

**BID DOCUMENT FOR
GROUP MEDICLAIM INSURANCE FOR EMPLOYEES &
DEPENDENTS (SPOUSE/ CHILD/ PARENTS),
GROUP ACCIDENTAL POLICY FOR LINEMAN/ SAHAYAKS,
COMPREHENSIVE GENERAL LIABILITY POLICY
OF ASSAM ELECTRICITY GRID CORPORATION LIMITED**

**RFP Identification No:
AEGCL/MD/HR/Mediclaim/223/2019/63**

Request for Proposal

To,

The Prospective Bidders

Dear Sir/Madam,

Bids are invited from eligible Bidders for providing insurance requirements of AEGCL from Insurance Companies working in public/ private sector (under guidance of Insurance Regulatory and Development Authority, Govt. of India).

The details of the proposed policies to be taken are as mentioned below:-

A) Group Mediclaim Insurance for Employees & dependents (Spouse/ Child/ Parents)

B) Group Accidental Policy for Lineman/ Sahayaks

C) Comprehensive General Liability Policy

1) ELIGIBILITY CRITERIA:

The Insurance Companies should have licensed by Insurance Regulatory Development Authority to operate General Insurance Business in India and should have completed 3 fiscal years.

The company should be in business for more than three (3) years (IRDA License copies to be produced).

The bidders shall have to submit latest necessary documents in support of their entry into Insurance Sector, which they possess from Insurance Regulatory Development Authority of India.

The bidder should have registration with GST Authority.

The Insurance Companies should have the following Registration Certificate and other documents/ certificates & shall submit copies of them along with the Bids:

- i) IRDA Registration Certificate
- ii) Balance Sheet and Profit and Loss Accounts, audited and certified by a Chartered Accountant for the last three years i.e., 2016-17 & 2017-18.2018-19
- iii) GST Registration Certificate
- iv) Copy of the Pan Card

The bidder must have branch office in Guwahati operating for more than 3 years

FINANCIAL CAPABILITIES:

- i) The bidder should have annual (Financial Year wise) premium booked of not less than R. 7,500 Crores as per latest audited annual report in any of the last 3 years
- ii) The bidder must fulfil the IRDA requirement Solvency Margin of 150% as per latest audited report

2) DOWNLOADING OF TENDER DOCUMENTS: Tender documents can be downloaded from AEGCL website. www.aegcl.co.in

3) PRE-BID MEETING: All the eligible bidders, who fulfil all the criteria mentioned in the NIT and are interested to submit their tenders must attend the pre-bid meeting to be held on 22nd October, 2019 at 2 PM for the purpose of discussion on the requirement of the Institute in regard to the said Insurance Policies. Based on the discussions in the pre-bid meeting, the bidders should submit the tenders accordingly.

4) SUBMISSION OF TENDER: Tenders are to be submitted in four envelopes in the following manner

(i) First envelope super-scribing 'Technical Bid' should contain the terms & conditions of the tender duly signed and sealed in all pages and the eligibility criteria with supporting documents as mentioned at Annexure-I. EMD/ Tender fee not applicable for this tender

(ii) Second envelope super-scribing 'Financial Bid Group Health Insurance & Group Personal Accident Insurance' should contain the financial bid in the prescribed format in Annexure-II duly filled-in, signed and sealed.

(iii) Third envelope super-scribing 'Financial Bid for Comprehensive General Liability Insurance' should contain the financial bid in the prescribed format in Annexure-III duly filled-in, signed and sealed

(iv) The three envelopes are to be put in a bigger envelope (4th envelope) super-scribing as "Group Mediclaim, Accidental and Comprehensive General Liability Insurance Policy" for Assam Electricity Grid Corporation Limited.

The bids / offers should be completed in all respects and submitted to the O/o the Managing Director, AEGCL, Bijulee Bhawan at the following address along-with covering letter as per format attached at Annexure – IV.

To
The Managing Director
Assam Electricity Grid Corporation Limited
Bijulee Bhawan, Paltanbazar,
Guwahati-781001

5) OPENING OF TENDER: Technical Bid of the tender will be opened in presence of bidders / authorised representative of the bidders who wish to be present. Financial bids will be opened only for those who will qualify the Technical Bid. Date of Opening of Technical Bid of tender will be decided on pre bid meeting.

6. If the bidders deliberately gives wrong information in his tender or creates circumstances for the acceptance of his tender, AEGCL reserves the right to reject such tender at any stage.

7. By submitting a tender, the bidders will be deemed to have satisfied himself of the scope of the work and the rates quoted by him in the tender will be adequate to successfully deliver the services.

8. The bidders shall sign all the documents and put firm's stamp with date on each page of the Tender.

9. The bidders should be willing to take up work according to terms and conditions as set out in this RFP.

10. AEGCL reserves its right to postpone the date of opening of tenders.

11. The tender shall be valid for a period of 2 months for acceptance. If a bidder is unable to keep the offer open for the specified period, he should state the period for which the tender is kept valid for acceptance.

12. AEGCL reserves the right to modify, expand, restrict, scrap, re-float or cancel the Tender at any stage without assigning any reason whatsoever.

13. The application for tender does not entitle any bidders for automatic grant of award.

14. Tender documents as submitted by a bidder shall become the property of AEGCL and AEGCL shall have no obligation to return the same to the bidders.

15. Canvassing in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Insurance companies who resort to canvassing will be liable for rejection without any further reference.

16. Terms and condition of the bid document may change after the pre bid meeting.

17. The following tenders are liable to rejection:

(i) Tender forms containing 'over written' or 'erased' rate or rates and amount not shown in figures and words in English.

(ii) Tender quoting rates on units different from those prescribed in the tender schedules.

(iii) Tender which is incomplete, obscure or irregular.

(iv) Tender in respect of which any request from the Bidders is received in respect of addition, alterations, modifications, corrections, etc. of the Terms and Conditions or rates after opening of either tenders will not be entertained.

(v) Tender in respect of which canvassing in any form is resorted to by the Bidders.

(vi) Tender received after the time and date specified above even if due to postal or other delay.

(vii) Financial Bid not enclosed in separate envelope and not properly marked.

6) Policy Details

SI No.	Policy Name	Policy Description	Risk Details	Sum Insured Details										
1.a.	Group Mediciam Insurance (All Employees of AEGCL irrespective of Class)	Family Floater Health Insurance	Mediciam for Employee/ Spouse/ Child/ (as declared by the parents or employees)/ Parents (during lifetime)	i. Rs. 5 Lacs on floater basis. ii. Rs. 4 Lacs on floater basis. iii. Rs. 3 Lacs on floater basis. iv. Rs. 2 Lacs on floater basis. Additional Corporate Floater of Rs. 2 Crores										
1.b.	Group Mediciam Insurance (As per Class of Employees)	Family Floater Health Insurance	Mediciam for Employee/ Spouse/ Child/ (as declared by the parents or employees)/ Parents (during lifetime)	<table border="1"> <tr> <td>Class-I Employees</td> <td>Rs. 5 Lacs on floater basis</td> </tr> <tr> <td>Class-II Employees</td> <td>Rs. 4 Lacs on floater basis</td> </tr> <tr> <td>Class-III Employees</td> <td>Rs. 3 Lacs on floater basis</td> </tr> <tr> <td>Class-IV Employees</td> <td>Rs. 2 Lacs on floater basis</td> </tr> <tr> <td colspan="2">Additional Corporate Floater of Rs. 2 Crores</td> </tr> </table>	Class-I Employees	Rs. 5 Lacs on floater basis	Class-II Employees	Rs. 4 Lacs on floater basis	Class-III Employees	Rs. 3 Lacs on floater basis	Class-IV Employees	Rs. 2 Lacs on floater basis	Additional Corporate Floater of Rs. 2 Crores	
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Class-IV Employees	Rs. 2 Lacs on floater basis													
Additional Corporate Floater of Rs. 2 Crores														
2.	Group Personal Accidental Insurance	24 Hours Accidental Coverages on named basis	For Linemen & Sahayaks	Rs. 5 Lacs for each employee										
3.	Comprehensive General Liability Insurance - Claims Made - Right & Duty to Defend	Protection against liabilities arising out of third-party Bodily Injury / Property Damage arising from business operations.	All Add-on covers as mentioned in the table below Excess: - 0.5% of AoA limit	Rs. 25 Cr per occurrence & Rs. 50 Cr in the aggregate										

PART – I

A) Group Medclaim Insurance for all existing employees & their dependents, Accidental Insurance Policy for Lineman/ Sahayak and Comprehensive General Liability Insurance.

Title:

The scheme is titled as "Group Medclaim for all existing employees & their dependents, Accidental Insurance Policy for Lineman/Sahayak in case of accidents on duty and Third Party Insurance for Assam Electricity Grid Corporation Limited" aimed at

- a) Providing Medical facilities to the existing employees of AEGCL and their dependent family members for indoor treatment through Group Medclaim Insurance Policy.
- b) Coverage of Accidental Policy including Death, Permanent / Total / Partial Disability in case of accidents on duty for Lineman/ Sahayak.
- c) Coverage of provisions mentioned under Comprehensive General Liability for AEGCL.

Commencement:

The scheme will be effective from the date of inception of the policy (midnight) for a period of one year (midnight).

Scope:

A) Group Medclaim Insurance Policy

All the existing employees engaged by AEGCL and their family members i.e., his /her spouse, dependent parents and children whose criteria is outlined as under –

Categories of dependents	Criteria
Employee and spouse	Spouse provided that in case she is employed, she certifies that she has not availed herself/himself of the medical benefit from her/his employer
Dependent parents	During Lifetime
Son(s)	As declared by parents
Daughter(s)	As declared by parents

Addition & Deletion of Family Members during the policy period:

A) Addition to the family is allowed in following contingencies during the policy:

- a) Marriage of the beneficiary (requiring inclusion of spouse's name)
- b) Child on birth within 90 days from birth

B) Deletion from Family is allowed in following contingencies:

- a) Death of covered beneficiary
- b) Divorce of the spouse
- c) Member becoming ineligible (on condition of dependency)

Facility/Treatment:

The company has to provide cashless facilities to the beneficiary in all empanelled hospitals in an easier, hassle free manner and reimburse the claimed amount within 30 days to the beneficiary wherever the cashless facility is not available. The successful Insurance Company has to accommodate / reimburse the claims on account of investigations/diagnostic tests necessary for the beneficiary as may be prescribed by the Consulting Doctor of the empanelled hospital. All expenses incurred for treatment of Life consuming diseases if diagnosed after inception of the policy shall be reimbursed by the Insurance Company

Health Card Facility:

Health Cards should be issued by the Insurer to the Beneficiary Family Unit, for utilization of the Cover available to such Beneficiary Family Unit on a cashless basis. The card shall have to be acceptable across the country, by all empanelled/ network hospitals / nursing homes/ Day care clinics in the insurer's panel

Insurance Coverage:

Expenses incurred for treatment of the insured person in any Hospital or Nursing Home on account of any accident or disease or injury upon advice of a Medical Practitioner then the hospitalization expenses shall be payable by the Insurer:

Coverage- From day 1

30 Day Waiting – Waived off

1st Year Exclusion – Waived off

Pre & Post hospitalization –Should be 30 & 60 days respectively.

Room Rent –

1% of Sum insured per day for Single Standard AC Rooms

2% of Sum Insured per day if admitted in ICU, ICCU, ITU or HDU

If an insured member opts to stay in a room higher than the approved rental sub-limit as mentioned above, the differential amount in rent will be borne by the insured member.

However, no incremental / proportional deduction should be made for treatment expenses on account of higher room rent such as doctor's fees, investigations, O.T. charges, etc.

Pre-existing diseases – Covered

Capping & Disease Sublimit – No sublimit

Ambulance Charges – Rs. 2,000 per hospitalisation

Day Care Treatments – Covered

Domiciliary Hospitalization- The Scheme would also cover Domiciliary Hospitalization where the medical treatment for such illness/disease /injury requires as in-patient treatment at empanelled Hospitals/Nursing Homes but actually taken whilst confined at home in India under the circumstances that:

- His/her condition is such that patient cannot be moved to a hospital or,
- If no room is available in empanelled Hospitals/Nursing home within that area.

Maternity and Newborn Benefits:

a. Maternity benefit (upto a limit of Rs 75,000 for Normal & C-Section)

1. This means treatment taken in Empanelled Hospital/ Nursing Home arising from childbirth including Normal Delivery/Caesarean Section including miscarriage or abortion induced by accident or other medical emergency.

2. This benefit would be limited to only first two living children in respect of Dependent Spouse/ Female Employee covered from day one under the policy, without any waiting period.

b. Newborn baby benefit

1. Newborn child (single/twins) to an insured mother would be covered from day one up to the expiry of the current policy for the expenses incurred for treatment taken in empanelled Hospitals/Nursing Homes/Day Care Clinics as In-patient during the currency of the policy and will be treated as part of the mother subject to eligibility under maternity benefit. However, next year the child could be covered as a regular member of the family subject to size of the family.

2. In first pregnancy, if twins are born than the benefit will ceases for second pregnancy. However, in second pregnancy if twins are born than both will be covered till the expiry of the current policy.
3. Congenital diseases of new born child shall be covered.

Pre-Post Natal expenses are to be covered within the maternity limit

Add-on Benefits:

- 1) Lasik Surgery to be covered if correction index is +/- 6.5 D
- 2) Ayurvedic treatment to be covered in a Government Hospital, on the prescription of a registered medical practitioner only but to Sum Insured
- 3) Lucentis to be covered upto Rs 50,000 per family within the Sum Insured
- 4) Internal Congenital disease to be covered and External congenital disease to be covered in life threatening situation
- 5) To cover hospitalization arising out of Psychiatric ailments within a limit of Rs. 30,000 as well as treatment of Functional Endoscopic Sinus Surgery within a limit of Rs. 35,000.
The coverage for treatment of mental illness to be covered upto Rs 30,000 limit.
- 6) Cyber knife treatment/ Stem Cell Transplantation with 50% Co-Pay
- 7) Cochlear Implant treatment upto 50% of the SI.

Cashless Access Service:

The Insurer has to ensure that all policy members are provided with adequate facilities so that they do not have to pay any deposits at the commencement of the treatment or at the end of treatment to the extent as the Services are covered under the Scheme. The service provided by the Insurer along with subject to responsibilities of the Insurer as detailed in this clause is collectively referred to as the "Cashless Access Service."

Cashless treatment shall be given without charging any money from the beneficiary.

The services have to be provided by the Empanelled Hospitals/ Nursing Homes/ Day Care Clinics to the beneficiary based on Health Card, Company ID & Govt ID (for DOB authentication) only without any delay.

The beneficiaries shall be provided treatment free of cost for all such ailments covered under the Scheme within the limits/sub-limits of defined package rates and sum insured, that is not specifically excluded under the scheme.

Note: In cases where the beneficiary is admitted in a hospital during the current policy period but is discharged after the end of the policy period, the claim has to be paid by the insurance company under operating policy in which beneficiary was admitted.

Sum Insured:

The Scheme shall provide coverage for meeting all expenses relating to hospitalization of beneficiary members up to Rs. 5 Lacs on a family floater basis.

Premium quotations relating to Rs.5 Lacs coverage is to be provided as per proforma outlined in Annexure II and III.

General Terms & Conditions –

- 1) TPA– Selection of TPA (if any) is in the discretion of AEGCL Management. But at the same time the TPA should be controlled by the insurer for better services.
- 2) Surgeries –All major & minor surgeries will be out of any capping limit.
- 3) Network Hospitals / Nursing Homes – Renowned & Major Hospitals / Nursing homes pan India should be in the NWH/PPN Hospital list, which is to be attached with the quotation.
However, the inclusion of Hospitals/ Nursing Homes should be in the discretion of AEGCL Management as per the requirement and the Insurance Company will have to mandatorily empanel them in their network list, failing which penalty of 0.10% on net premium paid will be imposed to the Insurance Service Provider by AEGCL accordingly.
- 4) All pre-existing diseases are to be covered under the policy.
- 5) Coverage of benefits should be from the very first day of the inception of the policy.

- 6) Claim submission after discharge from Hospitals/ Nursing Homes- Submission of claims should be allowed up-to 30 days from the date of discharge from the Hospital / Nursing Homes.
- 7) Pre & Post Hospitalization benefits – Coverage for reimbursement is 30 days for pre-hospitalization and post hospitalization is 60 days.
- 8) Claim settlement on discharge - Settlement of claims on discharge should be done on priority without any delay. Responsibility against such settlement by the TPA should be borne by the Insurer.
- 9) Claim submission for pre-hospitalization- should be 30 days from the date of discharge. Claim submission after post-hospitalization- Should be up-to 30 days from the date of treatment.
- 10) Return of original documents -In some cases after the claims are submitted along with the original documents for reimbursement, where the patient is in need of getting back the original documents after the verifications are over by the TPA, should be returned on furnishing a request towards the same by the concerned employee.
- 11) Intimation of hospitalization-On admission of a patient in a network-hospital, intimation is required to be given within 24 hours, with reasonable flexibility in certain circumstances.
- 12) Inclusion/Exclusion – Provision for inclusion / exclusion of members should be made on pro-rata basis. In this regard, the break-up figure of individual exclusion is to be specified by the insurance service provider.
- 13) Inclusion of rare & uncommon diseases - Certain diseases which are not covered in the common list of disease may be covered in the policy documents.

11. Buffer / Corporate Sum Insured

An additional sum insured of Rs.2 Crore only shall be provided by the Insurer as Buffer / Corporate Floater in case hospitalization expenses of a family (per illness) exceed the original sum insured. The usage of the Corporate Buffer will be limited up to the maximum per family sum insured. However, only the AEGCL management will decide on the distribution and disbursement of the buffer corporate sum insured on a case to case basis.

Premium quotations relating to Rs.2 Crore buffer fund is to be provided as per proforma outlined in Annexure II and III.

12. Top-up Cover

Terms& Guidelines relating to Top-Up Insurance coverage –

- 1) The top-up insurance coverage over and above the basic policy being optional for all stake holders, the premium will be quoted by the selected insurance service provider on the basic policy with the details of the age of the interested members & their respective dependent members.
- 2) The sum insured for the top-up policy will be optional for each interested member beginning with multiple of 01 Lac and upto 10 Lacs
- 3) After following the formal tendering process, the selected insurance service provider would quote the premium payable directly on request to the individual interested members who wish to avail the top-up insurance coverage.
- 4) The insurance service provider on hospitalization of a member should ensure to exhaust the first 5 Lacs coverage and then comply with the top-up coverage. The service provider should ensure that when a hospitalization occurs, settlement of top-up coverage should be hassle free.
- 5) All communication, promotion and registration of the employees who would be interested in top-up would be carried out directly by the selected Insurance Company at AEGCL campus.
- 6) For the top-up coverage facility, the onus will be on the selected Insurer and the concerned interested employee.
- 7) All complaints on the top-up insurance coverage would have to be resolved between the concerned employee and the selected Insurance Company.
- 8) The enrolment for the Top-up is to be completed within 60 days of the Start of the main Group Medclaim Policy

13. Special Terms and Conditions

- 1) There shall be no Co-pay clauses in the Policy.
- 2) There should be a dedicated helpline (24x7) from the TPA of Insurance Company available and the contact details should be furnished after the finalization of the Policy.

- 3) If there is any reimbursement to be made to the employees by the TPA/Insurance Company, the same should be paid within 15 days to AEGCL on receipt of bills.
- 4) Final cashless approvals during the time of discharge of members from Hospitals should be sanctioned within a maximum period of four (04) hours.
- 5) If there is any delay in settlement of reimbursement claims/ providing final cashless approvals, wherein there is no deficiency of documents, escalated billing amounts or any other reasonable grounds for the delay, a penalty at the rate of 0.05% on net premium paid will be imposed to the Insurance Service Provider by AEGCL accordingly.
- 6) No Security Deposit will be paid by the insured members during the time of admission in any empanelled Hospital.
- 7) The response time by the TPA at the time of admission should be maximum of six hours.
- 8) Management Information System (MIS) Reports and Claim Dumps are to be furnished to the AEGCL on quarterly basis.
- 9) In case of emergency hospitalization, the insured members can directly approach any Hospital / Nursing Home with the Mediclaim ID card provided by the Insurer.
- 10) 24x7 Cashless Facility will be given to the members for availing treatment from the network hospitals.
- 11) The Mediclaim ID cards of the members should be issued by the Insurer within 15 days after submission of names by AEGCL.
- 12) A representative from the Insurer/ TPA must visit AEGCL once in a week for receiving claims and handling the grievances as a whole.

B. Group Personal Accidental Insurance Benefit

This policy will cover only the existing employees engaged by AEGCL for Lineman/ Sahayak in case of accidents on duty.

Coverage of Personal Accidental Policy only for the employees at Rupees 5 Lacs per employee including Death / Permanent / Total / Partial disability as per Table D1.

[Disablement arising solely and directly as bodily injury arising out of any "accident" at any time during the policy period.]

Benefit tables are as under

A = Accidental Death only – 100%

B = (A) + Loss of Two Limbs, Two eyes or one limb and one eye -100% Loss of One Limb or One Eye - 50% Permanent Total Disablement (PTD) from injuries other than those named above -100%

C = (A) + (B) + Permanent Partial Disablement (PPD)

D= (A) + (B) + (C) + Temporary Total Disablement (TTD) 1% of S.I. Or Rs. 2,000/-per week whichever is less

Add-on Covers

- 1) Children Education Welfare Fund for dependent children in case of Death of Employee- upto 10,000/- per child (Restricted to 2 children)
- 2) Carriage of Dead Body 2% of SI subject to max to Rs 2500/-
- 3) Terrorism is covered in the policy except for that arising out of Nuclear, Biological and/or Chemical means which is outside the scope of the policy

C) Comprehensive General Liability (Claims Made – Right & Duty to Defend)

GENERAL CONDITIONS

Tenders are invited from Insurance Companies working under Public/ Private Sector under guidance of Insurance Regulatory and Development Authority, Govt. of India for Insurance Coverage of Assam Electricity Grid Corporation Limited

DETAILS OF THE ADD-ON COVERS

Sl No.	Add on Covers/Clauses/Limit
1	Per Person Limit for electrocution Death – INR 4,00,000 Disability more than 75% - INR 2,00,000 Disability less than 75% - INR 1,00,000 Medical expenses – On actual, upto a limit of INR 25,000 Limb loss due to electrocution – Actual expenses for replacement of limbs only if treatment taken at “Artificial Limbs Manufacturing Corporation of India”
2	Territory / Jurisdiction - Worldwide
3	Scope of Cover 1) Defence costs inclusive of limits 2) Policy to be structured on a no fault basis 3) General Liability 4) All premises, transmission lines where the insured carries out his work or operations, to be covered 5) Loss Minimisation/ Prevention expenses: Sub-limited to Rs. 1 Cr. per occurrence & in the aggregate 6) Cover for minor civil work undertaken by the insured 7) Claim series clause 8) Personal & Advertising Injury 9) Medical Expenses 10) Fire Damage 11) Act of God Perils Extension 12) Food & Beverages Extension 13) Lift Liability Extension 14) 120 hrs Sudden & Accidental Pollution Extension including clean up expenses 15) Liability arising out of the travel of executives, worldwide including overseas personal liability 16) Solely in respect of temporary accommodation in hotels, guest houses, service apartments etc. rented by the Insured and occupied by employees of the Insured for a period not exceeding 6 months whilst travelling on official work, the policy to cover liability for damage to such property 17) Non-owned hired automobile liability extension 18) Automatic cover for new subsidiaries: Upto 35% of Turnover 19) Transportation Legal Liability Extension 20) Goods under care, custody & control Extension 21) Terrorism Legal Liability Extension 22) Cross Liability 23) Tenant Legal Liability 24) Garage Keeper’s & Valet Parking Extension 25) Effluent Discharge Extension: Up to 15 Kms 26) Additional Insured wherever required by contract 27) Waiver of Subrogation wherever required by contract 28) Cover for promotional activities & events conducted by insured anywhere in India 29) Cover for contractors & Sub-contractors 30) Evacuation expenses 31) Insured definition amended to include Temporary workers 32) Fines, penalties & punitive damages wherever insurable under the law 33) Non-Cancellation clause 34) Cover for social and recreational activities

Part – II

Award of Contract

The contract will be awarded to the L1 bidder with the lowest cumulative premium quotation (exclusive of GST) of Group Medclaim Insurance, Group Personal Accident Insurance, Third Party Insurance and Corporate Buffer Fund for respective sum insured and a final decision on the coverage will be taken by the AEGCL management based on the quotations received.

The contract shall be awarded to the Insurance Company, by conveying acceptance of the proposal by AEGCL through registered / speed post / courier.

Negotiation with the Insurance Company, if needed, will be done by the Committee before awarding of the contract.

All the terms and conditions as stated in the Tender documents, Appendices and Acceptance conveyed by AEGCL will constitute the contract between the Insurance Company and AEGCL.

Indemnity

The Insurance Company hereby agrees to keep indemnified and shall keep indemnified and hold harmless AEGCL and its Board members, officers and personnel from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with the implementation of this Contract or arising from any breach or non-compliance whatsoever by the Insurance Company or any of the persons deployed by it pursuant hereto of or in relation to any such matter as aforesaid or otherwise arising from any act or omission on their part, whether wilful or not, and whether within or without the premises.

Other terms and conditions

Any changes in the terms and conditions of the document can only be made in writing and by mutual agreement. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of India for the time being in force.

Any notice, request or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person or sent by registered / speed post / courier to an authorized representative of the Party.

The Services shall be performed at such locations as specified by AEGCL from time to time.

Any action required or permitted to be taken, and any document required or permitted to be executed, under this contract by AEGCL or the Insurance Company, may be taken or executed by the officials authorized.

Unless otherwise specified, the Insurance Company, and their personnel shall pay such taxes, duties, fees etc. as may be levied under Central/State law and the same will not be reimbursed by AEGCL.

Obligations of the Insurance Company

The Insurance Company shall perform the Services and carry out their obligations with all due diligence, efficiency and economy in accordance with generally accepted professional techniques and practices, and shall observe sound management practices. The Insurance Company shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisors to AEGCL.

The Insurance Company must not benefit from Commissions, Discounts, Recruitment Fee, etc.

Neither the Insurance Company nor their Personnel shall engage, either directly or indirectly, in any such activities which conflict with their role under the assignment.

All transactions between the Insurance Company and third parties shall be carried out as between two principals without reference in any event to AEGCL. The Insurance Company shall also undertake to make the third parties fully aware of the position aforesaid.

Insurance Company shall be liable to pay damages to AEGCL for any losses, costs and expenses incurred by AEGCL due to breach of any of the terms and conditions of this contract and failure to perform any of the obligations under the contract.

The Insurance Company shall give detailed descriptions of the Services to be performed, period for completion of various tasks, different tasks, specific tasks, etc., to be approved by AEGCL.

Confidentiality and Non-disclosure of the Agreement

Without prior written consent of the other party at any time, each party shall not divulge or disclose to any person or use for any purpose unconnected with the implementation of the work, any information concerning the work, the services except to their respective officers, director, employers, agents, representatives and professional advisors on a need to know basis or as may be required by any law, rule, regulation or any judicial process.

The Insurance Company shall obtain AEGCL's prior approval in writing wherever necessary.

Documents Prepared by the Insurance Company to be the Property of AEGCL. All plans, charts, specifications, designs, reports, and other documents submitted by the Insurance Company shall become and remain the property of AEGCL, and the Insurance Company shall, not later than upon termination or expiration of this Contract, deliver all such documents to AEGCL, together with a detailed inventory thereof. The Insurance Company may retain a copy of such documents provided. For future use of these documents, if any, shall be subject to the prior written approval of the AEGCL.

Obligations of AEGCL

AEGCL shall assist the Insurance Company as may be required in order to carry out the assignment.

Payments to the Insurance Company

The Insurance Company will be paid at the accepted rates per family subject to the terms and conditions of the contract.

Corrupt or Fraudulent Practices

AEGCL expects the highest standard of ethics during the selection and executions of such contracts.

In pursuance of the above objective, the following defines, for the purposes of this provision, the terms set forth below as follows:

(a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution;

(b) "Fraudulent practice" means misrepresentation or omission of facts in order to influence a selection process or the execution of a contract to the detriment of AEGCL or submission of forged documents in connection with this tender.

(c) "Collusive practice" means a scheme of arrangement between two or more Insurance Company, with or without the knowledge of AEGCL (prior to or after proposal submission) designed to establish bid prices at artificial non-competitive levels; and

(d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the executive of contract.

It is further provided that AEGCL will reject the proposal and ban the Insurance Company for an indefinite period if it is found that the Insurance Company has engaged in corrupt or fraudulent activities in competing for the contract in question. AEGCL shall be free to take any other action also.

AEGCL reserves the right to inspect the accounts and records of the Insurance Company relating to the performance of the contract and to have them audited by auditors appointed by AEGCL.

Scope of Service

In performing the terms and conditions of the Contract, the Insurance Company shall at all times act as an Independent Insurance Company. The contract does not in any way create a relationship of principal and agent between AEGCL and the Insurance Company. The Insurance Company shall not act or attempt or represent itself as an agent of AEGCL. It is clearly understood and accepted by both parties that this Contract between the parties evidenced by it is on a Principal to Principal basis and nothing herein contained shall be construed or understood as constituting either party hereto, the agent or representative of the other, under any circumstances. The employees of the Insurance Company shall never, under any circumstances whatsoever, be entitled to claim themselves to be the employees of AEGCL.

Arbitration

In the event of any dispute arising amongst the Parties, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, then such dispute shall be finally resolved by arbitration. The arbitration shall be conducted in the English language and the venue of the arbitration shall be in Guwahati. The sole arbitrator will be appointed by the Managing Director, AEGCL, whose decision in this regard will be final and binding.

Jurisdiction

The parties hereby irrevocably consent to the sole jurisdiction of the Courts of Gauhati only in connection with any actions or proceedings arising out or in relation to this Tender.
For & on behalf of AEGCL

Language of bid:

The bid prepared by the Bidder and all correspondence/documents relating to the bid exchanged by the Bidder and AEGCL shall be written in English language alone.

Validity of bid:

Bidders' should specify the validity period of their offer which should be valid for a minimum period of 60 (Sixty) days from the date of opening the Techno-Commercial Bid. The offer which is not kept valid for at least 60 days from the date of opening the Techno-Commercial Bid will be rejected outright.

Financial capabilities:

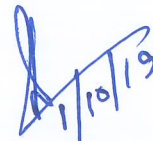
The bidder should have handled a premium of not less than R. 5,000 Cr. as per latest audited report

The bidder must fulfil the IRDA requirement Solvency Margin of 150% as per latest audited report

Termination of contract:

The reserves the right to cancel the contract placed on the bidder if:

- a) The bidder commits breach of any of the terms and conditions.
- b) The bidder goes into liquidation voluntarily or otherwise
- c) The service is found unsatisfactory



General Manager(HR)
Assam Electricity Grid Corporation Limited

Annexure-I
List of Documents for Technical Bid

Sl. No	Particulars	List of Documents to be furnished as 'marked'	Checklist of the documents submitted (Yes / No)
1	Name of Insurance Company		
2	Detailed office Address of the company with office telephone number, fax number, email address and mobile number of the contact person	(Annexure - A)	
3	Brief profile of the Insurance company: a) Names of cities where the co. has operations. b) Details of any tie-up. c) State-wise list of network hospitals with cashless facility. d) Name(s) and Phone/Cell Nos. of the contact person(s) of the servicing branch.	(Annexure - B)	
4	Date of Establishment of the company. (Proof to be enclosed)	(Annexure - C)	
5	Certificate of registration with IRDA or by a Central legislation as a proof of its registration to undertake insurance related activities.	(Annexure - D)	
6	PAN Number (attach documentary evidence)	(Annexure - E)	
7	Goods and Service Tax Registration Number (attach documentary evidence)	(Annexure - F)	
8	Annual Turnover of the company for last three years : Copy of the audited Balance Sheet, Profit & Loss Account, Revenue Account by of last three financial years to be enclosed. Financial Year 2016-2017 2017-2018 02018-2019 Turnover (Rupees in Lacs)	(Annexure - G)	
9	List of the organizations where the Insurance Company has been providing services for the last three years giving details of organization name, type of families insured and total number of families insured by them may be provided.	(Annexure - H)	
10	Declaration to the effect in form of affidavit that the bidder has not been blacklisted or barred by any government organization including PSUs or is not under investigation by any law enforcement agency (to be enclosed).	(Annexure - I)	

Sl. No	Particulars	List of Documents to be furnished as 'marked'	Checklist of the documents submitted (Yes / No)
11	<p><u>Declaration</u></p> <p>I / We hereby declare that the information submitted hereby is correct to the best of my / our knowledge and belief. My / Our Insurance Company has not been debarred by any Govt. department / PSUs for providing Medclaim Insurance coverage in the last 3 years. In case of any information / documents found to be false, fake or incorrect, AEGCL is free to take action against my / our Insurance company as deemed fit by them. I / we, _____</p> <p>do also hereby declare that I / we are not engaged in any activity, which conflicts directly or indirectly with the proposed assignment. I / we further declare that during the currency of the contract, I / we will not engage in any such conflicting activity.</p> <p>_____</p> <p>(Signature of Authorized person with seal)</p> <p>Note: A signed copy of the tender documents as acceptance of all terms and conditions of the tender is to be enclosed along with technical proposal.</p>	(Annexure - J)	

(Signature of the Bidder)

Name, Address and seal of the Bidder: _____

Annexure – II

Financial Bids–“GROUP MEDICAL INSURANCE POLICY AND GROUP ACCIDENTAL INSURANCE BENEFIT FOR ASSAM ELECTRICITY GRID CORPORATION LIMITED”.

In a separate sealed cover super scribing the envelope:

FORMAT FOR SUBMITTING FINANCIAL BID BY THE INSURANCE AGENCIES

(To be submitted on letterhead of the Insurance Company with signatures of the authorized signatory)

To
The Managing Director
Assam Electricity Grid Corporation Limited
Bijulee Bhawan, Paltanbazar, Guwahati-781001

SUBJECT: TENDER FOR PROVIDING MEDICAL BENEFIT UNDER GROUP MEDICAL INSURANCE POLICY FOR EMPLOYEES ENGAGED BY ASSAM ELECTRICITY GRID CORPORATION LIMITED

Dear Sir,

I / We, hereby submit our financial offer for the Subject cited above, if the work is awarded to us:

A. Group Medclaim Insurance for Employees (Existing) & their dependents:

1.a. Group Medclaim Insurance for all Employees irrespective of Class.

Premium to be charged for one year	Class of Employees	Total Count of lives (Approx.)	Coverage	Amount of Premium (Rs.)	GST Amount (Rs.)	Total Amount (Rs.)
No. of Employees & dependent family members including Self, Spouse, Child, Parents	NA	4542	05 Lacs			
	NA	4542	04 Lacs			
	NA	4542	03 Lacs			
	NA	4542	02 Lacs			

1.b. Group Medclaim Insurance for Employees as per Class.

Premium to be charged for one year	Class of Employees	Total Count of lives (Approx.)	Coverage	Amount of Premium (Rs.)	GST Amount (Rs.)	Total Amount (Rs.)
No. of Employees & dependent family members including Self, Spouse, Child,	Class-I	1003	05 Lacs			
	Class-II	979	04 Lacs			
	Class-III	1856	03 Lacs			
	Class-IV	704	02 Lacs			

Parents						
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B. Premium against Group Personal Accident Insurance Policy for existing Lineman/Sahayak only:

Premium to be charged for one year	Total Heads	Coverage	Amount of Premium (Rs.)	GST Amount (Rs.)	Total Amount (Rs.)
No. of beneficiaries (Lineman/ Sahayak)	212	05 Lacs			

C. Premium against Corporate Buffer Fund:

Premium to be charged for one year	Amount of Premium (Rs.)	GST (Rs.)	Amount	Total Amount (Rs.)
Rs. 2 Crore				

(Signature of the Bidder)

Name, Address and seal of the Bidder: _____

Annexure – III

Financial Bids –“COMPREHENSIVE GENERAL LIABILITY INSURANCE BENEFIT FOR ASSAM ELECTRICITY GRID CORPORATION LIMITED”.

In a separate sealed cover super scribing the envelope:

FORMAT FOR SUBMITTING FINANCIAL BID BY THE INSURANCE AGENCIES

(To be submitted on letterhead of the Insurance Company with signatures of the authorized signatory)

To
The Managing Director
Assam Electricity Grid Corporation Limited
Bijulee Bhawan, Paltanbazar, Guwahati-781001

SUBJECT: TENDER FOR COMPREHENSIVE GENERAL LIABILITY INSURANCE BENEFIT FOR ASSAM ELECTRICITY GRID CORPORATION LIMITED

Dear Sir,

I / We, hereby submit our financial offer for the Subject cited above, if the work is awarded to us:

A. Comprehensive General Liability Insurance Cover for AEGCL:

Premium to be charged for one year	Coverage	Amount of Premium (Rs.)	GST Amount (Rs.)	Total Amount (Rs.)
For AEGCL - Claims Made - Right & Duty to Defend	Rs. 25 Cr AoA: Rs. 50 Cr AoY			

(Signature of the Bidder)

Name, Address and seal of the Bidder: _____

Annexure – IV

(On Office letter head)

Ref No:

Date:

To
The Managing Director
Assam Electricity Grid Corporation Limited
Bijulee Bhawan, Paltanbazar, Guwahati-781001

Ref No.: AEGCL/MD/HR/Mediclaim/223/2019/63

Dear Sir,

Sub: Tender for Group Mediclaim for all existing employees & their dependents, Accidental Insurance Policy for Lineman/Sahayak and Comprehensive General Liability Insurance.

Dear Sir,

With reference to the above, enclosed herewith are the Bid Documents for Group Mediclaim for all existing employees & their dependents, Accidental Insurance Policy for Lineman/Sahayak and Comprehensive General Liability Insurance for Assam Electricity Grid Corporation Limited.

I/We hereby reconfirm and declare that I/We have carefully read and understood the above referred Tender document including instructions, terms & conditions and all the contents stated therein published on AEGCL website.

Thanking you,

Yours faithfully,
(Signature of the Authorized Signatory)

Seal

Name:

Designation:

Name of the Company:

Mobile No.: