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**NOTICE INVITING TENDER  
FOR  
MEDICAL INSURANCE COVER FOR MILKFED EMPLOYEES AND THEIR  
FAMILY MEMBERS**

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## 1 INVITATION FOR BIDS

Milkfed, Punjab invites proposal/bids in sealed envelope from interested Medical Insurance Cover providing parties for providing Medical Insurance Cover for its employees and their family members.

Important dates:

<b>Last Date/Time for Submission</b>	<b>Tender/Bid Opening Date</b>
22 <sup>nd</sup> February 2019, 3:00 PM	22 <sup>nd</sup> February 2019, 3:30 PM

Bidder will be selected under procedure described in this Tender Document .

This Tender Document includes the following Sections:

- Instructions to Bidders
- Scope of Work
- Financial Proposal

Proposals must be submitted by hand/post on or before 22<sup>nd</sup> February, 2019 within stipulated time i.e. (by 3.00PM) at the below mentioned address and the offer/bids envelope must be super scribed bearing the remark “ Offers/Bids meant for providing Medical Cover to the Employees of Milkfed & their Families”

Managing Director  
The Punjab State Cooperative Milk Producer's Federation Limited  
SCO 153-155, Sector 34A,  
Chandigarh -160022

**Corrupt Practice**

1. Milkfed requires that Bidders observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices.
2. Milkfed will reject a proposal for award, if it determines that the Bidder recommended for award was engaged in any corrupt or has been blacklisted, in competing for the contract in question.
3. Any false information or misstatement on the part of the vendor will lead to disqualification/ blacklisting/ legal proceeding regardless of the price or quality of the services.

**Preparation of Bids**

- **Bidding Process**

This is the Single Stage – Double Envelope Procedure; **Eligibility Criteria Envelope** :- This envelope shall contain self declaration/ undertaking and all documentary evidences regarding meeting the eligibility criteria set by Milkfed & post evaluation of this criteria of eligibility by the committee of Milkfed , the **second envelope** containing Financial Proposal (only), shall be processed.

- **Self Declared Proposal**

Bidders are required to submit the self declared Proposal stating a brief description of the bidder's organization outlining their recent experience. The said proposal shall be duly signed by the authorized representative of the Bidder not including any financial information otherwise it will be declared as non responsive.

- **Financial Proposal**

1. The Financial Proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the Bidder.

- **Sealing and Marking of Bids**

Bid shall comprise a single package containing two separate envelopes. Envelopes shall be marked as "FINANCIAL PROPOSAL" and "ELIGIBILITY PROPOSAL" in bold and legible letters to avoid confusion.

**Opening and Evaluation of Bids****Opening of Bids by Milkfed**

The opening of bids shall be as per the procedure

**Clarification of Bids**

No Bidder shall be allowed to alter or modify his bids after the expiry of deadline for the receipt of the bids unless, Milkfed may, at its discretion, ask a Bidder for a clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted.

**Preliminary Examination**

Milkfed will examine the bids to determine whether the bids are complete and the documents have been properly signed and whether the bids are generally in order.

Milkfed may waive any minor informality; non-conformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not pre-judge or affect the relative ranking of any Bidder and further provided that such waiver will be at the complete and sole discretion of Milkfed.

If a bid is not substantially responsive, it will be rejected by Milkfed and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

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### Eligibility Criteria

MILKFED shall evaluate Eligibility of the bidders Proposals using the following criteria:

S. No.	Descriptions	Remarks (Attachment of relevant documentary evidence in each case is mandatory.)
1	IRDA Registration Criteria	Registered with IRDA
2	Gross written premium for the last fiscal year i.e.2017-18	Above 3000 Cr.
3	No. of Corporate/ Group Health insurance clients	Minimum 400 Corporate clients having minimum 100 persons covered in each case.
4	Hospitals on Panel pan-India for cashless	Minimum 4000 hospitals
5	Hotline - 24 Hours Customer Service	Yes, Give customer care number and e-mail id's
6	Minimum experience in this field	8 years
7	IFS Rating	Not below AA

### **Mandatory to Enclose**

1. Profile of the company
  - a) Complete details of registered office.
  - b) Details of authorized person
  - c) Certificate of Incorporation
  - d) IRDA registration certificate
  - e) Selected list of clients
2. Affidavit from the company stated that the firm has never been blacklisted by any Government / Semi-government / Public sector/ Coop. Organization

### **Discussions Prior to Evaluation**

If required, prior to evaluation of the bid, Milkfed call upon any of the Bidders to discuss or to ask for clarification about anything contained in the Proposal submitted by that Bidder.

### **SCOPE OF WORK HEALTH INSURANCE**

Scope of Cover	
Coverages	Limits
Pre & Post Hospitalization	Pre/Post Hospitalization of 30/60 days respectively. Pre and post hospitalization outpatient expenses such as consultation charges, cost of prescribed medicines and diagnostic tests before hospitalization of 30 days and after hospitalization of 60 days are to be covered
Family Definition	Minimum and Maximum age at entry for <b>Employee</b> is 18 years and 65 years respectively. Spouse of employee and Dependent children covered upto 23 years of age (unmarried and financially dependent only) for all employees. Dependent parents covered upto 70 years of age for all employees.
Waiver of Pre existing waiting period	
Waiver of First 30 days waiting period	
Waiver of First Year Waiting period	
Maternity Benefit with waiver of 9 Months Waiting Period	Cover for employee and spouse only. Upto 2 living births only. Minimum Normal delivery limit: Rs. 35000 and Minimum caesarean section limit: Rs. 50000
Baby cover from Day 1	
Ambulance charges	Covered upto Rs1500 per family
Corporate Buffer	Annual Limit: 20 lacs
Minimum Room Rent Capping	1% of Sum Insured per day for hospital stay in non ICU room and 2% of Sum Insured per day for hospital stay in ICU

**Pre-existing conditions (undisclosed) is also to be covered fully with full limits.**

**No requirement to fill Health Declaration Form.**

<b>HOSPITALIZATION</b>	<b>DAY CARE SURGERIES / PROCEDURES</b>
Daily room and Board Charges	Lithotripsy
In hospital consultation charges	Endoscopy
Surgical fees	Excision biopsy
Anesthetist's fee	Gastroscopy
Operation theatre charges	Partial Mastectomy
Diagnostic Investigation	Tonsillectomy / Adenoidectomy
Blood and oxygen supplies	Veins/ Varicose
In-patient medicines expenses	Non-malignant tumors/Abscess
ICU/CCU Charges	Cholecystectomy
Organ transplant	Herniorraphy
Local ambulance services	Appendectomy
	Cataract Surgery/Diabetic Retinopathy, including eye injections medications etc
	Angiography/Angioplasty/ Stenting
	MRI
	CTI Scan
	Thallium scan
	Kidney Dialysis
	Treatment of Cancer (including chemotherapy with pre& post hospitalization expenses of chemotherapy ) upto full hospitalization limit.
	Treatment of Hepatitis B&C such as , interferon therapy, consultation and laboratory test expenses ) upto full hospitalization limit
	Treatment of all injuries / fractures and lacerated wounds (outpatient within 24 hours)
	Accidental dental treatment (outpatient within 48 hours for pain relief only)
	Any other

### **Data for calculation of Premium**

<b>Policy Type</b>	<b>Non-Floater</b>
Self	108
Spouse	77
Children	141
Parents / in laws	71
Total	<b>397</b>

Age Group	No of Employee (Rs. 5,00,000)
0.25-1	03
2.0-18	75
19-25	59
26-30	38
31-35	8
36-40	14
41-45	33
46-50	56
51-55	42
56-60	34
61-65	11
66-70	6
70+	18

Data mandatory in case of Maternity		
Age band	Female Employees	Female Spouses
0.5 - 18	0	0
19 - 25	0	0
26 - 30	3	3
31 - 35	0	5
36 - 40	1	7

**NOTE :** The no. of employees and their dependants may increase subsequently.

In case of any addition an employee or its dependants, the calculation for addition of the premium amount needs to be specified

In case of any deletion an employee or its dependants, the calculation for refund of the premium amount needs to be specified

The Insurance Company will provide details of premium per employee including its dependants after finalization of bid so that the amount can be charged from respective employee

In case any individual employee desires to take higher cover for sum ensured, the procedure to calculate incremental higher premium may be quoted.

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**General Terms & Conditions:**

1. The Management reserves the right to accept/reject, any /all tenders, in part/full thereof without assigning any reason whatsoever.
2. The Management reserves the right to enter into contract with one or more than one party at a time.
3. The contract shall remain valid for a period of one year. However, contract can be terminated earlier in case of any breach of contractual obligations and/or malafied / undesirable activity on the part of the service provider, within 10 days prior notice.
4. Acceptance of lowest tender will not be obligatory.
5. In case of any dispute arising out of the contract, the same shall be referred to Registrar, Cooperative Societies for dispute resolution by him or by his nominee. The decision of RCS Punjab or his nominee shall be final and binding on both the parties. The provision of the Arbitration and Conciliation Act 1996 or the Punjab State Cooperative Societies Act , 1961 and as amended up to date which ever may be applicable shall apply to arbitration proceedings which shall be held at Chandigarh only.
6. The settlement of all kinds of claims for non cashless treatment should be done within 20 days.
7. The jurisdiction for governing of the MOU shall be local courts at Chandigarh



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#### 4 FINANCIAL PROPOSAL FOR HEALTH INSURANCE

##### **PRICE SCHEDULE**

**(Applicable for the year \_\_\_\_\_)**

Name of Bidder \_\_\_\_\_

##### **Amount of Bid**

Net Premium Rs. \_\_\_\_\_

##### **Note**

1. The above rates quoted must include all taxes and charges, if any.

Signature & Stamp of Bidder \_\_\_\_\_

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**Annexure 1**

**BID FORM**

Dated...../...../.....

To

Managing Director  
The Punjab State Cooperative Milk Producer's Federation Ltd.  
SCO 153-155,  
Chandigarh-160022

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer, in conformity with the said bidding documents for the sum of Rs.

\_\_\_\_\_ [total bid  
amount in words and figures].

We undertake, if our Bid is accepted, to provide medical insurance cover to the employees and their family, which will be strictly in accordance with the terms defined in the proposal and /or contract.

Until a formal Contract is prepared and executed, this Bid, together with our written acceptance thereof and your acceptance, shall constitute a binding Contract between us.

**Name & Address of Bidder**

\_\_\_\_\_  
[Signature]

\_\_\_\_\_  
[In the Capacity of]

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_