Reg. No. - 202400002874 Website – bokarowelfaretrust.in

BOKARO WELFARE TRUST

Address :- Qr. No. – 1374, Sector -12/A, Bokaro Steel City – 827012

GST No. – 20AAFTB3692J1ZS Email – bokarowelfaretrust@gmail.com

Ref. No.: - BWT/2026-27/119 Date: - 26-11-2026

NOTICE INVITING TENDER

OPEN TENDER ENQUIRY

NIT No.: BWT/2026/2027/119 **Date:** 26-11-2026

Dear Madam/Sir,

Bokaro Welfare Trust is a registered Trust representing contractors of Bokaro Steel Plant, SAIL. The Bokaro Welfare Trust intends to provide Group Health Insurance coverage, through a reputed insurance company, to approximately 9,201 contract workers (number as on 19.11.2026) in Skilled and Highly Skilled Category working under various contractors in Bokaro Steel Plant, and to their spouses and dependent children, as applicable. The scope of the policy includes comprehensive coverage of hospitalization, outpatient, maternity and related benefits for all covered members.

NIT No. & Date	BWT/2026/2027/119, dated 26-11-2026
Last date for submission of Bid	Date: 03-12-2026 Time: 02:30 PM
Pre-bid meeting	Date: 30-11-2026 Time: 11:00 AM Venue: Office of the Trust
Techno-Commercial Bid Opening	Date: 03-12-2026 Time: 03:00 PM
Price Bid Opening	After evaluation of the Techno-Commercial Bids. The eligible party/parties will be informed of the date and time through their e-mail.
Name of Work	Group Health Insurance Policy for contract workers in Skilled and Highly Skilled Category working in Bokaro Steel Plant, and their spouses and dependent children, as applicable.
Sum Insured	₹5,00,000 per family per policy year on family-floater basis for hospitalization (IPD), and ₹2,000 per family per policy year for OPD.
Coverage	Contract workers: 9,201; spouses: 5,800; children: 6,766; total: 21,767. Note: The numbers indicated above are tentative and may undergo change.
Effective period of the policy	One year
No. of Agencies to be engaged	Single
Type of Bid	Two-bid system, i.e. Techno-Commercial Bid and Price Bid

PRICE: The bidder quoting the lowest Total Consolidated Premium Amount, inclusive of GST, in the Price Bid (Annexure-II) shall be declared the L-1 bidder, and the rates quoted by the L-1 bidder shall be final for purchase of the policy.

Note: In case of any clarification, please feel free to contact — E-mail: bokarowelfaretrust@gmail.com; Mobile No.: 9470525769, 9693325551.

For Bokaro Welfare Trust

A.K. Tiwary
26.11.2026

Authorized Signatory

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 9,201, along with 5,800 spouses and 6,766 children (21,767 lives in all). This number is tentative and may undergo change. The policy shall cover the contract worker (age 18 to 60 years) along with his/her legally wedded spouse and up to two dependent unmarried children, as applicable, on family-floater basis. The age of a child shall not exceed 25 years as on the date of commencement of the policy or of the child's addition. The list of members provided by the Trust shall be final for the purpose of coverage, and no medical examination shall be required. The family composition and age profile (Enclosure-1) and the claims experience of the present policy (Enclosure-2) are enclosed.

2. Updated list of addition of contract workers and their family members 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 from the date of its commencement, with the premium rates remaining fixed for the entire term. The policy shall be issued in the name of Bokaro Welfare Trust and shall commence from the date intimated by the Trust.

4. The members shall be eligible for the following health benefits. Any other benefit as deemed fit may be offered to make the scheme attractive. Such additional benefits shall be mentioned separately on the Insurance Company's letterhead in the Techno-Commercial Bid; they shall not be considered in evaluation, but shall be binding on the bidder if the policy is awarded to it.

Benefit Category	Minimum Requirement
Hospitalization (IPD)	Cashless facility; coverage up to ₹5,00,000 per family per policy year on family-floater basis (contract worker, spouse and up to two children, as applicable, together)
Outpatient (OPD) Services	₹2,000 per family per policy year, on reimbursement (consultation & medicines)
Dental Care	Preventive and restorative dental treatments (consultation, extraction, filling, scaling, etc.), within the OPD limit. Cosmetic/orthodontic treatments excluded
Pre & Post-Hospitalization	30 days before admission & 60 days after discharge
Pre-Existing Disease	Covered from Day 1
Waiting Period	Nil, including for members added during the policy period
Maternity Benefit	Up to ₹25,000 (Normal); up to ₹35,000 (C-Section); covered from Day 1
Room Rent	Maximum ₹5,000 per day (Normal); maximum ₹10,000 per day (ICU)
Day Care Procedures	All day care procedures covered
Ambulance Charges	Cashless / reimbursement up to ₹5,000 per hospitalization
Claims Settlement	As per IRDAI norms

A.K. Tiwary
26.11.2025

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BOKARO

5. Additions during the policy period shall be made as per the lists provided by the Trust under clause 2, on the following terms:

(a) Addition: A contract worker may be added at any time during the policy period. The spouse and/or up to two children of a covered worker, as applicable, may be added on receipt of family particulars, on marriage, or on birth of a child. A person added shall remain covered up to the date of expiry of the policy.

(b) Commencement of cover: The cover of a person added shall commence from the date on which the Trust sends the list containing that person to the Insurance Company. A new-born child included in a list sent within 30 days of birth shall be covered from the date of birth.

(c) Premium for addition of a worker, with or without family: annual premium rate of the applicable category in the Price Bid (Annexure-II) × number of days from the date of commencement of cover to the date of expiry of the policy ÷ 365.

(d) Premium for addition of a spouse and/or up to two children, as applicable, to a covered worker: (annual premium rate of the new category − annual premium rate of the existing category) × number of days from the date of commencement of cover to the date of expiry of the policy ÷ 365.

6. The Insurance Company and its TPA should preferably have an office in Bokaro Steel City, for speedy settlement of claims. All the official documents issued by the Insurance Company shall be duly signed and sealed, with the name and designation of the issuing authority.

7. The policy may be extended further on the same terms & conditions, and at the same premium rates on pro-rata basis, 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), 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 Nodal Officer's name and contact details, like mobile number and e-mail ID, will be informed to the Trust by the Insurance Company. Any grievance must be settled within 14 (fourteen) 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 the bidding process for the next two years, along with taking up the issue with IRDAI or other authorities.

12. In case any document/information submitted by a bidder is found to be false, or to contain any misrepresentation or fraudulent declaration, 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. Only one bid shall be submitted by one insurance company. The bidding office shall enclose an authorization from its Head Office / Corporate Office for participating in this tender. If bids are received from two or more branches of the same company, all the bids of that company will be rejected.

A.K. Jha
26.11.2026

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14. In case a party backs out after being declared L-1, it will not be allowed to participate against one (01) successive tender notice.

15. The premium for the list of members at the commencement of the policy shall be paid by the Trust in advance, at the accepted rates, against the demand of the Insurance Company, so that the cover commences on the date intimated by the Trust. The quoted rates shall include all charges, including TPA charges and the cost of e-cards. Nothing other than the quoted premium and GST at the applicable rate shall be payable.

16. The Insurance Company shall issue an e-card to every covered member within 15 days of receipt of the list of members from the Trust.

17. The Insurance Company and its TPA shall use the personal data of the members furnished by the Trust only for the purpose of this policy and shall keep it confidential.

18. No waiting period, co-payment, deductible or sub-limit other than those stated in clause 4 shall apply. Only the standard general exclusions of a group health insurance policy, as permitted by IRDAI, shall apply, and none of them shall restrict a benefit stated in clause 4. In case of any difference between the policy wording and this tender, the terms of this tender shall prevail.

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 an IRDAI-registered insurance company authorized to issue Group Health Insurance in India. As proof, the bidder should submit a copy of the IRDAI registration certificate.

2. The bidder must have provided group health insurance coverage to at least 21,000 lives in a single contract during the last 3 financial years (2023-24, 2024-25 and 2025-26). As proof, the bidder should submit a copy of the policy.

3. The bidder should have an established TPA/cashless network across India, with all major hospitals in Jharkhand, specifically in Bokaro/Chas and its peripheral cities. Reputed hospitals in the major cities across India should be empaneled. As proof, the bidder should submit the list of empaneled hospitals.

4. The average Gross Direct Premium Income of the bidder for the financial years 2022-23, 2023-24 and 2024-25 must be ₹750 crore or above. As proof, the bidder should submit the figures published by IRDAI for these years.

5. The bidder should not have been blacklisted by any Government / PSU / Autonomous body as on the date of submission of the bid. As proof, the bidder should submit the declaration at Annexure-III.

A.K. Jiwal
26.11.2025

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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 Bid & Price Bid**

(a) The first envelope, superscribed "Techno-Commercial Bid", shall contain the tender document duly signed by the tenderer (authorized person with designation and company seal) on all pages, in token of acceptance of all terms & conditions laid down by Bokaro Welfare Trust, along with Annexure-I, Annexure-III, Annexure-IV and the documents listed in Annexure-I.

(b) The second envelope, superscribed "Price Bid", shall contain Annexure-II only.

(c) These two sealed envelopes shall be submitted in another sealed envelope superscribed "Quotation for GHI Policy — NIT No. BWT/2026/2027/119" to Bokaro Welfare Trust, Qr. No. 1374, Sector-12/A, Bokaro Steel City, Jharkhand, PIN 827012, by hand / courier / speed post / registered post, latest by 02:30 PM on 03-12-2026. Bids received after this date and time will not be accepted. Deviation from any of these conditions will result in rejection of the bid.

(d) The Techno-Commercial Bid will be opened on 03-12-2026 at 03:00 PM in the office of Bokaro Welfare Trust. The tenderers can depute their representative to witness the tender opening. After evaluation of the Techno-Commercial Bids, the eligible party/parties will be informed of the date and time of price bid opening through their e-mail.

5. Order shall be placed on a single source, i.e. the L-1 bidder.

Note:

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

II. Any cutting/overwriting in the Price Bid will not be accepted.

III. In case of a tie at L-1, the bidders concerned will be asked to submit revised sealed price bids.

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

A. K. Jiwaly
26.11.2026

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ANNEXURE-I — BID SUBMISSION FORM (TECHNO-COMMERCIAL BID)

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

A. Financial Information

Gross Direct Premium Income	Amount (₹ crore)
FY 2022-23	
FY 2023-24	
FY 2024-25	
Average of the three years	

B. Experience (Eligibility Criterion 2)

Name of the policyholder	Policy No. and period	No. of lives covered

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 document duly signed by the tenderer (authorized person with designation and company seal) on all pages
- Company profile, IRDAI registration certificate, PAN and GST registration
- Authorization from Head Office / Corporate Office (clause 13 of the Terms & Conditions)
- Copy of policy as proof of experience; experience details & client list of similar contracts
- Proof of Gross Direct Premium Income for the three financial years
- List of empanelled hospitals / TPAs
- Claim handling process and settlement timeline
- Specimen of the policy wording
- Any additional benefits offered
- Declaration on Blacklisting / Legal Disputes (Annexure-III), and details of authorized signatory and bank details (Annexure-IV)

A.K. Jiwary
26.11.2026

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ANNEXURE-II — BID SUBMISSION FORM (PRICE BID)

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

A. Premium Quotation

Price should be quoted in the following pattern. Total number of workers' families: 9,201.

Sl. No.	Category	No. of families (A)	Annual premium rate per family, excluding GST (₹) (B)	Premium amount (₹) (A × B)
1	Worker only	3,364		
2	Worker + spouse	1,732		
3	Worker + spouse + 1 child	1,427		
4	Worker + spouse + 2 children	2,641		
5	Worker + 1 child (without spouse)	17		
6	Worker + 2 children (without spouse)	20		
	Total premium, excluding GST	**9,201**		
	GST @ _____ %			
	Total Consolidated Premium Amount, including GST			

Total Consolidated Premium Amount, including GST (in words):
Rupees _____

Only the Total Consolidated Premium Amount, including GST, will be considered for determination of the L-1 bidder. The rates for categories 5 and 6 shall not exceed those for categories 3 and 4 respectively. If a rate and the amount differ, the rate shall prevail. The rates quoted will be valid for the policy period, i.e. one year from the commencement of coverage, and for any extension.

B. Additions

Premium for additions during the tenure of the policy shall be worked out from the rates quoted at A above, on pro-rata basis, as per clause 5 of the Terms & Conditions; no separate rate is to be quoted. For addition of a spouse and/or up to two children, as applicable, to a covered worker, the premium shall be: (annual rate of the new category − annual rate of the existing category) × number of days from the date of commencement of their cover to the date of expiry of the policy ÷ 365.

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 : _____

A. K. Tiwary
26.11.2026

BOKARO WELFARE TRUST
BOKARO

<On Insurance Provider's Letterhead>

ANNEXURE-III — DECLARATION ON BLACKLISTING / LEGAL DISPUTES

To,
The Secretary,
Bokaro Welfare Trust,
Bokaro Steel City.

Subject: Declaration regarding Blacklisting / Legal Disputes

Ref.: NIT No. BWT/2026/2027/119, dated 26-11-2026

Dear Sir/Madam,

We hereby declare that our company 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 : _____

A.K. Tiwary
26.11.2026

BOKARO WELFARE TRUST
BOKARO

ANNEXURE-IV — DETAILS OF AUTHORIZED SIGNATORY AND BANK DETAILS

The details of the person authorized to bid and sign all documents on behalf of the Company are 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 of the Company	
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 are enclosed.

Yours sincerely,

BOKARO WELFARE TRUST BOKARO

A.K. Yuway
26.11.2026

(Insurance Provider's name and official seal)

(Insurance Provider's address)

ENCLOSURE-1 — FAMILY COMPOSITION AND AGE PROFILE

Based on the family particulars furnished by the contract workers. Age is in completed years as in December 2026.

A. Family composition

Sl. No.	Category	Workers	Spouses	Children	Lives
1	Worker only	3,364	–	–	3,364
2	Worker + spouse	1,732	1,732	–	3,464
3	Worker + spouse + 1 child	1,427	1,427	1,427	4,281
4	Worker + spouse + 2 children	2,641	2,641	5,282	10,564
5	Worker + 1 child (without spouse)	17	–	17	34
6	Worker + 2 children (without spouse)	20	–	40	60
	Total	**9,201**	**5,800**	**6,766**	**21,767**

B. Age profile

Age band (years)	Contract workers	Spouses	Children
0 – 17	–	–	5,000
18 – 25	311	759	1,713
26 – 35	2,983	2,374	–
36 – 45	3,045	1,900	–
46 – 55	1,792	673	–
56 – 65	311	46	–
Above 65	–	6	–
Date of birth under verification	759	42	53
Total	**9,201**	**5,800**	**6,766**

The contract workers are in the age group of 18 to 60 years. The list of members at the commencement of the policy will carry the name, date of birth, gender and relationship of every member.

BOKARO WELFARE TRUST ★ BOKARO ★

A. K. Juneja
26.11.2026

ENCLOSURE-2 — CLAIMS EXPERIENCE OF THE PRESENT POLICY

Present policy	Group Health Insurance Policy, 18-12-2025 to 17-12-2026
Cover	Contract worker only, without family: hospitalization ₹4,00,000 per worker; OPD ₹1,500 per worker per year; pre-existing diseases covered from Day 1; maternity ₹15,000 / ₹25,000; room rent ₹3,500 per day and ICU ₹5,000 per day; ambulance ₹5,000
Lives covered	8,906 contract workers
Claims reported up to 31-10-2026	289 claims from 232 workers
of which approved	211 claims; ₹1.25 crore
of which outstanding (not yet paid)	47 claims; ₹0.34 crore
of which closed without payment or rejected	31 claims
Total of approved and outstanding claims	₹1.59 crore
Large claims	56 workers with claims above ₹1 lakh
Source	Claim data of the present insurer as on 31-10-2026

The present policy does not cover spouses or children; no claims experience is available for them.

A. K. Jiwaly
26.11.2026

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