to a maximum of Rs.7,500/- per day) for normal hospitalization and no cap for ICU.
07. **Usage of corporate floater buffer** is at the discretion of the Institute. Approval of Officer-in-charge of Health Centre, IISc., should be obtained for using the buffer amount in each case.
08. **Inclusion of pre-existing disease** without any waiting period, as the Institute employees/pensioners are under group mediclaim policy for the past 14 years.
09. **Maternity benefit** extension without 9 months waiting period up to 35,000/- for both normal and Cesarean upto 02 children. Hospitalization expenses incurred in connection with new born child right from day one without any limit.
10. **All day care procedures (which involves less than 24 hours hospitalization) to be covered.** Cover expenses for Dialysis, Chemotherapy, Radiotherapy, Cataract, Lithotripsy, Tonsillectomy etc., where the hospitalization is less than 24 hours.
11. **Cataract surgery:** Cataract is capped up to INR 25,000/- per eye.
12. Coverage for **pre (30 days) and post (60 days) hospitalization expenses.**
13. **Dental treatment** only in case of an accident.
14. **Internal congenital Diseases** – Covered. External is also covered in case of life threatening.
15. Treatment for **infertility** – covered upto maternity limit.
16. **The following treatments are also to be covered.**
 - a. Oral Chemotherapies/Cyber knife therapy.
 - b. Hormonal Therapies.
 - c. Intravitreal Injections.
 - d. D & C (Both Therapeutic & Diagnostic).
 - e. Anti Rabies Vaccinations with Immunoglobulin's.
 - f. Vaccinations for Co morbid conditions like COPD etc.,
 - g. Psychiatric Ailments to be capped at Rs. 30,000/-

Note: Two separate quotes in Annexure III to be given, one indicating the premium for inclusion of the treatments listed at Sl. No. 16 above and another without these treatments. The Institute reserves the right to decide upon any one of these options based on the Financial Implication.

- 17. Hospitalization/Injury arising out of terrorism - Covered**
- 18. Cover for new entrants into the scheme,** for both employee and pensioners and their dependents from date of intimation to the insurance company.
- 19. No other disease wise capping. No other ailment wise capping.** Expenses relating to Surgeon Charges, Anesthetic Charges, O.T Charges, Consultant/Specialist charges, Diagnostic charges, drug, Blood, X-ray Etc. will be considered in full and not in proportion to the room rent.
- 20. Co-payment option is not acceptable.**
- 21. Addition and deletion of employees/pensioners on pro-rata basis** during the period of insurance.
- 22.** The quotation should mention premium calculation for each age group of employees/pensioners to facilitate the inclusion/deletion from time to time.
- 23.** Cashless facility 24x7 in all Hospitals recognized by the Health Centre, IISc., In exceptional cases where IISc., intimate TPA/Insurance company, in writing, cashless facility can be extended in list of Hospitals not recognized by IISc, but within the network hospitals of TPA/Insurance company.
- 24. Hospital Service Charges (like insurance processing charges) covered.**
- 25.** Any other facilities that would be extended for the policy without additional premium may also be stated.
- 26.** If any additional terms and conditions are applicable, the same may be specified in the quote.
- 27. Identity Cards** for availing Cashless facility by all the employees, pensioners and dependents **to be provided** within one month of the start of the insurance cover.
- 28. Periodic meeting to be held in Institute campus** between IISc., and the TPA/Insurance company for review of cases/settlement of grievances of the employees.
- 29. Return of original documents:** In some cases after the claims are submitted along with the original documents for reimbursement, where the patient is in need of getting back the

original documents after the verifications are over by the TPA/Insurer, the same should be returned on furnishing a request towards the same by the concerned employee.

30. **Ambulance services** - 1% of the sum insured or Rs.1000 whichever is less shall be reimbursable.
31. **Reimbursement claim reporting/submitted period:** 45 days from date of discharge.
32. TPA - Selection of TPA is in the discretion of IISc., Bangalore (where there is no in-house TPA) However, the insurance agency may give the references/recommendation for at least three TPAs, who are dependable for better services. But at the same time the TPA should be controlled by the insurer for better services.

GENERAL TERMS AND CONDITIONS

1. The annual **premium quoted should be inclusive of all applicable taxes and duties** for all the items. **Only GST would be payable extra** and the GST should be mentioned in the column provided in the financial bid document. Other taxes/cess, if any, would have to be included in the premium. It is also clarified that any change in the GST (increase/decrease) would be dealt with at actual.
2. Any claim for **increase in premium rates during the policy period** on account of any reason whatsoever **will not be entertained**.
3. There is **no provision for foreclosure of the policy**.
4. There should be a dedicated helpline (24x7) from the TPA of Insurance company available and the contact details should be furnished after the finalization of the policy.
5. If there is any **reimbursement to the employees** by the TPA/Insurance Company the same should **be paid within 15 days** to IISc.,
6. The response time by the TPA at the time of admission should be maximum six hours.
7. Reports including the claims of individuals and the details of settlement are to be furnished to the Institute on monthly basis.
8. As stipulated by IISc., the policy is for a period of **ONE YEAR** only.
9. **Corrections:** The quotations must be **neatly typed/ hand written**. The bidder must attest all erasures and alterations made while filling the quotations. Overwriting of figures is not permitted. Any quotation failing to comply with either of these conditions is liable to be

rejected. In case of discrepancy between rates quoted in words and figures, the lowest of the two will be considered.

- 10. Computation of L 1:** The total premium mentioned in the financial bid (Annexure III), for each of the options will be considered for computation of the lowest quoted (L 1) for that option
- 11. Confidentiality:** The Insurance Company shall maintain strict confidentiality of all the tender information and data coming in possession of the Insurance company as a result of awarding the contract. Also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Insurance company. Any violation of the same will be liable for action under the law which shall entitle IISc., to claim damages apart from taking action under the appropriate Law.
- 12. Usage of data/tender/information:** The agency shall ensure that the tender, data, information etc is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by IISc.. The confidential information should be safeguarded and the Insurance Company shall take all necessary actions to protect IISc., and its employees interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle IISc., to claim damages from the Insurance company apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even after the agreement between the Insurance Company and IISc., ceases.
- 13. Breach of terms and conditions:** In the event of any breach or threatened breach of any clause by the Insurance Company and / or individual assigned by the Insurance Company for the Performance of the services, the Insurance Company shall be liable to pay damages as may be quantified by IISc. Apart from the above, IISc., shall have the right to proceed against the Insurance Company and / or its assigned person/s under appropriate law.
- 14. Time is the essence of contract:** For Processing of claims the Insurance Company shall carry out and provide the services/ settle the claims, within reasonable time.
- 15. Conditional Tenders are liable to be rejected.** IISc reserves the right to either accept or reject any of the quotations or conditions in the quotations submitted by the bidders without assigning any reasons thereof.

16. The successful Bidder after placement of order is required to enter into an MOU/agreement with IISc. The Terms and Conditions of the Tender also form part of the MOU/agreement.

17. The quotations should be valid for a period of 60 days from the date of Tender Opening.

18. IRDA approved Insurance broker (valid License copy to be enclosed) may obtain quote from IRDA approved Insurance companies and submit it. However, quote of each Insurance company should comply with all terms and conditions, all documents called for in technical bid should be furnished with the quote. In case of any shortfall in documents the quote will be rejected without any further correspondence in that regard.

Only one Quotation can be submitted by one Insurance Co.,

Only one Quotation from one broker will be accepted.

19. In case of any dispute, efforts will be made to mutually settle the dispute. In this regard, the decision of the Director, IISc is final.

Quotes have to be submitted only from Insurance Co., having Office (Regional/Division etc., in Bangalore)

Quotes received from Insurance Co., situated outside Bangalore will be rejected.

20. **Jurisdiction:** All matters pertaining to this shall be subject to the jurisdiction of the courts in Bangalore only.

ANNEXURE I

DETAILS OF PREMIUM PAID AND CLAIMED AMOUNT FOR THE LAST FOUR YEARS

Year	Sum Insured (family floater)	Premium paid for Basic sum insured	Claimed amount against basic insurance	Premium paid for Top up coverage	Claimed amount against Top up	Total Premium paid	Total claims settled
2013-14	50000	15162360	16583843	5330554	6654822	20492914	23238665
2014-15	75000	20200000	21678312	6377150	8408073	26577150	30086385
2015-16	75000	22761038	22158267	7325347	11607238	30086385	33765505
2016-17 (01.08.2016-21.06.2017)	100000	23500000	21050797	9480632	9410366	32980632	30461163

ANNEXURE II

FORMAT FOR SUBMITTING TECHNICAL BID BY THE INSURANCE COMPANY

SL. No.	Particulars	Details
1.	Name of the Insurance company	
2.	Full particulars of the office	
	a) Address	
	b) Telephone No.	
	c) Fax No.	
	d) E-Mail address	
3.	Registration details (attach self attested copies of certificates / Registrations/License etc.,	
	a) IRDA Reg. No.	
	b) PAN No.	
	c) GST Reg. No.	
4.	Full particulars of the Third Party Administrators (if any). If more than one is available all TPAs may be indicated.	
5.	Details of Group Mediclaim policies offered by the Insurance company catering to 500 or more Insured persons under one GMC in the past 3 years.(A certificate from the organization to be enclosed)	
6.	Audited annual turnover of past 3 Financial years. Note: Attach Audit certified copy as proof. A certificate from Chartered Account for turnover under Health Insurance sector should be attached.	2013-14: 2014-15: 2015-16:

DECLARATION

1. I have carefully read and understood all the terms and conditions of the tender and hereby accept the same.
2. The information/document furnished along with the above application is true and authentic to the best of knowledge and belief.

Date:
Place:

Signature of the authorized person
Company Seal

Annexure III

FORMAT FOR SUBMITTING FINANCIAL BID BY THE INSURANCE COMPANY:

Providing group Mediclaim Policy for the period 01/08/2017 to 31/07/2018 as per the details of Insurance Scheme:

Sum insured per family (Extra floater buffer sum)	Premium amount	GST tax amount	Total In Figures	Total In Words
Rs. 1,00,000-00 (Rs. 35 lakhs) Including for Sl. No. 16				
Rs. 1,00,000-00 (Rs. 35 lakhs) Excluding for Sl. No. 16				

1. We agree with all the details of the Insurance Scheme and the Terms and Condition of Tender.
2. The offer is valid for 60 days from the last date of submission of this bid.

Signature with office seal and date

Note: Break up of premium (age band wise) to be furnished in additional sheets.

ANNEXURE IV

Top up/Additional Insurance.

Rate of premium for Additional Coverage amount (inclusive of GST)										
Age band (if applicable)	100000	200000	300000	400000	500000	600000	700000	800000	900000	1000000
0-35										
36-45										
46-55										
56-65										
66-75										
76-85										
86-95										

Signature

Seal:

Note: This data should be submitted in a separate sealed envelope.

