

Star Union Dai-ichi Life Insurance Company Limited

Request for Proposal (RFP)

For Group Mediclaim & Group Personal Accident Policy

Issue Date :-15/01/2025

Last Date of Submission of Proposal: - 29/01/2025

Tender Sr. No.:- SUDLIFE/CPD/TD/25-26/016

DISCLAIMERS

The information contained in this Request for Proposal (RFP) document or information provided subsequently to applicants whether verbally or in documentary form by or on behalf of SUD Life is provided to the applicants on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only on invitation by SUD life to the interested parties for submission of proposal. The purpose of this RFP is to provide the applicants with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each applicant may require. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SUD Life makes no representation or warranty & shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SUD Life may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. SUD Life reserves the right to accept or reject any RFP without assigning any reasons whatsoever.

1. INTRODUCTION

1.1 About

Star Union Dai-ichi Life Insurance Company Ltd. (SUD Life) is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and The Dai-ichi Life Insurance Company, Japan one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India.

Star Union Dai-ichi Life Insurance Co. Ltd. (SUD Life), with the strength of the domestic partners in the Indian Financial Sector coupled with the Dai-ichi Life's strong domain expertise is a strong player in the Indian Life Insurance market.

1.2 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for GMC & GPA Policy as currently contemplated by SUD LIFE. Based upon the review and evaluation of proposals offered in response to this RFP, SUD LIFE may at its sole discretion negotiate and enter into contracts with one or more successful Bidders. Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in SUD LIFE's decision to award a contractual relationship. The products, volumes and historical numbers that are provided from SUD LIFE during this process are to be used and interpreted solely as a guide and are intended to provide guidance to SUD LIFE's future or projected requirements but are not a guarantee, contract or commitment to any current or future volume or orders. No volume commitment should be inferred from this process or from any of the documentation provided by SUD LIFE. SUD LIFE reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. SUD LIFE also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

2. Bid Submission

The Bid (attached formats) duly signed, and super scribed "**Bid for GMC & GPA Policy**" should be addressed to

Executive Vice President (Finance Controller)
Star Union Dai-ichi Life Insurance Company Limited
Central Procurement,
10th Floor, Raghuleela Arcade,
IT Park, Sector 30A,
Opp. Vashi Railway Station, Vashi,
Navi Mumbai – 400 703.

Please note that the Technical and Commercial bid have to submit online through email at procurement@sudlife.in. The Company is not responsible for non-receipt of bids by the specified date and time due to any reason including holidays. All questions / clarifications, if any, regarding this tender should be communicated **only** via email at procurement@sudlife.in.

Last date for receipt of any query is 22/01/2025. Bids received after the stipulated date/ time or incomplete in any respect are liable to be rejected.

3. Acknowledgement

Please acknowledge receipt of this document by responding via email to procurement@sudlife.in. Please include the contact information for the person who will be directly responsible for completing the RFP.

4. RFP Schedule

We are listing below the various deadlines to be met to ensuring participation

1	Last date for Submission of Process compliance & Techno commercial Compliance statements (Complete RFP Set along with technical supporting Document)	29/01/2025
2	Last date for Submission of Quotes (Annexure D and Proposal Form)	29/01/2025

5. Requirement Overview

5.a. Buyer Profile	Star Union Dai-ichi Life Insurance Company Ltd. (SUD LIFE) is a joint venture between Bank of India & Union Bank of India, India's leading public sector banks and The Dai-ichi Life Insurance Company, Japan one of the top ten world leaders in insurance which has been incorporated with the primary objective of carrying out life insurance business in India.
5.b. Services up for Quote	Group Medical Insurance Policy & Group Accident Policy and Critical Illness
5.c. Scope of Services	The service provider must clearly understand and conform to the following deliverables for the service of: Detailed scope mentioned in 'Annexure A'
5.d. Operating Days & Hours	NA
5.e. Selection Process of vendors	- You need to sign and send your Process Compliance and Techno-Commercial statement in response to this RFP (Annexure B & C) - You need to submit the quote as per the format mentioned in Annexure D - Star Union Dai-ichi will evaluate the final quotes of all the vendors & will decide on awarding business based on the Comprehensive value proposition of each service provider.
5.f. Award Decision	Supplier must submit the quote by the due date in order to be considered for the contract. - Star Union Dai-ichi will decide which vendor will be examined for awards. It is important to note that the lowest price supplier does not automatically win the business. - Star Union Dai-ichi reserves the right to split the business amongst

	vendors depending on the prices achieved through this process. The contract will be awarded basis the internal criteria set by Star Union Dai-ichi which comprise Technical Evaluation, Commercial Evaluation & any other factors. The supplier selected for award of the contract, on refusal to accept the contract would be debarred from further dealings with Star Union Dai-ichi. In the event of you being selected by Star Union Dai-ichi and your subsequent default on your quote, you will be required to pay Star Union Dai-ichi an amount equal to the final quote and the next lowest quote on total quantum of purchase (indemnity clause).
5.g. Service & Penalty	To be mutually discussed during before finalizing the rate contract.
5.h. Payment Term	30 days from the submission of invoice

RELATED PARTY TRANSACTION DECLARATION FORM (BY SERVICE PROVIDER)

Service Provider Name:

Registered Address:

Details of Proposed contract to be entered:

Are you a related party or group entity of SUD Life Insurance Co (herein referred to as 'the Company') or any Insurance Intermediary registered with IRDAI (Insurance Regulatory Development Authority of India)?

☐ Yes ☐ No

Declaration by the Service Provider

I/ We hereby confirm that the involvement of any of the above-mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Service Provider and the employees/directors of the Company in respect of the proposed transaction.

I/ We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arm's length basis

I/ we further confirm that in case if we become group entity/ related of the Company or **any** insurance intermediary registered with IRDAI (Insurance Regulatory Development Authority of India), then we shall inform the Company regarding the same within 7 days from date such arrangements.

Name:

Signature:

Date:

Seal of the Service Provider

(Authorized Representative)

6. Terms of the RFP

6.1 Hold Harmless

In submitting a proposal, Bidder understands that SUD LIFE will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection. SUD LIFE reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP.

6.2 Confidentiality Provision

The terms of this RFP, the information provided by SUD LIFE herein and all other information provided by Bidder in connection with the services to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of SUD LIFE and upon the written agreement of the intended recipient to treat the same as confidential. SUD LIFE may request at any time that any of SUD LIFE's material be returned or destroyed. Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof.

6.3 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub- contracting done by the Bidder.

6.4 Acceptance of Proposals

SUD LIFE reserves the right to modify the terms of the RFP at any time at its sole discretion. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder or to disclose the nature of any proposal received. This RFP should not be construed as an agreement to purchase products or services. SUD LIFE is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

6.5 Liability for Errors

While SUD LIFE has used considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements under the various activities in the scope of work, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by SUD LIFE, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event SUD LIFE finds that the objectives of the intended activities is better achieved by processes/procedures other than those mentioned in this document, SUD LIFE shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

6.6 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

6.7 Order Cancellation

Star Union Dai-ichi reserves the right to cancel the order in the event of the vendor failing to deliver services as specified by Star Union Dai-ichi as per the Service Level Agreements. Star Union Dai-ichi reserves full right and authority to cancel such order and will also be entitled to claim liquidated damages for the same in addition to and without prejudice to all other rights and remedies that may be available to Star Union Dai-ichi. In case of serious discrepancy in services provided, Star Union Dai-ichi may cancel the entire purchase order.

6.8 Force Majeure

The order is subject to Force Majeure on either the buyer or the supplier end. Any disputes arising out of or under this order shall be subject to the jurisdiction of the courts in Mumbai only. Any event due to any cause beyond the reasonable control of a Party, including, without limitation, unavailability of any communication system, breach or virus in the internet, sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage device, computer crashes, breach of security and encryption, etc.

6.9 Inspection and Audit

The vendor should allow Star Union Dai-ichi, its management, auditors, regulators and /or agents the opportunity of inspecting, examining, auditing and /or taking copies of the vendors operations and business recourse which are relevant to this Agreement and/ or for carrying out the activities as /or financial arrangements/ agreements set forth in this Agreement. Star Union Dai-ichi will have the right to do a Security Audit of the vendor's IT infrastructure. The vendor should make necessary changes / upgrades to the IT systems as may be necessary or as required by Star Union Dai-ichi from time to time to ensure data safety.

6.10 Use of Contract Documents and Information

- ❖ The Service Provider shall not, without SUD Life's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of SUD Life in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- ❖ The Service Provider shall not, without SUD Life prior written consent, make use of any document or information enumerated in this document except for purposes of performing the Contract.
- ❖ Any document, other than the Contract itself, shall remain the property of SUD Life and shall be returned (in all copies) to SUD Life on completion of the Service Provider's performance under the Contract, if so required by SUD Life.

6.11 Continuity of business

SUD Life requires a vendor to present a plan that specifically addresses through what type of resources, how long and what load capacity will be available to ensure continued service in the event of a disaster. Participant/s shall provide details of the Disaster Recovery & Business Continuity Plan (BCP).

6.12 Disposition of responses

All materials submitted in response to this RFP shall become the property of SUD Life.

6.13 Termination

SUD Life can terminate the agreement without assigning any reasons by giving three months' notice and is not liable to pay any penalty to the service provider on termination for any reasons

ANNEXURE – A
Requirements & Details

Pre-Qualification Criteria/ Eligibility Criteria:

The Bidders must satisfy the following Pre-qualification criteria to apply for engagement. Respondents satisfying the following criteria only are eligible to submit the Technical and Financial Bid.

- a) This invitation to respond to the RFP is open only to reputed Insurance Broking organizations & General Insurance and Standalone Health Insurance Companies that are incorporated or registered under the Indian Companies Act, 1956.
- b) Bidder must be registered /Issued License by Insurance Regulatory and Development Authority of India (IRDAI) to operate in the Indian insurance market.
- c) The Bidder should have been in existence in India for a period of at least 5 years as of 31.12.2024 and their license should not have been suspended or cancelled during this period.
- d) The Bidder should have an annual net premium receipt of at least 500 crores in FY 2023-24.
- e) The Bidder should have a Settlement Ratio of Health Insurance claims of at least 90%. Self-Declaration to be Attached as per Annexure
- f) Bidder should submit declaration confirming that policy quoted is in accordance with their filed product with IRDA as per regulations as per the attached Annexure
- g) The Bidder should have an office in Mumbai for co-ordination.
- h) The Bidder must ensure the latest technological platform is available for member service, MIS reporting, benchmarking and wellness activities’.
- i) The Bidder must ensure complete data security and data can be shared only to the client.

The proposal of the company which does not meet any of the above criteria will not be further evaluated. The supporting documents for Pre-qualification criteria are listed as per Annexure below

Vendor Technical Evaluation Criteria:

Particulars of the Company (Details required under Eligibility Criteria)

Sr. No	Particulars	Responses	Documents to be Submitted
1.	Name of the Company		Copy of the Incorporation Certificate
2.	Registered Office Address Corporate Office in Mumbai		Certificate of Registration under Shops and Establishments Act
3.	No. of Years in Operation in India		Copy of license issued by IRDAI and valid as on date with the certification that it has not been cancelled / suspended any time in the last 5 years
3.	Proposal Compliance Letter		A letter signed by an authorized officer of the Insurer certifying proposal's complete compliance with RFP specifications except as specifically noted in the appropriate sections
4.	Executive Summary / Introduction		
5.	Net Premium in crores as per financial year 2023 – 2024		Copy of the Audited Balance Sheet
6.	Settlement Ratio for Health Insurance Claims		Self-Declaration by the Authorized Signatory for the tender.
7	Declaration confirming that the policy quoted is in accordance with the filed product with IRDA		Self-Declaration by the Authorized Signatory for the tender.
8	Details of the Technological platform		Detailed description required
9	Data Security		Detailed description required
10.	Major Clients were you are serving GMC & GPA including Life Insurance Clients		Detailed list required
11.	Claim Settlement Process		Centralized or decentralized
12.	Implant Facility		Implant required
13.	Core Area of Operations		Detailed description required
14.	Capabilities for MIS reports and frequency of reports		Detailed description required
15.	Conducting Wellness activities		Detailed description required
16.	Mobile Application		Detailed description required

Scope of work:

Salient Features of Proposed Group Medclaim & Group Personal Accident Policy for Star Union Dai-ichi Life Insurance Co. Ltd.

1. NAME OF THE SCHEME:

The name of the proposed scheme is Group Star Union Dai-ichi Life Insurance Health Scheme for the Employees.

2. BENEFICIARIES:

The beneficiaries under this policy are employees working permanently for Star Union Dai-ichi Life Insurance Co. Ltd. and their dependents.

3. FAMILY DEFINITION:

Family shall include the eligible member and the members of his or her family as defined below:

For Employees appointed for regular pay scale for permanent unit for Star Union Dai-ichi Life Insurance Co. Ltd.

- Legal spouse of the eligible person.
- Dependent unmarried Son or Daughter.
- Handicapped Child and Differently abled child irrespective of the age.
- Parents/ Parent in laws fully dependent on them up to 2 (Co-pay structure b/w 10-15% borne by employee) with 2 years of lock-in period.
- LGBTQ cover for same gender partner, includes any legally wedded "Partner/Spouse"
- Option to cover Parent/ in law above 80 years by paying additional premium
- Option to cover up to 2 Siblings (voluntary pay structure 100% borne by employee)
 - 25 years of age cap
 - Up to INR 200,000 (within the Floater sum insured under the Base Health cover plan)
 - Differently abled sibling no age limit

4. COVERAGE FOR THIRD CHILD: Third child can be cover at the expenses of employee contributing towards premium.

5. AGE LIMIT: Age restriction for dependent children at 25 years. No restriction on age for parents or other members in the group.

6. GEOGRAPHICAL LIMIT: Treatment taken in India only.

7. NEW JOINEES:

Any New Employee joining the Company shall be covered along with dependents under the policy from the date of joining by payment of Additional Premium on Pro-rata basis from the date of Joining till expiry of the policy.

Addition of Dependents shall be permitted only in the following cases provided the intimation for the same is received by the Company within one month of such incidence:

- i. Newly married spouse
- ii. Newborn Child
- iii. Dependents of New Joiners

8. CONTINUITY OF BENEFITS:

Continuity of benefit cover to be given to retired employees with same coverage.

9. CONTINUITY OF COVERAGE TO THE FAMILY MEMBERS:

Continuity of coverage to the family members in case of bereavement of employee's coverage to be continued for family members till the end of policy terms.

10. ELIGIBILITY OF HOSPITALS FOR EMPANELMENT: A hospital means any institution established for in-patient care and day care treatment of sickness and / or injuries and which has been registered as a hospital with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner and must comply with all minimum criteria as under:

- Has at least 20 inpatient beds/ Specialty Hospitals (Exclusive) may have lesser number of beds
- Has qualified nursing staff under its employment round the clock.
- Has qualified medical practitioner (s) in charge round the clock.
- Has a fully equipped operation theatre of its own where surgical procedures are carried out
- Maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.

11. PAYMENT OF PREMIUM:

The premium shall be paid in advance before inception of the policy as per the premium quoted by the shortlisted Insurer in the Financial Bid.

A sufficient Cash Deposit account shall be maintained with the Insurance Company to take care of the additions during the year. Any Addition and deletion of employees during the year shall be adjusted with the CD balance. Addition and Deletions shall be considered from the date of joining or the date of separation and will be declared by the Company once in a month.

12. INSURANCE COVERAGES:

12.1.1 In-patient Benefits – The Insurer shall pay all expenses incurred in course of inpatient medical treatment availed of by the beneficiaries in Hospitals/ Nursing Homes (24 hours admission clause) within the country, arising out of either illness/disease/injury and or sickness. The expenses incurred for Inpatient Treatment for which beneficiaries are admitted from the time of admission to discharge shall mean and include (but not limited to)

- a) Room / Boarding / Accommodation Charges including Patients diet and Nursing Charges,
- b) ICU/ICCU charges, including Monitoring Charges.
- c) Professional charges like Doctors / Consultant visit charges Surgeon Charges, Injection charges, dressing charges, Anaesthetist charges, Procedural Charges
- d) Nursing Charges, Service Charges, IV Administration Charges, Nebulization Charges, RMO charges ,Anaesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, OT consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator Ventilator, orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, , infra cardiac valve replacements, vascular stents, any other valve replacement, laboratory/diagnostic tests, X-ray CT Scan, MRI. Cost of Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant. NOTE: In case of organ transplant, expenses incurred for Donor are also payable under the Scheme.
- e) Cost of Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant
- f) Hospitalization of COVID treatment should be part of engagement.

NOTE: In case of organ transplant, expenses incurred for Donor are also payable under the Scheme.

12.2 Room and ICU Rent:

- For Sum Insured Rs. 2, 00,000/- 2% **-(3% as proposed option)** of Sum Insured for Normal room & No capping for ICU.
- For rest of grades 1.5% - **(2% as proposed option)** of Sum Insured for Normal & No capping for ICU.
- Vice President & above - No capping in Room rent and ICU / ICCU eligibility.

12.3 Surgeon, team of surgeons, Assistant surgeon, Anaesthetist, Medical Practitioner, Consultants, Specialists Fees: Expenses such as Surgeon Fees, Assistant Surgeon Charges, Anaesthetist Charges, Medical Practitioner, Consultants, Specialists Fees shall be payable. No restriction applicable. If separate bills for RMO & Asst. Surgeon charges, same needs to be paid.

12.4 Other Expenses : Nursing Charges , Service Charges, IV Administration Charges, Nebulization Charges, RMO charges ,Anaesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, OT consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator Ventilator, orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, , infra cardiac valve replacements, vascular stents, any other valve replacement, laboratory/diagnostic tests, X-ray CT Scan, MRI are covered.

12.5 Sum Insured: The Employees shall be covered for a sum insured on graded approach. Currently at Rs. 2,00,000/-, Rs. 4, 00,000/- Rs. 5,00,000/-, Rs. 7,00,000/-, Rs. 10,00,000/- on a family floater basis.

12.6 Buffer Limit: An overall Buffer of Rs. 20, 00,000/- limited to the sum insured to be utilized in case the person exceeds the limit of Sum Insured. No capping for accidental related claims. Complications in Maternity which are life threatening shall be covered up to a capping (currently at Rs.50,000/-)

12.7 Hospitalization Cover: The Policy shall cover all expenses incurred during Hospitalization subject to exclusions in the policy.

12.8 Cashless Treatment: The TPA shall give Cashless services at the Empaneled Hospitals.

12.9 Reimbursement of Claims: Any insured visiting a non-government Private hospital other than those Empaneled by the TPA are entitled to a reimbursement of the expenses incurred by them, to the extent of the Sum Insured.

12.10 Expenses like surgeon fees, hospitalization, room, board, nursing charges, ICU, Blood, Oxygen etc. no restrictions Applicable

12.11 Internal congenital expenses covered from day one

External Congenital (in case of Life-Threatening Conditions) Covered up to Rs. 50000/-per family,

12.12 Cardiac ambulance for Rs. 7500/-

12.13 Lasik Treatment +/-7

12.14 Day Care procedures, and domiciliary expenses covered. List of 141 day-care procedures to be covered

12.15 If separate bills for RMO & Assistant Surgeon charges, same needs to be paid Intimation of hospitalization within 15 days from the date of hospitalization

- 12.16** Claim Submission time line 45 days from the date of discharge
- 12.17 Age Related Macular Degeneration (ARMD)** is covered after 48 months of continuous coverage only for Intravitreal Injections and anti – VEGF medication. This cover will have a sub-limit of 10% of Sum Insured, maximum upto Rs. 75,000 per policy period. This limit shall be within the Sum Insured and does not increase the overall Sum Insured
- 12.18** No deduction in case of death of an employee during hospitalization
- 12.19 Day Care Cover:** Hospitalization for less than 24 Hours is admissible under the policy in case of specific treatments. This condition will also not apply in case of stay in hospital of less than a day provided –
- The treatment is undertaken under General or Local Anesthesia in a hospital / day care Centre in less than a day because of technological advancement, and
 - Which would have otherwise required hospitalization of more than a day.
- 12.20 Pre-Post Hospitalization Charges:** Pre-hospitalization and Post hospitalization charges are to be covered up to 30 - 60 days and 60 days respectively.
- 12.21 Limits for Diseases:** No Capping on any ailments / diseases except Cataract limited to a capping (currently at Rs. 40,000/- per eye irrespective of the type of lens and surgery).
- 12.22 Alternative Treatment:** Treatment taken from Ayurvedic, Homeopathy and Unani systems of medicines are to be covered on or institutions practicing alternative medicine therapy also qualify as "Hospitals" admissible only when the treatment is taken as in-patient, in government hospital / Medical college hospital/ hospital recognized by government is covered.
- 12.23 Ambulance Charges:** Ambulance charges are payable up to Rs 3000-5000/- per trip to hospital and /or transfer to another hospital or transfer from hospital to home if medically advised. (Currently capped at Rs.1000/-). Ambulance charges actually incurred on transfer from one center to another center due to Non availability of medical services/ medical complication shall be payable in full.
Cardiac ambulance for Rs. 7500/-
- 12.24 Pre-existing Diseases:** All Pre-existing conditions are covered from Day 1.
- 12.25 Waiting Periods:** 30 day waiting period and disease-wise (1st /2nd /3rd /4th) waiting periods are waived under the policy.
- 12.26 Maternity:** Hospitalization expenses incurred for delivery is admissible under the policy at the cost of Rs. 50,000/- for Normal Delivery and Rs. 70,000/- for C-Section. Maternity cover applicable to female employees & spouse of male employees along with Infertility Cover. The following shall also be covered under maternity.
- Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization).
 - Expenses towards medical termination of pregnancy during the policy period.
 - Complications on Maternity.
 - Expenses towards fertility treatments.
- 12.27 9 Months Waiting Period:** 9 months waiting period for maternity is currently waived off.

- 12.28 Baby Day one Cover:** New born baby is covered from day one within family floater Sum Insured. Also need to include Pre-Post Natal cover and Well Baby expenses for new born (checkup). Metro: INR 10,000 within maternity Limit Non-Metro: INR 5,000 within maternity Limit
- 12.29 Congenital Anomalies:** Expenses for treatment of Congenital Internal/ External diseases is covered from day one. External Congenital expenses shall be covered if not for cosmetic purpose subject to approval from HR.
- 12.30 Psychiatric Diseases:** All Psychiatric and Psychosomatic diseases covered on hospitalization up to Rs. 40,000/
- 12.31 Terrorism:** Hospitalization due to Terrorism covered under the policy.
- 12.32 Taxes and Other charges:** Admission and Registration charges covered up to Rs. 500/-. Any kind of Service charges, Surcharges etc. levied by the hospital shall be covered under the policy. Doctor's home visit charges, Attendant / Nursing charges during pre and post hospitalization period shall be covered under the policy.
- 12.33 Advanced Medical Treatments /Other Medical Treatments:**
- Robotic surgery, Stem Cell Therapy, Oral Chemotherapy, Home Dialysis to be covered up to full sum insured for all dependents
 - Adjuvant Therapy covered for treatment of cancer up to be covered up to full sum insured for all dependents - - Additional cancer treatment given after the primary treatment to lower the risk that the cancer will come back. Adjuvant therapy may include chemotherapy, radiation therapy, hormone therapy, targeted therapy, or biological therapy.
 - Uterine Artery Embolization and HIFU (High intensity focused ultrasound) to be covered up to full sum insured for all dependents
 - Balloon Sinuplasty to be covered up to full sum insured for all dependents
 - Deep Brain stimulation to be covered up to full sum insured for all dependents
 - Immunotherapy- Monoclonal Antibody to be given as injection to be covered up to full sum insured for all dependents to be covered up to full sum insured for all dependents
 - Stereotactic radio surgeries to be covered up to full sum insured for all dependents
 - Bronchial Thermoplasty to be covered up to full sum insured for all dependents
 - Vaporisation of the prostate (Green laser treatment or holmium laser treatment) to be covered up to full sum insured for all dependents
 - IONM - (Intra Operative Neuro Monitoring) to be covered up to full sum insured for all dependents
 - Registration charges up to Rs.250/- per hospitalization are reimbursable

Mental Health

- **Treatment of mental illness, stress or psychological disorders and neurodegenerative disorders:** Covered without a waiting period of 48 months with a sub-limit up to 25% of Sum Insured per policy period s (including Pre and Post Hospitalization Expenses). The below covers are subject to the patient simultaneously exhibiting the following traits and requiring Hospitalization as per the treating Psychiatrist's advice 1. Major Depressive Disorder- when the patient is aggressive or violent. 2. Acute psychotic conditions – aggressive / violent behavior or hallucinations, incoherent talking or agitation. 3. Schizophrenia - esp. Psychotic episodes. 4. Bipolar disorder - manic phase.

Age-Related Macular Degeneration

- Expenses related to ARMD treatment for intravitreal injections such as Lucentis, Avastin and Accentrix etc. and anti-VEGF medication

Puberty and Menopause related disorders

- Treatment for any symptoms, illness, complications arising due to physiological conditions associated with Puberty, Menopause such as menopausal bleeding or flushing is covered only as Inpatient procedure after 24

months of continuous coverage. This cover will have a sub-limit of up to 25% of Sum Insured per policy period.

Artificial Life Maintenance

- Including life support machine use, where such treatment will not result in recovery or restoration of the previous state of Health under any circumstances unless in a vegetative state as certified by the treating medical practitioner

Behavioural & Neuro developmental disorders

- Disorders of adult personality and Disorders of speech and language including stammering, dyslexia; are covered as Inpatient procedure after 24 months of continuous coverage. This cover will have a sub-limit of 25% of Sum Insured per policy period. This limit shall be within the Sum Insured and does not increase the overall Sum Insured.

12.34 Ambulatory devices and other Appliances: Nebulizer/ prosthetic devise/ Thermometer, alpha / water bed and similar related items etc., will be covered maximum up to Rs.10, 000/-.

12.36 Instrument Cost: Instrument cost in surgery shall be covered under the policy.

12.36 Other Expenses: Cost of consumables like IV sets, needles, syringes, material used for dressing shall be payable as per actuals.

12.37 Exclusions in the Policy: Any expenses whatsoever incurred by any Insured Person in connection with or in respect of the below mentioned clauses shall not be payable

12.38 Injury or disease directly or indirectly caused by or arising from or attributable to War, Invasion, Act of Foreign Enemy, War like operations (whether war be declared or not) or by nuclear weapons / materials.

- 12.38.1** Circumcision (unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to any accident), vaccination, inoculation or change of life or cosmetic or of aesthetic treatment of any description, plastic surgery other than as may be necessitated due to an accident or as a part of any illness.
- 12.38.2** Surgery for correction of eye sight, cost of spectacles, contact lenses, hearing aids.
- 12.38.3** Any dental treatment or surgery which is corrective, cosmetic or of aesthetic procedure, filling of cavity, root canal including wear and tear etc. unless arising from disease or injury and which requires hospitalisation for treatment.
- 12.38.4** Convalescence, general debility, “run down” condition or rest cure, congenital external diseases or defects or anomalies, sterility, any fertility, sub-fertility or assisted conception procedure, venereal diseases, intentional self-injury/suicide, all psychiatric and psychosomatic disorders and diseases / accident due to and or use, misuse or abuse of drugs / alcohol or use of intoxicating substances or such abuse or addiction etc.
- 12.38.5** All expenses arising out of any condition directly or indirectly caused by, or associated with Human T-cell Lymphotropic Virus Type III (HTLD - III) or Lymphadenopathy Associated Virus (LAV) or the Mutants Derivative or Variations Deficiency Syndrome or any Syndrome or condition of similar kind commonly referred to as AIDS, HIV and its complications including sexually transmitted diseases.
- 12.38.6** Expenses incurred at Hospital or Nursing Home primarily for evaluation / diagnostic purposes which is not followed by active treatment for the ailment during the hospitalised period.
- 12.38.7** Expenses on vitamins and tonics etc. unless forming part of treatment for injury or disease as certified by the attending physician.
- 12.38.8** Naturopathy treatment, unproven procedure or treatment, experimental or alternative medicine and related treatment including acupressure, acupuncture, magnetic and such other therapies etc.
- 12.38.9** Expenses incurred for investigation or treatment irrelevant to the diseases diagnosed during hospitalisation or primary reasons for admission. Private nursing charges, Referral fee to family doctors, out-station consultants / Surgeons fees etc.
- 12.38.10** Genetical disorders and stem cell implantation / surgery.
- 12.38.11** External and or durable Medical / Non-medical equipment of any kind used for diagnosis and or treatment Including CPAP, CAPD, Infusion pump etc., Ambulatory devices i.e. walker, Crutches, Belts, Collars, Caps, splints, slings, braces, Stockings etc of any kind, Diabetic foot wear, Glucometer / Thermometer and similar related items etc. and also any medical equipment which is subsequently used at home etc. Exhaustive list available on the website.
- 12.38.12** All non-medical expenses including Personal comfort and convenience items or services such as telephone, television, Aaya / barber or beauty services, diet charges, baby food, cosmetics, napkins, toiletry items etc., guest services and similar incidental expenses or services etc.
- 12.38.13** Change of treatment from one pathy to other pathy unless being agreed / allowed and recommended by the consultant under whom the treatment is taken.
- 12.38.14** Treatment of obesity or condition arising therefrom (including morbid obesity) and any other weight control programme, services or supplies etc.

- 12.38.15** Any treatment required arising from Insured's participation in any hazardous activity including but not limited to scuba diving, motor racing, parachuting, hang gliding, rock or mountain climbing etc. unless specifically agreed by the Insurance Company.
- 12.38.16** Any treatment received in convalescent home, convalescent hospital, health hydro, nature care clinic or similar establishments.
- 12.38.17** Any stay in the hospital for any domestic reason or where no active regular treatment is given by the specialist.
- 12.38.18** Out-patient Diagnostic, Medical or Surgical procedures or treatments, non-prescribed drugs and medical supplies, Hormone replacement therapy, Sex change or treatment which results from or is in any way related to sex change. Massages, Steam bathing, Shirodhara and alike treatment under Ayurvedic treatment.
- 12.38.19** Treatment which is continued before hospitalization and continued even after discharge for an ailment / disease / injury different from the one for which hospitalization was necessary.

13 OTHER CONDITIONS IN THE POLICY

- 13.1.1 Notice of Claim:** Immediate notice of claim with particulars relating to Policy Number, ID Card No., Name of insured person in respect of whom claim is made, Nature of disease / illness / injury and Name and Address of the attending medical practitioner / Hospital/Nursing Home etc. should be given to the Company / TPA while taking treatment in the Hospital / Nursing Home by Fax, Email. Such notice should be given within 48 hours of admission or before discharge from Hospital / Nursing Home.
- 13.1.2 Submission of Claim Documents:** Final claim along with hospital receipted original Bills/Cash memos/reports, claim form and list of documents as listed below should be submitted to the Company / TPA within 45 days of discharge from the Hospital / Nursing Home. In case of post hospitalisation treatment (limited to 60 days) all supporting claim papers / documents as listed above should also be submitted within 7 days after completion of such treatment (up to 60 days or actual period whichever is earlier) to the Company / TPA. In addition, insured should also provide the Company / TPA such additional information and assistance as the Company / TPA may require in dealing with the claim. The delay submission claims shall be processed with 15% co-pay as a penalty on case to case basis. HR to decide the same.

14 PERIOD OF INSURANCE AND PERIOD OF CONTRACT:

SUD intends to launch the scheme from 5th April 2024. In case of any delay the scheme shall be launched from a date agreed by the Star Union Dai-ichi Life Insurance Co. Ltd. and the Insurer. The period of Insurance Contract will be for one year from the effective date.

15 ELIGIBLE HEALTH SERVICES PROVIDERS / TPA:

- TPA should have a valid license from IRDAI as on date of application
- Should have been in service for at least 5 years
- License should not have been suspended anytime/renewed with a break.
- Should have their office in SUD Mumbai and a representative in Navi Mumbai region

16 AGREEMENTS:

- a. A MOU will be signed between Insured, Insurer & TPA clearly mentioning the role and responsibility of each of the parties who are part of this contract with clearly defined timelines.
- b. A separate Service Level Agreements (SLAs)/MOUs shall be signed by the Insurance Company with the TPA for implementation of scheme with proper mechanism for ensuring compliance established including penalty clauses.
- c. Insurer agrees that any liability arising due to any default or negligence by the Insurer or the TPA in providing or performance of Insurance Services shall be borne exclusively by Insurer who shall alone be responsible for defect and / or deficiencies in rendering such services.

17 TERM & TERMINATION OF AGREEMENT BETWEEN INSURER & DEPARTMENT

The Agreement shall take effect on date of signature hereof by both Parties, and shall remain in force till expiry period and the runoff period subject to a right to the Department to terminate the Agreement, on basis of review of performance of the INSURER before the same period. Department will review performance of the INSURER based on factors including but not limited to:

- a) Compliance with guidelines specified in respect of enrolment & transaction.
- b) The facilities setup and arrangements made by Insurer toward servicing beneficiaries such as quality assurance, handling of grievances, availability of benefits and hassle free transactions etc. agreed to between stakeholders.
- c) Empanelment of Hospitals/ Nursing Homes/Day Care Clinics.
- d) Denial of services by Empanelled Hospitals/Nursing Homes.
- e) The quality of service provided.
- f) The beneficiaries' satisfaction reports received.
- g) Grievance Redressal.
- h) Any withholding of information as sought by Department at bidding and implementation stage of Scheme

18 TERMINATION OF AGREEMENT

Agreement may be terminated:

- i. By the Department before the period mentioned above.
- ii. By both parties by mutual consent provided it gives the other party at least 60 days prior written notice. In case of termination as given above:
 - a. The Insurer will pay back to the Department within one week the unutilized amount of premium left plus service tax after settlement of claims for which the pre-authorization is given till date of termination.
 - b. If the insurer fails to do as per clause above, the insurer will pay the Department, the total package amount for all the cases for which preauthorization has been given, but claim not settled.
 - c. In addition to above the Insurer shall pay interest at the rate of 12% per annum on the amount refundable as determined by clauses (a) and (b) above for the period extending from the date of premium paid till the date of receipt of refund.

The Department reserves the right to re-allot the policy to any other insurer as it deems fit for the rest of the period in the event of termination and the Insurer shall not have any claims to it.

19 STANDARDIZATION OF FORMATS:

Insurance Company shall use standardized formats for cashless transactions, discharge summary, billing pattern and other reports in consultation with Department.

20 GRIEVANCE REDRESSAL MECHANIS

Grievance redressal mechanism to redress the grievance of beneficiaries/ health providers:

Insurer is required to provide in detail about the mechanism of grievance redressal in respect of grievances of beneficiary's/health providers.

GMC GRADED SUM INSURED STRUCTURE

Grade	Sum Insured	Additional Top Up
MD & CEO	1,000,000	20,00,000
M02 To M01	700,000	700,000/14,00,000
M05 To M03	500,000	200,000/500,000/10,00,000
M08 To M06	400,000	1,00,000/3,00,000/400,000/800,000
M13 To M09	200,000	200,000/400,000

GMC MEMBER DEMOGRAPHIC

Member /Relationship	Age Bucket						Total
	0-18	19 To 35	36 To 50	51 To 65	66 To 80	80 & Above	
Employee	1	3722	1933	57			5713
Spouse		2391	1173	58			3622
Son	2038	95					2133
Daughter	1939	83					2022
Mother			312	1090	421	13	1836
Father			74	783	538	30	1425
Mother-In-Law			11	74	57	2	144
Father-In-Law			3	30	60	3	96
Grand Total	3978	6291	3506	2092	1076	48	16991

Member Type	Member / Relationship								Total
	Employee	Spouse	Son	Daughter	Mother	Father	Mother-In-Law	Father-In-Law	
MD&CEO	1	1	1	1		1	1		6
M01 To M02	10	10	5	7	4	3	4	3	46
M03 To M05	184	174	116	117	114	70	26	15	816
M06 To M08	1151	924	638	618	498	389	42	29	4289
M09 To M013	4367	2513	1373	1279	1220	962	71	49	11834
Grand Total	5713	3622	2133	2022	1836	1425	144	96	16991

Note: Total lives are as on 13th January 2025

GROUP PERSONAL ACCIDENT POLICY

Benefit Structure	
Accidental Death	Covered
Accidental Death. In case of death due to accident while flying on official duty, special Insurance Cover of Rs.5 Lacs will be provided in addition to cover mention above	Covered
Loss of Limbs	Covered
Loss of Eyes	Covered
Permanent Total Disablement	Covered
Permanent Partial Disablement	Covered
Accidental Burns	Covered
Temporary Total Disablement (1% of the Sum Insured or maximum up to 25,000/- per week)	Covered
Terrorism	Covered
Disappearance	Covered
Death, Injury or disablement of the insured person due to self- exposure in an attempt to save human life	Covered
Death resulting from pregnancy or childbirth	To be Covered
Child Education Grant	For first two living children INR 1,00,000/- to be covered
Any One Accident Limit (AOA)	Not Applicable
Aggregate Limit	Not Applicable
Policy Exclusions	To be submitted
Coverage for New Joiners in the Policy to be effective from	Date of Joining

GPA EMPLOYEE DEMOGRAPHIC

Group Personal Accident Policy – Employee Details		
GRADE	SUM INSURED	Total Employee Covered
MD & CEO	1,00,00,000	1
MO1 TO M02	50,00,000	9
M03 TO M04	40,00,000	63
M05 TO M06	30,00,000	262
M07 TO M13	20,00,000	5378
Total		5713

Total lives are as on 13th January 2024

Note: Quotes to be provided for both Existing and Proposed Sum Insured

EMPLOYEE CLAIM DEMOGRAPHIC

Member Type	Claim Count								Total
	Employee	Spouse	Son	Daughter	Mother	Father	Mother-In-Law	Father-In-Law	
MD&CEO							8		8
M01 To M02	2					3			5
M03 To M05	15	15	3	6	17	27	5	2	90
M06 To M08	109	93	39	19	107	121	11	7	506
M09 To M013	304	281	77	43	125	158	23	11	1022
Grand Total	430	389	119	68	249	309	47	20	1631

VOLUNTARY HEALTH PLUS PLANS

Sr No.	Benefits	
1	<u>Critical Illness</u> Employee and Spouse (SUD Sponsored for Employee / Voluntary for Spouse) • <u>Please refer 1.a table below for details</u>	To Be covered
2	<u>Sibling Cover up to 25 years of age</u> • Cover your 2 dependent siblings • 25 years of age cap • Up to INR 200,000 (within the Floater sum insured under the Base Health cover plan) • Differently abled sibling no age limit • 2 year of lock-in period	To Be covered
3	<u>3rd& 4th Parent Cover</u> Sum Insured 3 lakhs and 5 lakhs cover. This will be a separate plan with 2 year of lock-in period	To Be covered
4	<u>Women's and Childcare Plan- Employee & Spouse(Female)</u> ✓ Higher maternity (additional INR 30,000) ✓ Cervical Cancer Vaccination – INR 10,000 (E + S) ✓ Egg freezing allowed up to INR 75,000 ✓ Autism Care- for children up to INR 10K. ✓ Therapy session and consultation covered for differently abled child up to INR 50K ✓ Infant and Children (14 years) Vaccinations approved by WHO up to INR 2,000 per vaccination overall cap of INR 10,000 ✓ Treatment for Genetic disorders - In-Patient Treatment (IPD) & OPD up to INR 1 Lac - Coverage for differently abled children without any age limit ✓ Menopause Care Plan – INR 50,000 • Menopause Care Program for all female professionals, offering a comprehensive approach to holistic health and personalized care. The program is led and supported by diverse team of medical experts including Gynecologist, nutritionists, wellness experts, mental health professionals and care buddy to ensure holistic care. • Hormone replacement therapy (HRT): This is a standard treatment for managing menopause symptoms • Selective estrogen receptor modulators (SERMs): These medications can be used to treat or prevent certain menopause-related conditions • Selective serotonin reuptake inhibitors (SSRIs): These antidepressants can help manage some menopausal symptoms like mood swings and hot flashes • Cognitive behavioral therapy (CBT): This type of therapy can help manage emotional and psychological symptoms of menopause	To Be covered

5	OPD Partial owned by employer depending on the cost bifurcation Please refer 5.a table below for details	To Be covered
6	Pet Insurance (For Dogs and Cats) - Sum Insured INR 15,000/ 20,000 - Breeds Covered: Pets of Indigenous Origin, Cross-breed and Exotic breeds are covered under the Policy. - Covers surgery expenses - Hospitalization cover - Age Group – Entry Age 3 months Pre and post-surgery expenses – 7 days pre and 15 days post relating to main hospitalization	To Be covered
7	Elder care - Wellness Platform 24X7 - Elderly Care Helpline for inbound calls - Storage Electronic Health records - Doctor Consultation- 12 geriatric tele-consultations free of cost - Unlimited GP consultations - Once a year complimentary health check up - One fall-risk assessment survey - Discounts on medicines, physiotherapy, medical equipment rentals, doctor home visits, driver, cab , visit by an EMOHA companion and many more (50+ such facilities available, on use basis) - Elderly care plan is not linked with Family Sum insured - P/PIL both can be covered. Pricing is on per parent basis	To Be covered

1.a) VOLUNTARY CRITICAL ILLNESS PLAN – Minimum 25 illness to be covered

Sum Insured Options			
Employee	INR 500,000	INR 1,000,000	INR 15,00,000
Spouse	INR 500,000	INR 1,000,000	INR 15,00,000

- ✓ This cover is applicable only for Employee & Spouse
- ✓ 30 days survival period after first time detection of ailment
- ✓ 90 days waiting period
- ✓ Pre-existing conditions not covered

5.a VOLUNTARY OPD COVER FOR ESC

Plans	Plan 1: 10,000	Plan 2: 15,000	Plan 3: +10,000	Plan 4: +15,000
Eligibility	Band A	Band B	All Bands	All Bands
Funding Type	Employer/Employee	Employer/Employee	Employer/Employee (Top up)	Employer Employee (Top up)
Doctor consultations / Tele Consultation (General Physician, Specialist, Super Specialist)	Up to OPD Sum Insured	Up to OPD Sum Insured	Up to OPD Sum Insured	Up to OPD Sum Insured
Health Checkup	Covered	Covered	Covered	Covered
Prescribed diagnostics	Not Covered	Not Covered	INR 5,000	INR 6,000
Vaccines	Not Covered	Not Covered	INR 5,000	INR 6,000
Prescribed Pharmacy	Not Covered	Not Covered	INR 4,000	INR 5,000
Dental - Dental Examination / Scaling and Polishing / X-ray / Fluoride Treatment / Filling / Prophylaxis / Root Canal Treatment / Extractions / Oral Surgery / Re-cementation / Medication / Restoration / Crowning / Implant / Braces	INR 3,000	No Sublimit	No Sublimit	No Sublimit
Vision - Prescription lens/ Vision check-up done by optometrist / optician	INR 2,000	No Sublimit	No Sublimit	No Sublimit

Health Check Test Covers Required	
Height/Weight	Renal Function Test
BP	Serum Creatinine
BMI	Uric Acid
Hematology	Serum Electrolyte
Complete Blood Count (CBC) ESR	Clinical Pathology
Blood Sugar Studies	Urine Routine Examination
Fasting Blood Sugar	Cardiology
Post Prandial Blood Sugar	Stress Test
Hb1AC	ECG
Lipid Profile Test	Radiology & Imaging
Cholesterol	Chest X ray
Triglycerides	USG Abdomen
HDL	Special Test
LDL	T3, T4, TSH
Liver Function Test	Prostate Specific Antigen PSA - For Male
SGOT	Pap Smear - For Female
SGPT	Physician Examination by MBBS Doctor and Gynaec consultation for Female
Alkaline Phosphates	Albumin
Total Proteins	

ANNEXURE – B

PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed as accepted by you on participation.

1. You cannot change price or quantity or delivery terms (or any other terms that impact the price).
2. You cannot divulge either your Quotes or those of other suppliers to any other external party.
3. You agree to non-disclosure of trade information regarding the purchase, identity of buyer, process, documentation and other details.
4. In the event of your quote being selected by SUD Life and you subsequent default on your quote , you will be required to pay SUD Life an amount equal to the difference in your quote and the next selected by the buyer quote on one year's quantum of purchase (indemnity clause).
5. SUD Life's decision will be final and binding on you and will not necessarily be based on price. Though price is a very important factor of the decision-making.
6. Splitting of the award decision over a number of suppliers or over time (as in the case of staggered deliveries) will be at SUD Life's discretion.
7. You agree to furnish the techno-commercial compliance statement as per the enclosed format along with this statement.

I agree to have read, to understand and agree to abide by this statement. I agree to the fact that the information provided by my organization constitutes a legal, binding quotation. My quote is considered firm and reflects Star Union Dai-ichi Life Insurance's requirements stipulated in request for quotation (RFP).

Dated this day of 20....

(signature)

Duly authorized to sign Proposal for and on behalf of

(In the capacity of)

ANNEXURE- C
TECHNO-COMMERCIAL COMPLIANCE STATEMENT

Clause No	Technical specifications/ commercial terms	Compliance (Yes/No)	Please indicate reasons in case of No and counteroffer
1	Scope of Services	No	Relevant to Insurers
2	Operating Days & Hours		NA in the RFP
3	Selection Process	Yes	
4	Award Decision	No	What is the business view on this clause? We do not accept such liability because of the following reasons: 1) premiums are quoted by insurers 2) the premiums submitted by the broker is based on the information/underwriting data given by the client. 3) as brokers we cannot guarantee premiums and is based on the subjectivities and underwriting norms of the insurer.
5	Service & Penalty	Yes	
6	Payment	Yes	
7	Order Cancellation	Yes	
8	Force Majeure	Yes	
9	Inspection and Audit	Yes	Provided that (i) such audit shall be upon reasonable advance notice to the Company and during the Company's normal business hours; (ii) the Company shall not be required to incur any costs or expenses in respect of such audit; (iii) the conduct of the audit shall not materially affect or inconvenience the operations or business of the Company, (iv) such

			audit shall be limited to books, records and personnel of the Company directly relating to the Services performed under this Agreement; and (v) be subject to obligations of confidentiality as is reasonable.
10	Use of Contract Documents and Information	No	Information/data provided by SUD will be insurers/reinsurers for procuring quotes hence information would need to be shared with such parties.
11	Confidentiality		information that is saved on shared drives can be returned. However as per Marsh's document retention policy data/information received on emails get auto backed up on servers and remains in an encrypted format and hence cannot be returned or destroyed.
12	Continuity of business		The Company has dedicated business resiliency and disaster recovery teams that coordinate the Company's capability to recover systems and provide support using internal and/or external resources. Solutions are designed to meet requirements defined by impact analyses for system, facility, colleague, and/or critical third party disruptions outages. Where appropriate, human or computer workload is distributed among multiple locations to reduce or eliminate downtime due to

			local outages.
13	Disposition of responses	Yes	
14	Termination	Yes	

I understand and agree to the fact that above information constitutes a legal, binding quotation. My quote is considered firm and reflects Star Union Dai-ichi Life Insurance's requirements stipulated in request for quotation (RFP).

Dated this day of 20....

(Signature)

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of

ANNEXURE –D
Cost Information

Sr. No	Description	Premium	GST	Total Premium
1	Premium for GMC			
2	Premium for GPA			
3	Premium for OPD			
4	Premium for CI			
	Total			

Premium for Top up Policy

Grade	Sum Insured	Additional Top Up	Premium	GST	Total Premium
MD&CEO	1,000,000	20,00,000			
M02 To M01	700,000	7,00,000			
		14,00,000			
M05 To M03	500,000	2,00,000			
		5,00,000			
		10,00,000			
M08 To M06	400,000	1,00,000			
		3,00,000			
		4,00,000			
		8,00,000			
M13 To M09	200,000	2,00,000			
		4,00,000			

Vendor should provide the details terms & condition along with the applicable taxes %.

- All prices quoted should be excluding applicable Taxes
- The quantity provided herewith is to ease vendors to arrive at unit cost for each slab.
- The above numbers may vary (decrease/increase) basis business requirement.
- Purchase Orders will be placed on actual business demand basis.
- 2 year of lock-in period

PROPOSAL FORM (PRICE PROPOSAL)

Date:

To:
Executive Vice President (Finance Controller),
Star Union Dai-ichi Life Insurance Company Limited
11th Floor, Raghuleela Arcade,
IT Park, Sector 30A,
Opp Vashi Rly Stn., Vashi
Navi Mumbai 400703

Dear Sir,

Re: Request for Proposal for GMC & GPA Policy having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render services in conformity with the said Proposal documents for the sum of..... *(Total Proposal amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by SUD life.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this day of 20....

(Signature)

Duly authorized to sign Proposal for and on behalf of

(In the capacity of)
