<On Letterhead of Trust>

NOTICE INVITING TENDER

OPEN TENDER ENQUIRY

Information

Dear Madam/Sir,

Bokaro Welfare Trust is a registered Trust representing contractors of Steel Authority of India Limited, Bokaro Steel Plant. The Bokaro Welfare Trust intends to provide Group Health Insurance coverage through reputed insurance companies to **6685** no. of contract workers (no. as on 31.07.2025) in Skilled and Highly Skilled Category, working under various contractors in Bokaro Steel Plant. The scope of the policy includes comprehensive coverage of hospitalization, outpatient, maternity, and related benefits for all covered members.

NIT No. &Date	
Last date for submission of Bid	**Date: 18-10-2025 Time: 03:30 PM**
Techno-Commercial Bid Opening Date & Time	**Date: 18-10-2025 Time: 04:30 PM**
Name of Work	Group Health Insurance Policy for **contract** workers in Skilled and Highly Skilled Category, working in Bokaro Steel Plant.
Capital Sum Insured	₹4,00,000/-(IPD) per contract worker
Coverage	Total contract workers: 6,685 approx Note: Please note that manpower indicated above is tentative and may undergo change.
Effective period of the policy	One year
No. of Agencies to be engaged	Single
Type of Bid	2 Bid i.e. Techno-Commercial bid & Price Bid

PRICE : The bidder quoting the lowest price shall be declared the L-1 bidder and the price quoted by the L-1 bidder shall be the final price for purchase of the policy.

Note : In case of any clarification, please feel free to contact:

Email: bokarowelfaretrust@gmail.com
Mob no.- 9470525769, 9693325551

Terms & Conditions of NIT

The following terms and conditions shall be applicable for the Group Health Insurance Policy (GHI) under Bokaro Welfare Trust. Tender will not be accepted in case of any deviation from the terms and conditions mentioned below: -

1. The number of contract workers to be brought under insurance coverage is around 6685. This number is dynamic in nature and may increase or decrease depending upon job requirement. The contract workers are in the age group of 18 years to 60 years and their Age profile is enclosed.
2. Updated list of addition and deletion of contract workers in the insurance coverage will be provided by the Trust at a frequency as mutually decided so that all workers are covered under the policy at every point of time.
3. The policy shall be valid for a period of one year, with the premium rate remaining fixed for the entire term.
4. The members shall be eligible for the following health benefits. Any other benefits as deemed fit may be considered for inclusion to make the scheme attractive. **Such additional benefits shall be mentioned separately on Insurance Company's letterhead.**

Benefit Category	**Minimum Requirement**
Hospitalization (IPD)	Cashless facility, coverage up to ₹4,00,000/- per member
Outpatient (OPD) Services	₹1,500 per member per year (consultation & medicines)
Dental Care	Coverage for preventive and restorative dental treatments (consultation, extraction, filling, scaling, etc.). Cosmetic/orthodontic treatments excluded.
Pre & Post-Hospitalization	15 days prior & 60 days after admission
Pre-Existing Disease	Covered from Day 1
Maternity Benefit	Upto ₹15,000/- (Normal); Upto ₹25,000/- (C-Section)
Room Rent	Maximum ₹3,500/day (Normal); Maximum ₹5,000/day (ICU)
Day Care Procedures	All major day care procedures covered
Ambulance Charges	Cashless/Reimbursement up to ₹5,000/- per hospitalization
Claims Settlement	Within 7–10 working days for reimbursement

5. A contract worker will be allowed to join the policy anytime during the currency of the policy (as per the list provided by the Trust) and shall continue to be covered till the remaining period of that policy cycle. In that case, his/her premium will be deposited at a rate proportionate to the annual Premium as per the period for which he shall be under the coverage of the Policy.
6. The Insurance Company and their TPA should preferably have an office in Bokaro Steel

City, for speedy settlement of claims. All the official documents issued by Insurance Company shall be duly signed with seal with the name and designation of the issuing authority.

7. The policy may be extended further on the same terms & conditions with mutual consent.
8. The Trust reserves the right to reject the offer of any bidder without assigning any reason thereof.
9. The insurance company will provide insurance coverage details (any addition/deletion), claim status report or any other report as required, on monthly basis or as demanded from time to time as per requirement to Bokaro Welfare Trust.
10. The insurance company will appoint a Nodal Officer within 07 (seven) days of operation of the policy for prompt redressal of the cases/grievances. The appointed Nodal Officer's name and contact details like mobile number & e-mail id will be informed to the Trust by the insurance company. Any grievance must be settled within 30 (Thirty) days from its intimation to the Nodal Officer.
11. If any claim is not settled by the insurance company as per the agreed terms and conditions, the Trust can debar the insurance company from participating in bidding process for the next two years along with taking up the issue with IRDA or other authorities.
12. In case of any documents/information submitted by bidders(s) found to be false or containing any misrepresentation or having any fraudulent declaration in it, then in such eventuality, legal action (including cancellation of contract, banning of business dealing, damages, criminal proceedings etc.) as deemed fit may be initiated by the Trust against the bidder.
13. If two or more branches from same company participate in the Tender, then they will be considered as different bidders.
14. In case a party backout after being discovered L-1, they will not be allowed to participate against "one (01) successive tender notice".

Eligibility Criteria for the Bidder

Any bid not meeting the following eligibility criteria shall be summarily rejected. The criteria, along with the requisite documents to be submitted as proof of compliance, are detailed below:

1. The bidder must be a IRDAI-registered insurance company authorized to issue Group health insurance in India.
2. The bidder must have provided group health insurance coverage to at least 3,500 lives in a single contract during the last 3 financial years. As a proof, bidder should submit a copy of policy or self declaration that they have issued a similar policy for minimum 3500members during last 3 financial years.
3. The bidder should have an established TPA/cashless network across India with all major hospitals in Jharkhand specifically Bokaro/Chas and its peripheral cities. All the reputed hospitals in all the major cities across India should be empanelled.
4. Average Gross Direct Premium Income of the bidder in the FY 2024-25, 2023-24 and 2022-23 , as published in IRDA Annual Report must be Rs. 750 Cr. or above.
5. The bidder should not have been blacklisted by any Government/PSU/Autonomous body.

Submission of Tender

1. Tenders are invited in two bid system i.e. (I) Techno-Commercial Bid and (II) Price Bid.
2. Bids shall remain valid for 30 days from the date of bid opening.
3. Bids valid for a shorter period are liable to be rejected.
4. **Techno-Commercial & Price Bid :**

   Envelope will contain acceptance of all terms & conditions laid down by Bokaro Welfare Trust in the form of tender documents duly signed by the tenderer (authorized person with designation and company seal) on all pages (pages 1-) alongwith the enclosed Annexures-I, II & III. There shall be two separate sealed envelopes one superscribed as "Techno-Commercial Bid" and the other as "Price Bid". These two sealed envelopes will be submitted in another envelope superscribed as "Quotation for GHI Policy" and shall be submitted to the **Bokaro Welfare Trust** by hand / courier / speed post / registered post, latest by **03:30 PM** (time) on **18-10-2025** (date). Deviation from any of these conditions will effect in cancellation of the bid.

   The Techno-Commercial Bid will be opened on **18-10-2025** (date) at **04:30 PM** (time) in **the office of BWT** The Tenderers can depute their representative to witness the Tender Opening. If all tenderers are found techno-commercially eligible, the Price Bid shall be opened on the same date infront of the tenderers who are present. If all tenderers are not found to be eligible, a time of 7 days shall be given for required submissions from their end. In such case, the Price Bid shall be opened on ....(date) at ………………..(time) in………………………infront of the tenderers who are present.

5. Order shall be placed on single source.

Note:

I. Price or any indication of price should **not** be mentioned in the Techno-Commercial offer.

II. Bokaro Welfare Trust reserves the right to summarily reject any bid without assigning any reason thereof.

For & on behalf of

<On Insurance Provider’s Letterhead>

Annexure-I: Bid Submission Forms (Techno-Commercial Bid)

Bidders are required to submit the following details/documents as part of their Techno-commercial bid submission. All fields must be duly filled and signed by the authorized signatory.

A. Financial Information

Average Gross Direct Premium Income FY 2022-23	
Average Gross Direct Premium Income FY 2023-24	
Average Gross Direct Premium Income FY 2024-25	

B. Whether an option of family floater can be provided to the insured members to include their spouse and children within the same medical coverage as per their requirement during the policy period, on payment of some additional premium…………………………. (Write Yes/ No)

C. Declaration

We hereby declare that the information provided above is true and correct to the best of our knowledge. In case of any discrepancy, we understand that our bid is liable to be rejected.

Authorized Signatory: ______________________

Name: __________________________________

Designation: _____________________________

Company Seal: ___________________________

Date: ___________________________________

Documents to be enclosed:

- Tender documents duly signed by the tenderer (authorized person with designation and company seal) on all pages
- Company profile, IRDAI registration certificate
- Experience details & client list of similar contracts
- List of empaneled hospitals/TPAs
- Claim handling process and settlement timeline
- Any exlusions/ limitations of the coverage
- Any additional benefits offered
- Declaration on Blacklisting/ Legal Disputes (Annexure-III)

<On Insurance Provider’s Letterhead>

Annexure-II: Bid Submission Forms (Price Bid)

Bidders are required to submit the following details as part of their Price bid submission. All fields must be duly filled and signed by the authorized signatory.

A. Premium Quotation

Total Premium Quoted (Exclusive of GST): ____________________________

Applicable GST: ____________________________

Total Premium Quoted (Inclusive of GST): ____________________________

B. Pro-rata premium rate for including new contract workers, if any, during the tenure of the policy…………………………………….

C. Declaration

We hereby declare that the information provided above is true and correct to the best of our knowledge. In case of any discrepancy, we understand that our bid is liable to be rejected.

Authorized Signatory: _______________________

Name: ___________________________________

Designation: ______________________________

Company Seal: ____________________________

Date: ____________________________________

Note: The premium rate quoted at point A above will be valid for the policy period i.e. one year from the commencement of coverage.

<On Insurance Provider’s Letterhead>

Annexure-III: Declaration on Blacklisting/Legal Disputes

To,
The General Secretary
Bokaro Welfare Trust,

Subject: Declaration regarding Blacklisting/Legal Disputes

Dear Sir/Madam,

We hereby declare that our company/firm/organization has not been blacklisted by any Government, PSU, or Autonomous Body. We further declare that there are no ongoing legal disputes or proceedings that may impact our ability to undertake and perform the obligations of this tender.

In case any such information comes to light at a later date, the Bokaro Welfare Trust reserves the right to take appropriate action including termination of contract.

Authorized Signatory: ______________________

Name: __________________________________

Designation: _____________________________

Company Seal: ___________________________

Date: ___________________________________

<On Insurance Provider’s Letterhead>

The details of the person authorized to bid and sign all documents on behalf of the Company is as follows.

Name :

Designation:

E-mail ID :

Mobile No. :

Address :

Other Important Information:

1. Bank details of the Company:

    a. Name of the Bank:……………………………………………………………

    b. Branch:....... ………………………….....c. City ………………………….

    d. Account No:..

    e. IFSC code:..

2. E. Mail ID:

3. Contact Telephone No.

Landline:……………………………Mobile:……………………………………..

4. PAN of the Company:. …………………………..

5. GST Registration No. of the Company...

6. IRDAI Registration No. of the Company………………………………………..

Note: Supporting documents for the information provided above enclosed.

Yours sincerely
(Insurance Provider's Name and official seal)
(Insurance Provider Address)