



INDIAN INSTITUTE OF SCIENCE

BANGALORE – 560 012

GST: 29AAATI1501J2ZV

NIT No.: IISc/HC/NIT/Group_Medical_Emp/2019-20

Date: 04.07.2019

NOTICE INVITING TENDER

Subject: Notice Inviting Tender from IRDA approved Insurance Companies for Group Mediclaim (Family Floater) Insurance Policy for I.I.Sc. 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 H.R.D., 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 breakthroughs 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.

Sealed 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 01.08.2019 to 31.07.2020 under Group (Family floater) Mediclaim 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.2016-17, 2017-18, 2018-19) 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. 2016-17, 2017-18, 2018-19) for reputed organizations.
 4. Quotes have to be submitted only from / for those Insurance Companies having Office (Regional/Division/Branch/Zonal) at Bangalore (Karnataka, India).

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

1. Tenders are to be submitted under two-bid system. They should be in **four envelopes**: **First** envelope super-scribing '**Technical Bid**' should contain the terms & conditions of the tender duly signed and sealed on all pages and with all required supporting documents for the eligibility criteria (Annexure II). **Second** envelope super-scribing '**Financial Bid (Sum insured per family)**' should contain financial bid in the prescribed format in Annexure III duly filled-in, signed and sealed. **Third** envelope super-scribing '**Financial Bid (Top Coverage per family)**' should contain financial bid in the prescribed format in Annexure IV duly filled-in, signed and sealed. All these three envelopes are to be put in a bigger envelope (**Fourth** envelope) super-scribing as "**Tender for Group Mediclaim Policy 2019-20 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& time.
2. **Financial Bid** should contain the price bid as per the format enclosed in **Annexure III and Annexure IV** of this tender document.
3. Conditional Tenders are liable to be rejected.
4. Bids sent by Fax or e-mail or any other mode will not be considered.
5. **Commencement:** The Group Medical Policy will be effective from **01.08.2019 (First August 2019)**.
6. Tender must be dropped in the Tender Box kept at Health Centre, IISc, Bangalore - 560012 during office working days and office working hours only.

7. Schedules (Venue – Health Centre, I.I.Sc., Bangalore - 560012):

Event	Date & Time
Pre-bid meeting	10.07.2019 (Wednesday) at 4.00 p.m.
Last date for submission of Tender in sealed envelopes (to be dropped in the box at IISc)	19.07.2019 (Friday) up to 12:30 p.m.
Opening of the Technical Bid	19.07.2019 (Friday) at 2:30 p.m.
Opening of the financial bids of the successful bidders in technical bids	19.07.2019 (Friday) at 3.30 p.m.

8. Documents to be attached with the Technical Bid: -

- a) Proof of IRDA approval / registration and office at Bangalore.
 - b) Proof of having done Annual health Insurance Business of Rs.50 crores or more premium in each of the past three financial year (viz., 2016-17, 2017-18, 2018-19). Documentary proof in the form of audited statement of annual accounts (of the Insurer and not of the broker) is required to be submitted.
 - c) 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.
 - d) 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., 2016-17, 2017-18, 2018-19). A certificate from the competent authority of the organization for which the cover was provided has to be enclosed with the technical bid.
 - e) 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 duly signed copy of this tender document with the technical bid, the bid will be treated as non-responsive and hence liable for rejection.
9. All Tenders / communications should be addressed to “The Deputy Registrar (Administration), Health Centre, Indian Institute of Science, Bangalore – 560012” and must have reference number of this tender number. Interim queries will not be entertained.

(C) Details of the Insurance Scheme

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

<u>Sl. No.</u>	<u>Particulars</u>	<u>No. of Persons to be Insured (Approximate)</u>
1	Serving Employees	925
2.	Pensioners & Family Pensioners	1400
3.	Dependents (for Sl. No. 1 and 2)	3100
	TOTAL →	5425

02. (a) The cover for serving employees will be for self, spouse, dependent children and other dependent family members as per IISc rules (including parents/parents-in-law/brothers/sisters).

(b) The cover for pensioners will be for self and 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 few cases where the employee dies while in service, the dependents of the deceased will have to be covered.

03. Age bracket: 0 Year and above.

04. Basic Sum Insured / Corporate Buffer Sum Insured / Top Up: The Quote should be submitted in the Proforma in Annexure III / IV.

- Basic Floater sum to be insured per family:

Rs. 1,00,000/- (Rs. One Lakh), OR

Rs. 1,50,000/- (Rs. One Lakh & Fifty Thousand), OR

Rs. 2,00,000/- (Rs. Two Lakh)

(It will be decided at the time of the order placement. The Bidders have to provide option for all of the above in the financial bid)

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

- **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 (in a separate cover super-scribed “Top Up options” in the cover of financial bid) 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 and kept as financial bid (Top Up) cover. It may be noted that the selection of bidder (in both the technical bids and financial bids) will be done by IISc and 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 maximum premium value quoted in the matrix (Annexure-IV) for top-up insurance coverage with reference to the age group “96 and above” and for a coverage of Rs. 10,00,000/- (Rs. Ten Lakh) should not exceed Rs. 75,000/- (Rs. Seventy-Five Thousand). All other values for the various age bands and premium value should be in proportion to the maximum value already specified.**
- 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 i.e. including top-up (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. The current limits operated are Rs.1.50,000/- for critical illness and Rs.50,000/- for other cases.
- 08. Inclusion of pre-existing disease** without any waiting period.
- 09. Maternity benefit** extension without Nine months waiting period up to Rs. 50,000/- 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.

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- 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/-
 - h. Bronchoscopy
 - i. Mirena insertion
 - j. Yag Laser
 - k. Any biopsy for diagnostic and therapeutic purpose.
 - l. All cancer related chemotherapy drugs/injections including immunotherapy.
 - m. Stem cell therapy.
 - n. Biological treatments/medicines for rheumatoid arthritis
 - o. Circumcision without restriction
 - p. New approved therapies recognized by DGCA.
 - q. Holey including equipment and machine charges
 - r. Cystoscopy
 - s. Intra articular visco supplements for OA
 - t. Endoscopy both therapeutic and diagnostic
 - u. TAVI
 - v. Sleep apnoea and its complications
 - 17. Hospitalization/Injury arising out of acts of God** - 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.

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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., intimates TPA/Insurance company, in writing, cashless facility can be extended to the 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/submitting period:** 45 days from date of discharge.

32. Third Party Administrator (TPA) – Selection of TPA is at 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.

(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.** 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.** The policy is for a period of **ONE YEAR** initially which can be extended on mutual agreement for further period of two years.
- 9. Corrections:** The quotations must be **neatly typed**. 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. 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.

- 11. 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.
- 12. 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.
- 13. 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.
- 14. 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.
- 15.** 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.
- 16.** The quotations should be valid for a period of 60 days from the date of Tender Opening.
- 17.** 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.

18. Decision of IISc regarding evaluation of technical bids and evaluation of financial bids will be final and binding. Any representation from bidders in this regard will not be entertained.
19. 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.
20. Quotation can be submitted either directly by the Insurance company or through their authorized IRDA approved broker. But one insurance company can submit only one quote. Also one broker can submit only one quote. Both the insurance company and broker cannot submit multiple quotes. Quotes have to be submitted only from / for those Insurance Companies having Office (Regional/Division/Branch/Zonal) at Bangalore (Karnataka, India).
21. 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 duly sealed and signed copy of the tender document, the technical bid will be treated as non-responsive and liable for rejection.
22. 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.**
23. If a bidder has been given order and later on it is found that its services are not satisfactory, then IISc has absolute right to cancel / terminate the order and in such case, the bidder has to refund back all the premium paid. Decision of IISc in this regard will be final and binding.
24. Any query regarding this tender will be entertained during pre-bid meeting only.
25. 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.
26. **Jurisdiction:** All matters pertaining to this shall be subject to the jurisdiction of the courts in Bangalore only.

Registrar, I.I.Sc., Bangalore.

ANNEXURE I**No.: IISc/HC/NIT/Group_Medical_Emp/2019-20****Date: 01.07.2019****(for Information to the prospective bidders)****Details of Premium Paid and Claimed Amount for the Last Five Years (Amount in Rs.)**

Year (1st August to 31st July)	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
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 (up to 6 th June 2019)	100000	28722280	25358848	14866980	14895202	43589260	40254050

ANNEXURE II**No.: IISc/HC/NIT/Group_Medical_Emp/2019-20****Date: 01.07.2019****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.	Registration details (attach self attested copies of certificates / Registrations/License etc. 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.	2016-17: 2017-18: 2018-19:

DECLARATION

- I have carefully read and understood all the terms and conditions of the tender and hereby accept the same.
- 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/2019-20****Date: 01.07.2019****Format for Financial Bid (Sum Assured)**

Providing group Mediclaim Policy for the period 01/08/2019 to 31/07/2020 as per the details of Insurance Scheme:

Sum insured per family (Extra floater buffer sum)	Premium amount	GST amount	tax	Total In Figures	Total In Words
Rs. 1,00,000/- (Rs. 35 lakhs)					
Rs. 1,50,000/- (Rs. 35 lakhs)					
Rs. 2,00,000/- (Rs. 35 lakhs)					

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, if any.

ANNEXURE IV**(on the letter head of the bidder)****No.: IISc/HC/NIT/Group_Medical_Emp/2019-20****Date: 01.07.2019****Format for Financial Bid (Top up/Additional Insurance)****Top up/Additional Insurance Offer (to be submitted with the financial bid in a separate sealed envelope only).**

Rate of premium for Additional Coverage amount in Rs. (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										
96 and above										(This cell must not exceed Rs. 75,000/-)

Note:

- (i) **The maximum premium value quoted in the matrix (Annexure-IV) for top-up insurance coverage with reference to the age group “96 and above” and for a coverage of Rs. 10,00,000/- (Rs. Ten Lakh) should not exceed Rs. 75,000/- (Rs. Seventy Five Thousand). All other values for the various age bands and premium value should be in proportion to the maximum value already specified.**
- (ii) **This annexure should be submitted in a separate sealed envelope with the financial bid.**

Signature and seal: