



Kerala State Electronics Development Corporation Ltd.
(A Govt. of Kerala Undertaking)

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KSEDC LTD

Corporate office: Keltron House, Vellayambalam, Thiruvananthapuram – 695 033

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Website: <https://www.keltron.org/>

REQUEST FOR PROPOSAL (RFP)

For

Renewal/Implementation of Group Medical Insurance Policy for Regular Employees of Kerala State Electronics Development Corporation Ltd for the year 2025-2026.

TENDER NO: KSEDC/CHR/RFP/MED/02/2025-26: 28.05.2025

Issue date	28.05.2025
Last date for submission of response	On or before 11.00 am, 12.06.2025

DISCLAIMER

The Request for Proposal (RFP) is not an offer by KSEDC Ltd but an invitation to receive the response from eligible and interested insurance companies for the renewal/ implementation of Group Medical Insurance Policy for Regular employees 2025-2026. The information contained in this RFP document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of KSEDC, is provided to the bidder(s) on the terms and conditions set out in this RFP document. The information contained in the RFP document is selective and is subject to amendment. KSEDC does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document. Any costs and expenses will remain with the bidder and the KSEDC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the bidding process. This document has not been filed, registered, or approved in any Court of Competent jurisdiction.

TENDER NOTICE

KSEDC invites sealed Tenders from all eligible Insurance Companies with license & registration from IRDAI under two bid systems 'Technical Bid' & 'Financial Bid' for renewal/implementation of Group Medical Insurance Policy For Regular Employees of Keltron for the year - 2025-2026 with effect from 07.07.2025. The initial policy was started in the year 2015-16 on 7th May 2015 and was renewed every year without a break. The current policy period is due to expire on 06.07.2025 (11:59 pm).

The eligible & interested Public Sector Insurance Companies, General Insurance companies, Private Insurance companies adhering to the IRDAI regulation, may submit their competitive bids to the Corporate Office, Kerala State Electronics Development Corporation Ltd. in the prescribed formats/Annexure. The formats/annexure enclosed with this Tender/RFP document (available in company website: <https://keltron.org/index.php/tenders>) shall be submitted as per the schedule mentioned herewith in a Large envelope superscripting "Bid for Renewal/Implementation of Group Medical Insurance Policy for Regular employees of Keltron 2025-2026" containing two separate envelopes superscripting 'Technical Bid' and 'Financial Bid' containing required information/Annexures.

The bids are to be deposited in the Tender Box kept in Corporate HR Department at following address:- **Corporate HR Department (CHR), Keltron Corporate Office, Vellayambalam Thiruvananthapuram, Kerala 695033** on or before @ 11.00 am on 12.06.2025. The Technical bids shall be opened at 11.30 am on 12.06.2025 at the office of Head CHR in the presence of representatives of the Bidders who wish to be present and Keltron Group Medical Insurance Committee. The financial bid of technically qualified Insurance Companies shall be opened at 04:00 pm on 12.06.2025 in the presence of representatives of the Bidders who wish to be present and Keltron Group Medical Insurance Committee.

INSTRUCTION TO THE BIDDERS

➤ GENERAL INFORMATION

Bidder(s) are required to furnish all the details and other documents as required. Bidder(s) are advised to study all the tender documents carefully and any conditional bid received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder(s). Any submission of bid shall be deemed to have been done after careful study and examination. . In case of any doubt regarding any portion of this RFP or requires clarification on any aspect shall contact the authority which is mentioned in **(RFP point 12)**. The terms and conditions in the RFP document shall be deemed to have been accepted by the Bidder(s) in their offer. Non-compliance with any of the requirements and instructions of this RFP document may result in the rejection of the tender. The RFP constitutes no form of commitment on the part of the KSEDC Ltd merely participation in this Tender Document by any party does not confer or constitute any right of association with KSEDC Ltd.

➤ REGARDING THE BID SUBMISSION

Bidder(s) shall submit their bid (both Technical and Financial bid) in the Tender Box kept in Corporate HR Department of KSEDC Ltd. The bids will have to be submitted within the time specified in the table below (**Events & Dates**).

The Technical Bid should be prepared very carefully and as indicated in the tender document since it will form the basis for pre-qualification of bidder(s). Only relevant and to the point information/document should be submitted. Failure to provide any required information, may lead to the rejection of the offer. Bidder(s) must read the tender document very carefully before signing on it.

Regarding Financial Bid, the Bidder(s) must read the terms and condition as mentioned in this tender document and submit the proposal accordingly. Bidder(s) are required to check the

amount carefully before submitting financial bid. Submission of more than one bid is not allowed and shall result in disqualification of the bidder. KSED C reserves the right to reject any or all the bids without assigning any reasons thereof.

EVENTS & DATES

Mode of Tender	Open Tender (Manual)
Date & Time of commencement of Tender	28.05.2025
Last Date for the submission of Tender (both Technical bid and financial bid)	11.00 am, 12.06.2025
Date & Time of Opening of Technical Bids	11.30 am, 12.06.2025
Date & Time of Opening of Financial Bids	04.00 pm, 12.06.2025

1. INTRODUCTION

Kerala State Electronic Development Corporation Ltd (Keltron) is a 50 year marked Public Sector Undertaking incorporated under the Companies Act, 1956 fully owned by Government of Kerala. The Corporate Office is situated at Vellayambalam, Thiruvananthapuram with units across Kerala and Marketing Offices across India.

2. OBJECTIVE

The objective of this RFP is to inform potential Public Sector Insurance Companies, General Insurance companies, and Private Insurance Companies to solicit proposals for renewal of its Group Medical Insurance Policy for regular employees and their dependents for the year 2025-2026 of KSED C Ltd.

Dependents who come under eligibility are:-

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

3. CURRENT POLICY SUMMARY

- a) Policy Period – 07.07.2024 to 06.07.2025.
- b) Duration of policy – 1 year
- c) A floater sum of Rs. 3 Lakhs per family per annum for the employees and dependents.
- d) Detailed terms and conditions of the policy are given in **Annexure I**.
- e) A Corporate Buffer of Rs. 5 L per annum for maintenance medicines for critical illness with a maximum amount of Rs. 50,000/- per person per annum which will be reimbursed monthly on submission of medical bills for the employees of the Company only.
- f) An additional Corporate Buffer of Rs. 10 L per annum with a maximum coverage of Rs 2 L per family per annum which becomes due and eligible in the event when the base sum insured gets exhausted.
- g) Pre-existing illness shall be covered for all employees and their dependents.
- h) Maximum Ambulance charge payable under one hospitalization is Rs 2500/.
- i) All pre-natal and post-natal benefits are covered under the maternity benefit of Rs 50000/- mentioned in the policy. In case of C section the maximum eligibility for maternity shall be Rs. 75000/-.
- j) Enrollment of additional lives to the policy shall be made on a pro-rata basis.

SALIENT FEATURES OF THE RFP DOCUMENT

The RFP Document is available and can be downloaded from the company's website <https://www.keltron.org/index.php/tenders> and will not be available for sales elsewhere. The Technical and Financial proposals submitted by the bidders shall be evaluated by the GMC Committee duly constituted by KSEDC Ltd. Financial bids of the technically qualified bidders will be opened on the same date of submission of Proposal after evaluation of the Technical eligibility of bidders.

THE PROPOSAL DOCUMENT SHOULD INCLUDE THE FOLLOWING:-

4. SECTION A - TECHNICAL PROPOSAL

Technical Bid should be submitted in separate cover and should be marked as “TECHNICAL BID” on top.

QUALIFYING CRITERIA:-

- 4.1) The participant should be Insurance Company authorized to conduct the business of health insurance by the Insurance Regulatory and Development Authority of India. Copy of IRDAI license to conduct General / Health insurance business shall be enclosed.
- 4.2) Insurance Company, who engages external Third Party Administrator approved by the Insurance Regulatory and Development Authority of India, should only participate.
- 4.3) Insurance Company should consider the recommendation of Keltron on the External Third Party Administrator.
- 4.4) The Insurance Company should have experience in the field of providing health insurance in India/Kerala for a period of not less than **three years** as on the date of opening of the tender. Copies of audited annual financial statements of the company for the last three financial years (2021-22, 2022-23 & 2023-24) shall be enclosed.
- 4.5) The Insurance Company should enclose the list of clients and copies of Agreements/Work Orders etc.
- 4.6) The Insurance Company should have accredited hospital network in all districts of the State of Kerala and PAN India. A list of network hospitals pan India with cashless facility has to be submitted in digital form with Tender documents/to be made available through e-mail.
- 4.7) Bidder should have an Office in Kerala.
- 4.8) The technical proposal should be submitted in the Company's letter head with an undertaking that they have understood and shall abide with all the terms and conditions of the Tender and the Insurance Company should not have been banned or debarred by any Govt. Organization/ Corporate/ Insurance Regulatory and

Development Authority either for non-settlement of claim or any other issues. The format for this is given in **Annexure III**.

- 4.9) The bidder should not add or delete any conditions. Any bidder adding or deleting any of the terms and conditions will stand automatically disqualified.
- 4.10) The sealed quotations containing all the documents as specified above shall reach this office on or before 12.06.2025 at 11:00am and the Technical proposal will be opened on 12.06.2025 at 11:30am and Financial Bids of the qualified bidders will be opened on 12.06.2025 at 04:00 pm.

5. SECTION B - FINANCIAL PROPOSAL

Financial Bid should be submitted in separate cover and should be marked as “FINANCIAL BID” on top.

We invite three financial proposal as mentioned below:-

- 5.1) **Proposal I-** Annual Premium quote for a Basic Sum assured of Rupees 3L & 4L with room rent limit as 1% of sum assured including nursing charges for regular employees and their dependents including Spouse, dependent Children & parents of self as per the existing Policy terms and conditions enclosed as **Annexure I**. This amount is to be submitted in the format given in **Proposal I**. The number of employees and family members with age details is enclosed in **Annexure II**. The numbers given are approximate and there could be additions and deletions from the numbers projected.
- 5.2) **Proposal II -** Annual Premium quoted shall be for a Basic Sum assured of Rupees 4L with room rent limit as Rs. 5000/- including nursing charges for employees and their dependents including Spouse, dependent Children & parents of self as per the existing Policy terms and conditions enclosed as **Annexure I** except in the case of room rent eligibility. This amount is to be submitted in the format given in **Proposal II**. The approximate number of lives to be covered with age details is enclosed in **Annexure II**. The numbers given are approximate and there could be additions and deletions from the numbers projected.
- 5.3) **Proposal III -** Annual Premium quoted shall be for a Basic Sum assured of 5L with room rent limit as Rs. 4000/- including nursing charges for employees and their

dependents including Spouse, dependent Children & parents of self as per the existing Policy terms and conditions enclosed as **Annexure I** except in the case of room rent eligibility. This amount is to be submitted in the format given in **Proposal III**. The approximate number of lives to be covered with age details is enclosed in **Annexure II**. The numbers given are approximate and there could be additions and deletions from the numbers projected.

- 5.4) The lowest quoted amount inclusive of taxes in **Proposal I** for sum insured of 4L shall be used to determine the L1 of this tender and may be asked to match the L1 of **Proposal II & Proposal III** for sum assured of 4L & 5L, if required.
- 5.5) If the L1 quoted amount is above the budgeted value, Keltron reserves the right to ask the technically qualified bidders to submit revised competitive quotes.
- 5.6) Keltron reserves the right to finalize the 4 L policy given in **Proposal II** with the L1.

6. Payment Terms

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

7. Submission of RFP Documents

The participant must submit the proposal in 2 covers as per the details mentioned below:-

- ❖ Technical proposal (Cover 1) & Financial proposal (Cover 2) shall be submitted on or before @ 11.00 am on 12.06.2025
- ❖ Technical Bid will be opened at 11:30 am on 12.06.2025.
- ❖ Financial Bids of the qualified bidders will be opened at 04:00 pm on 12.06.2025.
- ❖ Bidders are required to submit all documents mentioned in **Annexure IV**.

7.1. The Technical Proposal should provide the following details: -

- a) Company Profile – Management Structure, Main Business & Areas of Specialization, Duration of Business activities, Service Centers in Kerala etc.
- b) Key Corporate Clients, Value of Contracts and Salient Features of Contract/Agreement with Clients.

- c) Details of the Third-Party Administrators.
- d) List of network hospitals pan India with cashless facility has to be submitted in digital format/ to be made available through e-mail..
- e) The copies of the audited Annual Financial Statements of last three financial years (2021-22, 2022-23 & 2023-24) shall be submitted.

7.2. Amendments to Tender Documents -

At any time 48 hours prior to the deadline for submission of RFP, Keltron may, for any reason, reserve the right to modify the tender documents, by amendments. The Amendments / corrigendum, if any, to this RFP/ tender document would appear only on the Company's website <https://www.keltron.org/index.php/tenders> and shall not be published elsewhere. At any time prior to the deadline for submission of quotation, the company may for any reason, whether at its own initiative or in response to a clarification on request by a prospective Tenderer may modify the Tender Document by issuing an addendum/corrigendum. Any addendum/corrigendum thus issued shall become a part of the Tender Document and will also be posted on the website of the company. Bidders are advised to regularly check the above websites for any updates on this tender. KSEDG has the right to cancel this tender at any point of time without assigning any reasons.

7.3. Canvassing.

Participants shall not canvass in any form to influence the RFP process and this would result in disqualification of the participant.

7.4. Signature in each page of Documents.

Each page of proposal document submitted in 2 covers must be signed with the Company Seal by the competent authority of the participant. Any document or sheet not signed may also be a cause for rejection of the proposals.

7.5. Procedure for evaluation of the Technical and Financial Proposals: -

- a) The Authority will constitute a proposal evaluation committee to evaluate the responses of the participants. The Proposal Evaluation Committee shall evaluate

the responses to the proposal and all supporting documents & documentary evidence listed.

- b) Inability to submit requisite supporting documents or documentary evidence may result in non-consideration of the proposals. The decision of the Proposal Evaluation Committee in the evaluation of responses to the proposals shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- c) Once the technical proposals have been evaluated, only the qualified Tenderer's financial proposal will be opened in the presence of qualified Tenderer who choose to be present. The contract will be awarded to the Tenderer, whose tender is determined to be the lowest among the qualified Tenderers (as per the clause 5.4 of Section in Financial Proposal).
- d) Preference will be given to Public Sector Company, ie, in case of having more than one Company with L1 status after opening of financial bid, preference will be given to public Sector Company, if any, among them. The Authority reserves the right to accept or reject any tender or annul the tender process and reject all tenders at any time prior to award of contract without specifying any reason. The Company also reserves the right to choose/select only Public Sector General Insurance Company among the bidders even if they do not turn out to be L1, provided they shall match with L1 price quote.

8. Notification of award and signing of Agreement

The successful participant will renew the Group Medical Insurance Policy without break from 07.07.2025 as per IRDAI regulations with portability of the existing policy which is in place from 07.05.2015.

9. Period of service

The insurance renewal is from 07.07.2025 for a period of one year for coverage of Rs. 3/4/5 Lakhs per family as per the Terms & conditions in **Annexure I** and member details as per **Annexure II**. However the company reserves the right to modify sum assured and room rent limit to match any of the Proposals submitted (Proposal I, II or III).

10. Transfer of Tender Document

Transfer of Tender Documents by one bidder to another is not permissible. Similarly, transfer of tenders submitted by one bidder in the name of another bidder is not permissible.

11. Right to accept or reject the tenders

- The right to accept the tender in full or in part/parts will rest with KSEDC Ltd.
- Tenders not accompanied with prescribed information or are incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.
- KSEDC LTD reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Buyer's action.
- If the bidder gives wrong/false information in his tender, Keltron reserves the right to reject such tender at any stage or to cancel the contract.
- KSEDC LTD may at its sole discretion negotiate and enter into contract with successful Bidder.
- Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion.
- The Company will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

12. Assistance to Bidders

Any queries related to the Tender document and the insurance policy terms and conditions should be addressed to the Corporate Human Resources Department, KSEDC Ltd through e-mail at corporatehr@keltron.org.

Landline number - [+91- 471 - 2724444, 4094444](tel:+914712724444) (Extension- 222/433)



ANNEXURE I

POLICY DOCUMENT

KELTRON GROUP MEDICAL INSURANCE POLICY for PERMANENT EMPLOYEES

KSEDC Ltd is proposing to renew the Group Mediclaim Policy for the regular employees of the Company and their dependents. The policy envisaged has the following components:-

- 1.1. A floater sum of Rs. 3Lakhs per family per annum for the employee and dependents.
- 1.2. A Corporate Buffer of Rs.5Lakhs per annum for maintenance medicines for critical illnesses with a maximum amount of Rs.50000/-per person per annum which will be reimbursed monthly on submission of medical bills.
- 1.3. An additional Corporate Buffer of Rs. 10 L per annum with a maximum coverage of Rs 2 L per family per annum which becomes due and eligible in the event when the base sum insured gets exhausted.

The following conditions to be included in the proposal:

- 2.1 Room, Boarding Expenses as provided by the hospital including Nursing charges upto 1% of Sum Insured per day.
- 2.2 Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses – Actual ICU charges or Rs. 5000/- .
- 2.3 Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees.
- 2.4 Anesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical Appliances, Medicines & Drugs, Diagnostic Materials and X-ray, Dialysis, Chemotherapy, Radiotherapy, Cost of Pacemaker, Artificial Limbs & Cost of Organs and similar expenses.
- 2.5 Pre-hospitalization medical charges up to 30 days period.
- 2.6 Post-hospitalization medical charges up to 60 days period.

2.7 LIMIT ON PAYMENT FOR CATARACT: Company's liability for payment of any claim relating to Cataract shall be limited to Actual or maximum of Rs.24000 (inclusive of all charges, excluding service tax), for each eye, whichever is less.

2.8 Expenses incurred for Ayurvedic/Homeopathic/Unani Treatment up to 25% of the sum insured provided the treatment for illness/disease and accidental injuries, is taken in a Government hospital or in any institute recognized by Government and /or accredited by Quality Council Of India / National Accreditation Board on Health, excluding centers for spas, massage and health rejuvenation procedures.

2.9 CONGENITAL ANOMALY to be included in the policy.

2.10 Admission in a Hospital for a minimum period of 24 in patient Care consecutive hours except for specified procedures/ treatments, where such admission could be for a period of less than 4consecutive hours.

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

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

2.11 Maternity expenses to be included and shall include:

- a. Medical Treatment Expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during Hospitalisation).
- b. Expenses towards lawful medical termination of pregnancy during the Policy Period.
- c. The maximum benefit allowable under this clause to be upto Rs.50,000/- for normal deliveries and Rs.75000/- for C-Section except in cases where multiple gynecological procedures are done in which the actual amount upto the sum insured is payable.
- d. Maternity waiting period to be waived off.

2.12 PRE-EXISTING CONDITION/DISEASE to be included.

2.13 PORTABILITY: Portability of Insurance to be included.

2.14 30 Days Exclusion to be waived

2.15 Waiting period for all diseases/ailments/conditions to be waived

2.16 No deductible on claims

2.17 NOTICE OF CLAIM: Preliminary notice of claim with particulars relating to Policy Number, name of insured person in respect of whom claim is to be made, nature of illness/injury and Name and Address of the attending Medical Practitioner/Hospital/Nursing Home to be given to the Company/TPA within 10 days from the date of hospitalization in respect of reimbursement claims.

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

- a. Bill, Receipt and Discharge certificate / card from the Hospital.
- b. Cash Memos from the Hospitals(s) / Chemists(s), supported by proper prescriptions.
- c. Receipt and Pathological test reports from Pathologist supported by the note from the attending Medical Practitioner / Surgeon recommending such Pathological tests.
- d. Surgeon's certificate stating nature of operation performed and Surgeons' bill and receipt.
- e. Attending Doctor's/ Consultant's/ Specialist's / Anesthetist's bill and receipt, and certificate regarding diagnosis.
- f. Certificate from attending Medical Practitioner / Surgeon that the patient is fully cured.

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

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

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

2.20 NEWBORN BABY to be covered from day one.

2.21 GENETIC DISORDER: Persons with genetic disorder to be covered.

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

2.23 Illness wise limits to be waived off.

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

EXCLUSIONS

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

3.1.1 Vaccination & Inoculation.

3.1.2 War Invasion, Act of Foreign enemy, War Like Operations, Nuclear weapons, ionizing radiation, contamination by radio activity, by any nuclear fuel or nuclear waste or from the combustion of nuclear fuel.

3.1.3 Circumcision, cosmetic or aesthetic treatment, plastic surgery unless required to treat injury or illness.

3.1.4 Cost of braces, equipment or external prosthetic devices, non-durable implants, eyeglasses, Cost of spectacles and contact lenses, hearing aids excluding cochlear implants, durable medical equipments.

3.1.5 All types of Dental treatments except arising out of an accident.


3.1.6 Convalescence, general debility, 'Run-down' condition or rest cure, obesity treatment and its complications, treatment relating to all psychiatric and psychosomatic disorders, infertility & sterility.


- 3.1.7 Bodily injury or sickness due to willful or deliberate exposure to danger(except in an attempt to save human life), intentional self-inflicted injury, attempted suicide.
- 3.1.8 Treatment of any Bodily injury sustained whilst or as a result of active participation in any hazardous sports of any kind.
- 3.1.9 Treatment of bodily injury sustained whilst or as a result of participating in any criminal act.
- 3.1.10 Sexually transmitted diseases, any condition directly or indirectly caused due to or associated with Human T-cell Lymphotropic Virus Type III (HTLB-III) or lymphotopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency Syndrome or any syndrome or condition of similar kind commonly referred to as AIDS.
- 3.1.11 Diagnosis, X-Ray or Laboratory examination not consistent with or incidental to the diagnosis of positive existence and treatment of any ailment, sickness or injury, for which confinement is required at a Hospital.
- 3.1.12 Vitamins and tonics unless forming part of treatment for injury or disease as certified by the attending Medical Practitioner.
- 3.1.13 Stem Cell Implantation/Surgery.
- 3.1.14 Accident due to Alcohol/Drunken Driving not included.
- 3.1.15 Treatment taken outside India
- 3.1.16 Experimental Treatment, Unproven Treatment
- 3.1.17 Naturopathy Treatment.
- 3.1.18 Instrument used in treatment of Sleep Apnea Syndrome (C.P.A.P.) and continuous Peritoneal Ambulatory dialysis (C.P.A.D.) and Oxygen Concentrator for Bronchial Asthmatic condition.
- 3.1.19 Domiciliary Hospitalization.
- 3.1.20 Treatment for Age Related Macular Degeneration (ARMD), treatments such as Rotational Field Quantum Magnetic Resonance (RFQMR), External Counter Pulsation (ECP), Enhanced External Counter Pulsation (EECP), Hyperbaric Oxygen Therapy.

SUMMMARY OF MAIN FEATURES OF THE POLICY BASED ON
POLICY DOCUMENT

Family Floater Sum Insured		Rs.3,00,000 /Family
Family Unit May contain		Self, Spouse, Parents of self & dependent children within 25 yrs of age or entering a job whichever is earlier for boy child. For girl child, until she gets married or enters in a job. Parents of employees without restriction in entry age.
Pre-existing diseases / conditions exclusion		Waived for all, no exclusion of diseases, no exclusions/limit for pre-existing diseases
30 days Waiting period		Waived for all
One / Two Year exclusions and / or any time bound exclusions for specified diseases		Waived for all
Room rent / Boarding Expenses (including nursing charges)	Room rent limit	Room rent per day restricted to 1% of the Sum insured.
	ICU rent limit	ICU / ICCU rent per day restricted to Rs.5000/-.
Proportionate payment for higher room category		Proportionate payment on higher room clause is applicable.
Corporate Buffer		A Corporate Buffer of Rs. 5 Lakhs per annum for maintenance medicines for critical illnesses with a maximum amount of Rs. 50000/- per person per annum which will be reimbursed monthly on submission of medical bills for the employees of the company only. An additional Corporate Buffer of Rs. 10 L per annum with a maximum coverage of Rs 2 L per family per annum which becomes due when base sum insured is exhausted.
Ayurveda treatment / Unani & Homeopathic treatment expenses		Expenses incurred for Ayurvedic/Homeopathic/Unani Treatment up to 25% of the sum insured provided the treatment for illness/disease and accidental injuries, is taken in a Government hospital or in any institute recognized by Government and /or accredited by Quality Council Of India / National Accreditation Board on Health, excluding centers for spas, massage and health rejuvenation procedures

All Day care procedures to be Covered including specifically mentioned in terms of RFQ		Admission in a Hospital for a minimum period of 24 in patient Care consecutive hours except for specified procedures/ treatments, where such admission could be for a period of less than 4 consecutive hours. Anti Rabies Vaccination ,Hysterectomy, Appendectomy, Inguinal/Ventral/Umbilical/Femoral Hernia, Coronary Angiography, Lithotripsy (Kidney Stone Removal), Coronary Angioplasty ,Parenteral Chemotherapy, Dental surgery following an accident, Piles / Fistula, Dilatation & Curettage (D & C) of Cervix Prostate, Eye surgery , Radiotherapy, Fracture / dislocation excluding hairline Fracture, Sinusitis, Gastrointestinal Tract system, Stone in Gall Bladder, Pancreas, and Bile Duct Haemo-Dialysis, Tonsillectomy, Hydrocele, Urinary Tract System, Laryngeal Procedures ,Nasal Polyp Removal. OR any other Surgeries / Procedures agreed by TPA/Company which require less than 24 hours hospitalization due to advancement in Medical Technology
Ambulance charge		Maximum Ambulance charge payable under one hospitalization is Rs 2500/.
Pre-Hospitalisation and Post Hospitalisation		Pre hospitalization 30 days and Post hospitalization 60 days
9 months waiting periods for Maternity		Waived off
Maternity	Normal	Rs.50,000/-Medical Treatment Expenses traceable to childbirth (including complicated deliveries incurred during Hospitalisation).Expenses towards lawful medical termination of pregnancy during the Policy Period. The maximum benefit allowable under this clause to be up to Rs.50,000/- except in cases where multiple gynecological procedures are done in which the actual amount upto the sum insured is payable.
	C-Section	Rs.75000/-/-Medical Treatment Expenses traceable to childbirth.
Baby Day Care Cover		New born babies need to be covered from day one with full floater sum insured
Pre-natal and Post-natal		All pre-natal and post-natal benefits are covered under the maternity benefit of Rs 50000/for normal and Rs 75000/- for C-section as mentioned in the Policy terms.
Congenital Internal & External Disease		Waived for all.
Genetic Disorder		Persons with genetic disorder to be covered.
Oral Chemotherapy		The cost of oral chemotherapy to be payable under the policy.
Domiciliary Treatment		To be covered.
Illness wise limits		Waived off.
Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fee		Payable.

Anesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical Appliances, Medicines & Drugs, Diagnostic Materials and X-ray, Dialysis, Chemotherapy, Radiotherapy, Cost of Pacemaker, Artificial Limbs & Cost of Organs and similar expense	Payable.
Limit on any one disease or ailment	No capping
Limit on surgeon charges, stent charges	No capping
Co-payment	No Copayment
Cataract Limit	Cataract - Actual or maximum of Rs.24000/(inclusive of all charges, excluding service tax)for each eye whichever is less
Portability	Portability of Insurance to be included
Midterm inclusion	Provision to include members during the operation of the policy on pro-rata basis.
Non cancelation of Policy in Midterm on account of adverse claim ratio	Yes
 <p>Modern Treatment methods & Advancement In Technologies (As per IRDAI regulations)</p>	<p>Modern Treatment Methods & Advancement in Technologies</p> <p>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:</p> <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> (i) The treatment of any disease involving Central Nervous

	<p>System irrespective of aetiology;</p> <p>(ii) Malignancies. Up to 50% of Sum Insured per policy period for claims involving Robotic Surgeries for other diseases.</p> <p>8) Stereotactic Radio Surgeries - Up to 50% of Sum Insured per policy period for claims involving Stereotactic Radio Surgeries.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>12) Stem Cell Therapy: Hematopoietic Stem Cells for bone marrow transplant for haematological conditions to be covered only.</p> <p>No additional sub-limit.</p> <p>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.</p>
<p>ALL the terms as per expiring policy will also forms part of RFP</p>	

Additional Condition in the policy

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

ANNEXURE-II

KELTRON - Staff & Dependent Age Demography					
Age Bracket	Staff	Spouse	Children	Parents	Grand Total
0-10	0	0	464	0	464
11-20	0	0	323	0	323
21-30	26	55	71	0	152
31-40	322	266	01	0	589
41-50	277	170	0	02	449
51-60	46	67	0	134	247
61-70	0	06	0	481	487
71-80	0	0	0	324	324
81-90	0	0	0	36	36
91-100	0	0	0	01	01
Grand Total	671	564	859	978	3072

(The numbers shown are approximate and there will be addition/deletion of 20 to 30 numbers)

ANNEXURE III

TENDER CONDITIONS ACCEPTANCE LETTER

(To be given in company's letter head)

To,

The Deputy Manager
Corporate HR & Admin Department
KELTRON, Keltron House,
Vellayambalam, Thiruvananthapuram-695033

Dear Sir/Madam,

Sub: Acceptance of Terms & Conditions of Tender


Tender No: KSEDC/CHR/RFP/MED/02/2025-26 dated 28.05.2025.

We (Bidder) have carefully gone through the RFP document for selecting "Group Medical Insurance Provider" for implementation/renewal of Group Medical Insurance Policy of Regular employees of Kerala State Electronics Development Corporation Ltd for the year 2025-2026.

We hereby irrevocably declare that:-

1. All the information related to our Company/Firm, manpower, customer base, projects, financial details, list of hospital network offered etc. provided in our offer is true and without any alteration / modifications.
2. All the provisions of this RFP Document are acceptable to my Company/Firm. No violation of the terms and conditions as mentioned in the RFP document has been made.
3. We declare that our Company/Firm has not been debarred / black listed by any *Government / Semi Government organizations in India/Public Sector Undertakings of the Central and State Governments/any other entity* either for non-settlement of claim or any other issues.
4. The information contained in the proposal is complete and accurate in all material respects.

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

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

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

Yours Faithfully,

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

Date:

Name:

Designation:

ANNEXURE IV

Sl. No.	Pre-Qualification requirement	Documents to be attached
1	The participant should be Insurance Company authorized to conduct the business of health insurance by the Insurance Regulatory and Development Authority of India.	Copy of IRDAI license to conduct health insurance business shall be enclosed.
2	External Third Party Administrator implementing the scheme on behalf of the Insurance Company should also be an agency approved by the Insurance Regulatory and Development Authority of India.	Copy of IRDAI license for TPA
3	The Insurance Company should have experience in the field of providing health insurance in India / Kerala for a period of not less than three years as on the date of opening of the tender.	Copies of audited annual financial statements of the company for the last three financial years (2021-22, 2022-23 & 2023-24) shall be enclosed.
4	The Insurance Company should enclose the list of clients and copies of agreements/work orders etc.	A copy of the agreements/work orders etc. to be enclosed.
5	The Insurance Company should have accredited hospital network in all districts of the State of Kerala and PAN India.	A list of network hospitals with cashless facility pan India has to be submitted only in excel format/digital form along with Tender documents/ to be made available through e-mail.
6	Tender Conditions Acceptance and No Blacklisting Letter	Annexure III
7	Bidder should have an office in Kerala, preferably in Trivandrum.	Proof of the same shall be submitted.

SECTION B-FINANCIAL PROPOSAL

PROPOSAL- I

Proposal for renewal/implementation of Group Medical Insurance Policy
for Regular Employees of KSEDC Ltd from 07.07.2025 to 06.07.2026

PROPOSAL 1 (As per existing policy Terms & Conditions in Annexure I)

Sum Insured	Rs. 3 Lakhs	Rs. 4 Lakhs
Total Premium without GST		
GST Amount		
Total Premium with GST		

Name of the Firm:

Address:

Authorized Signatory

Name:

Designation:

Signature:

Date:

(SEAL)

PROPOSAL- II

Proposal for Group Medical Insurance Policy for Regular Employees of KSEDCLtd from 07.07.2025 to 06.07.2026

Sum Insured(Room Rent eligibility Rs 5000 including nursing charges)	Rs 4 Lakhs
Total Premium without GST	
GST Amount	
Total Premium with GST	

Name of the Firm:

Address:

Authorized Signatory

Name:

Designation:

Signature:

Date:

(SEAL)

PROPOSAL- III

Proposal for Group Medical Insurance Policy for Regular Employees of KSEDC Ltd from 07.07.2025 to 06.07.2026

Sum Insured(Room Rent eligibility Rs 4000/- including nursing charges)	Rs 5 Lakhs
Total Premium without GST	
GST Amount	
Total Premium with GST	

Name of the Firm:

Address:

Authorized Signatory

Name:

Designation:

Signature:

Date:

(SEAL)