



KELTRON ELECTRO CERAMICS LTD , KUTTIPPURAM, MALAPPURAM , KERALA - 679571

REQUEST FOR PROPOSAL

For

Renewal of Medical Insurance for the employees of
Keltron Electro ceramics Ltd, Kuttippuram
for the year 2019-20.

Tender No: KECL/HR/ MED/01/2019-20 dtd 08.04.2019

Last date for Submission: 16.04.2019

Invitation for “Request of Proposal” for renewal of Medical Insurance Scheme

Keltron Electro Ceramics Ltd for the year 2019-20.

Sealed competitive quotations are invited from IRDAI Accredited Insurance Companies interested in renewing the existing Medical insurance policy of Keltron. The initial policy was started in the year 2015-16 on 27th May 2015 and renewed every year without a break.

1. **OBJECTIVE:**

KECL (Keltron) desires the renewal of its Medical Insurance Scheme for the employees of the Company and their dependents.

Dependents:

- Spouse
- Children: 25 years or entering a job whichever is earlier for boy child. For girl child, until she gets married or enters in a job.
- Parents of employees **without restriction in entry age** shall be covered.

2. **POLICY SUMMARY:**

- a) Date of renewal – 27.05.2019
- b) Period of policy – 1 year
- c) A floater sum of Rs. 3 Lakhs per family per annum for the employees and dependents.
- d) A corporate buffer of Rs. 5 L per annum for maintenance medicines for critical illness with a maximum amount of Rs. 50,000/- per person per annum which will be reimbursed monthly on submission of medical bills for the employees of the Corporation only. Detailed terms and conditions of the policy are given in Annexure 1.
- e) Approximate No. of employees and dependents: As per Annexure 2.
- f) Pre-existing illness shall be covered for all employees and their dependents.
- g) Maximum Ambulance charge payable under one hospitalization is Rs 2500/.
- h) No co-payment option

- i) All pre-natal and post-natal benefits are covered under the maternity benefit of Rs 50,000/- mentioned in the policy.
- j) Additions shall be on pro-rata basis.

3. QUALIFYING CRITERIA:

- The participant should be insurance company authorized to conduct the business of health insurance by the Insurance Regulatory and Development Authority of India. Copy of IRDAI license to conduct health insurance business shall be enclosed.
- Third Party Administrator, if any, implementing the scheme on behalf of the Insurance Company should also be an agency approved by the Insurance Regulatory and Development Authority of India.
- The insurance company should have experience in the field of providing health insurance in India/Kerala for a period of not less than three years as on the date of opening of the tender. Copies of annual audited returns of the company for the last three years shall be enclosed.
- The insurance company should enclose the list of clients and copies of agreements/work orders etc
- The Insurance Company should have accredited hospital network in all districts of the State of Kerala and PAN India. A list of network hospitals pan India with cashless facility has to be submitted only in excel format in a CD/DVD along with Tender documents.
- Bidder should have an office in Kerala.
- The technical proposal should be submitted in the company's letter head with an undertaking that they have understood and shall abide with all the terms and conditions of the tender. The Insurance Company should not have been banned or debarred by Insurance Regulatory and Development Authority for non-settlement of claim or any other issues. The Insurance Company should give an undertaking to this effect in their company's letter head. The format for this is given in Annexure 3.
- The bidder should not add or delete any conditions. Any bidder adding or deleting any of the terms and conditions will stand automatically disqualified.

- The sealed quotations containing all the documents as specified above shall reach this office on or before 16.04.2019 @ 02:00pm and the Technical proposal will be opened on the same day itself at 02:30PM

4. **FINANCIAL PROPOSAL**

The date for the submission of financial proposal shall be intimated later to those who meet the technical criterion.

We invite TWO separate financial proposals as mentioned below:

- Annual Premium quoted shall be for a Basic Sum insured of Rupees 1L to 3L for all employees and their dependents as per the Policy terms and conditions enclosed as Annexure 1. This amount is to be submitted in the format given in Proposal 1. The number of employees and family members with age details is enclosed in Annexure 2. This is an approximate number only. Minor additions or deletions might occur.
- Annual premium quoted for a basic Sum insured of Rupees 1L to 3L for a employee alone, employee + 1 dependent, employee + 2 dependents, employee + 3 dependents, employee + 4 dependents, employee + 5 dependents, employee + 6 dependents, employee + 7 dependents in the format given in Proposal 2.
- The lowest quoted amount inclusive of taxes in Proposal 1 for sum insured of 3L shall be used to determine the L1 of this tender and may be asked to match the L1 of proposal 2 for sum insured of 3L, if required.
- If the L1 quoted amount is above the budgeted value, Keltron reserves the right to ask the technically qualified bidders to submit revised competitive quotes.
- Keltron reserves the right to finalise the 1 L/2L policy given in Proposal 1 or Proposal 2 with the L1.

5. Payment Terms:

40% of total premium with tax shall be paid on the start of the policy date, 30% of total premium with tax, three months after the start of the policy date and the remaining amount within 6 months of the commencement of policy.

6. Notification of award and signing of Agreement.

The successful participant will renew the medical insurance policy without break from 27.05.2019 as per IRDAI regulations with portability of the existing policy which is in place from 27.05.2015.

7. Period of service

The insurance renewal is from 27.05.2019 for a period of one year for coverage of Rs. One to Three lakhs per family as per the Terms & conditions in Annexure 1 and member details as per Annexure 2.

8. Right to accept or reject the tenders

- The right to accept the tender in full or in part/parts will rest with KELTRON.
- Tenders not accompanied with prescribed information or are incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.
- KELTRON reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Buyer's action.
- If the bidder gives wrong information in his tender, KELTRON reserves the right to reject such tender at any stage or to cancel the contract.

POLICY DOCUMENT

Keltron Electro Ceramics Ltd is proposing to implement a new Mediclaim Policy for the employees of the company and their dependants. The policy envisaged has two components. They are:

- a). A floater sum of Rs. 3 Lakhs per family per annum for the employee and dependants.
- b) A Corporate Buffer of Rs. 5 Lakhs per annum for maintenance medicines for critical illnesses with a maximum amount of Rs. 50000/- per person per annum which will be reimbursed monthly on submission of medical bills. This has been included as a special case to extend a helping hand to our employees who have to spend a huge amount of money every month for their maintenance medicines to life threatening diseases. However, only the employees of the Corporation can avail this benefit.

The following conditions to be included in the proposal:

- 2.1 Room, Boarding Expenses as provided by the hospital including Nursing charges upto 1% of Sum Insured per day.
- 2.2 Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses – Actual ICU charges or Rs. 5000/- whichever is lower.
- 2.3 Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees.
- 2.4 Anesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical Appliances, Medicines & Drugs, Diagnostic Materials and X-ray, Dialysis, Chemotherapy, Radiotherapy, Cost of Pacemaker, Artificial Limbs & Cost of Organs and similar expenses.
- 2.5 Pre-hospitalization medical charges up to 30 days period.
- 2.6 Post-hospitalization medical charges up to 60 days period.
- 2.7 LIMIT ON PAYMENT FOR CATARACT: Company's liability for payment of any claim relating to Cataract shall be limited to Actual or maximum of Rs.24000 (Inclusive of all charges, excluding service tax), for each eye, whichever is less.

- 2.8 Expenses incurred for Ayurvedic/Homeopathic/Unani Treatment up to 25% of the sum insured provided the treatment for illness/disease and accidental injuries, is taken in a Government hospital or in any institute recognized by Government and /or accredited by Quality Council Of India / National Accreditation Board on Health, excluding centers for spas, massage and health rejuvenation procedures.
- 2.9 CONGENITAL ANOMALY to be included in the policy.
- 2.10 Admission in a Hospital for a minimum period of 24 hours in patient Care consecutive hours except for specified procedures/ treatments, where such admission could be for a period of less than 24consecutive hours.

Anti Rabies Vaccination	Hysterectomy
Appendectomy	Inguinal/Ventral/Umbilical/Femoral Hernia
Coronary Angiography	Lithotripsy (Kidney Stone Removal)
Coronary Angioplasty	Parenteral Chemotherapy
Dental surgery following an accident	Piles / Fistula
Dilatation & Curettage (D & C) of Cervix	Prostate
Eye surgery	Radiotherapy
Fracture / dislocation excluding hairline Fracture	Sinusitis
Gastrointestinal Tract system	Stone in Gall Bladder, Pancreas, and Bile Duct
Haemo-Dialysis	Tonsillectomy
Hydrocele	Urinary Tract System
Laryngeal Procedures	Nasal Polyp Removal

OR any other Surgeries / Procedures agreed by TPA/Company which require less than 24 hours hospitalization due to advancement in Medical Technology.

- 2.11 Maternity expenses to be included and shall include:
- a. Medical Treatment Expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during Hospitalisation),
 - b. Expenses towards lawful medical termination of pregnancy during the Policy Period.
 - c. The maximum benefit allowable under this clause to be up to Rs.50,000/- except in cases where multiple gynecological procedures are done in which the actual amount upto the sum insured is payable.
 - d. Maternity waiting period to be waived off.
- 2.12 PRE-EXISTING CONDITION/DISEASE to be included
- 2.13 PORTABILITY: Portability of Insurance to be included.
- 2.14 30 Days Exclusion to be waived.
- 2.15 Waiting period for all diseases/ailments/conditions to be waived.
- 2.16 No deductible on claims.
- 2.17 NOTICE OF CLAIM: Preliminary notice of claim with particulars relating to Policy Number, name of insured person in respect of whom claim is to be made, nature of illness/injury and Name and Address of the attending Medical Practitioner/Hospital/Nursing Home to be given to the Company/TPA within 10 days from the date of hospitalization in respect of reimbursement claims.

Final claim along with hospital receipted original Bills/Cash memos, claim form and documents as listed in the claim form below to be submitted to the Policy issuing Office/TPA not later than 30 days of discharge from the hospital.

- a. Bill, Receipt and Discharge certificate / card from the Hospital.
- b. Cash Memos from the Hospitals(s) / Chemists(s), supported by proper prescriptions.
- c. Receipt and Pathological test reports from Pathologist supported by the note from the attending Medical Practitioner / Surgeon recommending such Pathological tests.

- d. Surgeon's certificate stating nature of operation performed and Surgeons' bill and receipt.
- e. Attending Doctor's/ Consultant's/ Specialist's / Anesthetist's bill and receipt, and certificate regarding diagnosis.
- f. Certificate from attending Medical Practitioner / Surgeon that the patient is fully cured.

Waiver: Waiver of period of intimation to be considered in extreme cases of hardships where it is proved to the satisfaction of the Company/TPA that under the circumstances in which the insured was placed it was not possible for him or any other person to give such notice or file claim within the prescribed time limit.

2.18 CONTRIBUTION: If two or more policies are taken by Insured Person during a period from one or more insurers to indemnify treatment costs, Company shall not apply the contribution clause, but the Insured Person shall have the right to require a settlement of his/her claim in terms of any of his/her policies.

2.19 PERIOD OF POLICY: This insurance policy is issued for a period of one year.

2.20 NEWBORN BABY to be covered from day one.

2.21 GENETIC DISORDER: Persons with genetic disorder to be covered

2.22 ORAL CHEMOTHERAPY The cost of oral chemotherapy to be payable under the policy.

2.23 Illness wise limits to be waived off

2.24 Age Limit for dependent children: 25 years or entering a job whichever is earlier for boy child. For girl child, until she gets married or enters in a job.

EXCLUSIONS

3.1 Permanent Exclusions: Any medical expenses incurred for or arising out of:

3.1.1 Vaccination & Inoculation.

- 3.1.2 War Invasion, Act of Foreign enemy, War Like Operations, Nuclear weapons, ionizing radiation, contamination by radio activity, by any nuclear fuel or nuclear waste or from the combustion of nuclear fuel.
- 3.1.3 Circumcision, cosmetic or aesthetic treatment, plastic surgery unless required to treat injury or illness.
- 3.1.4 Cost of braces, equipment or external prosthetic devices, non-durable implants, eyeglasses, Cost of spectacles and contact lenses, hearing aids excluding cochlear implants, durable medical equipments.
- 3.1.5 All types of Dental treatments except arising out of an accident.
- 3.1.6 Convalescence, general debility, 'Run-down' condition or rest cure, obesity treatment and its complications, treatment relating to all psychiatric and psychosomatic disorders, infertility & sterility.
- 3.1.7 Bodily injury or sickness due to willful or deliberate exposure to danger(except in an attempt to save human life), intentional self-inflicted injury, attempted suicide.
- 3.1.8 Treatment of any Bodily injury sustained whilst or as a result of active participation in any hazardous sports of any kind.
- 3.1.9 Treatment of bodily injury sustained whilst or as a result of participating in any criminal act.
- 3.1.10 Sexually transmitted diseases, any condition directly or indirectly caused due to or associated with Human T-cell Lymphotropic Virus Type III (HTLB-III) or lymphotopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency Syndrome or any syndrome or condition of similar kind commonly referred to as AIDS.
- 3.1.11 Diagnosis, X-Ray or Laboratory examination not consistent with or incidental to the diagnosis of positive existence and treatment of any ailment, sickness or injury, for which confinement is required at a Hospital.
- 3.1.12 Vitamins and tonics unless forming part of treatment for injury or disease as certified by the attending Medical Practitioner.
- 3.1.13 Stem Cell Implantation/Surgery.
- 3.1.14 Accident due to Alcohol/Drunken Driving not included.
- 3.1.15 Treatment taken outside India
- 3.1.16 Experimental Treatment, Unproven Treatment
- 3.1.17 Naturopathy Treatment.

- 3.1.18 Instrument used in treatment of Sleep Apnea Syndrome (C.P.A.P.) and continuous Peritoneal Ambulatory dialysis (C.P.A.D.) and Oxygen Concentrator for Bronchial Asthmatic condition.
- 3.1.19 Domiciliary Hospitalization.
- 3.1.20 Treatment for Age Related Macular Degeneration (ARMD) , treatments such as Rotational Field Quantum Magnetic Resonance (RFQMR), External Counter Pulsation (ECP), Enhanced External Counter Pulsation (EECP), Hyperbaric Oxygen Therapy.

Annexure – 2

Age Wise List of Employees & Dependents			
Sl.No.	Age	Employee (Nos)	Dependent (Nos)
1	0 to 5	-	9
2	6 to 10	-	2
3	11 to 15	-	10
4	16 to 20	-	10
5	21 to 25	-	9
6	26 to 30	4	6
7	31 to 35	7	1
8	36 to 40	2	2
9	41 to 45	4	9
10	46 to 50	4	6
11	51 to 55	3	4
12	56 to 60	12	7
13	61 to 65	-	8
14	65 to 70	-	6
15	71 to 75	-	5
16	76 to 80	-	5
17	81 to 85	-	3
18	86 to 90	-	-
19	91 to 95	-	1
TOTAL		36	103

TENDER CONDITIONS ACCEPTANCE LETTER

(To be given in company's letter head)

To,

Managing Director
Keltron Electro Ceramics Ltd
Kuttippuram, Malappuram
Kerala - 679571

Dear Sir/Madam,

Sub: Acceptance of Terms & Conditions of Tender

Tender No: KECL/HR/ MED/01/2019-20 dtd 05.04.2019

We (Bidder) have carefully gone through the RFP document for selecting "Medical Insurance Provider" for Renewal of Medical Insurance for the employees of Kerala State Electronics Development Corporation Ltd for the year 2019-20.

We hereby irrevocably declare that:

1. All the information related to our Company/Firm, manpower, customer base, projects, financial details, list of hospital network offered etc. provided in our offer is true and without any alteration / modifications.
2. All the provisions of this RFP Document are acceptable to my Company/Firm. No violation of the terms and conditions as mentioned in the RFP document has been made.
3. We declare that our Company/Firm has not been debarred / black listed by any Government / Semi Government organizations in India/Public Sector Undertakings of the Central and State Governments.

4. The information contained in the proposal is complete and accurate in all material respects.
5. We undertake to notify KELTRON promptly upon us becoming aware of any material fact which tends to render our proposal misleading or inaccurate.
6. We acknowledge and agree that any material misrepresentation or warranty made in connection with Bidder's proposal might result in its invalidation and Bidder's disqualification from the bidding process.
7. We acknowledge and agree that KELTRON has the right not to qualify any bidder on grounds of national interest, security or public policy.
8. We, undersigned, offer to provide the medical insurance to all employees and their dependents in conformity with tender specifications referred above and also to the said terms & conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.
9. We undertake, if our Bid is accepted, to provide medical insurance services specified in the contract from the date of issue of your purchase order.
10. We affirm that we have enclosed all brochures detailing the technical specification of the items quoted by us.
- 11.

Our address for communication (With Telephone/ email id/FAX nos.)	Address on which PO to be placed (with Telephone/ email id/ FAX nos.)

I, ----- (Name) ----- designation) further certify that I am an authorized signatory of my Company /Firm and am, therefore, competent to make this declaration.

Yours Faithfully,

Date:

(Signature of the Bidder) / Authorised Signatory with rubber stamp

Name:

Designation:

ANNEXURE 4

Sl.NO	Pre-Qualification requirement	Documents to be attached
1	The participant should be insurance company authorized to conduct the business of health insurance by the Insurance Regulatory and Development Authority of India.	Copy of IRDAI license to conduct health insurance business shall be enclosed.
2	Third Party Administrator, details, if any, implementing the scheme on behalf of the Insurance Company should also be an agency approved by the Insurance Regulatory and Development Authority of India. If own, indicate so.	Copy of IRDAI license for TPA
3	The insurance company should have experience in the field of providing health insurance in India / Kerala for a period of not less than three years as on the date of opening of the tender.	Copies of annual audited returns of the company for the last three years shall be enclosed.
4	The insurance company should enclose the list of clients and copies of agreements/work orders etc	A copy of the agreements/work orders etc to be enclosed
5	The Insurance Company should have accredited hospital network in all districts of the State of Kerala and PAN India.	A list of network hospitals with cashless facility pan India has to be submitted only in excel format in a CD/DVD along with Tender documents.
6	Tender Conditions Acceptance and No Blacklisting Letter	As per Annexure 3
7	Bidder should have an office in Kerala.	Proof of the same shall be submitted.

SECTION B – FINANCIAL PROPOSAL

**Proposal for Medical Insurance Policy for the regular employees of Keltron
Electro Ceramics Ltd from 28.05.2019 to 27.05.2020**

PROPOSAL- 1

Sum Insured	1L	2L	3L
Total Premium Without Tax			
Total Premium With Tax			

Name of the Firm:

Address :

Authorized Signatory

Name :

Designation:

Signature :

Date :

(SEAL)

SECTION B – FINANCIAL PROPOSAL

Proposal for Medical Insurance Policy for the regular employees of
Keltron Electro Ceramics Ltd from 28.05.2019 to 27.05.2020

PROPOSAL – 2

Sum insured / Premium For	1L	2L	3L
Employee			
Employee + 1 dependent			
Employee + 2 dependents			
Employee + 3 dependents			
Employee + 4 dependents			
Employee + 5 dependents			
Employee + 6 dependents			
Employee + 7 dependents			

Name of the Firm:

Address :

Authorized Signatory

Name :

Designation:

Date :

Signature :

(SEAL)