



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***



IREL (India) Limited

(CIN- U15100MH1950GOI008187)

(A Govt. of India Undertaking – Dept. of Atomic Energy)

Plot No. 1207, Veer Savarkar Marg,

Near Siddhi Vinayak Temple,

Prabhadevi, Mumbai- 400028. Website: <http://irel.co.in>



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

INDEX

Sr. No.	DESCRIPTION	SECTION	PAGE NOS.
TECHNICAL BID			
1	NOTICE INVITING TENDER	SECTION-1	3 to 4
2	SUMMARY	SECTION-2	5 to 6
3	GENERAL INSTRUCTIONS TO BIDDERS	SECTION-3	7 to 18
4	SPECIAL CONDITIONS TO BIDDERS	SECTION-4	19
5	POLICY OVERVIEW	SECTION-5	20 to 32
6	CLAIMS ADMINSTATION UNDER THE POLICY	SECTION-6	33 to 36
7	FORMS & ANNEXURES	SECTION -7	37 to 48
PRICE BID			
8	COMMERCIAL BIDS	SECTION-8	49 to 50
9	DAY CARE PROCEDURES	SECTION-9	51 to 54



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-1
NOTICE INVITING TENDER

- I. IREL India Ltd. (in short “IREL”) invites e-tender in two parts bid system (Technical and Commercial Bid) for selection of Insurance Company towards Group Medclaim Policy for Retired Employees towards Day care & Hospitalisation . Part 1 – Technical Bid, involves qualifications of interested parties in accordance with those stipulated in the tender and Part 2 – Commercial Bid, is the ”Price Offer”.
- II. The evaluation will be based on LCS (Least Cost System) and work will be awarded to the lowest Bidder (L1).
- III. The above RFP will be valid for a period of 60 days from last date of submission of RFP.
- IV. RFP which do not fulfil all or any of IREL’s terms & conditions and/or incomplete in any respect are liable to be rejected. Any discrepancies, omission, ambiguities in the RFP format may be brought to the notice of IREL officials during Pre-Bid meeting to get necessary clarifications in the matter. IREL shall not be responsible if any discrepancies, omission, ambiguities in the RFP format or any doubts are brought to the notice of IREL after pre-bid meeting. Queries may be sent on e-mail id purchase-ho@irel.co.in and Ekta.Doshi@marsh.com; Tilak.Singh@marsh.com; Alok.Shukla@marsh.com; Parag.S.Sarode@marsh.com; Jovita.Katiyare@marsh.com on or before on the scheduled date as mentioned in SECTION-2.
- V. Pre-bid meeting will be on the scheduled date as mentioned in SECTION-2.
- VI. The RFP (Technical Bid) duly completed in all respects giving all required information is required to be submitted online on GEM portal on or before on the scheduled date as mentioned in SECTION-2.
- VII. **Process for evaluation of RFP;**
 - I. Initially technical bids will be opened on the scheduled date as mentioned in SECTION-2. In case of any variations / conditions / deviations stipulated by the Bidders in their technical bid, the same will not be accepted by IREL. Commercial Bids of Bidders who fail to comply with the terms and conditions of the technical bid will not be opened. IREL will not accept any conditional RFP.
 - II. The commercial bids of the above RFP will be opened on a stipulated date. Evaluation of lowest rate should be done on lowest premium basis.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- VIII. IREL reserves the right to accept/reject any RFP or to annul the bidding process at any time prior to award of the contract, without assigning any reason thereof or without incurring any liability to the affected Bidder (s) or any obligation to inform the affected Bidder(s) of the grounds of IREL's action. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.

For any clarification the applicants may contact at telephone Nos:- **022-24211630 (extn 266)**

Mumbai

S/d

Date: 7th February 2024.

DGM- Technical (I/c Purchase)



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-2

REQUEST FOR PROPOSAL (RFP) SUMMARY:-

1.	Name of Work	<i>Selection of Insurance Company for Group Medclaim Policies for Retired Employees & Dependent spouse for the Financial Year 2024-25</i>
2	RFP Shall remain valid for	60 days from the date of opening of RFP
3	Payment terms	Premium payment in advance.
4	Availability of RFP Documents	RFP Document to be sent to pre-qualified Insurance Companies on registered email ids.
5	RFP Document float Date	8th February 2024 Bid is available at website Gem Portal link www.gem.gov.in and https://www.irel.co.in The bids are to be submitted online in Gem Portal
6	Query submission for Pre-bid Meeting	13th February 2024, 1500 Hrs
7	Pre Bid Meeting	15th February 2024, 1500 Hrs (Meeting will be held at IREL's Corporate Office, Prabhadevi)
8	Response to Pre Bid Queries/ Clarifications	16th February 2024, 1600 Hrs
9	Last date and time of submission of RFP documents	29th February 2024, 1500 Hrs
10	Date & time of opening of Technical bid	29th February 2024, 1530 Hrs
11	Validity of offer	60 days from the last date of submission of RFP viz. 29th February 2024



**Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

12	Contact Details	<p>DGM-Tech & I/C purchase)</p> <p>IREL (India) Limited</p> <p>Plot No. 1207, V.S.Marg, ECIL Building, Opp. Siddhi Vinayak Temple, Prabhadevi, Mumbai-400 028</p> <p>Email: purchase-ho@irel.co.in</p> <p>022-24211630 (Extn 266)</p>
13	Marsh Insurance Broker Contact Details	<p>Ms. Ekta Doshi – Assistant Vice President (Placements) Ekta.Doshi@marsh.com +91 9152020484</p> <p>Mr. Tilak Singh – Vice President (Placements) Tilak.Singh@marsh.com +91 7506706151</p> <p>Mr. Alok Shukla – Executive Vice President (Corporate Segment) Alok.Shukla@marsh.com +91 7045026905</p> <p>Mr. Parag Sarode – Senior Relationship Manager (Corporate Segment) Parag.S.Sarode@marsh.com +91 8657561531</p> <p>Ms. Jovita Katiyare – Executive Vice President (Sales) Jovita.Katiyare@marsh.com +91 7045781769</p>



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-3

GENERAL INSTRUCTIONS TO BIDDERS

1. BACKGROUND :-

IREL (India) Limited (the “IREL”), a Mini-Ratna Category-I company, is a public sector enterprise of the Government of India under the administrative control of the Department of Atomic Energy. The company is engaged in mining and separation of atomic minerals and produces different rare earth compounds. The operating units of the company are located at Chavara, Kerala; Manavalakurichi, Tamil Nadu; Chatrapur, Odisha, Bhopal (Madhya Pradesh), Visakhapatnam (Andhra Pradesh) and Aluva, Kerala. The corporate office is located at Mumbai. IREL is an ISO 9001:2015, ISO 14001:2015 & OHSAS 45001 certified company.

2. PURPOSE OF THIS RFP :-

IREL, as part of Post Retirement Medclaim Scheme (PRMS) for its retired employees & their dependent spouses, currently has two health insurance policies operating on a Pan-India basis which are (i) Group Medclaim Insurance policy (Base GMP) and (ii) Group Top-Up Insurance Policy (GTUP) on a family floater Sum Insured (FFSI) basis. Both policies are due for renewal on 31.03.2024. IREL, vide this tender, is inviting bids from renewal of the aforesaid policies from IRDA Licensed General Insurance Companies operating in India for the period 1.04.2024 to 31.03.2025 under two bid-systems viz. Technical bid and Commercial bid. The commercial bid of only qualified bidders of technical bids will be opened for comparison of premium.

DUE DILIGENCE :-

The Bidders are expected to examine all instructions, forms, terms and specifications in this RFP and study the Bid Document carefully. The Bids shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. Each Bidder should, at its own costs without any right to claim reimbursement, conduct its own investigations, analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever felt necessary obtain independent advice. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect shall be at the Bidder's own risk and may result in rejection of the Bid and for which IREL shall not be held responsible. Any decision taken by IREL as to completeness of the Bid and/or rejection



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

of any / all Bid(s) shall be final, conclusive and binding upon the Bidder(s) and shall not be question / challenged by the Bidder(s).

3. Pre-qualification (PQ) criteria for the Insurance Companies who are eligible for bidding

Sl. No	Pre-qualification Criteria	Document required (as applicable)
1	The bidder should have been in operation in Indian Insurance Market for a period of at least 10 years ending 31 st March 2023 and should have valid IRDAI License on the date of submission of bids.	IRDAI license to be to be provided by bidders
2	The bidder should have underwriting experience of (single policy) Employees' Group Mediciam policy of a Public Sector / Central Government / State Government/ Private organisations client during the last 5 years ending FY 2022-23 having minimum lives not less than 2,000 lives	Name of the Client, total number of lives covered to be confirmed. Policy copies to be submitted with year marking
3	Bidder should have underwritten health insurance premium of not less than Rs. 2,000 Crores during FY 2022-23.	Relevant audited statement to be submitted as proof. (self-attested)

Note: The bidders are required to submit adequate documentary proof along with their bids in support of above PQ criteria.

4. PAYMENT TERMS :-

The premium payment of policy will be made in the advance during starting of policy. GST will be paid extra on actuals/ as applicable.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

5. PROCEDURE FOR SUBMISSION OF BIDS :-

- A. Part I - The Technical Bid comprising of Annexures – 1, 2, 3, 4, 5, 6, 7 are to be submitted online.
- a. A copy of tender document duly signed and stamped on each page as a token of acceptance of all terms and conditions.
 - b. Documentary evidence on proof of fulfilling Pre-Qualification Criteria as desired in Pre-qualification criteria.
 - c. Technical bid (Annexures – 1, 2, 3, 4, 5, 6, 7) details mentioned in the table below) duly filled and signed by authorized signatories of the bidders.
- B. Part II – Commercial Bid Format (Annexure – 8(i) & 8(ii)) duly filled and signed by authorized signatory are to be uploaded online in compatible format of the GEM portal. The price should not be indicated in Part – I (Technical) bid otherwise the bid is liable to be rejected.

Annexures	Details
1	Bidder Details
2	No Deviation Certificate
3	Category wise Demography
4	Claim details for Past 3 years
5	Pre-Contract Integrity Pact
6	Ethics in Tendering
7	Power of Attorney
8(i)	Commercial Bid - Premium
8(ii)	Commercial Bid - Unit Price

- C. The bidders have to confirm and agree each and every points of Technical Bid in affirmative to be a qualified bidder. Any deviation and/or imposition of any condition /counter offer etc. will render the quotation invalid as ‘Disqualified bidder’. The Commercial Bid of the disqualified bidder will not be opened by IREL.
- D. Before bidding, the Bidders are requested to carefully examine the Bid Documents and the terms and conditions of the contract thereof, and if there appears to be any ambiguity, gap(s) and/or discrepancy between any of the Bid Documents they should forthwith refer the matter to IREL & Marsh Insurance Broker for necessary clarifications and / or confirmation.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- E. The Bidders shall complete in all respects, form(s) annexed to the Bid Documents, quote the prices, furnish the information called for therein, and sign with date and stamp each of the documents in the relevant space provided therein for the purpose. **The Bidders shall seal & signed each page of the Bid Documents and upload in the GeM portal.**
- F. The Bid shall be signed by an authorized person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the Bid shall be signed by the duly authorized officers and supported by requisite internal corporate authorizations.
- G. The Bid shall contain the full name, address, telephone no.(mobile no and landline), fax no. and E-mail ID, if any, of the Bidder for facilitating communications including notices to be given to the Bidder in connection with the Bid.
- H. The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and strictly confidential.
- I. The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and IREL and supporting documents and printed literature shall be in English.
- J. The Bidder shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any Bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, shall be rejected. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.
- K. IREL is not bound to accept the lowest or any Bid and has the right to reject any Bid without assigning any reason whatsoever. IREL also reserves the right to re-issue/re-commence the Bid/bid process. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.
- L. The Bidder is expected to examine and follow all instructions, forms and terms & conditions of the Bid Document. Failure to furnish complete information in all respects required by the Bid Document or submission of a Bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid by IREL . Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.
- M. IREL reserves the sole right to itself for including any addendum to this entire bid process. The Bidders shall not claim as a right for requiring IREL to do the aforesaid.
- N. Each page should be stamped and initialed by authorized signatory.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- O. All Schedules, Formats and Annexure should be stamped and signed by the authorized signatory of the Bidder.
- P. The Technical Bid should be complete in all respects and contain all information asked for, except prices. The Technical bid should not contain any price information. The Technical Bid should be complete and submitted in the specified format online via the GEM portal.
- Q. The Commercial Bid should be submitted on GEM portal only.
- R. Related parties should not quote for the tender separately, if it is noticed that the related parties have submitted separate quotation, IREL reserves the right to reject the same.
- S. Only one bid will be accepted from one Insurance Company, in case of multiple bids from the same insurance company, all bids shall be rejected, resulting in the disqualification of the bidder.
- T. The Bidder shall ensure that the Selection for Insurance Company for Group Mediciam Policy for Retired Employees towards Day Care and Hospitalization shall be available for a minimum period of one year.

6. CLARIFICATION OF BID DOCUMENT

- A. Any prospective Bidder requiring clarification of the Bid Document may notify IREL & Marsh Insurance Broker in writing at the email ids mentioned below.

IREL mail ids (TO)	Purchase-ho@irel.co.in rpjha@irel.co.in
Marsh mail ids (CC)	Ekta.Doshi@marsh.com Tilak.Singh@marsh.com Alok.Shukla@marsh.com Parag.S.Sarode@marsh.com Jovita.Katiyare@marsh.com

IREL & Marsh Insurance Broker will respond in writing, to any request for clarification of the Bid Document, received not later than the dates prescribed in RFP Summary. IREL's response will be given through e-mail only.

- B. It may be noted that notice regarding corrigenda, addenda, amendments, time-extensions, clarifications, response to Bidders' queries etc., if any to RFP document, will not be published through any advertisement in newspapers or any other media. Prospective Bidders will get the revert through Marsh Insurance Broker e-mail id and the e-tender GEM portal.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

7. LANGUAGE OF BIDS :-

The Bids prepared by the Bidder and all correspondence and documents relating to the Bid exchanged by the Bidder and IREL, shall be written in the English language only.

8. BID PRICES:-

- a. The bidder needs to indicate the premium and GST separately for each policy i.e. GMP & GTUP along with Corporate Buffer against the respective Annexure-8(i) as per Price break up (excel format provided in Price bid). However, the rates to be offered against Annexure-8(ii) inclusive of GST.
- b. Selection shall be done on overall lowest cost basis. The total premium of all policies in aggregate (A+B+C) inclusive of GST shall be the basis of price bid comparison.
- c. Any points not covered or details not given by the bidder will render the bid invalid.
- d. The Price Bid (BoQ) should be uploaded online. **No physical copy of price bid is to be submitted along with the technical bid (Part I), otherwise bid will be considered void.**
- e. Un-priced price Bid format duly signed is to be submitted confirming that the bidder has quoted for all the items as per the prescribed format.

The bid should comply with the terms as specified in the tender and Annexure(s). Any bidder submitting deviation/alteration and/or counter/ alternate offer/quote, such bids shall be summarily rejected.

9. PERIOD OF VALIDITY OF BIDS:-

Bids should be valid for 60 (Sixty) days from the last date for submission. A Bid valid for a shorter period may be rejected by IREL as non-responsive. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder. The validity period is required to hold the prices till the selection of the Bidder for entering into a contract. In exceptional circumstances, IREL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be published on the GEM portal and via registered email ids. A Bidder granting the request will not be permitted to modify its Bid. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.

10. FORMAT AND SIGNING OF BID :-

The Bidder shall submit only online via the GEM portal. Documents should be stamped and signed by authorized signatory.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

11. LAST DATE FOR RECEIPT OF BIDS :-

The Bidder shall submit only online via the GEM portal as per the timeline published in the tender.

12. OPENING OF BIDS :-

Opening of Technical Bids: IREL will open the Technical Bids of participating Bidders, electronically on the GEM Portal

Bids not considered for evaluation: Bids that are rejected in the technical evaluation shall not be considered for further evaluation, irrespective of the circumstances.

Opening of Commercial Bids: Commercial Bids of technically qualified Bidders only, as decided by IREL, shall be opened.

CLARIFICATIONS: -

When deemed necessary, IREL may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid submitted or price quoted.

13. EVALUATION AND COMPARISON OF BIDS:-

Preliminary check

- a. The RFP document will not be construed as any contract or arrangement which may result from the issue of this RFP document, or any investigation or review carried out by any Bidder. The Bidder acknowledges by submitting their response to this RFP document that it has not relied on any information, representation, or warranty given in this RFP document.
- b. IREL will examine the Bids to determine whether they are complete, whether any computational/arithmetical errors have been made, whether the Bid Documents have been properly signed, and whether the Bids are generally in order.
- c. A Bid determined as not substantially responsive will be rejected by IREL and may not subsequently be made responsive by the Bidder by correction of the non-conformity. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.
- d. IREL may waive any minor infirmity or nonconformity or irregularity in a Bid, which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Bidder.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

Technical Bid Evaluation: -

Screening committee constituted by IREL and Marsh Insurance Brokers for the purpose of selection of the successful Bidder, would evaluate Bids. The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation, of the Bidders will be done. In the second stage, the Commercial Bids would be evaluated.

Each Bidder acknowledges and accepts that IREL may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of Bidder, not limited to those selection criteria set out in this RFP document. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.

There shall not be any information or indication regarding commercials / cost in the Technical Bid. The same will lead to disqualification of the bidders.

Commercial Evaluation

1. Commercial Bid will be opened only if the Technical Bid is cleared and accepted.
2. L1 vendor will be arrived on the basis of lowest amount quote (L1). IREL reserves the right to negotiate the price with the finally Successful Bidder before awarding the contract. IREL's decision in respect of evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained.

14. IREL'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

IREL reserves the right to accept / reject any bid and to annul the Bid process at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for IREL 's action. Any decision in this regard by IREL shall be final, conclusive and binding on the Bidder.

15. ACCEPTANCE OF BID

Prior to the expiration of the period of Bid validity, IREL will notify the Successful Bidder in writing, that its bid has been accepted.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

16. SIGNING OF CONTRACT

After IREL notifies the Successful Bidder that its bid has been accepted; the Bidder should sign the Contract and complete the execution of all other legal documents within 15 days of the acceptance of PO / LOI. The Service Level Agreement/ Contract form and all other documents would be signed at Mumbai only (Refer Section-5) within 15 days of receipt of notification of award of contract. Payment of stamp duty would be as per laws applicable in the State of Maharashtra. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. IREL shall not be responsible or liable for reimbursing / compensating these costs and expenses.

17. STANDARD OF PERFORMANCE

The Successful Bidder shall carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional standards and shall observe sound management, technical practices. It shall employ appropriate advanced technology, procedures and methods. The Successful Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to IREL and shall, at all times, support and safeguard IREL's legitimate interests in any dealing with third parties.

18. DISPUTE RESOLUTION

The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Contract in the following manner:

- a. The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within ten (10) days of receipt of the notice.
- b. The matter will be referred for negotiation between nominated official(s) of IREL and Authorized representative(s) of the Insurance Company. The matter shall then be resolved by them and the agreed course of action documented within a further period of thirty (30) days.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within thirty (30) days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one (1) arbitrator each and the two (2) arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The provision under this section survives the contract.

19. ADDRESSES FOR NOTICES

All notices, requests, consents, waivers or other communication required or permitted hereunder shall be in writing and shall be deemed properly served: (i) if delivered by hand and received by an authorized employee or officer of the Party, (ii) upon receipt of confirmation receipt when sent by facsimile; or (iii) 14 (fourteen) days after the date of dispatch by certified or registered mail, postage prepaid, return receipt requested; (iv) when sent by electronic mail. All notices and other communication shall be addressed as follows:

DGM Technical (Purchase)
IREL (India) Limited
Plot No. 1207, V.S.Marg, ECIL Building,
Opp. Siddhi Vinayak Temple, Prabhadevi,
Mumbai-400 028

A party may change its address and/or addressee for notification purposes at any time during the term hereof by giving the other Party written notice in accordance with the terms hereof and the date on which such change will become effective.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

20. SUCCESSFUL BIDDER'S INTEGRITY

The Successful Bidder is responsible for and obliged to conduct all contracted activities strictly in accordance with Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

21. The Bidder, irrespective of its participation in the Bid process, shall treat the details of the Bid Documents as secret and confidential at all times.

22. No alterations/modifications or changes to entries in the online Bid Documents shall be entertained.

23. Evaluation of Commercial Bids

The last date for submission of offer online is on the scheduled date as mentioned in SECTION-2.

Part-I (Technical bid) shall be opened on the scheduled date as mentioned in SECTION-2.

Encl.: Annexure 1, 2, 3, 4, 5, 6, 7

Part-II (Commercial bid) shall be opened at a later date after evaluation and bidders will be intimated through GeM.

Encl.: Annexure 8(i), 8(ii)

Annexures	Details
1	Bidder Details
2	No Deviation Certificate
3	Category wise Demography
4	Claim details for Past 3 years
5	Pre-Contract Integrity Pact
6	Ethics in Tendering
7	Power of Attorney
8(i)	Commercial Bid - Premium
8(ii)	Commercial Bid - Unit Price

Gross premium quotation of only the qualified bidders of Technical Bids will be considered for evaluation. The basis of evaluation for determination of L-1 bidder shall be as stated below:

The bidder should note that premium of (A) Group Mediciam Insurance Policy (GMP Policy), (B) Group Top Up (GTUP) and (C) Premium for Corporate Buffer, (A) + (B)+ (C) inclusive of GST will be aggregated to arrive at the lowest bidder. The bidders are required to submit their Gross Quote considering all loading and discounts including Goods and Service Tax (GST) as per the Format of Price-Bid Annexure-8(i) as attached.



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

24. Main Features of the Group Mediciam Policy (GMP) & GROUP TOP UP (GTUP) Policies

Retired Employees and their Dependent Spouses:

The Health Insurance Scheme of Retired Employees will cover Self and /or Spouse of the Retired /Voluntary Retirement / Expired Employees.

Surviving spouse of Retired/ Voluntary Retirement / Expired Employees will be continued to be covered till Lifetime.

- 25.** Further, an additional Family Floater Sum insured (FFSI) under Group Top Up (GTUP) cover for all its retired employees in respective categories i.e. I, II, III & IV on family floater basis over and above the Group Mediciam Policy (GMP). The Category-wise FFSI are as follows.

Category Wise Family Floater Sum Insured (FFSI) Break-Up

Category	Level/ Grade	Revised Base GMP FFSI (Rs. Lakhs) (a)	Revised GTUP FFSI (Rs. Lakhs) (b)	**Aggregated FFSI (Rs. Lakhs) (a + b)
I	Non-Executives and staff covered under the Long-Term Settlements	2.25	2.25	4.50
II	Executives at E0 To E5 & Non-Unionised Supervisor (NUS)	3.00	3.00	6.00
III	Executives at E6 To E8	5.25	5.25	10.50
IV	Functional Directors / CMD	7.50	7.50	15.00

** First Base GMP will be utilized and fully exhausted; thereafter GTUP will be utilized.

- 26.** For details of numbers of retired employees to be covered including spouse, bidders may kindly refer Demography (**Annexure-3**) as attached. The said 'Demography' also contains the category-wise number of families / family-size etc. of the above four categories to be covered under the renewal policy of 2024-25.
- 27.** Besides, the employees who will be retiring during the currency of the renewal policy of FY 2024-25 will also be covered vide mid-term inclusions from time to time. Information of such retirements will be intimated to Insurer, Marsh Insurance Broker & appointed TPA under both policies prior to the month of retirement including earlier left out retirees, if any, under the policies.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-4

SPECIAL CONDITION TO BIDDERS

1. List of Additions and Deletions of Members would be declared before the 15th of the subsequent month.
2. The policy will remain in force for the entire policy period. The insurance company will not cancel the policy mid-way till its expiry.
3. The monthly MIS on the last day of the month to be as per requirement and should be submitted to IREL before 10th of every month.
4. All other terms and conditions of the policy will be as per the policy wordings of the Company and in conformity with IRDAI Guidelines. Please note that any other terms and conditions whether implicitly or explicitly stated in any of your responses will be ignored. Any other change/ modifications/ amendments etc., if desired, in the terms & conditions governing the policy may be agreed upon with the mutual consent of IREL and the Insurance Company.
5. Please note that IREL reserves the right to reject one or all of the RFP received in this connection without assigning any reason.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-5

POLICY OVERVIEW

IREL requires a Group Medclaim Base policy for retired Employees towards Day care and Hospitalization.

Background

Group Medclaim Insurance Scheme for IREL retirees is due for renewal w.e.f. 1st April 2024. The Coverage & Premium Details for each sum insured Band that is offered, is mentioned below for your referral.

MEDI-CLAIM INSURANCE POLICY COVERAGES FY 2024-25

<u>RFO for Group Medclaim and Top-Up Policy for Retired Employees - IREL India Ltd</u>		
Policy Conditions	Existing Terms	Revised Terms
Policy Type	Group Medclaim Policy for Retired Employees (Floater)	
Name of the Insured	IREL (India) Ltd	
Insured Address	Plot No. 1207, V.S.Marg, ECIL Building, Opp. Siddhi Vinayak Temple, Prabhadevi, Mumbai-400 028	
Policy Period	1 st April 2024 to 31 st March 2025	
Sum Insured		
Non-Executives and staff covered under the Long Term Settlements	INR 150,000 (Base) + INR 150,000 (Top up)	INR 225,000 (Base) + INR 225,000 (Top up)
Executives at E0 To E5 & Non-Unionised Supervisor (NUS)	INR 200,000 (Base) + INR 200,000 (Top up)	INR 300,000 (Base) + INR 300,000 (Top up)
Executives at E6 To E8	INR 350,000 (Base) + INR 350,000 (Top up)	INR 525,000 (Base) + INR 525,000 (Top up)
Functional Directors / CMD	INR 500,000 (Base) + INR 500,000 (Top up)	INR 750,000 (Base) + INR 750,000 (Top up)
Age Limit	Lifetime Cover	
TPA	Vidal Health TPA	To be decided



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

Coverage / Terms & Conditions			
1	<u>Hospital charges for:</u>		
	Operating theatre, OT Consumables and Recovery Room.	Covered without any Capping up to a Sum Insured Limit	Covered without any Capping up to a Sum Insured Limit
	Prescribed medicines, drugs and dressings for in-patient.		
	Expenses incurred during the Pre-hospitalization and Post-hospitalization period will be covered for 30 days prior to hospitalization and 60 days after discharge respectively.		
	Hospitalization Expenses incurred in connection with accident are covered.		
2	Family Definition (serving employee dependant) etc.	The Health Insurance Scheme of Retired Employees will cover Self and /or Spouse of the Retired /Voluntary Retirement / Expired Employees. Surviving spouse of Retired/ Voluntary Retirement / Expired Employees will be continued to be covered till Lifetime.	The Health Insurance Scheme of Retired Employees will cover Self and /or Spouse of the Retired /Voluntary Retirement / Expired Employees. Surviving spouse of Retired/ Voluntary Retirement / Expired Employees will be continued to be covered till Lifetime.
3	Co Pay	No Copay	No Copay
4	Pre-existing illness for exiting as well as new Retirees from Day of retirement.	Covered with all waiting period waived off	Covered with all waiting period waived off
5	Waiver of 30 days exclusion.		
6	Waiver of first, second and fourth year exclusion		
7	All diseases and ailments are covered under the policy without any waiting period.		



**Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

8	Congenital Diseases:	Internal Disease covered and External is covered only in life threatening situation	Internal Disease covered and External is covered only in life threatening situation
9	Treatment of Congenital Internal / External Diseases /to be covered.		
10	Surgeons' - Surgeon / Team of Surgeons / Assistant Surgeon and Anaesthetist's Fees in case of Hospitalization is covered	Covered	Covered
11	Specialist Physician's Fees: This benefit is paid in full for regular visits by a specialist physician during stays in the hospital including intensive care by a specialist physician for as long as is required by medical necessity.	Covered	Covered
12	Surgical Procedures in case of Hospitalization is covered	Covered	Covered
13	Radiology and Pathology in case of Hospitalization is covered	Covered	Covered
14	Alternative systems of treatments other than treatment under Allopathy or modern medicine shall include Ayurveda, Unani, Siddha, Naturopathy and Homeopathy in the Indian context, for Hospitalization.	As per standard definition of insurer	Covered in a government hospital or in any institute recognized by government and/or accredited by QCI or NABH in line with IRDAI guidelines The limit shall be upto 25% of Family Base Sum Insured.
15	Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to the insured.	As per standard definition of insurer	Covered



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

16	Ambulance Charges	Maximum of Rs 2,500/- per call	Ambulance charges are payable up to Rs. 5,000/- per trip to hospital and / or transfer to another hospital or transfer from hospital to home if medically advised.
17	During hospitalization, charges for Surgeon, Anesthesia, blood, Oxygen, Operation theatre charges, Surgical Appliances, Resident medical officer (RMO), Medicines, and Drugs, Diagnostic material, X-ray, Dialysis, Chemotherapy, Radiotherapy, Cost of pace maker, Cost of artificial limbs, and cost of organs and similar expenses are reimbursable.	Covered	Covered
18	Chemotherapy including Adjuvant Chemo / Immune modular hormonal therapy monoclonal antibodies and / or Chemo in any form like OPD, day care, oral or through injection.	Covered under daycare	Covered
19	Medical Practitioner & Consultants in case of Hospitalization is covered	Covered	Covered



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

20	Advance Medical Treatment like Stemcell / Robotic Surgery / Cyber knife/Psychiatric treatment and other such Modern Treatment Methods/Procedures	Modern Treatment not covered	Cover modern treatment (details given below) methods- 1. Uterine Artery Embolization and HIFU 2. Balloon Sinuplasty 3. Deep Brain Stimulation 4. Oral Chemotherapy 5. Immunotherapy - monoclonal antibody to be given as injection 6. Intra vitreal injections 7. Robotic surgeries 8. Stereotactic radio surgeries 9. Bronchical Thermoplasty 10. Vaporization of the prostate (Green laser treatment or holmium laser treatment) 11. IONM (Intra Operative Neuro Monitoring) 12. Stem cell therapy 13. External Counter Pulsation (ECP/EECP) 14. Treatment for osteoporosis via injection (Romosozumab (Evenity), Denosumab injection)- The sub-limit shall be upto 50% of GMP SL.
21	Lasik Surgery for +/- 7.5	As per standard definition of insurer	Covered
22	Physiotherapy within post hospitalisation up to 60 days	Not covered	Covered
23	Fracture on OPD basis	Not Covered	Treatment of fracture on OPD basis limited to INR 20,000 per case



**Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

24	Psychiatric treatment or mental illness	Not Covered	Treatment of mental illness, stress or psychological disorders, psychosomatic disorders and neurodegenerative disorders undertaken at a Hospital categorized as Mental Health Establishment or at a Hospital with a specific department for Mental Illness, under a Medical Practitioner qualified as Mental Health Professional. This should include the following: i. Mental disorders due to known physiological conditions ii. Mental and behavioural disorders due to psychoactive substance use iii. Schizophrenia, schizotypal, delusional, and other non-mood psychotic disorders iv. Disorders of adult personality and behaviour Intellectual disabilities
	Day Care Benefits		
25	Expenses on Hospitalization for less than a day are admissible. However, 24 hrs hospitalization limit will not applied in case of stay in hospital of less than a day for those ailments listed as per Standard Annexure. Note: The above Day Care list is not exhaustive. L-1 qualified bidder to submit its current Day Care list	Covered as mentioned in the policy copy	Covered as per day care list of insurers – Day Care Procedures attached



**Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

26	If the surgery is undertaken under General or Local Anaesthesia in a hospital / day care centre in less than a day because of technological advancement and which would have otherwise required hospitalization of more than a day	Not covered	Covered
27	Expensive/Diagnostic tests	Not Covered	In case of Emergency upto Sub-Limit of Rs.20,000 Per Family. Day care procedure list to include expensive diagnostic tests / invasive investigations / procedures limited to colonoscopy, excision biopsy, CT Scan, USG, MRI, PET Scan
28	GIPSA PPN / Pre-negotiated package rates (PSU/Private insurers)	GIPSA/PPN Applicable	Applicable
29	In case of death during hospitalisation, no deduction in the bill amount subject to sum insured limit (including IRDAI non payable).	Not Covered	Covered
30	Cataract Limits	Covered upto Rs. 30,000/-	A charge for surgery and treatment of cataract (per incidence) Rs. 50,000/- subject to the overall sum insured limit Insured person can opt for any type of cataract surgery, (monofocal or multifocal) subject to his limit of insured amount as mentioned above type/similar, as approved by the attending eye specialist at the time of surgery. Lens pricing will not be restricted in GIPSA/PPN hospitals.



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

31	Room Rents and ICU Rents	A cap of 1% & 2% of the respective sum insured per day for room rent & ICU/ICCU charges for all categories except in the case of CMD and Functional Directors in which case actual room rent shall be payable. Proportionate charges deduction not applicable.	A cap of 1% & 2% of the respective Base Sum Insured per day for room rent & ICU/ICCU charges for all categories except in the case of CMD and Functional Directors in which case actual room rent shall be payable. Proportionate charges deduction not applicable.
32	The Base GMP & GTUP shall not have any separate caps or sub-limits under different heads, except those prescribed for room rents/ICU/ICCU, ambulance charges and cataract surgery expenses as mentioned above	Covered	Covered
33	Cost of hearing aid/walking aid/crutch shall be payable subject to a maximum of Rs 20,000/- per family, once in 3 years, subject to production of supporting prescription from the treating Specialist Doctor	Covered upto Rs. 10,000/-	Covered upto Rs. 20,000/-
34	In addition to the procedures already included for reimbursement in case of day care treatment under the existing Group Mediciam Policy (GMP) & Group Top Up (GTUP), the following procedures also shall be covered co-ordial neo vascular membrane, rotational field quantum magnetic resonance, hyperbic Oxygen therapy, angiography & angioplasty	Covered	Covered
35	The midterm inclusion shall be allowed effective date of retirement in the current Group Mediciam Policy (GMP) & Group Top Up (GTUP) for those employees retiring during the currency of the Group Mediciam Policy (GMP) & Group Top Up (GTUP) and / or	Covered	Covered



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

	their spouses till its expiry on the next March 31 with a Sum Insured as per the eligibility of the individual retired employees.		
36	The claims for hospitalization under the Group Mediciam Policy (GMP) & Group Top Up (GTUP) shall be intimated to Insurer/TPA by the insured person or by the hospital concerned immediately after admittance in the hospital and in any case not later than 7 days after admittance in the hospital failing which INSURER shall have the right to reject such claims	Covered	Covered
37	The medical benefits to the retired employees and their spouses under the Scheme will be admissible for the treatment taken only in India	Covered	Covered
38	LIMIT OF LIABILITY PER ANNUM AFTER RETIREMENT: The employee along with their spouses only will be covered under the Group Mediciam Policy (GMP) & Group Top Up (GTUP) Scheme and the limits of liability would be restricted to the maximum amount shown below on floater basis:	Covered	Covered
38.1	Sum Insured	Group Mediciam Base Policy a. Non-Executives and staff covered under the Long Term Settlements (Cat.-I) Rs. 150,000/- b. Executives at E0 To E5 & Non-Unionised Supervisor (NUS) (Cat.-II) Rs. 200,000/- c. Executives at E6 To E8 (Cat.-III) Rs. 350,000/- d. Functional Directors / CMD (Cat.-IV) Rs 500,000/-	Group Mediciam Base Policy a. Non-Executives and staff covered under the Long Term Settlements (Cat.-I) Rs. 225,000/- b. Executives at E0 To E5 & Non-Unionised Supervisor (NUS) (Cat.-II) Rs. 300,000/- c. Executives at E6 To E8 (Cat.-III) Rs. 525,000/- d. Functional Directors / CMD (Cat.-IV) Rs 750,000/-



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

		<p>Group Mediciclaim Super Top-Up Policy</p> <p>a. Non-Executives and staff covered under the Long Term Settlements (Cat.-I) Rs. 150,000/-</p> <p>b. Executives at E0 To E5 & Non-Unionised Supervisor (NUS) (Cat.-II) Rs. 200,000/-</p> <p>c. Executives at E6 To E8 (Cat.-III) Rs. 350,000/-</p> <p>d. Functional Directors / CMD (Cat.-IV) Rs 500,000/-</p>	<p>Group Mediciclaim Super Top-Up Policy</p> <p>a. Non-Executives and staff covered under the Long Term Settlements (Cat.-I) Rs. 225,000/-</p> <p>b. Executives at E0 To E5 & Non-Unionised Supervisor (NUS) (Cat.-II) Rs. 300,000/-</p> <p>c. Executives at E6 To E8 (Cat.-III) Rs. 525,000/-</p> <p>d. Functional Directors / CMD (Cat.-IV) Rs 750,000/-</p>
39	Coverage on floater basis means the hospitalised treatment expenditure of retired employee individually and/or together with spouse shall not exceed the Sum Insured	Covered	Covered
40	Cover for Genetic diseases or disorders are to be covered upto Family Floater Sum Insured per policy period	Not covered	Covered
41	First, the Group Mediciclaim Policy (GMP) will be utilized and fully exhausted; thereafter Group Top Up (GTUP) will be utilized and fully exhausted, thereafter Corporate Buffer will be utilized.	Applicable	Applicable
42	TPA Service Should Be Available 24x7. Cashless Hospitalization should happen within 3-4 hours TAT		
43	Complaints Nos And Escalations Matrix In TPA Office And Also In Broker's Office Should Be Furnished.		
44	Mobile Nos Of At Least 3 Persons In Broker's Office And 3 Persons In TPA Office, Will Be Made Available.		
45	The Brokerage and TPA Charges shall not exceed 3.5 % each.		



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

Corporate Buffer – Bidder needs to submit applicable premium for the same separately (not to be inbuilt in base or top up pricing) in Commercial Bid Annexure 8(i).

Expiring	Proposed
Corporate Buffer (CB) of Rs 10,00,000 (each policy, GMP & GTUP) up to floater sum insured per family under GMP & GTUP policies to be utilized in very hardship conditions of critical illness claims, at the discretion of IREL Management during the policy period. A grace period of 60 days from expiry date of the subject policies will be permitted to IREL for notifying & settlement of eligible claims under the corporate buffer facility.	<p>Corporate Buffer of INR 50,00,000 shall be utilized only for Critical Illness as listed below (though the below list is not exhaustive).</p> <p>Corporate Buffer shall be available to members without any sublimit and maximum upto INR 50,00,000 per family subject to approval of IREL committee/management.</p> <p>List of Critical diseases as stated below to be covered without any sublimit under Group Medclaim Policy (GMP).</p> <ol style="list-style-type: none"> 1. Heart and Vascular diseases 2. Cancer 3. Blood disorder 4. Cardiac Procedures' & Surgeries, 5. Renal/kidney Disease, 6. Paralysis-Paraplegia 7. Liver Diseases, 8. Organ Transplantations / Surgeries, 9. Surgery of Aorta, 10. Chronic Lungs & Brain related including apallic syndrome, 11. Aplastic anaemia, 12. Bacterial Meningitis, 13. Major Burns, 14. Coma 15. Multiple sclerosis, 16. Alzheimer's and any Terminal Diseases etc. 17. End stage lung or liver failure 18. Bone marrow transplantation 19. Fulminant Hepatitis 20. Pulmonary hypertension 21. Major Accident 22. Pandemic 23. Pneumonia 24. Stroke resulting in permanent symptoms 25. Permanent paralysis of limbs 26. Motor neuron disease with permanent symptoms 27. Benign brain tumour 28. Blindness 29. Loss of speech 30. Loss of limbs 31. Major head trauma



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

Demographic Data

Category	SUM INSURED for GMP in Rs	SUM INSURED for GTUP in Rs	Number of Retired Employees	Number of Surviving Retirees Spouse	Total Lives	TOTAL SUM INSURED for GMP in Rs	TOTAL SUM INSURED for GTUP in Rs
I	225000	225000	2,309	1,286	3,595	519,525,000.00	519,525,000.00
II	300000	300000	769	519	1,288	230,700,000.00	230,700,000.00
III	525000	525000	136	111	247	71,400,000.00	71,400,000.00
IV	750000	750000	11	9	20	8,250,000.00	8,250,000.00
Grand Total			3,225	1,925	5,150	829,875,000.00	829,875,000.00

Employees	3225
Dependents	1925
Total	5150



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

General terms & condition of servicing of policy including Claims servicing:

- A. The bidder shall provide category-wise unit rates for Self (1+0) & Self +Spouse (1+1) as per format under Annexure-8(ii) for mid-term addition of new retirees under the policies.
- B. Marsh Insurance Brokers to monitor the functioning of the TPA and ensure timely discharge of services under the policies.
- C. Currently, TPA –Vidal Health Insurance TPA Pvt. Ltd. having office in Kochi is servicing both the Base GMP & GTUP policies.
- D. TPA Evaluation for the policy year 2024-25 shall be done by the IREL and Marsh Insurance Broker. Basis the TPA evaluation, all the Insurance companies including the companies with inhouse TPA will have to accept IREL appointed TPA.
- E. Cashless Facility for admission of covered member in network hospital will be extended under the policies within 24 hours of application received by TPA from the hospital.
- F. In case of emergency hospitalization, cashless approval is to be extended in less than 24 hours by TPA.
- G. For hospitalization claims related to non-network hospitals, settlement will be through reimbursement process vide submission of original claims related documents to the TPA.
- H. Appointed TPA to issue Health cards in E-format and in physical form as required by IREL.

Other Relevant Matters:

The bidders should note that M/S Marsh India Insurance Brokers Pvt Ltd having its head office at 1201-02, Tower 2, One World Centre, Jupiter Textile Mills Compound, Senapati Bapat Marg, Elphinstone Road (W), Mumbai 400 013, Tel 022-66152900 is insurance intermediary of IREL who will assist IREL is placement and management of the PRMS portfolio.

Ms. Ekta Doshi – Assistant Vice President (Placements)
Ekta.Doshi@marsh.com | +91 9152020484

Mr. Tilak Singh – Vice President (Placements)
Tilak.Singh@marsh.com | +91 7506706151

Mr. Alok Shukla – Executive Vice President (Corporate Segment)
Alok.Shukla@marsh.com | +91 7045026905

Mr. Parag Sarode – Senior Relationship Manager (Corporate Segment)
Parag.S.Sarode@marsh.com | +91 8657561531

Ms. Jovita Katiyare – Executive Vice President (Sales)
Jovita.Katiyare@marsh.com | +91 7045781769

Claims MIS for FY 2021-22, FY 2022-23 & FY 2023-24 (upto January 2024) are provided separately under Annexure-4



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-6

CLAIMS ADMINISTRATION UNDER THE POLICY

Annexure I: CLAIMS PROCESS -

Cashless –

1. Cashless Treatment:

Cash less treatment is available on the Network Hospital of the TPA. One should check the list of Network Hospital either from the website of the concerned TPA or from the booklet provided along with the physical card. It is always suggested to go for Cash less as the open billing system in case of reimbursement claim is much higher than the negotiated rate under cash less arrangement.

2. Planned Admission

1. In the case of planned admissions, the patient needs to submit the pre-authorization form to the TPA help desk at least 7 days prior to the date of admission.

The pre-authorization form has two parts:

- General Information – The first part of the form to be filled in by the employee (TPA Help Desk will assist the employee in case of any difficulty)
 - Medical information – The second part which is the treatment recommended for the employee has to be filled in and duly signed by the treating doctor
2. Approach Network Hospital with Copy of E-Card & ID Proof
 3. Treating Doctor & Hospital shall send necessary details to TPA via Fax/ Email for pre-authorization
 4. Hospital / Patient to comply with the requirements raised by the TPA, if there is any, for grant of cash less
 5. Once the treatment is complete and the patient is to be discharged, the final bill has to be sent by the Hospital to the TPA for final authorization.
 6. Patient to pay charges for those items which are non-admissible or beyond the Policy T & C and go home. TPA to settle the agreed amount directly with the Hospital.

In case of Denial

- On denial of Cashless Hospitalisation by the TPA / insurance Company the patient will be treated as a cash paying patient.
- The denial of authorization for cashless access does not mean denial of treatment and does not in any way prevent you from seeking necessary medical attention or hospitalisation.
- On denial of any claim please reach out to Marsh Insurance Broker SPOC. Marsh Team will check the same before confirming the same to employees



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

Reimbursement Process

1. Admission Process-

- a. Notify / inform Marsh Insurance Broker /TPA calling the call centre number (land line no)/ (Toll free no) numbers are also mentioned on the back side of your TPA card prior to the date of admission or within 7 days from the time of Hospitalisation. TPA will provide the claim number which can be used for future reference

2. Documents submission to the appointed TPA

- Duly filled & signed claim form of Insurance Company which attached herewith. For every submission of pre-post expenses, Claim Form “A” is mandatory to submit along with the respective bills. Claim form part-B & PPN Network declaration should be signed & stamp by Hospital Authority (Mandatory)
- Original discharge card / Discharge Summary duly signed by treating doctor and with hospital stamp.
- Original hospital bill with break-up details with serial no. duly sealed & signed.
- Original pre-numbered hospital payment receipts duly sealed & signed.
- Original prescription.
- Original pharmacy bills (please make sure patient name is mentioned on the bill).
- Original advance paid receipt if any,
- Original investigation reports along with original bills & payment receipts for the investigations done within & outside hospitals
 - In case of Accidental Injury, submit FIR copy (if any) or Medical certificate from doctor about intoxication of Alcohol / Drugs
 - Claim Documents should be submitted within 30 days of discharge, if documents submitted after stipulate time period then provide letter for delay submission with reason.
 - Invoice / IOL implant stickers required for Cataract claim submission
 - Cancel Cheque is required with signature
 - Submission of Pre-post documents / Bills within 30/60 days from the date of discharge
 - Indoor case papers (ICP's)



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

DOCUMENT CHECK LIST

Duly filled & signed claim form of Insurance Company which attached herewith. For every submission of pre-post expenses, Claim Form “A” is mandatory to submit along with the respective bills. Claim form part-B & PPN Network declaration should be signed & stamp by Hospital Authority (Mandatory)

2. Original discharge card / Discharge Summary duly signed by treating doctor and with hospital stamp.
3. Original hospital bill with break-up details with serial no. duly sealed & signed.
- 4 Original pre-numbered hospital payment receipts duly sealed & signed.
5. Original prescription.
6. Original pharmacy bills (please make sure patient name is mentioned on the bill).
7. Original advance paid receipt if any,
8. Original consultation papers, if any,
9. Original investigation reports along with original bills & payment receipts for the investigations done within & outside hospitals
10. In case of Accidental Injury, submit FIR copy (if any) or Medical certificate from doctor about intoxication of Alcohol / Drugs
11. Claim Documents should be submitted within 30 days of discharge, if documents submitted after stipulate time period then provide letter for delay submission with reason.
12. Invoice / IOL implant stickers required for Cataract claim submission
13. Cancel Cheque is required with signature
14. Submission of Pre-post documents / Bills within 30/60 days from the date of discharge
15. Indoor case papers (ICP's)

Note- (Additional documents as and when required by Insurance Co on case to case basis if any)

- Original advance paid receipt if any,
- Original investigation reports along with original bills & payment receipts for the investigations done within & outside hospitals

Note- (Additional documents as and when required by Insurance Co on case to case basis if any)

1. TPA to give proper acknowledgement of the receipt of documents, if submitted in person, along with the number of documents received.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

2. TPA to raise query for deficiencies 'if there is any, within 5 working days of the receipt of documents. If the documents are not forthcoming 2 reminders to be sent by mail / post at an interval of 7 days. Even then if the documents are coming, then final reminder giving them 15 days' notice failing which the file would be closed is to be sent by Regd. Post
3. TPA to process & upload the claims on Insurance Co.'s Portal within 7 working days on receipt of all documents to enable the Insurance Co. to release the payment.

In case of Denial

- On denial of any claim please reach out to Marsh Insurance Brokers. Marsh will check the same before confirming the same to the beneficiary .

The Insurance Company will have to settle the claims only considering the policy framework and conditions and the process as mentioned above with the required set of documents. NO other terms and conditions will be quoted in an event of the claim settlement.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

ANNEXURE –1

Bidder Details

Name of the Insurance Company & address	
Corporate Office Address	
IRDAI registration detail	
Details of contact person along with designation, contact no and email address	
Insurer account details: Name Address Account No IFSC Code	
GST Details of the Bidder	
PAN no.	
Branch office details: Mumbai/Odisha/Kerala/Tamil Nadu (if any)	

Name of the Bidder:

Authorized Signatory



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

ANNEXURE –2

NO DEVIATION CERTIFICATE

(To be typed submitted in the Letter Head of Bidder)

To

DGM (Technical-I/C Purchase)

IREL (India)Limited

Plot No 1207, Veer Savarkar Marg,

Near Siddhi Vinayak Temple,

Prabhadevi, Mumbai – 400 028

Dear Sir,

Sub: Declaration by Authorized Signatory

Ref: i) Title of the RFP and No..... ,

ii) All other pertinent issues till date

I/We hereby confirm that I/we have not changed/modified/materially altered any of the tender documents as issued by IREL and in case of such observance at any stage, it shall be treated as null and void and my/our tender shall deemed to be withdrawn.

I/We also hereby confirm that I/we have neither set any Terms and Conditions and nor I/we have taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

I/We further confirm our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact and acceptance to bidding process.

I/We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Yours faithfully,

(Signature, Date & Seal of Authorized Signatory of the Bidder)

Date

Place



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

ANNEXURE –3

Category wise Demography of Retired Employees

Category	SUM INSURED for GMP in Rs	SUM INSURED for GTUP in Rs	Number of Retired Employees	Number of Surviving Retirees Spouse	Total Lives (to be considered for Base GMP as well as GTUP)
I	225000	225000	2,309	1,286	3,595
II	300000	300000	769	519	1,288
III	525000	525000	136	111	247
IV	750000	750000	11	9	20
Grand Total			3,225	1,925	5,150 **

- ** The total lives are tentative and it may vary depending the actual counts on the date of renewal of policy.
- Policy will be booked as per the numbers of lives published in the tender. Any revision in Numbers of Lives can be done via Endorsement post policy booking and Premium will be Pro Rata adjusted to Policy.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

ANNEXURE –4

Claim details for Past 3 years under Group Mediciam (Base) & GTUP policy

BASE POLICY	2021-22	2022-23	2023-24 (As on 20 th January 2024)
	(Value in INR)		
Inception Lives	4,365	4,840	4,948
Premium at Inception	27,755,786	39,327,460	60,934,119
Current Lives	5,054	5,070	5,141
Premium including endorsements	33,835,284	40,611,279	62,577,330
No of Claims	590	932	778
Claimed Amount	37,162,637	51,108,749	39,018,763
Paid + Outstanding Amount	33,296,661	47,835,143	36,361,913
Corporate Buffer (included in Paid + Outstanding Amount)	273,353	30,927	Awaited

TOP UP	2021-22	2022-23	2023-24 (As on 20 th January 2024)
	(Value in INR)		
Inception Lives	4,365	4,419	4,538
Premium at Inception	19,554,532	23,209,746	23,404,759
Current Lives	4,599	4,644	4,732
Premium including endorsements	22,132,406	24,021,170	24,080,497
No of Claims	334	348	213
Claimed Amount	22,921,959	21,520,256	14,981,155
Paid + Outstanding Amount	18,646,844	19,322,730	12,774,860
Corporate Buffer (included in Paid + Outstanding Amount)	369,505	426,255	Awaited



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

ANNEXURE –5

PRE-CONTRACT INTEGRITY PACT (To be executed in stamp paper of Rs 100)

General

This pre-bid pre-contract Agreement (hereinafter the Integrity Pact) is made on day of the month of year between IREL (India) Limited (hereinafter called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s. (hereinafter called the “BIDDER / Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to ***Select Insurance Company for Group Mediclaim Policies for Retired Employees & Dependent spouse for the Financial Year 2024-25*** and the BIDDER/Seller is willing to offer their services and

WHEREAS the BIDDER is a private company / public company / Government undertaking / partnership / registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a PSU.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary Impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:
Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immediate benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party to the contract in exchange



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER will full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

- 3.0 The BIDDER commit itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the followings:-
 - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
 - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract.
 - 3.3 The BIDDER further confirms and declares to the BUYER that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 3.4 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.5 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.6 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.7 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.8 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.9 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.10 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of fill of tender.
The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956
- 3.11 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4 Previous Transgression:

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5 Sanctions for Violations

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the followings actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iii) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of BIDDER from a country other than India with interest thereon at 2% higher the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (iv) To encash the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other Contracts with BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in future bidding processes of IREL (India) Limited for a minimum period of five years, which may be further extended at the discretion of the IREL.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at Para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Mediclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.
- 6 **Independent External Monitors**
- 6.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
- **Shri A.Vijay Anand**
303, Salarpuria Paradise Agga Abbas Ali Road,
Ulsoor Bangalore
M.No: 9686575664 E Mail id: vijay_anand45@hotmail.com
 - **Shri Rais Ahmed**
Mahagun Moderne Tower: OSIMO-240
Sector-78, Nodia-201301(UP)
M.No: 99100007239 E Mail Id: ahmadrais1959@gmail.com
- 6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the designated Authority of BUYER with 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- 7 **Facilitation of Investigation**
In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.
- 8 **Law and Place of Jurisdiction**
This pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.
- 9 **Other Legal Actions**
The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.
- 10.0 **Validity**
- 10.1 The validity of this Integrity Pact shall be from date of its signing and upto the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of signing of the contract.
- 10.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intensions.
- 11 The Parties hereby sign this Integrity Pact at on .
- | | |
|---------------------|----------------|
| BUYER | BIDDER |
| Signature | |
| Name of the Officer | |
| Designation | |
| <u>Witness</u> | <u>Witness</u> |
| 1 | 1 |
| _____ | _____ |
| 2 | 2 |



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

Annexure-6

Undertaking on Ethics by the Bidder (on letter head of Bidder)

Date:

To,

M/s. IREL (India) Limited,

1207, V.S. Marg, Prabhadevi, Mumbai 400028.

I / We am / are a Vendor / Customer of
IREL (now onwards to be referred as Company).

I / We agree and undertake:

Not to provide any gift and / or inducement to any employee of the Company in connection with securing / being granted favour (s) in my / our dealings with the Corporate office of the company and / or its any field units namely OSCOM, MK, Chavara, RED & IRERC.

To immediately report any gift and / or inducement sought by any employee of the Company granting favour(s) to me / us in my / our dealings with the Company and / or its field units.

Signature.....

Name.....

Title.....

Name of the Company and Address (with Seal)
.....



**Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

Annexure-7

**(To be executed on a stamp paper of Rs 100/-)
Power of Attorney for signing of Bid**

Know all men by these presents, We, _____ (name of the Bidder and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms (Name) _____ Son/daughter/wife of _____ and presently residing at _____, who is presently employed with us and holding the position of _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for the "Renewal of Insurance policies for Property/Assets for units and offices for FY2024-25 of IREL (India) Ltd. including but not limited to signing and submission of all bids and other documents and writings, and providing information / responses to IREL, representing us in all matters before IREL, signing and execution of all contracts, undertakings, SLA consequent to acceptance of our Bid, and generally dealing with IREL in all matters in connection with or relating to or arising out of our Bid for the said insurance renewal and/or upon award thereof to us and/or till the entering into of the Agreement with IREL.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 2024.

For _____ (Signature)

(Name, Title and Address) Witnesses:

- 1.
- 2.

Accepted

[Notarised]

(Signature)

(Name, Title and Address of the Attorney)

Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.



**Request for proposal (RFP) For Selection of Insurance Company for
Group Mediciam Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25**

SECTION-8

ANNEXURE –8(i)

COMMERCIAL BID

**Price Bid of Group Mediciam Policies for Retired Employees &
Dependent spouse for the Financial Year 2024-25**

Sl. No	Description	Premium Excluding GST (Rs.) for total lives as per Demographic data	GST @ 18% (Rs.)	Total Premium Amount (Rs.) for total lives as per Demographic data
1	Group Mediciam Policy (A)			
2	Group Top Up Policy (B)			
3	Corporate Buffer (C)			
	Total (A + B + C)			**

**Premium amount to be quoted in figures:

Note:

- a) The bidders are required to quote the Premiums against A, B and C **for the total lives** as per demographic data as below:

Category	Number of Retired Employees	Number of Surviving Retirees Spouse	Total Lives
I	2,309	1,286	3,595
II	769	519	1,288
III	136	111	247
IV	11	9	20
Grand Total	3,225	1,925	5,150

- b) The bidders should also note that Group Mediciam Premium plus Group Top up premium plus Corporate Buffer premium shall be basis of determination of L-1 bidder, as stated in RFQ.
- c) The basis of placement of policies (2024-25) as stated above, shall be the exclusive decision of IREL management which will be final.
- d) No price Bid is to be submitted along with Technical Bid else the offer shall be rejected.

Date:

.....
(Authorized Signatory of Bidder with Seal)



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

ANNEXURE –8(ii)

COMMERCIAL BID

Unit Rate of Group Medclaim Insurance Policy of IREL Retired Employees & Spouse

Cate gory	Level / Grades	Sum Insured (Rs)	Prem. Rate for self (1+0)	Prem. Rate for Self + Spouse (1+1)
I	Non-Executives and staff covered under the Long-Term Settlements	225,000/-		
II	Executives at E0 To E5 & Non-Unionised Supervisor (NUS)	300,000/-		
III	Executives at E6 To E8	525,000/-		
IV	Functional Directors / CMD	750,000/-		

Unit Rate of Group Top-Up Policy of IREL Retired Employees & Spouse

Cate gory	Level / Grades	Sum Insured (Rs)	Prem. Rate for self (1+0)	Prem. Rate for Self + Spouse (1+1)
I	Non-Executives and staff covered under the Long-Term Settlements	225,000/-		
II	Executives at E0 To E5 & Non-Unionised Supervisor (NUS)	300,000/-		
III	Executives at E6 To E8	525,000/-		
IV	Functional Directors / CMD	750,000/-		

***Unit rates are inclusive of GST**



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

SECTION-9

DAY CARE PROCEDURES

Day Care Procedure - Day care procedures will include following day care surgeries and day care treatment Microsurgical operations on the middle ear

- 1 Stapedotomy
- 2 Stapedectomy
- 3 Revision of a stapedectomy
- 4 Other operations on the auditory ossicles
- 5 Myringoplasty (Type -I Tympanoplasty)
- 6 Tympanoplasty (closure of an eardrum perforation/reconstruction of the auditory ossicles)
- 7 Revision of a tympanoplasty
- 8 Other microsurgical operations on the middle ear

Other operations on the middle and internal ear

- 9 Myringotomy
- 10 Removal of a tympanic drain
- 11 Incision of the mastoid process and middle ear
- 12 Mastoidectomy
- 13 Reconstruction of the middle ear
- 14 Other excisions of the middle and inner ear
- 15 Fenestration of the inner ear
- 16 Revision of a fenestration of the inner ear
- 17 Incision (opening) and destruction (elimination) of the inner ear
- 18 Other operations on the middle and inner ear

Operations on the nose and the nasal sinuses

- 19 Excision and destruction of diseased tissue of the nose
- 20 Operations on the turbinates (nasal concha)
- 21 Other operations on the nose
- 22 Nasal sinus aspiration

Operations on the eyes

- 23 Incision of tear glands
- 24 Other operations on the tear ducts
- 25 Incision of diseased eyelids
- 26 Excision and destruction of diseased tissue of the eyelid
- 27 Operations on the canthus and epicanthus
- 28 Corrective surgery for entropion and ectropion
- 29 Corrective surgery for blepharoptosis
- 30 Removal of a foreign body from the conjunctiva
- 31 Removal of a foreign body from the cornea
- 32 Incision of the cornea



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- 33 Operations for pterygium
- 34 Other operations on the cornea
- 35 Removal of a foreign body from the lens of the eye
- 36 Removal of a foreign body from the posterior chamber of the eye
- 37 Removal of a foreign body from the orbit and eyeball
- 38 Operation of cataract

Operations on the skin and subcutaneous tissues

- 39 Incision of a pilonidal sinus
- 40 Other incisions of the skin and subcutaneous tissues
- 41 Surgical wound toilet (wound debridement) and removal of diseased tissue of the skin and subcutaneous tissues
- 42 Local excision of diseased tissue of the skin and subcutaneous tissues
- 43 Other excisions of the skin and subcutaneous tissues
- 44 Simple restoration of surface continuity of the skin and subcutaneous tissues
- 45 Free skin transplantation, donor site
- 46 Free skin transplantation, recipient site
- 47 Revision of skin plasty
- 48 Other restoration and reconstruction of the skin and subcutaneous tissues
- 49 Chemosurgery to the skin
- 50 Destruction of diseased tissue in the skin and subcutaneous tissues

Operations on the tongue

- 51 Incision, excision and destruction of diseased tissue of the tongue
- 52 Partial glossectomy
- 53 Glossectomy
- 54 Reconstruction of the tongue
- 55 Other operations on the tongue

Operations on the salivary glands and salivary ducts

- 56 Incision and lancing of a salivary gland and a salivary duct
- 57 Excision of diseased tissue of a salivary gland and a salivary duct
- 58 Resection of a salivary gland
- 59 Reconstruction of a salivary gland and a salivary duct
- 60 Other operations on the salivary glands and salivary ducts

Other operations on the mouth and face

- 61 External incision and drainage in the region of the mouth, jaw and face
- 62 Incision of the hard and soft palate
- 63 Excision and destruction of diseased hard and soft palate
- 64 Incision, excision and destruction in the mouth
- 65 Plastic surgery to the floor of the mouth
- 66 Palatoplasty
- 67 Other operations in the mouth

Operations on the tonsils and adenoids

- 68 Transoral incision and drainage of a pharyngeal abscess
- 69 Tonsillectomy without adenoidectomy



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- 70 Tonsillectomy with adenoidectomy
- 71 Excision and destruction of a lingual tonsil
- 72 Other operations on the tonsils and adenoids

Trauma surgery and orthopaedics

- 73 Incision on bone, septic and aseptic
- 74 Closed reduction on fracture, luxation or epiphyseolysis with osteosynthesis
- 75 Suture and other operations on tendons and tendon sheath
- 76 Reduction of dislocation under GA
- 77 Arthroscopic knee aspiration

Operations on the breast

- 78 Incision of the breast
- 79 Operations on the nipple

Operations on the digestive tract

- 80 Incision and excision of tissue in the perianal region
- 81 Surgical treatment of anal fistulas
- 82 Surgical treatment of haemorrhoids
- 83 Division of the anal sphincter (sphincterotomy)
- 84 Other operations on the anus
- 85 Ultrasound guided aspirations
- 86 Sclerotherapy etc.

Operations on the female sexual organs

- 87 Incision of the ovary
- 88 Insufflation of the Fallopian tubes
- 89 Other operations on the Fallopian tube
- 90 Dilatation of the cervical canal
- 91 Conisation of the uterine cervix
- 92 Other operations on the uterine cervix
- 93 Incision of the uterus (hysterotomy)
- 94 Therapeutic curettage
- 95 Culdotomy
- 96 Incision of the vagina
- 97 Local excision and destruction of diseased tissue of the vagina and the pouch of Douglas
- 98 Incision of the vulva
- 99 Operations on Bartholin's glands (cyst)

Operations on the prostate and seminal vesicles

- 100 Incision of the prostate
- 101 Transurethral excision and destruction of prostate tissue
- 102 Transurethral and percutaneous destruction of prostate tissue
- 103 Open surgical excision and destruction of prostate tissue
- 104 Radical prostatovesiculectomy
- 105 Other excision and destruction of prostate tissue
- 106 Operations on the seminal vesicles



***Request for proposal (RFP) For Selection of Insurance Company for
Group Medclaim Policies for Retired Employees & Dependent spouse
for the Financial Year 2024-25***

- 107 Incision and excision of periprosthetic tissue
- 108 Other operations on the prostate Operations on the scrotum and tunica vaginalis testis
- 109 Incision of the scrotum and tunica vaginalis testis
- 110 Operation on a testicular hydrocele
- 111 Excision and destruction of diseased scrotal tissue
- 112 Plastic reconstruction of the scrotum and tunica vaginalis testis
- 113 Other operations on the scrotum and tunica vaginalis testis

Operations on the testes

- 114 Incision of the testes
- 115 Excision and destruction of diseased tissue of the testes
- 116 Unilateral orchidectomy
- 117 Bilateral orchidectomy
- 118 Orchidopexy
- 119 Abdominal exploration in cryptorchidism
- 120 Surgical repositioning of an abdominal testis
- 121 Reconstruction of the testis
- 122 Implantation, exchange and removal of a testicular prosthesis
- 123 Other operations on the testis

Operations on the spermatic cord, epididymis and ductus deferens

- 124 Surgical treatment of a varicocele and a hydrocele of the spermatic cord
- 125 Excision in the area of the epididymis
- 126 Epididymectomy
- 127 Reconstruction of the spermatic cord
- 128 Reconstruction of the ductus deferens and epididymis
- 129 Other operations on the spermatic cord, epididymis and ductus deferens

Operations on the penis

- 130 Operations on the foreskin
- 131 Local excision and destruction of diseased tissue of the penis
- 132 Amputation of the penis
- 133 Plastic reconstruction of the penis
- 134 Other operations on the penis

Operations on the urinary system

- 135 Cystoscopic removal of stones

Other Operations

- 136 Lithotripsy
- 137 Coronary angiography
- 138 .Hemodialysis
- 139 Radiotherapy for Cancer
- 140 Cancer Chemotherapy