



Indian Institute of Science Bangalore - 560 012

GST:29AAATI1501J2ZV

HC/NIT/Group Medical Emp/2023-24

Date: 20th June 2023

NOTICE INVITING TENDER

Subject: Notice Inviting Tender from IRDA approved Insurance Companies for Group Mediciam (Family Floater) Insurance Policy for IISc. Employees / Pensioners and their dependent family members.

Established in 1909, IISc (Indian Institute of Science) is India's leading institution of advanced education and research in the Sciences and in Engineering under Ministry of Education (MoE), Govt. of India as a Deemed University. IISc aims to be among the world's foremost academic institutions through the pursuit of excellence in research and promotion of innovation by offering world-class education to train future leaders in science and technology and by applying science and technology breakthrough for India's wealth creation and social welfare. Recently Govt. of India has declared IISc as an Institution of Eminence (IoE). Its main campus is located at Sir C.V. Raman Road, Bangalore – 560 012, INDIA.

Quotations are invited under two-bid system from the interested IRDA (Insurance Regulatory and Development Authority) registered companies for providing Group Health Insurance to the employees, pensioners, and their dependent family members of IISc., for one year from 01.08.2023 to 31.07.2024 under Group (Family floater) Mediciam Policy.

(A) **Minimum Eligibility Criteria:-**

1. Bidders must be approved for Medical Insurance business from Insurance Regulatory and Development Authority (IRDA) and its registration should be valid for the insurance period.
2. The bidders must have at least three years of experience in Health Insurance business with annual turnover in terms of Premium earned of Rs. Fifty Crores or more in each of the past three financial years (viz. 2020-21, 2021-22 and 2022-23) in Health Insurance sector only.
3. Bidders must have at least three years' experience in catering to Health Insurance of 500 or more insured families under one group Health Scheme in each of the last three financial years

(viz. 2020-21,2021-22 and 2022-23) for reputed organizations.

4. Quotes have to be submitted directly by only those Insurance Companies having Office (Regional/Division/Branch/Zonal) at Bangalore (Karnataka, India).

(B) **Terms & Conditions for submission of bids:-**

1. The tender document can be downloaded from the web site: <https://www.iisc.ac.in/business-with-iisc/tenders/> and can be downloaded from e-procurement website: <https://eprocure.gov.in/eprocure/app>. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.
2. Interested Companies/ Firms/ Agencies may upload copies of the Technical bid along with documents mentioned in Annexure V, in the CPPP portal on or before the deadline indicated in this tender document.
3. Bids sent by Fax or e-mail, or any other mode will not be considered.
4. Commencement: The Group Medical Policy will be effective from 01.08.2023 (First August 2023).
5. **Schedules (Venue: Health Center, IISc., Bangalore-560012):**

Event	Date & Time
Pre-bid meeting	30.06.2023 at 03.30 pm
Last date for submission of Tender in envelopes (to be applied via CPPP portal)	10.07.2023 at 05.00 pm
Opening of the Technical Bid(tentative)	11.07.2023 at 05.30 pm
Opening of the financial bids of the successful bidders in technical bids(tentative)	13.07.2023 at 05.35pm

The interested parties who wish to participate in the PRE-BID MEETING may write with the details to health.center@iisc.ac.in with a copy to vasanthan@iisc.ac.in.

GENERAL INSTRUCTIONS FOR BIDDERS -BIDDING PROCESS

- 1) The bids are invited under **two bid system i.e. Technical Bid and Commercial Bid, along with. and documents are to be uploaded in the CPPP portal as given in Annexure V .**
- 2) All Bidders shall provide the required information accurately and enough as per details in Eligibility Criteria. The bidder should upload the copy of the technical bids and documents in the CPPP portal and further documents as mentioned in the Annexure V on or before the last date of submission of tender
- 4) The Tenderer shall upload the valid certificate copies of certificates as mentioned in Annexure V **failing which the tender will be rejected.** If necessary, the bidder shall produce all the original documents for verification.
- 5) Blacklisted contractors in State / Central Govt. Departments, Central / State PSUs, Autonomous Organizations/ Boards etc., are not eligible to quote, if found such tenders will be rejected.
- 6) The successful Bidder shall execute an SLA within 15 days from the date of Receipt of intimation. The Tender Document and SLA will form the part and parcel of the agreement, failing which the tender will deem to be get cancelled.
- 7) The rates quoted should be as per the financial bid only. The IISc reserves the right to accept / reject any or all the tenders without assigning any reasons.
- 8) Conditional tenders will not be accepted and are liable for rejection.
- 9) Bidders who meet the specified minimum qualifying criteria shall be eligible.
- 10) Even though the Bidders meet the above criteria, they are subject to be disqualified if they have:
 - Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
 - Record of poor performance such as abandoning the works, not properly completed the contract, inordinate delays in completion, litigation history, or financial failures etc.
- 11) The Tender document can be downloaded from e-procurement website: <https://eprocure.gov.in/eprocure/app>. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.

Content of Tender documents

The bidders should go through the Tender Document and submit online response through e-procurement portal only.

Amendment of Tender documents

Before the deadline for submission of tenders, the IISc may modify the tender documents by issuing corrigendum / addendum.

Such corrigendum/ addendum thus issued shall be part of the tender documents and shall be published online in e-Procurement portal.

To give prospective Bidders reasonable time in which to take corrigendum/ addendum into account in preparing.

Documents comprising the Tender

The Technical Bid submitted by the Bidder shall contain the documents as follows:

- a) Technical bid documents and all other documents mentioned in Annexure V.
- b) Any other documents / materials required to be completed and submitted by Bidders in accordance with these instructions. The required documents shall be filled in without exception.

The financial bid submitted by the Bidder shall contain the documents as per Annexure III and IVA

Tender validity

Tenders shall remain valid for a period not less than **180 days** after the deadline date for tender submission. A tender valid for a shorter period shall be rejected by the IISc. as non-responsive.

In exceptional circumstances, prior to expiry of the original time limit, the IISc. may request that the Bidders may extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing or by email.

Format and signing of Tender

Successful Bidder shall sign all the pages of the tender document as a token of acceptance of all the terms and conditions of the contract.

Submission of Tenders

Tenders must be submitted on-line in the e-Procurement portal by the Bidder before the notified date and time.

Late Tenders

In e-procurement system, Bidder shall not be able to submit the bid after the bid submission time and date as the icon or the task in the e-procurement portal will not be available. IISc will not be liable (or) responsible for any delay due to unavailability of the portal and the Internet link.

Modification and Withdrawal of Tenders

Bidder has all the time to modify and correct or upload any relevant document in the portal till last date and time for Bid submission, as published in the e-procurement portal.

The Bidder may withdraw his tender before the notified last date and time of tender submission. No Tender may be modified after the deadline for submission of Tenders.

Tender Opening:

The IISc will open all the Tenders received in the presence of the Bidders or their representatives who choose to attend on the specified date, time and place specified. In the event of the specified date of Tender opening being declared a holiday for the IISC. The Tenders will be opened at the appointed time and location on the next working day.

The IISC. will evaluate and determine whether each tender meets the minimum qualification eligibility criteria.

Bidder if required may be needed to submit all the Original Documents, which are submitted in e-procurement portal, to the IISc. for verification at the time of opening of Tender. The IISc will record the Tender opening.

Process to be confidential

Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.

Clarification of Tenders

To assist in the examination, evaluation, the IISc. may, at his discretion, ask any Bidder for clarification of his Tender. The request for clarification and the response shall be in writing or by e-mail along with the section number, page number and subject of clarification, but no change in the price or substance of the Tender shall be sought, offered, or permitted.

Subject to clause with heading “**Clarification of Tenders**”, no Bidder shall contact the IISC. on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the IISc., he should do so in writing.

Any effort by the Bidder to influence the IISc in the Tender evaluation, or contract award decisions may result in the rejection of the Bidders’ Tender.

Examination of Tenders and determination of responsiveness

Prior to the detailed evaluation of Tenders, the IISc will determine whether each Tender (a) meets the eligibility criteria (b) is substantially responsive to the requirements of the Tender documents.

A substantially responsive Tender is one which conforms to all the terms, conditions, and specifications of the Tender documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the service; (b) which limits in any substantial way, inconsistent with the Tender documents, the IISc's rights or the Bidder's obligations under the Contract;

If a Tender is not substantially responsive, it will be rejected by the IISc., and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

Correction of errors

No corrections to uploaded bid is permitted by the portal. Tenders determined to be substantially responsive will be checked by IISc

Evaluation and comparison of Tenders

Opening of the Financial bid will be preceded by the evaluation of the Pre-qualifying Offer (Technical bid). Evaluation of the Pre-qualifying Offer will be done by the Committee constituted for the purpose. After evaluation is completed, all the Bidders who are qualified will be notified and will be intimated at the time of opening of the Financial bid. Financial bid will be opened in the presence of those who choose to be present or even in the absence of any Bidder.

The IISc will evaluate and compare the Tenders as per comparative statement downloaded from e-procurement portal. Only the commercial bids of technically qualified bidders would be considered. The lowest bid (L1) would be considered as the successful bidder. In case of tie (commercial bids of two or more bidders being equal), bidders having higher average turn-over (in the last 3 financial years) will be offered the contract. By submitting a bid for the tender, the agency implicitly agrees to the above condition

Other related General Instructions to bidder with respect to Bidding

- 1) The bidder is required to enclose photocopies of the necessary documents as listed in Annexure V and upload copies of the Technical Bid along with other documents as mentioned in Annexure V.
- 2) Bids submitted after the due date shall not be accepted under any circumstances whatsoever. Any conditional bid is liable to be rejected.
- 3) The bidder shall submit the technical as per the format enclosed in Annexure II and Commercial bids to be submitted online in the portal.
- 4) Commercial bids of only technically qualified bidders will be opened online on a date & place (to be notified later).
- 5) IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or reject any or all tenders without giving notice or assigning any reason. The decision of the Director of IISc, in this regard shall be final and binding on all.

Documents to be attached with the Technical Bid:-

- Proof of IRDA approval /registration and office at Bangalore.
- Proof of having done Annual health Insurance Business of Rs.50 crores or more premium in each of the past three financial year (viz., 2020-21,2021-22 and 2022-23). 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 turn over across various businesses.
- Experience certificates showing at least three years’ experience in providing Health Insurance cover to 500 families or more under one group Health Scheme in each of the last three financial years (viz., 2020-21,2021-22 and 2022-23). A certificate from the competent authority of the organization for which the cover was provided has to be enclosed with the technical bid.
- A copy of this tender document duly signed by the competent authority, must be attached with the technical bid confirming that all the contents, terms & conditions of this tender document are acceptable to the bidder. In the absence of duly signed copy of this tender document with the technical bid, the bid will be treated as non-responsive and hence liable for rejection.
- A dummy copy of Group Health Insurance policy with detailed terms and conditions
- All Tenders / communications should be addressed to “Assistant Registrar”, Health Centre, Indian Institute of Science, Bangalore – 560012” and must have reference number of this tender number. Interim queries will not be entertained.
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(C) Details of the Insurance Scheme

01. Number of persons to be covered (numbers are tentative and may increase or decrease):

Sl. No.	Particulars	No. of Persons to be Insured (Approximate)
1	Serving Employees	946
2.	Pensioners & Family Pensioners	1460
3.	Dependents (for Sl. No. 1)	2049

4.	Dependents and family pensioners (for Sl. No. 2)	1001
	TOTAL	5456

The above numbers are tentative. The final numbers will be shared after pre-bid clarification. However, the IISc has the discretion to make corrections to these numbers for up to one month after the tender is finalized.

General Terms and Conditions related to policy

01. The Group Mediclaim policy is for the Employees/Pensioner and dependents of Employees/Pensioners. The definition dependent will be decided by the IISc as per Govt of India/Institute norms. At present the list contains the following.

(a) For working employees, spouse, dependent children, and other dependent family members (including parents/parents-in-law/brothers/sisters) as per IISc rules.

(b) The pensioner's, spouse of the pensioner only. However, if pensioner has dependents with a permanent disability (Physical/Mental) as per Govt. of India rules, they will also be covered.

(c) In cases where the employee dies while in service, the dependents of the deceased will have to be covered as dependents in the policy. Further, when the pensioner dies during the currency of the policy, the dependents already enrolled in the policy will continue to be covered till currency of the policy.”

(d) In the term ‘family’ means and includes husband or wife, as the case may be, and other dependent family members. Dependent Family Members include: parents (female employee can have either her parents or her parents-in -law as dependents), sisters, widowed sisters, widowed daughters, minor brothers and minor sister, children and step-children wholly dependent upon the Government Servant and are normally residing with the Government Servant (son up to the age of 25 or till his marriage whichever is earlier and daughter till she gets married). Also now 'dependent' includes, dependent divorced /separated daughters (including their dependent minor children) and step-mother. The decision of the Institute is final in deciding the dependents of the employees/pensioners.

The Spouse of the Employee/Pensioner who is employed/earning, will be still a dependent on the employee/pensioner provided the spouse of the employee is not claiming the insurance for a specific disability.

02. Age bracket: `0' months and above.

03. Basic Sum Insured/Corporate Buffer Sum Insured/Top Up: The Quote should be submitted in the Performa in Annexure III/IV(A).

- **Basic Floater sum to be insured per family:**

The Bidders have to provide quotes for Rs. 5,00,000/- (Rs. Five Lakhs)

- **Extra Corporate Buffer Sum Insured: Rs. 35,00,000/- (Rs.Thirty-Five lakhs)**

The amount from the buffer shall be released based on the recommendation of the CMO, Health Centre and approval of Dean (A&F) or an authorized person for this purpose.

- **Top Up:** Some of the employees and pensioners would like to “**Top up**” the basic sum insurance provided by the Institute for additional coverage. The Insurance companies are required to submit premium for such “Top up” in **multiples of One Lakh** and age band wise (if the same is applicable). Separate Top up quotes should be submitted for each of base coverage. For this, please refer **Annexure IV-A. It may be noted that the selection of bidder (in both the technical bids and financial bids) will be done by IISc and the decision of IISc in this regard will be final and binding.** No representation/appeal will be entertained in this regard. The “Top UP” coverage will be mutually discussed and settled upon by IISc and the Successful Bidder.
- The bidders must share the per family premium rater and also per person premium rater in PDF and upload along with the Annexure IVA. The premium quoted by the successful bidder will be re-calculated as per family premium rater on sharing of final data to them. All new employees along with their dependents shall be added to the policy (No time limit for intimation) as per family premium rater. The new additions to Policy due to newborn and spouse of the newly married employee will be considered as part of the family and no additional premium will be paid. There is possibility that IISc may need to add up to 200 new additions other than the new married spouse and the newborn. The Insurance company shall accept the requests on payment of per person premium rater for these additions other

than the newborn and newly married spouse.

- **The maximum premium value quoted in the matrix (Annexure-IV(A) for top-up insurance coverage with reference to the age group “ 96 and above” and for a coverage of Rs. 10,00,000 should not exceed Rs. 60000/-, for a coverage of Rs. 15,00,000/- shall not exceed Rs. 70,000/- and for a coverage of Rs. 20,00,000/- (Rs. Twenty Lakh) should not exceed Rs. 80,000. All other values for the various age bands and premium value should be in proportion to the maximum value already specified. The maximum top up allowed as per the policy is Rs 20,00,000**

5. **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.
6. **Room Rent:** Room rent will be 2% of the sum insured i.e. including top-up for normal hospitalization and no cap for ICU.
7. **Usage of corporate floater buffer** is at the discretion of the Institute. The Dean(A&F) will approve the amount of corporate buffer based on the recommendation from the Officer-in-charge of Health Centre, IISc. or an authorized person for this purpose.
8. **Inclusion of pre-existing disease** without any waiting period.
9. **Maternity benefit** extension without Nine months waiting period up to Rs. 1,25,000/-for both normal and Cesarean up to **02** children Hospitalization expenses incurred in connection with new-born child right from day one without any limit. Well baby/Baby wellness or any other charges towards newborn baby from the hospital shall be admissible in addition to the above mentioned limit.
10. **All day care procedures (which involve 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 surgery is capped up to INR 50,000/- per eye. (Pre and post hospitalization expenses shall be reimbursable extra)
12. **Treatment for Refraction Error Correction + or -7.5.**
13. Coverage for **pre (30days) and post (60days) hospitalization expenses.**
14. Dental treatment to be covered in case of an accident.
15. Psychiatric and wellness treatment is capped at Rs 1,00,000/-
16. **All internal and external congenital Diseases – Covered.**
17. Treatment for infertility–covered up to maternity limit.

18. Expenses incurred on hospitalization under AYUSH systems of medicine can be covered without sub limits
19. Treatment of Chronic liver disease.
20. Dietary supplements and substances including Vitamins, Minerals and other organic substances as part of the treatment is required to reimbursed.
21. Expenses related to correction of eye sight due to refractive error less than 7.5 diopters is also required to be covered.
22. **In case of COVID treatment,**
 - i. All COVID related treatments including Home Isolation shall be covered without any limits. The cost of PPE kits and other protective gear equipment's shall be allowed without any limits.
 - ii. COVID-19 (RT.PCR) to be covered if the test is prescribed by any medical authority even if the result turns out to be Negative.
 - iii. Home isolation expenses like Hospital kit for COVID patients, Medicines, Teleconsultation, Oxygen, and diagnostic tests are to be covered. **No additional information or monitoring charts shall be mandated for reimbursement.**
23. **The following treatments are also to be covered:**
 - a. Oral Chemotherapies/Cyber knife therapy.
 - b. Hormonal Therapies.
 - c. Intra Vitreal Injections.
 - d. D&C (Both Therapeutic &Diagnostic).
 - e. Anti-Rabies Vaccinations with Immunoglobulin's.
 - f. Vaccinations for Comorbid conditions like COPD etc.
 - g. Psychiatric Ailments to be capped at Rs. 100,000/-
 - h. Broncho Scopy.
 - i. Merena insertion.
 - j. Yag Laser
 - k. Any biopsy for diagnostic and therapeutic purpose.
 - l. Allcancerrelatedchemotherapydrugs/injectionsincludingimmunotherapy.
 - m. Stemcells therapy.
 - n. Biological treatments/medicines for rheumatoid arthritis/Dermatology conditions.
 - o. Circumcision without restriction
 - p. New approved therapies recognized by DGCA.
 - q. Holep including equipment and machine charges.
 - r. Cystoscopy
 - s. Intra articular visco supplements for OA

- t. Endoscopy both therapeutic and diagnostic
- u. TAVI
- v. Sleep apnea and its complications
- w. Liver and Renal Transplantations
- x. Any other treatments, apart from the above, permitted by IRDA from time to time without any limits. **Once the treatment is allowed by IRDA, the cost of treatment shall be allowed without any limits.**
- y. All the Old and Modern treatment methods and advancements in technologies to be covered. As and when IRDA approves any treatment for any disease with Modern treatment methods and advancements in technologies, the claims shall be allowed for treatments without any limits as per clause 20(x)

24. Hospitalization/Injury arising out of acts of God and all kinds of risks including terrorism, accidents in laboratories and other accidents etc. should be covered.

25. Reimbursement for Ayurvedic Treatment if the treatment is taken in a government hospital or any institute/hospital recognized by the government, excluding health rejuvenation procedures.

26. Ambulance services – 1% of the sum insured or actual whichever is less shall be reimbursable.

27. Cover for new entrants into the scheme, for both employee and pensioners and their dependents from date of intimation to the insurance company. There shall be no time limit for the additions to be informed to the Insurance company. All employees/dependents/pensioners added to the list of insured persons shall be covered from the date of intimation. “The newborn and the newly married spouse of the employees who became dependents during the currency of the policy, shall be covered from the date of intimation to the Insurance Company. All new employees along with their dependents shall be added to the policy(No time limit for intimation) as per family premium rater. The new additions to Policy due to newborn and spouse of the newly married employee will be considered as part of the family and no additional premium will be paid. Further there is possibility that IISc may need to add up to 200 new additions other than the new married spouse and the newborn. The Insurance company shall accept the requests on payment of per person premium rater for these additions other than the newborn and newly married spouse.”

28. 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, drugs, Blood, X-ray Etc. will be considered in **full and not in proportion to the room rent.**

29. **Co-payment option is not acceptable.**
30. All surgical/medical expenses even if admission is below the period of 24 hours has to be reimbursed. Expenses related to Medical treatment undertaken on general or local anesthesia in the hospital in less than 24 hours also has to be reimbursed. All day care treatments permitted by IRDA shall be covered. All admissions to the hospital for less than 24 hours, if such admission is made in emergency, on the prescription of the Doctor of the Hospital where the patient obtained the treatment, shall be reimbursable in full.
31. **Addition and deletion of employees/pensioners on pro-rata basis** during the period of insurance.
32. The quotation should mention premium calculation for each age group of employees/pensioners to facilitate the inclusion/deletion from time to time.
33. Cashless facility needs to be extended in all network hospitals of the insurer,
34. **Hospital Service Charges (like insurance processing charges) - covered.**
35. **The insurer should cover all medical consumables/diagnostic procedures without any exclusion.**
36. **No proportionate reduction of other expenses, as per admissible room rent per day, even if the patient is admitted in a higher ward. Electricity charges should be covered as part of the room rent even if the electricity charges are shown separately in the bill.**
37. **Any other facilities that would be extended for the policy without additional premium may also be stated.**
38. **Hospital discount if any allowed by the Hospital to the Insurance company shall be passed on the Insured person in reimbursement.**
39. If any additional terms and conditions are applicable, the same may be specified in the quote.
40. **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. The download of the Identity card also to be provided. The 5% of the Quote would be retained till the Identity cards are provided.
41. **Periodic meeting to be held in Institute campus atleast once in a month** between IISc and the TPA/Insurance company for review of cases/settlement of grievances of the

employees.

42. **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.
43. **Midterm addition:** Midterm additions should be included by the Insurer throughout the year of the policy without any time limits at the discretion of the Institute on payment of proportionate premium
44. **Reimbursement claim reporting/submitting period:** 60 days from date of discharge.
45. **Third Party Administrator (TPA) –** Selection of TPA is at the discretion of IISc, Bangalore. However, the insurance agency may give the references/recommendations for at least three TPAs, who are dependable for better services. In case of an in-house claim settlement process, the Insurer is required to assign his exclusive staff who will be placed in IISc and handle all the claims and service issues pertaining to Insurance.

(D) 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. **By signing this tender document, the bidder(Insurer) confirms that they are agreeing to the terms and conditions contained in this document and liable for penalties for violation. Further the Group Mediclaim Policy issued by the Insurer on award of contract shall be adhered to this document. If any clauses are contrary to this tender document in the Mediclaim Policy issued by the INSURER, the conditions mentioned herein are only applicable and binding on the Insurance company.(A declaration in this regard on stamp paper worth Rs. 200/- shall be submitted by the lowest bidder, before declaring them as L-1 and award of contract)**
3. Any claim for an **increase in premium rates during the policy period** on account of any reason whatsoever **will not be entertained.**
4. There is **no provision for foreclosure of the policy.**

5. The policy will have a free look out period of 15 days from the date of issuance
6. Third Party Administrator (TPA) – IISc prefers that the policy will be handled by the Insurance company directly. However, in case the Insurance is not able to provide services and suggest the TPA, the selection of TPA is at the discretion of IISc, Bangalore. However, the insurance agency may give the references/recommendations for at least three TPAs, who are dependable for better services.
7. There should be a dedicated helpline (24x7) from the TPA/Insurance company available and the contact details should be furnished after the finalization of the policy. The login ID for review of the claim to be made available immediately to the Institute. The portal with login id should have access to all the claim, rejection status and reasons of the rejections for every patient. The claim form is to be provisioned for reimbursement.
8. If there is any **reimbursement to the employees** by the TPA/Insurance Company, the same should **be paid to Staff/Pensioner within 15 days.**
9. The response time by the TPA at the time of admission should be maximum six hours.
10. The monthly meetings with the Institute shall be attended by the higher management at the Zonal level along with their medical team.
11. Reports including the claims of individuals and the details of settlement are to be furnished to the Institute on a monthly basis.
12. The policy is for a period of **ONE YEAR (From 01.08.2022 to 31.07.2023)** initially which can be extended on mutual agreement for further period of two years. We expect that the policy holder should continue to get the benefits of the policy for the entire duration of the policy from the date of enrolment of the employees even if the employee leaves the Institute in-between.
13. **Corrections:** The quotations must be **neatly typed**. The bidder must at test 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.
14. **Confidentiality:** The Insurance Company shall maintain strict confidentiality of all the tender information and data coming in the 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.

15. **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.
16. **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/sunder appropriate law.
17. **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.
18. 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.
19. The successful Bidder after placement of order is required to enter into an Service Level Agreement with IISc.
20. The quotations should be valid for a period of 60days from the date of Opening of bids.
21. Interested bidder may attend pre-bid meeting during the fixed schedule. Any kind of query pertaining to the tender will be entertained during this pre-bid meeting only.
22. Decision of IISc regarding evaluation of technical bids and the evaluation of financial bids will be final and binding. Any representation from bidders in this regard will not

be entertained.

23. 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.
24. Only IRDA approved Insurance Companies are eligible to submit the bids. An insurance company can submit only one quote. Quotes have to be submitted only by those Insurance Companies having their Office(Regional/Division/Branch/Zonal) at Bangalore (Karnataka, India) .
25. A copy of this tender document must be attached with the technical bid confirming that all the contents and terms & conditions of this tender document are acceptable to the bidder. In the absence of uploading duly signed copy of the tender document, the technical bid will be treated as non-responsive and liable for rejection.
26. 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. **IISc has absolute right to accept or reject any bid or offer at any stage.**
27. If a bidder has been given an order and later on it is found that its services are not satisfactory, then IISc has the absolute right to cancel/terminate the order and in such case ,the bidder has to refund back all the premium paid. The decision of IISc in this regard will be final and binding.
28. Any query regarding this tender will be entertained during pre-bid meetings only.
29. Any kinds of amendments for this tender will be part of this tender. Amendments, if any, will be published on the website of IISc (www.iisc.ac.in) only.
30. **Jurisdiction:** All matters pertaining to this shall be subject to the jurisdiction of the courts in Bengaluru only

REGISTRAR

ANNEXURE I**No.: IISc/HC/NIT/Group_Medical_Emp/2023-24****Date:****(for Information to the prospective bidders)****Details of Premium Paid and Claimed Amount for the Last Seven Years (Amount in Rs _____.)**

Year (1stAugust to 31stJuly)	Sum Insured (family floater)	Premium paid for Basic sum insured	Claimed amount against basic insuranc e	Premium paid for Top up coverage	Claimed amount against Top up	Total Premium paid	Total claims settled
2014-15	75000	20200000	21678312	6377150	8408073	26577150	30086385
2015-16	75000	22761038	22158267	7325347	11607238	30086385	33765505
2016-17	100000	23500000	25999916	9515302	10562894	33015302	36562810
2017-18	100000	27039335	31039602	11957740	15829082	38997075	46868684
2018-19	100000	28722280	28894828	14866980	18682653	43589260	47577481
2019-20	150,000	31468131	32147654	15746119	1 5567681	47214250	47715335
2020-21	500000	43009300	77601740	8080338	4871566	51089638	82473306
2021-22	500000	68754509	79808973	4958071	13064774	73712580	93503736
2022-23 (01 st August 2022 to 06 th June 2023)	500000	103558913	85918146	16669556	6710683	120228469	92628829

ANNEXUREII

No.:IISc/HC/NIT/Group _Medical _Emp/202324

Date:

Format for Technical Bid

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.	Registrationdetails(attachselfattestedcopiesofcertificates/ Registrations/Licenseetc.mandatorily)	
	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 Group Medical Coverage in the past three financial years. (A certificate from the organization to be enclosed)	
6.	Audited annual turnover of past three Financial years. Note: Attach Audit certified copy as proof. A certificate from Chartered Account for turnover under Health Insurance sector should be attached. In case the accounts for the financial year 2022-23 are under preparation, a certificate from the Chartered Accountant showing the tentative turnover for the year 2022-23 shall be enclosed.	2020-21: 2021-22: 2022-23:

DECLARATION

1. I have carefully read and understood all the terms and conditions of the tender and here by 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

(on the letter head of the bidder)

No.: IISc/HC/NIT/Group_Medical_Emp/2023-24

Date:

Format for Financial Bid (Sum Assured)

Providing group Mediclaim Policy for the period 01/08/2023 to 31/07/2024 as per the details of Insurance Scheme:

Sum insured per family (Extra floater Buffer sum)	Premium amount without GST	“Premium amount with GST
Rs. 500000/- (Rs.35lakhs)		

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

Signature with office seal and Date

Note:

1. Break up of premium(age band wise)to be furnished in additional sheets if any.
2. IISc reserves the right to choose any of the above options on opening the financial bids.

ANNEXURE IVA

(on the letter head of the bidder)

No.: IISc/HC/NIT/Group _Medical_ Emp/2023-24

Date:

**Format for Financial Bid (Top up/Additional Insurance over and above of
a base coverage of 5 Lakhs)**

**Top up/Additional Insurance Offer (to be submitted with the financial bid separately in CPPP
portal) – BOQ Is required to be filled in Sheet 1 and Sheet 2.**

Age band (if appl)	Rate of premium for Additional Coverage amount in Rs. (Inclusive of GST)											
	1 lakh	2 lakhs	3 lakhs	4 lakhs	5 lakhs	6 lakhs	7 lakhs	8 lakhs	9 lakhs	10 lakhs	15 lakhs	20 lakhs
0-35												
36-45												
46-55												
56-65												
66-75												
76-85												
86-95												
96and above										This cell must not exceed Rs. 60,000/-	(This cell must not exceed Rs. 70,000/-	(This cell must not exceed Rs. 80,000/-

Note:

- (i) The maximum premium value quoted in the matrix (Annexure-IV(A) for top-up insurance coverage with reference to the age group “ 96 and above” and for a coverage of Rs. 10,00,000 should not exceed Rs. 60,000/-, for a coverage of Rs. 15,00,000/- shall not exceed Rs. 70,000/- and for a coverage of Rs. 20,00,000/- (Rs. Twenty Lakh) should not exceed Rs. 80,000. All other values for the various age bands and premium value should be in proportion to the maximum value already specified. The maximum top up allowed as per the policy is Rs 20,00,000. All other

values for the various age bands and premium value should be in proportion to the maximum value already specified.

- (ii) The Annexure -IV(A) should be submitted in CPPP portal as BOQ in the financial bid.**

SIGNATURE AND SEAL

ANNEXURE V

Documents to be attached with the Technical Bid:-

- Pan Card and GST certificate of the Organization
- Proof of IRDA approval /registration and office at Bangalore.
- Proof of having done Annual health Insurance Business of Rs.50 crores or more premium in each of the past three financial year (viz., 2020-21,2021-22 and 2022-23). 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 turn over across various businesses.
- Experience certificates showing at least three years' experience in providing Health Insurance cover to 500 families or more under one group Health Scheme in each of the last three financial years (viz., 2020-21,2021-22 and 2022-23). A certificate from the competent authority of the organization for which the cover was provided has to be enclosed with the technical bid.
- A copy of this tender document must be attached with the technical bid confirming that all the contents, terms & conditions of this tender document are acceptable to the bidder. In the absence of duly signed copy of this tender document with the technical bid, the bid will be treated as non-responsive and hence liable for rejection.
- A dummy copy of Group Health Insurance policy with detailed terms and conditions
- By signing this tender document, the bidder (Insurer) confirms that they are agreeing to the terms and conditions contained in this document and liable for penalties for violation. Further the Group Mediclaim Policy issued by the Insurer on award of contract shall be adhered to this document. If any clauses are contrary to this tender document in the Mediclaim Policy issued by the INSURER, the conditions mentioned herein are only applicable and binding on the Insurance company. (A declaration in this regard on stamp paper worth Rs. 200/- shall be submitted by the lowest bidder, before declaring them as L-1 and award of contract).