



Pre-bid Meeting (ONLINE Mode) held on 15-07-2024 at 14:30 hours

Tender No.: TENDER/2024-25/068 dated 05-07-2024

QUERIES AND CLARIFICATIONS

NOTICE INVITING TENDER (NIT) FOR CUSTOM MADE MEDICAL INSURANCE AND PERSONAL ACCIDENT INSURANCE FOR THE EMPLOYEES AND CUSTOM MADE MEDICAL INSURANCE AND PERSONAL ACCIDENT INSURANCE FOR THE STUDENTS OF IIT PALAKKAD

The Committee comprising of the following participated in the Online Meeting held on 15-07-2024 at 14:30 hours:

1. Dr. B. V. Ramesh, Registrar
2. Dr. Deepak Rajendraprasad, Dean, Student Affairs
3. Dr. Sudheesh T K, Associate Professor, Department of Civil Engineering
4. Shri Samuel S, Advisor (Student Matters)
5. Dr. Asha Gopalan, Assistant Registrar (Admin)
6. Shri Shanmugam V, Asst. Registrar (F&A)
7. Ms. Thasnin Harish C M, Assistant Registrar (Stores and Purchase)
8. Mr. Arun U, Junior Superintendent

Table-A indicates the Authorized Representatives of the firms participated in the Pre-bid Meeting.

Table-A

S. No.	Name of the Firm	Name of the Authorized Representative(s)
1.	SBI General Insurance Company Limited	1. Mr. Maragane Raja Sekhar Email: Maragane.Rajasekhar@sbigeneral.in 2. Mr. Rajesh Machingal Email: RAJESH.MACHINGAL@sbigeneral.in
3.	Bajaj Allianz General Insurance Pvt Ltd, Calicut.	Mr. Nidheesh Krishna Email: Nidheesh.Kg@bajajallianz.co.in
3.	Bajaj Allianz General Insurance Company Ltd., Coimbatore	Mr. Saravanan Vedakkannu Email: Saravanan.Vedakkannu@bajajallianz.co.in
4.	India Post Payments Bank Kochi Region (Central Region), Kerala Circle	1. Mr. Vinoth Kumar G Email: vinoth.kg@ippbonline.in 2. Mr. Sreenath Email: sreenath.k@ippbonline.in
5.	IFFCO - TOKIO GENERAL INSURANCE CO. LTD	1. Mr. Vishnu S Panicker Email: Vishnu.S@iffcotokio.co.in 2. Mr. Sreejishnu K Email: Sreejishnu.K@iffcotokio.co.in



6.	Future Generali India Insurance Company Limited, Vijayawada.	Mr. P S V PHANI KUMAR Email: PSVPhani.Kumar@futuregenerali.in
7.	ICICI LOMBARD GIC LTD.	Ms. Trupti Singh Email: trupti.singh@icicilombard.com

Table-B indicates the Queries raised and Clarifications provided.

S. No.	Query	Clarification
1.	Regarding the requirement for Tender EMD (Earnest Money Deposit) and PBG (Performance Bank Guarantee), the attached IRDA (Insurance Regulatory and Development Authority) and GIC (General Insurance Council) notification states that the condition of providing EMD and PBG is not applicable to the general insurance companies. Therefore, we kindly request you to waive this condition.	We will waive off the EMD and Performance Bank Guarantee as per the GIC order dated on 07 June 2011.
2.	When will the EMD amount be refunded, and when does the Performance Bank Guarantee need to be submitted?	The EMD amount will be returned after the contract has been awarded. The performance security shall be submitted within FIFTEEN DAYS from the date of issuance of work order by IITPKD. The successful bidder shall furnish the Performance Security equal to 5% of the order/contract value.
3.	Definition of Family Member has not mentioned in the tender	The family definition includes the employee's spouse, surviving children, and parents or in-laws, totaling six individuals including the employee. A maximum of five dependent family members may be enrolled, who must be related to the employee in one of the following ways: (a) Spouse (b) Two eldest surviving children (c) Dependent parents or in-laws



4.	As per our company's protocol, we are unable to provide quotations directly. Therefore, we intend to submit quotations through the IMDs or startup's brokers.	Please note that we prefer direct submission of quotes and do not encourage participation through third parties.
5.	Are all the terms the same as the expiring policy, or are there any changes or improvements?	There are no changes to the existing policy terms or coverage except that PA cover for students is enhanced from Rs.1.50 lakh to Rs.10.00 lakh.
6.	Dental treatment : The tender specifies that dental treatment requiring hospitalization is covered. According to the IDP policy, only dental treatments requiring more than 24 hours of hospitalization due to an accident are covered under the IPD policy. I think the expiring policy also has this condition.	No. Dental treatment that requires hospitalisation is to be covered.
7.	If I would like to quote rates for additional coverage that is different from the basic coverage, where can I quote that rate in the commercial bid? There is no option or place to quote the rate for additional coverage in the commercial bid.	In case you would like to quote the rate for additional coverage, you can add it as an additional condition.
8.	Will the L1 be decided based on the base policy?	Yes, the L1 will be decided based on the base policy.
9.	In the tender document, it is mentioned that the insurance providers need to conduct full body health check-up camps for the employees and their dependents once in a year. Who are considered dependents? Does it include only children and spouses or all dependents? Also, what are the tests to be conducted?	Yes, the full body health check-up should be conducted by the insurance provider once during the contract period for all dependents. The tests to be conducted are available in the existing policy which will be shared with the minutes.



10	The condition stated in the tender document regarding the addition of dependents mentions that dependents will be added throughout the policy term. If the self is getting added, then the parents, spouse, and children are also added simultaneously, correct? It's not the case that you add employees today and then send the data for their parents or spouses two months later.	No, that will not happen here. Deletions and additions happen on account of employees leaving or joining the institution. New joiners and their dependents must be enrolled in existing policies. It should be done on a pro-rata basis. Apart from that, any addition of dependents would typically occur due to the new born baby or marriage. Also, provision should be available for adding missed out employees within fifteen days of policy activation. The newly enrolled employees should also get benefits from day one onward.
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Please click this [link](#) to access the member data, expiring policy documents, and claim data.

The Closing Date and Time of the Tender is 26-07-2024 / 1500 hours.

All other Terms and Conditions of the Tender remains unchanged.

REGISTRAR