



**E-TENDER FOR THE RENEWAL OF GROUP MEDICAL
INSURANCE POLICIES OF EMPLOYEES & FAMILIES, GROUP
MEDICAL INSURANCE FOR PARENTS/PARENTS-IN-LAW OF
EMPLOYEES & GROUP PERSONAL ACCIDENT INSURANCE
SCHEME (DEATH ONLY)
FOR EMPLOYEES ONLY FOR THE YEAR – 2024-25**

TENDER DOCUMENT

**TENDERNO:Kerala State Co-operative Bank Ltd/GAD/GMI/DATED:08/07/2024
DATED:08TH July 2024**

The Kerala State Co-operative Bank Ltd
"COBANK TOWERS",VIKAS BHAVAN,
Palayam,Thiruvananthapuram
Ph:0471-,2547236,2547230
GSTINNo.32AAAK4255G2ZZ

E-mail: gad@keralabank.co.in Website:www.keralabank.co.in

Bidder shall mandatorily quote for all three insurance policies(i.e. Group medical insurance policies of employees & families, group medical insurance for parents/ parents-in-law of employees & group personal accident insurance scheme (death only)for employees only) given in BOQ. Bank will reserve the rights to award the contract to single bidder or separately to different bidders based on the lowest quotes received as per NIT conditions. (All Pages(EXCEPT Annexure – 8)of this Tender Document should be duly filled, signed and Sealed by Authorised Signatory. Otherwise, the Bid submitted will be rejected).



P.B. No. 6515, COBANK TOWERS,
VIKAS BHAVAN P.O., PALAYAM
THIRUVANANTHAPURAM,
PIN-695 033

PhNo0471-2547236,284

Website:www.keralabank.co.in
e-Government Procurement(e-GP)

NOTICE INVITING TENDER

Competitive e-Tenders are invited from Public Sector Insurance Companies(Through its Regional Offices or Divisional Offices), General Insurance Companies promoted by Public Sector Banks or from Insurance Broking Companies approved by IRDA representing the Public Sector Insurance Companies and General Insurance Companies promoted by Public Sector Banks for Renewal of Group Medical Insurance Scheme for Employees and families, Group Medical Insurance Scheme for Parents/ Parents-in-law of Employees and Group Personal Accident Insurance Scheme (Death Only) for the Employees of Kerala State Co-operative Bank Ltd. The Tender document can be downloaded free of cost from www.etenders.kerala.gov.in Interested Public Sector Insurance Companies/ General Insurance Companies promoted by Public Sector Banks / Insurance Broking Companies approved by IRDA are mandated to get enrolled on the e-procurement portal (<http://www.etenders.kerala.gov.in>) and the tender document will be available on the same portal in order to download the tender documents and participate in the subsequent bidding process.

The tender document for this may also be downloaded from the website

(<http://www.keralabank.co.in>)

The technical and Financial bids will be evaluate by the Bid Evaluation Committee duly constituted by the KSCB Ltd. Financial bids of only the technically qualifies offers shall be opened before the successful bidders by the constituted body of KSCB Ltd for awarding of the contract. Following schedule will be observed in this regard.

1	Bid Submission start date	12/07/2024
2	Last date for availability of bid documents	20/07/2024 (upto 6.p.m)
3	Last date for submission of the completed bid documents	23/07/2024 (upto 6.p.m)
4	Opening and Evaluation of technical bids	25/07/2024 (@11a.m
5	Pre Bid Meeting	11/07/2024 (at3.00p.m)
6	Opening and Evaluation of Financial bids	After technical bid evaluation
7	Award of contract	<i>To be intimated</i>

The completed Bid documents should be **submitted before 6.00 p.m on 23/07/2024 at <http://www.etenders.kerala.gov.in>.**

The Bank reserves the right to accept/ reject any tender without assigning any reason whatsoever.

All correspondence/ communications should be made to the following address,

The Chief Executive Officer
Kerala State Co-operative Bank Ltd,
COBANK Towers, Palayam,
Trivandrum-695033,
Phone:0471-2547236,2547230 Email:gad@keralabank.co.in

TENDER NOTICE DATED 08/07/2024

TENDERNO:Kerala State Co-operative Bank Ltd/GAD/GMI/DATED:08/07/2024.

Competitive e-Tenders are invited from **Public Sector Insurance Companies** (Through its Regional Offices or Divisional Offices), General Insurance Companies promoted by Public Sector Banks or from Insurance Broking Companies approved by IRDA representing the Public Sector Insurance Companies and General Insurance Companies promoted by Public Sector Banks for Renewal of Group Medical Insurance Scheme for Employees and families, Group Medical Insurance Scheme for Parents/Parents-in-law of Employees and Group Personal Accident Insurance Scheme (Death Only)for the Employees of Kerala **State Co-operative Bank Ltd.** The Tender document can be downloaded free of cost from www.etenders.kerala.gov.in The Technical and Financial bids should be submitted by the bidder in online covers provided in the online tender. **The Insurance Company must submit their bids through its Regional Office or Divisional Offices only.** Financial bids of only the technically acceptable offers shall be opened before the successful bidders by the Kerala State Co-operative Bank Head Office for awarding of the contract. Following schedule will be observed in this regard.

1	Bid Submission start date	12/07/2024
2	Last date for availability of bid documents	20/07/2024(upto 6.p.m)
3	Last date for submission of the completed bid documents	23/07/2024 (upto 6.p.m)
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5	Pre Bid Meeting	11/07/2024(at 3.00p.m)
6	Opening and Evaluation of Financial bids	After technical bid evaluation
7	Award of contract	<i>To be intimated</i>

Completed Bid documents should be submitted online before 23/07/2024, 6.p.m at www.etenders.kerala.gov.in. Any clarification on tender document can be had from the following address:-

The Chief Executive Officer
KERALA STATE CO OPERATIVE BANK
COBANKTOWERS, VIKAS BHAVAN PO
THIRUVANANTHAPURAM - 695033
PhoneNo:0471 2547230, 2547236.

All correspondence / communications on the scheme should be made at the above address. The companies which are in agreement with scheme and its clauses, only need to participate in the bidding and any disagreement in this regard may invite disqualification/ rejection of bid at technical level. Hence all the companies are requested to go through the scheme carefully and submit their agreement in specific format given in the bid.

The Bank reserves the right to accept/ reject any tender without assigning any reason what soever.

**Chief Executive Officer
KERALASTATE CO OPERATIVE BANK LTD**

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PART I

INFORMATION TO THE BIDDER ABOUT THE SCHEME

1. **Name** : “THE KERALA STATE CO-OPERATIVE BANK LTD”
2. **Objective:** To facilitate improved access to quality medical care for treatment of diseases involving Out Patient treatment and Hospitalization treatment for Kerala State Co-operative Bank’s Employees ,dependents.
3. **Beneficiaries:** Kerala State Co-operative Bank’s Employees & Family, Parents/ Parents-in-law

Benefits of policy for Employees and Families

Sl.NO	FEATURES	TERMS & CONDITIONS REQUESTED
1	SUM INSURED	Rs.5,00,000/- per Family
2	AGE BRACKET	As per the listen closed
3	1 ST TO 4 TH YEAR EXCLUSION	Waived for all
4	1 ST TO 2 YEAR EXCLUSION	Waived for all
5	1 ST 30 DAYS EXCLUSION	Waived for all
6	PRE-EXISTING DISEASE WAIVER	Waived for all ,no exclusion of diseases, no exclusions /limit for pre-existing diseases
7	ROOM RENT OR ROOM TYPE RESTRICTION	Room rent per day restricted to 1% of the sum insured. ICU rent per day restricted to 2 % of the sum insured.
8	PRE AND POST HOSPITALIZATION COVERAGE	30 days pre-hospitalization and 60 days post-hospitalization respectively
9	CORPORATE BUFFER	Overall limit of Rs.50 lakhs –(Limited to Rs.5,00,000/-per family) should be released based on the approval of The Bank critical ailment restrictions

10	CONGENITAL INTERNAL & EXTERNAL DISEASE	Waived for all
11	AYURVEDIC TREATMENT & HOMEOPOTHICTREATMENT	Reimbursement for in-patient Ayurvedic treatment (other than Sukha Chikitsa) at Govt. recognized Ayurvedic hospitals up to Rs.15% of Sum Insured per family.
12	MATERNITY	Maternity benefits, applicable only for the Employees or Dependent Spouse, subject to a limit of Rs.50000/- for normal and Rs.75000/- for caesarean delivery.
13	BABY DAY ONE COVER	New born babies need to be covered from day one with full Floater sum assured
14	LIMIT ON ANY ONE DISEASE OR AILMENT	No Capping
15	LIMIT ON SURGEON CHARGES, ANESTHETIC CHARGES, STENT CHARGES, ETC.	No Capping
16	CO-PAYCLAUSE	No Co-pay
17	VALUE ADDED BENEFITS - AMBULANCE CHARGES	Ambulance charges Rs.2,000/-per family subject to a limit of Rs.50,000/- during the policy period
18	NON CANCELATION OF POLICY IN MID TERM ON ACCOUNT OF ADVERSE CLAIM RATIO	Yes
19	MIDTERM INCLUSION	Provision to include members during the operation of the policy on pro-rata basis.
20	OP COVER	OP Cover Rs.5000 per Family
21	CATARACT LIMIT (MONOFOCAL / MULTIFOCAL)	Cataract limitedtoRs.50,000/Eye
22	PROPORTIONATE PAYMENT FOR HIGHER ROOM	Proportionate payment for Higher room not applicable
24	NEONATAL HOSPITALIZATION	Neo Natal Hospitalization expenses covered
25	9 MONTHS WAITING PERIODS FOR MATERNITY	9 Months waiting periods for Maternity WAIVED
26	POLICY FOR RETIRING EMPLOYEES	Individual policy for Retiring Employees with continuity from Group Policy. (Period covered under other Insures group policy Also to be provided)
27	Dog bites, Snake bites or any other reason caused for hospitalization	Covered

28	Guidelines from Standardization of Exclusions as per IRDA circular dated 27 th Sep 2019	As per IRDA list
29	Modern Treatment methods & Advancement In Technologies & Targeted Therapy	Modern Treatment Methods & Advancement in Technologies In case of an admissible claim under section 4.1, expenses incurred on the following procedures (wherever medically indicated) either as in-patient or as part of day care treatment in a hospital, shall be covered. The claim shall be subject to additional sub-limits indicated against them in the table below: 1) Uterine Artery Embolization & High Intensity Focussed Ultrasound (HIFU) Up to 20% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period for claims involving Uterine Artery Embolization & HIFU 2) Balloon Sinuplasty - Up to 10% of Sum Insured subject to a maximum of Rs.1 Lac per policy period for claims involving Balloon Sinuplasty 3) Deep Brain Stimulation - Up to 70% of Sum Insured per policy period for claims involving Deep Brain Stimulation 4) Oral Chemotherapy - Up to 20% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period for claims involving Oral Chemotherapy 5) Immunotherapy-Monoclonal Antibody to be given as injection - Up to 20% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period 6) Intra vitreal Injections - Up to 10% of Sum Insured subject to a maximum of Rs. 1 Lac per policy period 7) Robotic Surgeries (Including Robotic Assisted Surgeries) - Up to 75% of Sum Insured per policy period for claims involving Robotic Surgeries for (i) the treatment of any disease involving Central Nervous System irrespective of aetiology; (ii) Malignancies. Up to 50% of Sum Insured per policy period for claims involving Robotic Surgeries for other diseases 8) Stereotactic Radio Surgeries - Up to 50% of Sum Insured per policy period for claims involving Stereotactic Radio Surgeries 9) Bronchial Thermoplasty - Up to 30% of Sum Insured subject to a maximum of Rs.3 Lacs per policy period for claims involving Bronchial Thermoplasty. 10) Vaporisation of the Prostate (Green laser treatment for holmium laser treatment) Up to 30% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period.

		11) Intra Operative Neuro Monitoring (IONM) - Up to 15% of Sum Insured per policy period for claims involving Intra Operative Neuro Monitoring subject to a maximum of Rs. 1 Lac per policy period. 12) Stem Cell Therapy: Hematopoietic Stem Cells for bone marrow transplant for haematological conditions to be covered only. No additional sub-limit Note: If, for a given admissible claim, limits as listed in the Table above AND limits mentioned in Clause 4.1.2 are applicable simultaneously, then the lower of the two limits shall apply.
30	Reimbursement Claim Submission Time Line	Reimbursement claim submission time line should be 45 days from the date of discharge. Should give waiver of Intimation for Reimbursement Claims.
31	Policy Premium Payment	Installment wise
32	Family Unit May contain	Employee, Spouse, 3 children within 25 yrs of age

Benefits of policy for Parents/Parents-in-law of Employees

Sl.No.	FEATURES	TERMS & CONDITIONS REQUESTED
1	SUM INSURED	2,00,000/per each member
2	AGE BRACKET	As per the list enclosed
3	1 st TO 4 th YEAR EXCLUSION	Waived for all
4	1 st TO 2 YEAR EXCLUSION	Waived for all
5	1 st 30 DAYS EXCLUSION	Waived for all
6	PRE-EXISTING DISEASE/CONDITIONS WAIVER	Waived for all, no exclusion of diseases, no exclusions/ limit for pre-existing diseases
7	ROOM RENT OR ROOM TYPE RESTRICTION	Room rent per day restricted To 1.5%of the sum insured. ICU rent per day restricted to 2 % of the sum insured.
8	PRE AND POST HOSPITALIZATION COVERAGE	30 days pre-hospitalization and 60 days post- hospitalization respectively.
9	AYURVEDIC TREATMENT & HOMEOPOTHIC TREATMENT	Reimbursement for in-patient Ayurvedic treatment (other than Sukha Chikitsa) at Govt. recognized Ayurvedic hospitals upto Rs.15% of Sum Insured Per family.
10	LIMIT ON ANY ONE DISEASE OR AILMENT	No Capping
11	LIMIT ON SURGEON CHARGES, ANESTHETIC CHARGES, STENT CHARGES, ETC.	No Capping
12	CO-PAY CLAUSE	CO-PAY is applicable only for parents and is limited to 10%(Co-pay is not applicable for Ailments / Diseases /Procedures / Surgery which have already been limited in policy)
13	VALUE ADDED BENEFITS- AMBULANCE CHARGES	Ambulance charges Rs.1,500/-
14	NON CANCELATION OF POLICY IN MID TERM ON ACCOUNT OF ADVERSE CLAIM RATIO	Yes
15	MID TERM INCLUSION	Provision to include members During the operation of the policy on pro-rata basis.
16	CATARACT LIMIT (MONOFOCAL & MULTI FOCAL)	Cataract limited to Rs.50,000/ Per eye.
17	PROPORTIONATE PAYMENT FOR HIGHER ROOM	Proportionate payment for Higher room not applicable
18	Guidelines from Standardization of Exclusions as per IRDA circular dated 27 th Sep 2019	As per IRDA list
19	Modern Treatment methods & Advancement In Technologies & Targeted Therapy	Modern Treatment Methods & Advancement in Technologies In case of an admissible claim under section 4.1, expenses incurred on the following procedures (wherever medically indicated) either as in-patient or as part of day care treatment in a hospital, shall be covered. The claim shall be subject to additional sub-limits indicated against them in the table below: 1)Uterine Artery Embolization & High Intensity Focussed Ultrasound (HIFU)Up to 20% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period for claims involving Uterine Artery Embolization & HIFU 2)Balloon Sinuplasty - Up to 10% of Sum Insured subject to a maximum of Rs.1 Lac per

		policy period for claims involving Balloon Sinuplasty 3)Deep Brain Stimulation - Up to 70% of Sum Insured per policy period for claims involving Deep Brain Stimulation 4)Oral Chemotherapy - Up to 20% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period for claims involving Oral Chemotherapy 5)Immunotherapy-Monoclonal Antibody to be given as injection - Up to 20% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period 6) Intra vitreal Injections - Up to 10% of Sum Insured subject to a maximum of Rs. 1 Lac per policy period 7)Robotic Surgeries (Including Robotic Assisted Surgeries) - Up to 75% of Sum Insured per policy period for claims involving Robotic Surgeries for (i) the treatment of any disease involving Central Nervous System irrespective of aetiology; (ii) Malignancies. Up to 50% of Sum Insured per policy period for claims involving Robotic Surgeries for other diseases 8)Stereotactic Radio Surgeries - Up to 50% of Sum Insured per policy period for claims involving Stereotactic Radio Surgeries 9)Bronchial Thermoplasty - Up to 30% of Sum Insured subject to a maximum of Rs.3 Lacs per policy period for claims involving Bronchial Thermoplasty. 10)Vaporisation of the Prostate (Green laser treatment for holmium laser treatment) Up to 30% of Sum Insured subject to a maximum of Rs.2 Lacs per policy period. 11)Intra Operative Neuro Monitoring (IONM) - Up to 15% of Sum Insured per policy period for claims involving Intra Operative Neuro Monitoring subject to a maximum of Rs. 1 Lac per policy period. 12) Stem Cell Therapy: Hematopoietic Stem Cells for bone marrow transplant for haematological conditions to be covered only. No additional sub-limit Note: If, for a given admissible claim, limits as listed in the Table above AND limits mentioned in Clause 4.1.2 are applicable simultaneously, then the lower of the two limits shall apply.
20	Reimbursement Claim Submission Time Line	Reimbursement claim submission time line should be 45 days from the date of discharge Should give waiver of Intimation for Reimbursement Claims.
21	Policy Premium Payment	Installment Wise
20	Reimbursement Claim Submission Time Line	Reimbursement claim submission time line should be 45 days from the date of discharge Should give waiver of Intimation for Reimbursement Claims.
21	Policy Premium Payment	Installment Wise

4. **Benefits:** The Benefits within this scheme, to be provided on a cashless basis from networked hospitals and reimbursement of expenses in other cases arising out of Out Patient treatment and Hospitalization treatment to the beneficiaries up to the limit of their annual medical Insurance coverage subject to other terms and conditions outlined here in, are the following:
5. **Payment of Premium:** Kerala State Co-operative Bank will, on behalf of the beneficiaries, make the payment in installment wise of the premium to the Insurance Company which is selected to perform the contract.
6. **Period of Insurance:** The Contract between Kerala State Co-operative Bank Ltd and the Insurer shall become effective on the date of signing and shall continue to be valid and in full force and effect until expiration of the Policy Cover Period or until early termination, whichever is earlier.
7. **Repudiation of claim:** In case of any claim is found untenable, the insurer shall communicate reasons in writing to the Designated Authority of Kerala State Co-operative Bank Ltd. With a copy to the beneficiary.
8. **Termination:** Before the end of the period by a) mutual consent or b) by either party giving 60 days notice period.
9. **Standardisation of Formats:** The Insurance Company shall use the standardized formats for cashless transactions, discharge summary, billing pattern and other reports in consultation with the Kerala State Co-operative Bank Ltd.
10. **Award of Contract:** Kerala State Co-operative Bank shall award the contract to the successful bidder/s whose bid/s has/ have been determined to be substantially responsive, lowest evaluated bid, provided that the bidder has been determined by the Kerala State Co-operative Bank to be qualified to perform the contract satisfactorily, and provided further that in evaluating the financial bid, the financial implications, if any, of the corresponding technical bid, have also been taken into reckoning.
11. **Amendment Of Bidding Documents:**
 - a) At any time prior to the deadline for submission of bids, Kerala State Co-operative Bank may, for any reason modify the Bidding documents, by issuing a corrigendum.
 - b) The corrigendum will be notified on the e-Procurement website of Kerala www.etenders.kerala.gov.in and will not be issued or available anywhere else. Hence, interested agencies/ bidders are advised to regularly check the above websites for any updates on this tender.
 - c) In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, Kerala State Co-operative Bank may, at its discretion, extend deadline for the submission of the Bid through a date corrigendum online.

NOTE: Oral statements made by the Bidder at any time regarding quality of service or arrangements of any other matter shall not be considered.

- 12. Right to Accept or Reject any or All Bids:**Kerala State Co-operative Bank reserves the right to accept or reject any Bid or annul the Bidding process and reject all Bids at any time prior to award of contract, without there by incurring any liability to the affected Bidder or Bidders. Kerala State Co-operative Bank is not bound to accept the lowest or any bid.

Note:Incomplete technical bids and financial bids with extra attachments/ remarks are liable to be disqualified.

- 13. Notification of Award And Signing of Agreement:**The Notification of Award will be issued with the approval of the Tender Accepting Authority. The terms of Agreement will be discussed with the representatives of the successful insurance company and the company is expected to furnish a duly signing Agreement proposed by Kerala State Co-operative Bank LTD in duplicate within 7 days of declaration of ‘award of contract’,failing which the contract may be offered to the next bidder in order of merit.

Note:Terms can be amended by the Kerala State Cooperative Bank Ltd before entering into the contract.

- 14. Canvassing:**Bidders are hereby warned that canvassing in any form for influencing the process of notification of award would result in disqualification of the Bidder.
- 15. Signature in each page of document:**All the Annexure formats of the Bid Document must be signed by the competent authority of the Bidder.
- 16. Deadline for Submission Bids/Proposals:**
Bid documents should be submitted not later than **23/07/2024– 6.p.m** Bid documents received later than the prescribed date and time will not be considered for evaluation.

Group Personal Accident Insurance Scheme 2024-25 coverage at Rs.3,00,000/- against Accident death at employee

- 17. Bidder shall mandatorily quote for all three insurance policies (i.e. Group medical insurance policies of employees & families, group medical insurance for parents/parents-in-law of employees & group personal accident insurance scheme (death only)for employees only) given in BOQ. Bank will reserve the rights to award the contract to single bidder or separately to different bidders based on the lowest quotes received as per NIT conditions.**

The Bid shall be governed by and constructed in all respects according to the laws for the time being in force in India.

PART II
SUBMISSION OF BIDS

Kerala State Co-operative Bank Ltd seeks detailed proposal from insurance companies interested in implementing **Kerala State Cooperative Bank's Medical Insurance scheme**. The bid document should include the following:

SECTION A–TECHNICAL BID

A. QUALIFYING CRITERIA:

- i) Check List for Technical Bid (**Annexure-1**)
- ii) Details of the bidder(**Annexure-2**)
- iii) Insurance company should be Registered with Insurance Regulatory and Development Authority (IRDA) to undertake insurance related activities. The Insurer should attach a copy of the license as a proof of its registration.
- iv) IRDA–License(**Annexure-3**)
- v) The Insurer has to provide an undertaking, as per format given in **Annexure4**, expressing their explicit agreement to adhere with the details of the scheme as mentioned in the PART1of the tender document.(**Annexure-4**)

Note: The qualifying requirement data shall be enclosed with the Technical bid only. The bidders who do not qualify this criterion will be disqualified immediately and their bids will not be considered.

B. OTHERS:

- I. **Previous Experience with Group Health insurance scheme:**If the insurer has any previous experience in successfully running Group health insurance scheme in any State(s).(minimumof10000lives) they should provide details of that in the prescribed format as given in **Annexure5** of the bid document. In the same **Annexure 5** the Insurer should also provide a brief write-up of their experience with Group Health Insurance Schemes
- II. **Administrative Infrastructure:** Details of administrative infrastructure of the Insurance Company as **Annexure6** of the bid document.
- III. **Other Information:**Bidder is supposed to give point-wise reply of the Tender document for agreement/disagreement.(**Annexure7**)

SECTION B –FINANCIAL BID

(KINDLY NOTE THAT ANNEXURE-8 SHOULD BE ATTACHED TO SECTION B –FINANCIAL BID ONLY)

Financial costs including administrative expenses, overheads, and service charges that the insurance company expects for rendering the services should be a part of the premium.

Note:

- 1. The Insurance Company must release the quotation through their Regional Office or Divisional Office.**
- 2. There should only be Total premium quote.(THE INSURANCE COMPANIES/ BROKERS SHOULD SUBMIT THE FINANCIAL QUOTE AS PER BoQ Sheet,)**
- 3. No other document or attachment shall be permissible along withAnnexure-8.**
- 4. Any deviation will attract disqualification**

SECTION C–SUMMARY OF BID

Following table provides a brief summary of the documents which need to be attached by Insurer in the technical lbid:

SECTION A–DETAILS OF TECHNICAL BID:

	Section of Technical Bid	Details by Insurer
A	<i>Qualifying criteria:</i>	
1	Check List for Technical Bid	Annexure–1 (as per format attached)
2	Details of the Company	Annexure–2 (as per format attached)
3	IRDA license	
4	Undertaking for adherence to the Tender	Annexure-4 (as per format attached)
B	<i>Others:</i>	
1	Previous Experience with Group Health Insurance	Annexure-5 (as per format attached)
2	Administrative Infrastructure:	Annexure-6
3	Other Information	Annexure-7

SECTION B–DETAILS OF FINANCIAL BID:

	Section of Financial Bid	Details by Insurer
	Financial Proposal	Annexure-8 (as per format attached)

NOTE:

Insurance Companies are supposed to give point-wise reply of the tender document for agreement/ disagreement and attach the necessary annexure as mentioned above.

SECTION D

FORMAT-DECLARATION BY THE INSURANCE COMPANY

[On letter head of the Insurance Company](*This should be signed by the authorized signatory of Insurance Company Only*)

From

[Name of Insurance Company][Address of Insurance Company]

Date: [insert date], 2024

To

Dear Sir,

I, [insert name] designated as [insert title] at [insert location] of [insert name of Bidder] and being the authorized signatory of the Bidder, do hereby declare and undertake that I have read the contents of the tender document and hereby submit the bid in the desired format with respective annexure duly signed by me.

Signature:

Name:

Designation:

Annexure-I

GENERAL CONDITIONS TO BIDDERS
FORMAT-CHECK LIST FOR TECHNICAL BID

Name of the Insurance Company:

	Section of Technical Bid	Details by Insurer	Document Submitted (Yes/No)
A	<i>Qualifying criteria:</i>		
1	Check List For Technical Bid	Annexure-1 (as per format attached)	
2	Details of the Company (if tenderer is a broking agency, this cover should contain the detailsof their firm as well as the representing insurance company)	Annexure-2 (as per format attached)	
3	IRDA license	Annexure-3	
4	Undertaking for adherence to The tender	Annexure-4 (as per format attached)	
B	<i>Others:</i>		
1	Previous Experience with Group Health insurance (if tenderer is a broking agency their experience details also need to be included in this cover along with experience details of Insurance Company)	Annexure-5 (as per format attached)	
2	Administrative Infrastructure	Annexure-6 (as per format attached)	
3	Other Information	Annexure-7	

FORMAT-DETAILS OF THE INSURANCE COMPANY

[On letter head of the Insurance Company]

1. Details of the Company

a. Name:

b. Address of the corporate head quarters and its office head in the State, if any:

2. **Details of individual(s) who will serve as the point of contact/ communication for Kerala State Co-operative Bank Ltd:**

c. Name:

d. Designation:

e. Company:

f. Address:

g. Telephone Number:

h. E-mail Address:

i. Fax Number:

3. Particulars of the Authorized Signatory of the Bidder:

j. Name:

k. Designation:

l. Company:

m. Address:

n. Telephone Number:

o. E-mail Address:

p. Fax Number

Annexure-3

IRDA-License

Annexure–4

**FORMAT-UNDERTAKING REGARDING COMPLIANCE WITH TERMS OF
SCHEME**

[On letter head of the Insurance Company]

From

[Name of the Insurance Company][Address of the Insure Company]

Date: [insert date], 2024

To

Dear Sir,

Sub: Undertaking Regarding Compliance with Terms of Scheme

I,[insert name] designated as [insert title] at [insert location]of [insert name of Bidder] and being the authorized signatory of the Bidder, do hereby declare and undertake that we have read the Tender Documents for award of Contract(s) for the implementation of Kerala State Co-operative Bank Medical Insurance Scheme.

We hereby undertake and explicitly agree that if we are selected as the Successful Bidder, we shall adhere to and comply with the terms of the Scheme as set out in the Tender Documents and the Contract(s).

Dated this_____day of_____, 2024

[signature]

In the capacity of_____

[position]

Duly authorized to sign this Bid for and on behalf of_____

[name of Insurance Company]

**FORMAT - DETAILS OF PREVIOUS EXPERIENCE WITH GROUP HEALTH
INSURANCE**

Name of the State where Providing Insurance	Name of the Scheme (If any)	Beneficiaries Of the scheme	Period of the Scheme	Total Number of Families covered Under Scheme	Claim Ratio
1.					
2.					
3.					

A Brief Write-up about the Experience of Working in above said Schemes should also be given here.

Annexure 6

Administrative Infrastructure Details

(If the quote is submitted directly by insurance company, annexure 6 should be filled only by the insurance company OR If the quote is submitted by a broker for and on behalf of an Insurance Company annexure 6 is to be filled by broker only)

Annexure7

Other Information:

Bidder is supposed to give point - wise reply of the Tender document for agreement/disagreement

Point wise Agreement/Disagreement:-

If the insurance companies /brokers agreed all the terms and condition contained in the tender document they should mention **“ all the terms and conditions agreed, if any point disagree they can mention disagreement in this annexure”**)

SECTION B

FORMAT - FINANCIAL BID

[On letter head of the Insurance Company]

From

[insert name of the Insurance company]

[insert address of the Insurance company]

Date: [insert, date], 2024

To

Dear Sir,

Sub: Financial Bid for Implementation of Kerala State Co- operative Bank Medical Insurance Scheme

With reference to your Tender Documents dated (Insert Date) we, [insert name of Bidder], wish to submit our Financial Bid for the award of the Contract(s) for the implementation of the Kerala State Co- operative Bank Medical Insurance Scheme. Our details have been set out in our Technical Bid.

We hereby submit our Financial Bid, which is unconditional and unqualified. We have examined the Tender Documents, including all the Addenda.

We acknowledge that Kerala State Co -operative Bank will be relying on the information provided in the Financial Bid for evaluation and comparison of Financial Bids received from the Eligible Bidders and for the selection of the Successful Bidder for the award of the Contract for the implementation of Kerala State Co- operative Bank's Medical Insurance Scheme. We certify that all information provided in the Financial Bid is true and correct. Nothing has been omitted which renders such information misleading and all documents accompanying our Financial Bid are true copies of their respective originals.

1. We shall make available to the Kerala State Co- operative Bank any clarification it may find necessary or require to supplement or authenticate the Financial Bid.
2. We acknowledge the right of the Kerala State Co-operative Bank to reject our Financial Bid or not to select us as the Successful Bidder, without assigning any reason or otherwise and we hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
3. We acknowledge and confirm that all the undertakings and declarations made by us in our Technical Bid are true, correct and accurate as on the date of opening of our Financial Bid and shall continue to be true, correct and accurate for the entire validity period of our Bid.
4. We acknowledge and declare that the Kerala State Co -operative Bank is not obliged to return the Financial Bid or any part thereof.
5. We undertake that if there is any change in facts or circumstances during the Bidding Process which may render us liable to disqualification in accordance with the terms of the Tender Documents, we shall advise the Kerala State Co - operative Bank's employees of the same immediately.
6. We are quoting the following Premium for a Sum Insured of

.....in line with Policy conditions given in PART -1 of tender document.

A) Premium for Kerala State Co-operative Bank Medical Insurance Scheme for Employees and dependents

S.NO.	SUM INSURED Rs.	PREMIUM WITH all Taxes, Cess and Charges
1	Rs 5 lakh (Per Employee + Family)	

A) Premium for Kerala State Co-operative Bank Medical Insurance Scheme for Parents /Parents –in-law of Employees

S.NO.	SUM INSURED Rs.	PREMIUM WITH all Taxes, Cess and Charges
1	2 lakh per each member with 10% copay	

B) Premium for Group Personal Accident Insurance for Employees of Kerala State Co-operative Bank(Death Only)

S.No	SUM INSURED	PREMIUM WITH all Taxes, Cess and Charges
1	Rs. 3 lakh	

Total Number of Employees for Group Medical Insurance–5042 Nos

Total Number of Parents/Parents–in-law- 2917 Nos

Total Number of Employees for Group Personal Accident Insurance Scheme (Death Only)for Employees only ...5069 Nos

1. Eligibility Criteria

Only those insurance companies which are registered with IRDA for at least three continuous years as on the Bid Due Date and the criteria as defined below shall be eligible to submit a Bid for award of the Contract. The conditions mentioned below shall be the Qualification criteria. If any Bidder fails to meet the Qualification Criteria, its Bid shall be rejected.

The qualification criteria are as follows:

1.1 Nature of Bidder Entity

- a. The Bidder should be a registered public owned insurance company incorporated under The Companies Act, 1956 and/ or The Companies Act, 2013, in India.
- b. Insurance companies shall not be entitled to form a consortium. If an insurance company does not meet the Qualification Criteria on its own merits and forms a consortium with other insurance company(ies), then the Qualification submitted by such consortium shall be rejected.

1.2 Technical Parameters of Qualifications for all companies:

- a. The company should be registered with Insurance Regulatory Development Authority (IRDA) to carry out health insurance business.
- b. The company shall be registered with IRDA for at least three years.
- c. The company shall have a Group health cover policy for the last three years.

1.3 The company should have unconditional acceptance of terms and conditions of Tender.

1.4 Fraud and Corruption

- a. The Bidder and its officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Bank may reject a Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- b. Without prejudice to the rights of the Bank under these Tender Documents, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Bidder shall not be eligible to participate in any tender conducted by the Bank for a period

of 2 (two) years from the date that such Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

1.5 Canvassing

If the bidder undertakes any canvassing in any manner to influence the process of selection of the successful bidder or the issuance of the NOA, such bidder shall be disqualified.

1.6 Conflict of Interest

A Bidder shall not have a conflict of interest (a **Conflict of Interest**) that affects the Bidding Process. A Bidder that is found to have a Conflict of Interest shall be disqualified. A Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

- a. Such Bidder or an Affiliate of such Bidder Controls, is Controlled by or is under common Control with any other Bidder or any Affiliate thereof; provided that this disqualification shall not apply if:
 - i. the person exercising Control is the GoI, a State Government, other government company or entity controlled by a government, a bank, pension fund or a financial institution; or
 - ii. any direct or in direct ownership interest in such other Bidder or Affiliate thereof is less than 26%(twenty six percent).
- b. Such Bidder or its Affiliate receives or provides any direct or indirect subsidy, grant, concessional loan, subordinated debt or other funded or non-funded financial assistance from or to any other Bidder or such other Bidder's Affiliate; or
- c. Such Bidder has the same legal representative for the purposes of this Bidding Process as any other Bidder; or
- d. Such Bidder or its Affiliate has a relationship with another Bidder or such other Bidder's Affiliate, directly or through common third party or parties, that puts either or both of them in a position to have access to the others' information about, or to influence the Bid of either or each other.

1.7 Misrepresentation by the Bidder

- a. The BANK reserves the right to reject any bid if:
 - i. at any time, a material misrepresentation is made by the bidder; or
 - ii. the bidder does not provide, within the time specified by the

Bank, the supplemental informations ought by the Bank for evaluation of the bid.

- b. If it is found during the evaluation or at any time before signing of the Contractor after its execution and during the period of subsistence thereof, the Bidder in the opinion of the Bank has made a material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith, if not yet selected as the Successful Bidder by issuance of the Notification of Award (NOA). If the Bidder, has already been issued the NOA or it has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in these Tender Documents, be liable to be terminated, by a communication in writing by the Bank to the Bidder, without the Bank being liable in any manner whatsoever to the Bidder.

2. Cost Of Bidding

The Bidder shall bear all costs whatsoever associated with the preparation of the Bid, carrying out its independent studies on the implementation of the Insurance Scheme in bank or verification of data provided by the Bank. The bank shall not be responsible or liable for any costs, regardless of the outcome of the Bidding Process.

3. Verification Of Information And Interpretation

3.1 Verification of Information

The Bidder is expected to examine all instructions, forms, terms, specifications and other information in the Tender Documents. Failure to furnish all information required by the Tender Documents or submission of a Bid that is not substantially responsive to the Tender Documents in every respect will be at the Bidder's risk and may result in rejection of the Bid.

3.2 Interpretation of Tender Documents

The entire Tender Documents must be read as a whole. If the Bidder finds any ambiguity or lack of clarity in the Tender Documents, the Bidder must inform the bank at the earliest. The bank will then direct the Bidders regarding the interpretation of the Tender Documents.

3.3 Acknowledgement by the Bidder

It shall be deemed that by submitting a Bid, the Bidder has:

- a. made a complete and careful examination of the Tender Documents,

and all other information made available by the Bank, including Addenda, clarifications and interpretations issued by the Bank;

- b. received all relevant information requested from the Bank;
- c. accepted the risk of inadequacy of, incomplete information, error or mistake in the information provided in the Tender Documents and the information made available by or on behalf of the Bank
- d. satisfied itself about all things, matters and information, necessary and required for submitting an informed Bid and performance of Insurer's obligations under the Contract(s) and relied on actuarial calculations for arriving at the Premium quoted by it;
- e. acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Tender Documents or ignorance of any matter shall not be a basis for any claim for compensation, damages, relief for non-performance of its obligations or the obligations of the Insurer or loss of profits or revenue from the Bank, or be a ground for termination of the Contract(s); and
- f. agreed to be bound by the undertakings provided by it under and in accordance with the terms of this Tender Documents.

The Bank shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Tender Documents, the Data Room or the Bidding Process, including any error or mistake therein or in any information or data given by or on behalf of the Bank.

In the event of any discrepancy, ambiguity or contraction between the terms of Volume I of the Tender Documents and Volume II of the Tender Documents, the latter shall prevail.

3.4 Amendment of Tender Documents

- a. Up until the date that is 4 (four) days prior to the Bid Due Date, the Bank may, for any reason, whether at its own initiative, or in response to a clarification requested by a Bidder in writing amend the Tender Documents by issuing an Addendum/Corrigendum. The Addendum/ Corrigendum shall be in writing and shall be uploaded on the relevant website(www.etenders.kerala.gov.in).
- b. Each Addendum/Corrigendum shall be binding on the Bidders, whether or not the Bidders convey their acceptance of the Addendum/ Corrigendum. It will be assumed that the information contained therein will have been taken into account by the Bidder in its Bid.
- c. In order to afford the Bidders reasonable time in which to take the

Addendum/Corrigendum into account in preparing the Bid, the bank may, at its discretion, extend the Bid Due Date, in which case, the Bank will notify the same where the tender has been published.

- d. Any oral statements made by the Bank or its advisors regarding the quality of services to be provided or arrangements on any other matter shall not be considered as amending the Tender Documents.

3.5 No Correspondence

Same as provided in these Tender Documents, the Bank will not entertain any correspondence with the Bidders.

4. Preparation and submission of bids

4.1 Language of Bid

The Bid prepared by the Bidder and all correspondence and documents related to the Bid exchanged by the Bidder and the Bank shall be in English.

4.2 Validity of Bids

- a. The Bid shall remain valid for a period of 120 days from the Bid Due Date (excluding the Bid Due Date). A Bid valid for a shorter period shall be rejected as being non-responsive.
- b. In exceptional circumstances, the Bank may request the Bidders to extend the Bid validity period prior to the expiration of the Bid validity period. The request and the responses shall be made in writing.

4.3 Formats and Submission of the Technical Bid

As per State Government order No.(MS) 13/2013/ITS dated 09/05/2013 Government ordered that e-Procurement system shall be followed.

All proposals should be submitted online through e-procurement website www.etenders.kerala.gov.in only. The documents submitted in this portal must be digitally signed and the documents should meet the specified file format stipulated in the guideline of e-procurement website. The Bidder shall submit the following documents as part of its Technical Bid:

A. Essential Documents

1. The Insurance Company shall attach copies of the renewal of the IRDA license (previous two years) as a proof of its registration.
2. The undertaking by the bidder regarding agreement to all the terms and conditions of KSCB Ltd as provided in this tender.
3. (i) Last 3 Years “audited Balance Sheet and Profit and Loss Statement with Auditors Report”
(ii) A copy of document which provides proof that the Insurance

Company has a Group health insurance policy for the last three financial years.

(iii) Memorandum of Association and Article of Association of Company

4. The Insurance Company should upload separately the following documents License Copy, CA Certificate, Balance Sheet, MOA & AOA.

5. The Broker should sign the document related to them.

Note: In the case of essential document (3), if the Insurance Company does not have anything to provide then a “NIL” document needs to be uploaded.

The bidders who do not fulfill these criteria, will be disqualified immediately and their bids will not be considered.

4.4 Format and Submission of Financial Bid

As per State Government order No. (MS) 13/2013/ITS dated 09/05/2013 Government ordered that e-Procurement system shall be followed.

The Bidder shall directly upload all inclusive financial quote as its. The online bid should be submitted on or before the time stipulated in Tender notice at the web site <http://www.etenders.kerala.gov.in>

5. General Points for Bid Submission

The bidder must submit the proposals as per the details mentioned below:-

- a. The Technical and Financial proposals are to be submitted separately through e-procurement portal and all the documents must be digitally signed and uploaded to tender link available in the e-procurement site (www.etenders.kerala.gov.in). Any document/Sheet not digitally signed shall tantamount to rejection of bid.
- b. There is separate option for uploading both technical and financial proposals.
- c. Make sure that the documents uploaded in the website meet the specifications and file format recommended by e-procurement website.
- d. Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/ 188/ 388 or 0484-2336006, 2332262 or 0497-2764788, 2764188 or 0483-273294 or through email: etendershelp@kerala.gov.in or helpetender@gmail.com for assistance in this regard. **Bank is not liable for any failure either Technical or Clerical on Bidders part during submission of technical and financial bids.**
- e. The Bidder should attach clearly marked and referenced continuation sheets if the space provided in the prescribed forms in the Annexures is insufficient. Alternatively, the Bidder may format the prescribed forms making due provision for incorporation of the requested information, but without changing the contents of such prescribed formats.
- f. Any interlineations, erasures, or overwriting will be valid only if they

are signed by the authorized signatory of the Bidder.

Note: All correspondence or communication with respect of the Insurance or the Bidding Process shall be sent in writing.

6. Time for Submission of Bids

- a. Complete bid documents should be submitted online at e-tender link available in the Kerala e-procurement website not later than **8.00 pm on the bid due date**. Bids documents received later than the prescribed date and time will not be considered for evaluation.
- b. The online bid should be submitted on or before the time stipulated in Tender notice at the website <http://www.etenders.kerala.gov.in>.
- c. No tender will be accepted after prescribed closing time for submission of the same. The delay will not be condoned for any reason whatsoever including network failure. However, if the last date of submission of tender is declared as a holiday by government, the last date of submission of tender will be extended to the next working day.
- d. The bids may be cancelled and not evaluated if the bidder fails to:
 - i. Upload all the documents specified.
 - ii. Upload the documents in prescribed format.
 - iii. Give complete bids in all aspects.
 - iv. Submit financial bid in the specified format
- e. Bank is not responsible for any technical failure / error during uploading/ downloading the bid Proposals.

7. Withdrawal/Modification of Bids

- a. A Bidder may modify or withdraw the Bid after submission till last time and due date of bid submission through the website www.etenders.kerala.gov.in.
- b. No Bid may be modified or withdrawn in the interval between the Bid Due Date and the expiry of the Bid validity period.

8. Opening of bids

- a. The **Bank** opens the Bids of those Bidders who have successfully submitted their bids through the web portal (www.etenders.kerala.gov.in) in accordance with the requirements of the Tender Notice.

- b. The Technical proposals will be first checked for essential criteria. Bidders who fulfil the essential criteria will be evaluated further by an Evaluation committee formed by the Kerala State Co-operative Bank Ltd. Once the technical bids have been checked for qualification eligibility, the successful bidders only will be informed about the date of opening of financial bids.

Eligibility criteria of Broking Companies

- (a) IRDA Registration
- (b) Having its office at Kerala
- (c) Having experience in 5 years.
- (d) 3 Years previous experience in handling Group medical insurance of Prestigious Organisation at Kerala.(10,000 lives)

10.1 Responsiveness of Financial Bids

Upon opening of the Financial Bids of the Eligible Bidders, they will first be evaluated for responsiveness to the Tender Documents. If: (i) any Financial Bid is not to be complete in all respects; or (ii) any Financial Bid is not duly digitally signed by the authorized representative of the Bidder; or (iii) any Financial Bid is not in the prescribed formats; and (iv) any Financial Bid contains material alterations, conditions, deviations or omissions, then such Financial Bid shall be deemed to be substantially non-responsive. Such Financial Bid that is deemed to be substantially non-responsive shall be rejected.

- a. No change in the Premium quoted or any change to substance of any Bid shall be sought, offered or permitted.

10.2 Selection of Successful Bidder

- a. Once the Financial Bids of the Eligible Bidders have been opened and evaluated:
 - The bank shall notify an Eligible Bidder whose Financial Bid is found to be substantially responsive, of the date, time and place for the ranking of the Financial Bids and selection of the Successful Bidder (the Selection Meeting) and invite such Eligible Bidder to be present at the Selection Meeting.
 - The bank shall notify an Eligible Bidder whose Financial Bid is found to be substantially non-responsive, that such Eligible Bidder's Financial Bid shall not be evaluated further.

Bidder shall mandatorily quote for all three insurance policies (i.e. Group medical insurance policies of employees & families, group medical insurance for parents/parents-in-law of employees & group personal accident insurance scheme (death only) for employees only) given in BOO. Bank will reserve the rights to award the contract to single bidder or separately to different bidders based on the lowest quotes received as per NIT conditions.

Bank reserves the right to change / modify the dates/ terms & conditions mentioned in this e-tender document as per its requirement, which will be displayed on www.etenders.kerala.gov.in. BANK reserves the right to amend, rescind or reissue this tender and all amendments will be displayed on www.etenders.kerala.gov.in and such amendments will be binding on them.

The Bank reserves the right to accept or reject any or all the applications without assigning any reasons there of and their decision of selection will be final.

No individual / oral consultation shall be entertained. No queries will be entertained from the Insurer after pre-bid meeting.

The bank will consolidate all the queries and discussions during the pre-bid meeting and the consolidated replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The replies/ clarification of the Bank in response to the queries raised by the Insurer and any other clarification / amendments / corrigendum furnished here of will become part and parcel of the tender document and it will be binding on the Insurer

Non-reply to the queries raised by any of the Insurer shall not be accepted as valid reason for non-submission of the tender. Non-reply to any query may not be deemed the version of the Insurer as reflected in the query has been accepted by the Bank.

The successful bidder shall distribute the health card **within one month** from the date of final list sent by the Bank.