



JHARKHAND URBAN INFRASTRUCTURE DEVELOPMENT COMPANY LIMITED

**Request for Proposal**

**For**

**Providing Group Health Insurance**

**2020**

Office of  
Jharkhand Urban Infrastructure Development Company Ltd,  
3<sup>rd</sup> Floor, RRDA Bhawan (PragatiSadan),  
KutcheryChowk, Ranchi-834001

Request for Proposal  
Health Insurance Companies  
for  
Providing Group Health Insurance

AT

**Jharkhand Urban Infrastructure Development Co.Ltd**

NIT No. : 04

NIT Issue Date : 20-01-2020

Last Date of Submission : 10-02-2020

## Tender Notice

NIT NO: 04

Date: 20-01-2020

1	<b><u>Name of the work</u></b>	<u>Request for Proposal from Public/Govt./ Bank promoted/Private Sector Health Insurance Companies for providing Group Health Insurance cover to JUIDCO Ltd.</u>
2	<b><u>Scope of work</u></b>	<u>As mentioned in RFP</u>
3	<b><u>Availability of BID Documents</u></b>	<b><u>Online</u></b> <u>Juidco.jharkhand.gov.in under Tenders Section</u>
4	<b><u>Mode of submission of bid</u></b>	<b><u>Offline</u></b>
5	<b><u>Estimated cost</u></b>	<u>Open Tender</u>
6	<b><u>Tender fee &amp;EMD(INR)</u></b>	<u>Exempted</u>
7	<b><u>Date of start of submission of Bids</u></b>	20-01-2020
8	<b><u>Date of Pre Bid</u></b>	27-01-2020 at 3:00 PM
9	<b><u>Last Date of Bid Submission</u></b>	10-02-2020 at 03:00 PM
10	<b><u>Date of BID opening</u></b>	10-02-2020 at 04:00 PM
11	<b><u>Bid Submission Address</u></b>	<u>Jharkhand Urban Infrastructure Development Company Ltd (JUIDCO Ltd.) 3rd Floor, RRDA Bhawan (Pragati Sadan), Kutchery Chowk, Ranchi-834001</u>
12	<b><u>Helpline</u></b>	<a href="mailto:juidcolimited@gmail.com"><u>juidcolimited@gmail.com</u></a> <a href="mailto:mhr.juidco@gmail.com"><u>mhr.juidco@gmail.com</u></a>

Sd/-  
Project Director (Administration)  
JUIDCO Ltd.

## **DEFINITION**

- I. JUIDCO Ltd. means Jharkhand Urban Infrastructure Ltd.
- II. “Recipient”, “Respondent”, “Vendor”, “Agency” and “Bidder” means respondent to this RFP document.
- III. Party to the bid can be “Company”, “limited Liability Partnership”, ”Firm”, “Proprietor firm”, “Partnership firm”.
- IV. “RFP” means this Request for Proposal document.
- V. Words “Selected Bidder” means the applicant who is declared successful after completion of the entire process of evaluation as defined under this RFP.

## 1. Scope of Work

JUIDCO Ltd. will purchase the Group Health Insurance Policy from the selected bidder for a period of one year, for the Sum Insured, in the event of any kind of illness, pre- existing illness/diseases including critical illness.

## 2. Details of Sum Insured Opted:

JUIDCO Ltd. will purchase the Group Health Insurance Policy from the selected bidder, for Sum Insured of Rs 5,00,000 per annum per employee from the selected bidder, in the event of any kind of illness, pre- existing illness/diseases including critical illness.

### Age-wise Staff Composition of JUIDCO Ltd. (as on date) for Health Insurance

Count of Age Band Row Labels	Column Labels 0-18	19-35	36-45	46-50	51-55	56-60	61-65	66-70	71-75	76-80	Grand Total
Child	35	11	-	-	-	-	-	-	-	-	46
Parents	-	-	7	48	1	24	21	17	9	1	128
Self	-	75	11	7	-	3	4	-	-	-	100+
Spouse	-	32	11	8	-	-	-	-	-	-	50

## 3. Terms & Conditions of the proposed Policy (Health Insurance):

- a. Group Health Insurance Policy purchased by JUIDCO Ltd. from the selected Bidder will cover all it's employees and dependents at any given point of time.
- b. The minimum and maximum age of the employee will be 18 and 75 years respectively.
- c. The member employees should be covered automatically without individual good health certificate and claims should be settled accordingly. In other words, the claims settlement under group health insurance policy should be 100%.
- d. Payment of claim should be settled for all kind of diseases, within a month from the date of submission of claim, service category would be both cashless and reimbursement.
- e. Payment of subscription amount in respect of insured personnel shall be made on a yearly basis or as per JUIDCO norms from time to time.
- f. The insurer will be required to maintain an account with JUIDCO Ltd. for deposit of yearly premium by the JUIDCO Ltd.
- g. All new recruits/additions to the workforce shall be automatically covered from the date of their joining JUIDCO Ltd.
- h. JUIDCO Ltd. shall pay subscription for new additions to its workforce during the policy period on a monthly basis. The claim in case of a newly appointed recruit will not be rejected merely on the premise that the premium has not been deposited by

JUIDCO Ltd.

- i. JUIDCO Ltd. shall enter into a policy with the insurer for a period of one years.
- j. Net settlements of subscription between JUIDCO Ltd. and the Insurance provider (on account of new additions, deletions due to any kind of cessation of employment) will be on a monthly basis.
- k. Waiting period of any nature to be waived off.
- l. No deduction for Geographical Limits.
- m. Maternity Benefit coverage for normal (upto Rs. 30,000/-) and Caesarean (upto Rs. 50,000/-). New born baby of any of the employee shall be covered from day 1 of its birth.
- n. Pre and post Hospitalization period should be minimum 60 days and 90 days respectively.
- o. All diseases to be covered from day one including the list of disease as mentioned below:

Cataract (upto Rs 25,000/-)	Hysterectomy for menorrhagia (upto Rs 20,000/-)
Treatment for Knee or joint	Prolapsed of indivertible disc
Varicose veins and Varicose ulcers	Benign Prostate Hypertrophy
Hernia (upto Rs 20,000/-)	Hydrocele
Fistula in Anus	Piles
Sinusitis and related disorder	Treatment of gall Stones
Treatment of Renal Stones	

Note: -JUIDCO Ltd. in its discretion may issue a fresh RFP for renewal after a period of one years of policy period or may decide to continue with the existing Insurance provider or mutually agreed terms and conditions.

#### **4. Instruction of Bidder**

Tender should be submitted in two parts, **Part – I (Technical Bid) & Part – II (Financial Bid)**. The cover for Part – I should be super scribed as “**Providing Group Health cover to JUIDCO Ltd., Part – I Technical Bid**” and the cover for Part – II should be super-scribed as “**Providing Group Health Insurance cover to JUIDCO Ltd., Part – II Financial Bid**”.

#### **a. Terms of Technical and Financial Offer**

- i. JUIDCO LTD. shall evaluate technical bids to determine, whether the bidder qualify the essential eligibility criteria, submitted EMD & tender fee, whether any computational errors have been made, whether all the documents have been properly signed & stamped, whether all the documents as mentioned / or required to be submitted with technical bid are submitted and whether bids are completed and generally in order.
- ii. After evaluation of technical bids, a list of the qualifying bidder (Health Insurance Companies) shall be made. The bidders who obtain 60 marks or more out of 100 marks will be short-listed for the financial Bid. Short-listed bidder (Health Insurance

Companies) shall be informed for the date, time and place of financial bids opening and they may depute their representative/s to attend the same on the scheduled date & time.

**b. Technical Bid:**

Health/Life Insurance Companies who wish to apply for this RFP should comply with the following conditions:

<b>Basic Requirement</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted</b>
<b>License</b>	The bidder must have an IRDA license as on the date of submission of RFP response for procuring Health Insurance business in India.	A copy of the certificate should be submitted
<b>Legal Entity</b>	The bidder should be in existence for at least 5 years and should be in the line of business of providing Health Insurance during the said period.	Copies of Certificate of Incorporation and Certificate of Commencement of business.
	The bidder should be a Public / Govt./ Bank promoted/Private Sector Health Insurance Companies	
<b>Experience</b>	The bidder should have proven experience of managing Group Health Insurance Policy for Public Sector Banks/ Public Sector Undertakings/Govt./Private for a group size of at least 50000 during the last 2 financial years (2017-18, 2018-19).	Copies of Work Orders/ Agreements with Public Sector Bank(s)/ Undertaking on the company's letterhead clearly stipulating the group size, should be furnished.
<b>Claim Settlement Ratio</b>	The bidder should have a minimum Claim Settlement Ratio of 90% during the last 2 financial years as on 31.03.2018 and 31.03.2019.	Undertaking on the company's letter head.
<b>Not Debarred/Blacklisted</b>	The Service Provider has not been debarred and / or blacklisted by any Central Government and / or any State Government Department(s) and the Service Provider should not have any litigation in any of the labour court(s).	An affidavit to that effect on Non-Judicial Stamp paper of Rs. 10/- duly notarized shall be enclosed with the technical bid.
<b>Solvency Ratio</b>	The bidder should have the Minimum Solvency Ratio of 1:5 as on 31.03.2019	The bidder should submit a Solvency Certificate certified by the Statutory Auditor.

**Note: -Duly attested/ undertaking submitted on company's letter head should be signed by the Authorized signatory.**

**c. Evaluation Process:**

Evaluation of all eligible Bidders will be done on the basis of parameters and the weightage as mentioned in the table below:

Sr. No.	Parameters	Weightage		
		Min Marks	Max Marks	TotalMarks
1	Number of years of operation in India	i)Between100-81%Scores	10	10
		ii) Between 80– 61%	7	
		iii)Between60–41%	5	
		iv) 40% orless	0	
2	Branch network	i)Between100-81%Scores	10	10
		ii)Between 80 –61%	7	
		iii)Between 60 –41%	5	
		iv)40% orless	0	
3	Net worth of insurance company	i)Between100-81%Scores	10	10
		ii)Between 80 –61%	7	
		iii)Between 60 –41%	5	
		iv)40% orless	0	
4	Average business during the last 3 financial years	i)Between100-81%Scores	10	10
		ii)Between 80 –61%	7	
		iii)Between 60 –41%	5	
		iv)40% orless	0	
5	Profitability(Average of last three Financial years)	i)Between100-81%Scores	10	10
		ii)Between 80 –60%	7	
		iii)Between 59 –41%	5	
		iv)40% orless	0	
6	Renewal ratio	i)91to 100%	10	10
		ii)71to 90%	7	
		iii)51to 70%	5	
7	Claim repudiation	i)0 to 25%	10	10
		ii)26 to 50%	7	



		iii) More than 51%	5	
8	Grievance Redressal	i) 91 to 100%	10	10
		ii) 71 to 90%	7	
		iii) 51 to 70%	5	
9	Hospital Network (Only applicable for health Insurance)	i) Between 100-81% Scores	20	20
		ii) Between 80-61%	15	
		iii) Between 60-41%	10	
		iv) 40% or less	5	

Marking on certain parameters of the above given table is based on percentile method wherein highest performer will get 100% marks and the value which made him highest performer will become benchmark for rest participants.

For example, Bidder A has branch network of 300 which is the largest branch network among all Bidders and then 300 is the 100% score. A got 10 full marks in branch network parameter and those who got branch network between 300 to 243 will also get 10 marks since evaluation method provides 7 marks to those whose performance are in between 100% to 81%. If Bidders B has 200 branches which is 66% of 300 and therefore his mark on branch network parameter is 5. If Bidders C has 40 branches then his performance is 13.33% and therefore 0 marks will be given to C. Similar method will be adopted for evaluating other parameters.

**d. Financial Bid:**

The Commercial quote should be submitted in the following format:-

**Commercial Quote Format (Health Insurance):**

SI No	Description	No of Employees (Apporx)	Premium Rate / per employee / Per year (Rs.)
1.	Providing Medical Facilities to Employees of JUIDCO & their family as defined under Group Medical benefit Scheme as per scope & services, policy coverage & terms & conditions of RFP  For sum insured of Rs. _____/- for IPD on floater basis	100	<b>0.00</b> Excluding GST

	GST @ 18%		
	Total Premium Inclusive of GST		

Yours faithfully,

Authorised Signatory.

The commercial quote should be submitted on the Company's letter head and should bear the company's seal and the name, designation and signature of the Authorized Signatory of the Company.

**e. Financial Evaluation**

- a. The selection is on the basis of Least Cost Selection (LCS) Basis (L1).
- b. After due evaluation of the technical bids, the JUIDCO LTD. will award the contract to the bidder (Health Insurance Companies) who quote lowest.

- f. Commencement of Contract:** The contractor shall commence the work on receipt of letter of intent (LOI)/work order which shall be accepted by the bidder within not more than 10 days from the date of receipt of letter of intent (LOI) / work order or 15 days from the date of signing of said LOI/order whichever is earlier.

**5. Company Information**

Provide here a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, authorized person submitting the proposal, his contact details, objectives of the firm etc. Also provide snapshot of your operations in the format given below:

<b>Company Profile</b>	Name of the Insurance Company	
	Head Office	
	Website	
	Complete address with Phone No.	
	Type of company, i.e., Private limited or Public limited or a Bank promoter company, please provide details	
	Year of establishment	
	Date of Commencement of business	
	Number of Employees 31.03.2019	
	Number of Branches as on 31.03.2019 (Please provide details of Branches with full address)	

	Market Share as on 31.03.2019			
<b>Financial Strength &amp; Performance</b>	<i>Financial Information</i> <i>INR Crore</i>	2016-17	2017-18	2018-19
	Invested Capital			
	Operating Profit/Loss			
	Profit/Loss after Tax			
	Accumulated profit/loss			
	Net worth			
	Solvency Ratio (last three years)			
	Gross Premium			
Other Information		2016-17	2017-18	2018-19
	Grievance Redressal Ratio			
	Average claim settlement time (TAT)			
	Claim repudiation ratio in retail			
	Claim repudiation ratio in Group			

**A. Key Observation in last three years**

Item	Details
IRDA Penalties/warnings etc	
Internal Audit	
Promoter/company issues with SEBI and/or any other exchange	
Others	

**B. INDIVIDUAL BUSINESS CLAIMS OF HEALTH INSURERS (NUMBER OF POLICIES)**

Particulars	2016-17	2017-18	2018-19
Claims pending at start of year (A)			
Claims intimated/ booked (B)			

Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims pending at end of year(G=C-D-E)			

**C. GROUP BUSINESS CLAIMS OF HEALTH INSURERS (NUMBER OF POLICIES)**

Particulars	2016-17	2017-18	2018-19
Claims pending at start of year (A)			
Claims intimated/booked (B)			
Total Claims (C=A+B)			
Claims paid (D)			
Claims repudiated (E)			
Claims pending at end of year(G=C-D-E)			

**Declarations:**

- a. All the information furnished by us here in above is correct to the best of our knowledge and beliefs.
- b. We have no objection if enquiries are made about the work listed by us in the accompanying sheets/annexure.
- c. We agree that the decision of JUIDCO Ltd in selection process will be final and binding on us.

Date:

NAME & DESIGNATION

SEAL OF ORGANISATION

**6. Amendments**

At any time before the submission of Proposals, JUIDCO may amend the RFP by issuing an addendum and hosting it in the Official website. The addendum will be binding on all the Bidders. To give Bidders reasonable time for making which to take an amendment into account in their proposals JUIDCO may, if the amendment is substantial, extend the deadline for the submission of Proposals.

**7. Right to reject Application**

- a. The Bidders does not meet any of the eligibility criteria mentioned under Eligibility

Criteria (All mandatory provisions):

- b. Any condition stated by the Bidders is not acceptable to JUIDCO
- c. If the RFP and any of the terms and conditions stipulated in this document are not accepted by the authorized representatives of the Bidders.
- d. Any information submitted by the Bidders is found to be untrue / fake / false
- e. The Bidders does not provide, within the time specified by JUIDCO, the supplemental information / clarification sought by JUIDCO for evaluation of the application.

#### **8. No Obligation / Liability of the Bank**

JUIDCO shall be under no obligation to accept any offer received in response to this RFP and shall be entitled to reject any or all offers without assigning any reason whatsoever. JUIDCO may abort entire process at any stage without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for JUIDCOs action.

It shall be sole responsibility of Stand Alone Insurance Company to comply with all statutory and regulatory provisions while delivering the services mentioned in the RFP.

JUIDCO shall be under no obligation for honoring any claim of insurance policy holder. The insurance company will indemnify JUIDCO for any loss / expenses incurred on account of any action initiated by the policy holder for their claim, against JUIDCO.

#### **9. Signing of Contract**

The Bidders whose application is selected shall have to execute an agreement containing terms and conditions of contract including indemnity, non-disclosure clauses etc.

#### **10. Confidentiality Agreement**

Disclosure of any information received by the successful Bidders in course of business to parties not involved in the supply of contracted services will be treated as breach of trust and could invite legal action. This will also mean termination of the contract and disqualification of the said Bidders.

#### **11. Resolution of Disputes**

JUIDCO and the Stand Alone Insurance Company shall make every effort to resolve any disagreement or dispute arising between them under or in connection with the contract amicably and/or by direct informal negotiation. The unresolved issues shall be referred to Arbitration, one Arbitrator to be appointed by the parties if agreed upon or two Arbitrators, one to be appointed by each party. The arbitration will be governed by the Arbitration Act and Conciliation Act, 1996.

#### **12. Jurisdiction of the Court**

All the disputes and controversies between JUIDCO& Bidder shall be subject to the exclusive jurisdiction of the Court in Ranchi and the parties agree to submit themselves to the jurisdiction of such court this RFP/contract agreement shall be governed by the laws of India.

#### **13. Right to amend Terms & Conditions**

JUIDCO reserves the right to alter the terms & conditions of RFP document, including the

last date for submission of application in connection with the Request for Proposal.

**14. Termination**

JUIDCO shall be entitled to terminate the agreement at any time by giving 90 days prior written notice to the Bidders.

Further, JUIDCO shall be entitled to terminate the agreement at any time by giving notice if:

- a. The Bidders breaches its obligations under the RFP or the subsequent agreement and if the breach is not cured within 30 days from the day of notice.
- b. The Bidder:-
  - i. has a winding up order made against it; or
  - ii. has a receiver appointed over all or substantial assets; or
  - iii. is or becomes unable to pay its debts as they become due; or
  - iv. enters into any arrangement or composition with or for the benefit of its creditors; or
  - v. passes a resolution for its voluntary winding up or dissolution or if it is dissolved.