

Jharkhand State Livelihood Promotion Society

(Under the aegis of Rural Development Department, Govt. of Jharkhand)

3rd Floor, Shantideep Tower, Radium Road, Ranchi-834001

Phone No. 0651-2360142/2360038

Email – jslps.ranchi@gmail.com, Website – www.jslps.org

No: 266/Ranchi

Dated: 24/02/2016

LETTER OF INVITATION

To

The Interested Agencies

.....

Sub: - Health Insurance & Group Accidental Insurance Policy for JSLPS Staff.

Dear Sirs,

- 1) All General Insurance Companies registered with IRDA and having sound technical and financial strength (solvency ratio in 2014-15 not less than 2) are invited to submit technical and financial proposals for Insurance coverage required for Jharkhand State Livelihoods Promotion Society (JSLPS), staff which could form the basis for future negotiations and ultimately a contract between your firm and JSLPS, Ranchi. No broker is allowed in any form.
- 2) Insurance company must have a full-fledged office in Ranchi for proper coordination.
- 3) The purpose of this assignment is to:
 - a) Enable the agency to express a professional opinion on the effectiveness of the overall Insurance coverage.
 - b) Provide Insurance Policies with timely information on premium and benefit aspects of the policy.
- 4) The following documents are enclosed to enable you to submit your proposal:
 - a) Terms of reference (TOR) for the assignment (**Annexure-I**);
 - b) A Sample Form of Contract for Insurance Agency under which the services will be performed (**Annexure-II**).
 - c) Performa for submission of Financial Bid (**Annexure-III**)
 - d) Technical Data Sheet (**Annexure-IV**)
- 5) The JSLPS has received funds from Ministry of Rural Development, Govt. of India towards Implementation of National Livelihood Program in the State, and intends to apply a portion of this fund to eligible payments under this Contract.
- 6) **Supplementary information for Insurance agency:**
 - a) Approach or methodology proposed for carrying out the required work.
 - b) Name and Designation of person who would be responsible for the service. (At least two).
 - c) The financial proposals should include the schedule of Price Bid in **Annexure-III** with cost break-up for the work program indicated in the ToR.
- 7) **Pre-proposal meeting:** A pre-proposal meeting will be held on **17th March, 2016 at 11.30 AM** in the conference hall of JSLPS. If any agency interested to attend, they will send the name of their authorize representative prior to the pre-proposal meeting. Any changes suggested in the pre-proposal meeting that will be floated

in the website of JSLPS and interested agency should check the website of JSLPS and submit their proposal accordingly.

- 8) **The Submission of Proposals:** The proposals shall be submitted in single envelope including Technical and Financial proposal latest by **15.30 hours of 29th March, 2016** addressing to the Chief Executive Officer, Jharkand State Livelihood Promotion Society, 3rd Floor, Shantideep Tower, Off. Hotel Maharaja, Radium Road, Ranchi-834001, Jharkhand.
- 9) The "**Technical**" and "**Financial**" proposals must be submitted in two sealed envelope under one big envelope (sealed) following the formats/schedules given in the supplementary information for consultants as in Para-5 above. The "**Technical proposal**" should include quality of the policy and benefit proposed and shall be considered as the paramount requirement, the description of the firm/organization, its financial viability (solvency margin) & the firm general experience in the field of assignment, the proposed work plan methodology and approach in response to suggested terms of reference.

The "**Financial proposal**" should contain the detailed premium price offer for one employee including his dependents and all taxes, if any... The agency should fill up the Technical Form placed at **Annexure-IV** and to provide the relevant data.

10) **Opening of proposal:**

The Technical proposals will be opened by a Committee in presence of the authorized representative of different firms at in his office at **16.00 hours on 28th March, 2016** in the conference hall of JSLPS, Radium Road, Ranchi and the financial proposal of the technical qualified firm shall be open later. The firm, who will not technical selected, their original financial bid shall be returned.

11) **Evaluation:**

Technical and Financial evaluation will be done succeeding. The technical proposals will be evaluated using the following criteria:

- (a) (i) the agency's relevant experience for the assignment;
- (ii) the quality of the policy and benefit proposed;
- (iii) solvency ratio in 2014-15 not less than 2 on the basis of their last audited balance sheet ; and

Only Technically qualified insurer's financial bid will be open.

- (b) Financial proposal on **Annexure-III** will be evaluated along with the Technical proposal compliance as placed at **Annexure-IV**.

12) **Deciding Award of Contract:**

Quality of the policy and benefit proposal shall be considered as the paramount requirement. The decision of the award of the contract would be as under:

- (a) The Proposals shall be opened publicly in the presence of the agencies' representatives who choose to attend. The name of the agency, the policy, and the proposed charges shall be read aloud and recorded when the proposals are opened. The Client shall prepare minutes of the public opening.

(b) The evaluation committee will determine whether the proposals are complete. The Client will select the most beneficial among the bidders and will invite them for negotiations.

(c) During negotiations, the agency must be prepared to furnish the detailed cost break-up and other clarifications to the proposals submitted by them, as may be required to adjudge the reasonableness of the price proposals. If the negotiation with this agency is successful, the award will be made to the agency and all other consultants notified. If negotiations fail, and if it is concluded that a contract with reasonable terms cannot be concluded with this agency, the services of next suitable agency shall be invited for negotiations. This process will be repeated till an agreed contract is concluded.

- 13) Please note that the JSLPS , Ranchi is not bound to select any of the firms submitting proposals.
- 14) You are requested to hold your proposal valid for a minimum period of 90 days from the date of opening of the proposal without any change in proposed price. The JSLPS will make its best efforts to select a consultant firm within this period.
- 15) Please note that the cost of preparing a proposal and of negotiating a contract including visits to JSLPS, Ranchi, if any is not reimbursable as a direct cost of the assignment.
- 16) Please note that the premium amount which you receive from the contract will be subject to normal tax liability in India. Kindly contact the concerned tax authorities for further information in this regard if required.
- 17) We would appreciate if you inform us by Telex/Facsimile:
 - (a) Your acknowledgment of the receipt of this letter of invitation; and
 - (b) Whether or not you will be submitting a proposal.

Yours faithfully,

**Sd/-
Chief Executive Officer**

Enclosures:

1. **Annexure-I:** Terms of Reference.
2. **Annexure-II:** Draft contract under which service will be performed.
3. **Annexure-III:** Performa for quoting price.
3. **Annexure-IV:** Technical Data Sheet.

TERMS OF REFERENCE FOR PROVIDING HEALTH & GROUP ACCIDENTAL INSURANCE (GIA) FOR JSLPS STAFF

- 1) **Background:** The JSLPS has received funds from Ministry of Rural Development, Govt. of India towards Implementation of National Livelihood Program to reduce the level of incidence of poverty in the state. The project aims to enhance social and economic empowerment of the rural poor in Jharkhand through development of their self sustained and community managed institutions. This is expected to be done by developing organizations of rural poor and producers and enabling them to access and negotiate better services, credit and assets from public and private sector agencies and financial institutions. At present, JSLPS has 400 staff at various level and which is like to increase 600 nos. (approx.) of staff by end of this financial year 2016-17.
- 2) **Objective of the assignment:** The objective of this assignment is coverage of Health Insurance and Group Accidental Insurance (GIA) Policy from an authorized agency which could provide a well designed and appropriate policy for the employees of JSLPS.
- 3) **Expectations from Insurance Agency:** The agency will have to submit a detail policy proposal consisting the best benefits and compensation for the employees of JSLPS. This insurance coverage will be valid till the staff will remain working with JSLPS. The staff may retain the policy if they requires so. In such cases, the agency will have to deal separately with the person concerned.
- 4) **Category wise Insurance benefit required by JSLPS as hereunder:**

The policy will cover maximum for Rs. 5.00 (Rupees Five Lakhs) only for medi-claim. The policy will cover 5 dependant members of the employee e.g. Parents, Spouse and Children. Parents-in-laws in case of female employees can be covered in place of parents within the quoted price. The agency will submit their proposal with detail description required as hereunder: If in certain case the dependent is more than 5 members, their name should also be consider within the existing quoted price.

Apart from this the agency will provide Group Accidental Insurance (GIA) Coverage for Rs. 20.00 lakhs per employee and the following facilities should be cover in the GIA. Accident will also include snake bite, where post mortam is to be waived.

- a) Benefit and compensation in case of Partial permanent Disablement (minimum 50% of the total coverage) resulting in unemployable condition
- b) Benefit and compensation in case of Permanent total disablement ((100% of the total coverage)
- c) Benefit and compensation in case of Death (100 % of the total coverage)
- d) Compensation for the earning (Man days) lost due to hospitalization and treatment ((maximum 10 % of the total coverage or Rs. 500.00 per days for the Leave Without Pay (LWP), whichever is in higher side)
- e) Coverage for immediate medical treatment due to admissible accidental claim, without 24 hours hospitalization (up to 40% of admissible PA claim or 10% of S.I. whichever is lower)
- f) Declaration of Service Delivery conditions and Minimum time prescribed for settlement of Insurance Claims.

- g) Requirement of Documents necessary for Insurance agreement with JSLPS/employees
- h) Apart from all the above, the agency will also declare the incremental benefits and its condition as and when applied by IRDA, if any.
- i) Any other optional benefit, if any:

5) An appropriate Medi-claim Insurance Policy maximum benefit for its employee which must include the following:

- a) Benefit in case of Hospitalization with Sum Insured of Rs. 5.00 lacs.
- b) Benefit in case of continued treatment/Nursing in case of Post Hospitalization treatment.
- c) Benefit in case of all expenses incurred in case of any type of Medical treatment i.e.
 - Room, Boarding, Nursing Charges etc.
 - Visiting Doctors, Surgeons, Anesthetist, Physiotherapist, Consultants special fees.
 - Anesthesia, Blood, Oxygen, OT charges, Surgical appliances, Medicines, Any Diagnostic check -up charges, diagnostic Material & X-ray, Dialysis, Chemotherapy, Radio Therapy, Physiotherapy, Cost of Pace Maker, Artificial limbs, Cost for organ transplant and its related expenses and Ambulance Charges.
 - Declaration of Service Delivery conditions and Minimum time period prescribed for settlement of Insurance Claims
 - Any other facility provisions like cashless facility, ID card and others.
 - Requirement of Documents necessary for Insurance agreement with JSLPS and its employees.
 - Apart from this, the agency will also declare the incremental benefits and its condition as and when applied/revised by IRDA.
 - Any other conditional benefit which can be opted by JSLPS/Insured person.
 - All Pre Existing Diseases
 - Waiver of 30 days waiting period
 - Waiver of 1st year exclusions.
 - Waiver of 2nd year exclusions.
 - Maternity Benefits.
 - Waiver of waiting period for maternity.
 - Child coverage from day 1.
 - Outdoor hospital expenses: Treatment resulting in less than 24 hours hospitalization to be covered including testing, consultation, medicines, Medical Aids etc. up to 1% of S.I.
 - Hospital Cash-in case of hospitalization per day payment to claimant 0.1% and max. up to 1% of S.I. over and above admissible medical. This should be on reimbursement basis to employee directly.

6) Schedule and Outputs:

The key outputs include the following:

- Coverage of insurance for all employees of JSLPS.
- A Proposal of Medi-claim Policy with details consisting the benefits and compensation as stated herein above along with their applicable condition at a minimum annual premium rate.

| Sl. No. | Deliverables | Time Schedule |
|----------------|--|----------------------|
| 1. | Submission of Proposal | 1 week |
| 2. | Presentation of the proposed policy and conditions (if required) | 1 week |
| 3 | Recommendation of the Committee of JSLPS | 2 week |
| 4 | Signing of Policy agreement with the most suitable agency | 2 week |

7) Review Committee to Monitor the Agency's services

A Review Committee may be constituted by JSLPS to monitor the service of the agency providing insurance policy in the interest of the project and its employees. The committee may also seek comments and inputs on the agency's work if required in case of any service delay or other discrepancies arising out of agreement and may initiate legal action for relief. The JSLPS will continue with the agreement once its services found to be satisfactory till end of the project or also terminate the agreement either in case of non-compliance of the service declaration or on the fulfillment of the project objective.

8) Extension of the Contract:

JSLPS can continue the Agency for a minimum period of 3 years or till end of the project period subject to performance of the Agency and requirement of the project. The policy for next year onwards shall be extended with the base premium amount. In case IRDA changes the premium amount during the policy period, the premium amount shall be consider to change on a mutual discussion. In case the range of age group changes, that cost will bear by the JSLPS as per the base amount.

SCHEDULE OF PRICE BID FOR MEDI-CLAIM

| Sl. No. | Categories | Maximum Coverage (Rs.) | Age Group of the Employees (Range) | Premium amount per person along with 5 dependant members | Service Charges (%) | Total Premium (Rs.) |
|---------|------------|---|------------------------------------|--|---------------------|---------------------|
| 1 | Category I | Medi-claim up to Rs. 5.00 lakhs | 0-35 | | | |
| | | | 36-45 | | | |
| | | | 46 & above | | | |
| 2 | Category I | Group Accidental Insurance (GIA) up to Rs. 20.00 lakhs. | All range of age group | | | |

Signature of Authorized representative
Name of the Agency

Annexure-III (A)

For illustrative Purposes only:

| SL. No. | Age Group of Employees (Range) | No. of Employees |
|---------|--------------------------------|------------------|
| 1 | 0-35 | 57 % |
| 2 | 36-45 | 35% |
| 3 | 46 & above | 8% |
| | Total | 100% |

Draft Letter of Contract for Insurance Agency

Subject :

(Name of Agency) :

- 1) Set out below are the terms and conditions under which (Name of Agency) has agreed to carry out for (Name of Client) the above-mentioned assignment specified in the attached Terms of Reference.
- 2) For administrative purposes (Name of responsible staff of Client) has been assigned to administer the assignment and to provide [Name of Consultant] with all relevant information needed to carry out the assignment. The services will be required in (Name of Project) for about _____ days/months, during the period from _____ to _____.
- 3) The (Name of Client) may find it necessary to postpone or cancel the assignment and/or shorten or extend its duration. In such case, every effort will be made to give you, as early as possible, notice of any changes. In the event of termination, the (Name of Agency) shall be paid for the services provided to the date of termination, and the [Name of Agency] will provide the (Name of Client) with any reports or parts thereof, or any other information and documentation gathered under this Contract prior to the date of termination.
- 4) The services to be performed, the estimated time to be spent will be in accordance with the attached Description of Services.
- 5) This Contract, its meaning and interpretation and the relation between the parties shall be governed by the laws of Union of India
- 6) This Contract will become effective upon confirmation of this letter on behalf of (Name of Agency) and will terminate on _____, or such other date as mutually agreed between the (Name of Client) and the (Name of Agency).
- 7) Payments for the services will not exceed an total amount of Rs. _____.
- 8) The above charges includes all the costs related to carrying out the services, including overhead and any taxes imposed on [Name of Agency.]
- 9) The [Name of Agency] shall indemnify and hold harmless the (Name of Client) against any and all claims, demands, and/or judgments of any nature brought against the (Name of Borrower) arising out of the services by the [Name of Agency] under this Contract. The obligation under this paragraph shall survive the termination of this Contract.
- 10) The Agency agrees that, during the term of this Contract and after its termination, the Agency and any entity affiliated with the Agency, shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.
- 11) The Agency undertake to carry out the assignment in accordance with the highest standard of professional and ethical competence and integrity, having due regard to the nature and purpose of the assignment, and to ensure that the staff assigned to perform the services under this Contract, will conduct themselves in a manner consistent herewith.
- 12) The Agency will not assign this Contract or sub-contract or any portion of it without the Client's prior written consent.

- 13) The [Name of Agency] shall pay the taxes, duties fee, levies and other impositions levied under the Applicable law and the Client shall perform such duties, in regard to the deduction of such tax, as may be lawfully imposed.
- 14) The [Name of Agency] also agree that all knowledge and information not within the public domain which may be acquired during the carrying out of this Contract, shall be, for all time and for all purpose, regarded as strictly confidential and held in confidence, and shall not be directly or indirectly disclosed to any person whatsoever, except with the (Name of Client) written permission.
- 15) Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with Arbitration & Conciliation Act 1996.

Place:

Date: (Signature of Authorized Representative
 on behalf of Agency)

.....
 (Signature & Name of the Client's
 Representative)

LIST OF ANNEXURE

- Annexure- A: Terms of Reference and Scope of Services
- Annexure- B: Consultant's Authorised Représentative

Technical Data Sheet for Medi-Claim

| Technical Information/compliance data sheet for selection of Agency for Medi-Claim for JSLPS Staff | | | | |
|--|---|--|---|--------------------------------------|
| Sl. No. | Requirement | Compliance /Any additional facility apart from requirement | Any Deviation or Additional Benefits for the employee, Please Mention | Provide supporting documents, if any |
| 1 | Benefit in case of continued treatment/Nursing in case of Post Hospitalization treatment. | | | |
| 2 | Benefit in case of continued treatment/Nursing in case of Pre Hospitalization treatment. | | | |
| 3 | Compensation for the earning (Man-days) lost due to hospitalization and treatment | | | |
| 4 | Benefit in case of all expenses incurred in case of any type of Medical treatment: | | | |
| A | Room, Boarding, Nursing Charges etc. | | | |
| B | Visiting Doctors, Surgeons, Anaesthetist, Physiotherapist, Consultants special fees | | | |
| C | Anaesthesia, Blood, Oxygen, OT charges, Surgical appliances, Medicines, Any Diagnostic check-up charges, diagnostic Material & X-ray, Dialysis, Chemotherapy, Radio Therapy, Physiotherapy, Cost of Pace Maker, Artificial limbs, Cost for organ transplant and its related expenses and Ambulance Charges. | | | |
| 5 | Declaration of Service Delivery conditions and Minimum time period prescribed for settlement of Insurance Claims | | | |
| 6 | Any other facility provisions like cashless facility, ID card and others facilities. Hospital Cash benefit (0.1% of S.I> for every day of hospitalization –max. upto 1% of S.I.) on reimbursement basis apart from the admissible claim. | | | |
| 7 | Apart from this, the agency will also declare the incremental benefits and its condition as and when applied/revised by IRDA. | | | |
| 8 | Any other conditional benefit which can be opted by JSLPS/Insured person. | | | |
| 9 | All Pre Existing Diseases (Please provide the list of diseases to be covered) | | | |
| 10 | Waiver of 30 days waiting period | | | |
| 11 | Waiver of 1st year exclusions | | | |
| 12 | Waiver of 2nd year exclusions | | | |
| 13 | Maternity Benefits | | | |
| 14 | Waiver of waiting period for maternity | | | |

| | | | | |
|----|---|--|--|--|
| 15 | Child cover from day 1 | | | |
| 16 | Outdoor hospital expenses including testing, consultation, medicines, Medical Aids etc. Maximum up to 1% of S.I. | | | |
| 17 | The policy to be covered 5 dependant members of the employee e.g. Parents, spouse and 2 children within the quoted rates. | | | |
| 18 | Room rent charges | | | |
| 19 | TPA (Third Party Assessment) or In house settlement | | | |
| 20 | Any other Benefits to be covered under the Policy | | | |
| 21 | Requirement of Documents necessary for Insurance agreement with JSLPS for its employees | | | |
| 22 | Name and Designation of person who would be responsible for the service. (At least two). | | | |
| 23 | IRDA Registration No. details | | | |
| 24 | List of Authorised Hospital in Jharkhand | | | |

Technical Data Sheet for Group Accidental Insurance (GIA) coverage of Rs. 20.00 lakhs.

| Technical Information/compliance data sheet for selection of Agency for GIA for JSLPS Staff | | | | |
|--|--|--|--|--------------------------------------|
| Sl. No. | Requirement | Compliance /Any additional facility apart from requirement | Any Deviation or Additional Benefits for the employee, Pease Mention | Provide supporting documents, if any |
| 01 | Benefit and compensation in case of Partial permanent Disablement (minimum 50% of the total coverage) resulting in unemployable condition | | | |
| 02 | Benefit and compensation in case of Permanent total disablement ((100% of the total coverage) | | | |
| 03 | Benefit and compensation in case of Death (100 % of the total coverage) | | | |
| 04 | Compensation for the earning (Man days) lost due to hospitalization and treatment ((maximum 10 % of the total coverage or Rs. 500.00 per days for the Leave Without Pay (LWP), whichever is in higher side) | | | |
| 05 | Coverage for immediate medical treatment due to admissible accidental claim, without 24 hours hospitalization (up to 40% of | | | |

| | | | | |
|----|--|--|--|--|
| | admissible PA claim or 10% of S.I. whichever is lower) | | | |
| 06 | Declaration of Service Delivery conditions and Minimum time prescribed for settlement of Insurance Claims. | | | |
| 07 | Requirement of Documents necessary for Insurance agreement with JSLPS/employees | | | |
| 08 | Apart from all the above, the agency will also declare the incremental benefits and its condition as and when applied by IRDA, if any. | | | |
| 09 | Any other optional benefit, if any: | | | |