



Subject: Quotation for Group Medi-claim Insurance

India Trade Promotion Organisation (ITPO), a Government of India Enterprise under the Ministry of Commerce & Industry, intends to introduce Medical Benefit Scheme in the form of **Group Medi-claim Insurance** for serving & retired employees and their dependents.

Sealed Quotations are invited from the interested IRDA registered companies for providing Group health Insurance to the ITPO employees, serving & retired and their dependent family members under Group Medi-claim Policy. The bidders should have Annual Health Insurance business worth premium of Rs.10 crores or more in the past three financial years (viz.,2010-11, 2011-12, 2012-13) and at least one year experience in catering to Health Insurance of 500 families or more under one group Health Scheme in the last three years (viz.,2010-11, 2011-12, 2012-13). No brokerage/agency/consultancy charges are allowed as this will be a direct transaction between the Insurer and the ITPO.

The quotation should be submitted in two covers, one for Technical Bid and the other for Financial Bid.

- 1) Technical Bid should contain:-
 - a) Proof of IRDA registration
 - b) Proof of having done Annual health Insurance Business worth premium of Rs.10 crores or more in the past three financial years, viz.,2010-11, 2011-12, 2012-13). Documentary proof in the form of audited statement of annual accounts is required to be submitted.
 - c) Proof in the form of a certificate from the competent authority of the insured organization for at least two year's experience in providing Health Insurance cover to 500 families or more under one group Health Scheme in the last three years (viz., 2010-11, 2011-12, 2012-13).
- 2) Financial Bid should contain the price bid as per the format enclosed in Annexure C and Annexure D.

The separate envelopes containing sealed Technical and Financial bids should be enclosed in another envelope superscribing "Tenders for Group Medi - claim Insurance Scheme 2013-14" and should be submitted to the Dy. General Manager (Admn.), India Trade Promotion Organisation, Pragati Bhawan, Pragati Maidan, New Delhi- 110001.

Pre-bid meeting on 21/10/2013, in the Committee Room of the ITPO.

Last date for submission of Tender 31/10/2013 upto 3.00 pm.

Opening of Tenders 31/10/2013, at 3.30 p.m. in the Committee Room of ITPO.

- Note:
- i) Quotations received after the due date and time will be summarily rejected.
 - ii) The company should not have been blacklisted by any Govt. authority.
 - iii) The company providing similar insurance to Govt. Organisations/PSUs will be given preference.
 - iv) The company having tie up with the maximum number of hospitals and cities on all-India basis will be given preference.

v) ITPO reserves the right to select any one of the options mentioned in the Annexure A depending on the offers received. All are requested to quote the lowest possible amount for both the options. The quotations are required for two options as per annexure A.

DETAILS OF THE INSURANCE SCHEME

1. Number of families to be covered: There are 964 regular employees with dependents and 302 retired + spouses who need to be covered under the policy. The number of employees, retired and their spouse with age profile is provided in Annexure E. The figures may vary marginally. The policy for retired employees is subject to approval by the Department of Commerce, Govt. of India.

2. The cover for serving employees will be for self (and family* which includes), spouse, dependent children and dependent parents/parents-in-law. In case of retired employees, it is the retired employee and his/her spouse.

3. **Sum Insured and Buffer Corporate Sum Insured: Two options** are required and you have to quote for both the options separately.

Option : 1) Extra Floater Buffer Sum Insured: Rs.50 lakhs

Option : 2) Extra floater Buffer Sum Insured: Rs.100 lakhs

Some of the families of both serving employees and the retired are interested to have higher insurance coverage apart from the basic coverage provided by the ITPO. Hence, you are required to quote also the premium per family for varying value of higher sum insured in multiples of Rs.50,000 as in **Annexure – D**.

4. Deletion of first 30 days exclusion (including for fresh entrants during insurance cover period of both employees and retired) after the commencement of the Insurance Scheme.

5. Should cover all kinds of diseases. Exclusion of any disease, if any, should be specifically mentioned.

6. Inclusion of pre-existing disease without any waiting period should also be insured by the bidder.

7. Maternity benefit extension without 9 months waiting period up to 25000/-. Hospitalization expenses incurred in connection with new born child right from day one.

8. Cover expenses for Dialysis, Chemotherapy, Radiotherapy, Cataract, Lithotripsy, Tonsillectomy etc., where the hospitalization is less than 24 hours. All day care procedures to be covered.

9. Coverage for pre (30 days) and post (60 days) hospitalization expenses.

10. Room Rent:-

- 2% of Sum Assured
- No ceiling applicable in case of condition requiring treatment in ICCU/ICU

11. No separate or extra capping on overall doctor fees, medicine costs, surgeon fees.

12. Dental treatment only in case of an accident.

13. Cover for new entrants into the scheme of service employee and their dependents and retired employees/spouse from date of intimation to the insurance company.

14. No other disease wise capping. No other ailment wise capping.

15. Co-payment option is not acceptable.

16. Addition and deletion of employees/retired employees on prorata basis during the period of insurance.

17. The quotation should mention premium calculation for each age group of employees/retired to facilitate their inclusion/deletion from time to time.

18. Cashless facility 24*7

19. Hospital Service Charges (like insurance processing charges) covered.

20. Any other facilities that would be extended for the policy without additional premium may also be stated.

21. If any additional conditions are applicable, the same may be specified in the quote

22. Cashless cards to all the employees, pensioners and dependents to be provided within one month of the start of the insurance cover.

23. Meeting to be held in the ITPO and the Insurance Company for review of cases/settlement of grievances of the employees atleast once in every 3 months.

* Definition of family : for the purpose of medical benefits.

The existing definition of family means husband or wife as the case may be and parents, sisters, widow sisters, widow daughters, minor brothers, children and step children wholly dependent upon the employee and are normally residing with the employee and would also now include dependent brothers, dependent divorced/separated daughters and step-mother, subject to meeting the following conditions.

Son	Till he starts earning, is married or attains the age of 25 years, whichever is earlier.
Daughter	Till she starts earning or gets married, whichever is earlier.
Son suffering from any permanent disability of any kind (physical or mental)	Age limit will not apply.
Dependent daughter divorced/abandoned or separated from their husband/widowed daughters and dependant unmarried/divorced/abandoned or separated from their husband/widowed sisters.	Age limit will not apply.
Minor brother (s)	Up to the age of becoming a major.

TERMS AND CONDITONS

1. The annual premium quoted should be inclusive of all applicable taxes and duties for all the items. It is hereby clarified that only service tax would be payable extra and the service tax 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 service tax (increase/decrease) would be dealt with as per actuals. Any claim for increase in premium rates during the policy period on account of any reason whatsoever will not be entertained. There is no provision for foreclosure of the policy.
2. **Extension of Contract:** As stipulated by ITPO after the period of expiry of the policy, it can be extended on mutual consent for a further period of one year and on successful completion of the extended period of one year, for another period of one year. However this option can be exercised only by ITPO. This extension is subject to the mutual agreement for the annual premium amount payable for the extended period. As mentioned in terms and condition 1, the premium rate would remain unchanged for the first year of operation.
3. **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. Failure to comply with either of these conditions is liable to rejection of the quotation. In case of discrepancy between rates quoted in words and figures, the lowest of the two will be considered.
4. **Computation of L 1:** The total premium mentioned in the financial bid-Annexure-B will be considered for computation of the lowest quoted (L 1) Insurance for each option separately.
5. **Confidentiality:** The Insurance Company shall maintain strict confidentiality of all the tender, information, data coming in possession of the Insurance company as a result of awarding the contract and 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 ITPO to claim damages apart from taking action under the appropriate Law.
6. **Usage of data/ tender/ information:** The agency shall ensure that the tender, data, information etc are/is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by ITPO. The confidential information should be safeguarded and the Insurance Company shall take all necessary actions to protect ITPO, its customers, and Government of India's 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 ITPO to claim damages from the vendor 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 ITPO ceases.
7. **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 ITPO. Apart from the above, ITPO shall have the right to proceed against the Insurance Company and / or its assigned person/ s under appropriate law.
8. **Time is the essence of contract:** The Insurer shall carry out and provide the services / settle the claims, if any as per the specifications and standards laid out within the stipulated time. Hence provision of services/ settlement of claim as per quality in time is the essence of the contract.
9. Conditional Tenders are liable to be rejected. However, ITPO 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.
10. The successful Bidder after placement of order is required to enter an MOU/agreement with ITPO. The Terms and Conditions of the Tender also form part of the MOU/agreement.
11. The quotations should be valid for a period of 60 days from the date of Tender Opening.
12. In case of any dispute, efforts will be made to mutually settle the dispute. In this regard, the decision of the CMD, ITPO will be final.
13. **Jurisdiction:** All matters pertaining to this shall be subject to the jurisdiction of the courts in Delhi only.

FORMAT OF FINANCIAL BID :

Providing Group Medi-claim policy for the period from 01/11/2013 to 31/03/2015 as per the details of the Insurance Scheme:-

Sum Insured per family -----	Premium Amount -----	Service Tax Amount -----	Total	
			Words	Figures
Rs.3.00 lakhs for serving Group A employees				
Rs.2.00 lakhs for all other serving employees				
Rs.2.00 lakhs for retired employees Group A.				
Rs.1.50 lakhs for all other retired employees (Group B, C & D.)				

Extra overall Floater buffer sum of Rs.50 lakh

Extra overall Floater buffer sum of Rs.100 lakh

- 1) Certified that no Brokerage/Agency/Consultation Charges have been/will be paid against the contract as this is direct transaction with India Trade Promotion Organisation.
- 2) We agree with all the details of the Insurance Scheme and the Terms & Conditions of the Tender.

Signature with Office Seal & Date

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

Serving Employees

AGE GROUP	NO. OF EMPLOYEES			NO. OF DEPENDENTS	
GROUP	A	B, C, D		A	B, C, D
0-20	0	0		86	979
20-25	2	2		87	621
25-30	5	8		62	247
30-35	1	11		9	48
35-40	5	21		5	58
40-45	9	51		12	190
45-50	28	289		35	222
50-55	42	277		24	107
55-60	74	138		21	40
60-70	1	0		10	63
70 and above	0	0		15	178
Total (964) Flag 'X'	167	797		366	2753

TOTAL EMPLOYEES	
A	167
B, C, D	797
	964
TOTAL DEPENDENTS	
A	366
B, C, D	2753
NULL DOB	350
TOTAL	3469

Retired Employees

126 – Employees retired from 31.03.2001 to 31.12.2006

302 - Employees retired from 01.01.2007 to 17.09.2013

- Numbers can change.

Spouse

126

302