



UCOBANK RETIREES' ASSOCIATION KARNATAKA (Regd)

(Regd as S.No: 699/97-98 Dated 20/01/1998 with the
Registrar of Societies, Karnataka)

Regd Office: C/o UCOBank, 3rd Floor, 13/22, Kempegowda Road, Bangalore-560009

Website: urakar.com



UBRA-KAR/CIR/0103/2017-20

Date: 10.08.2019

To all members of our unit.

Dear Comrades,

Sub: IBA Clarifications.

IBA had discussions with the bidders in the pre-bid meeting held on 10.07.2019 regarding the Group Insurance Policy for the year 2019-2020. Some queries have been raised by the bidders in the meeting. IBA has clarified the same and has communicated it all the Banks. The mail from in this regard is attached below for the information of all the members.

B.Lakshminarayana
Hon.Secretary.

All Correspondence to:



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Indian Banks' Association

HR & INDUSTRIAL RELATIONS

[EMAIL]

HR&IR/BRK/Med/2019-20/
July 16, 2019

MD & CEOs of all IRDA approved Health Insurance & General Companies

Dear Sir/Madam,

Clarifications : REQUEST FOR PROPOSAL for the Group Mediclaim Policy for Bank Employees October 01, 2019 – September 30, 2020 & For Retirees November 01, 2019 – October 31, 2020

Further to our RFP on the above matter dated 6.7.2019 and queries raised by the bidders in the pre-bid meeting held on 10.07.2019, please find necessary clarifications :-

1. Reference point – 1b Selection process – iii – Commercial bid- Page - 4

Subject – Provision of statistics and data for previous policies

It may hereby be noted that the detailed statistics and data pertaining to below mentioned aspects will be provided **to all the technically qualified bidders**.

The data would be provided post the technical bid and prior to the commercial bidding process.

Number of policies

Number of employees/ families/ lives covered under the policies

Claims – Claims Ratio and MIS

2. Reference point –Annexure B- Service level agreement - Item 4 penalties-Page 19

Subject – Description for the penalties applicable for breach of SLA time lines

On the breaching of timelines posted penalties will be imposed as per IRDA guidelines issued for protecting rights of the policy holders. The penalty amount applicable is to be paid to the policyholder irrespective of the penalty amount being claimed or not .

Insurer to provide weekly data on such timeline breaches and pay the penalties accordingly without exception.

3. Reference point - 7 F (i)- Plan Design- Page 13

Subject – Difference in the cover/features for the year 2019-20

Insurers are requested to bid strictly as per the terms of Bi-partite Settlement/Joint Note as mentioned in Page no. 13.

However, the below mentioned points may be noted :-

i) Room rent limit – INR 4000/- instead of INR 5000/- was applicable for 2018-19 policy only. Insurers are requested to provide quotes as room rent of Rs. 5000/- per day as per the terms of original settlement.

ii) Medicine and other bills to be honored only if GST number is mentioned. However, Insurers are requested to process cases judiciously. For eg. bills issued from small village/rural pharmacy who are not under the ambit of GST be dealt accordingly.

iii) Since 2016, the Domiciliary Coverage for the retirees policy is fixed by the present insurer to 10% of the sum assured i.e. Rs. 40000/- for officers & Rs. 30000/- for workmen employee [These limits are to be maintained]

4. Reference point – Annexure B – Service level agreement – point 8/ Deputation of manpower- Page 21

Subject - Deputation of Manpower to service the policy

It may be noted that appointment of TPA and functioning of the TPA will be at the sole discretion of the selected L1 bidder . IBA or banks will not play any role in ascertaining the same. However IBA/Bank may ask for changes, in case, performance of a particular TPA is not found to be satisfactory.

Insurer will be liable for the functioning and adherence of timelines mentioned

5. Reference point- 7 D – IBA reserves the right to - Page 11

Subject – Negotiation with the next bidder in case L1 backs out

It is hereby clarified that IBA reserves the right to approach the next bidder (L2) incase the competitive bidder (L1) backs out prior to signing the contract . However there will be no negotiation on the commercial aspect since the price quoted by the bidder during the commercial bidding process (e-bidding/bidding through closed covers) will be deemed as their final submission .

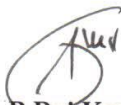
IBA also reserves the right to scrap the entire process anytime without assignment of any cause.

Commercial Bid:

It will be done through e-auction process or by paper bid as decided by IBA.

IBA would communicate the process for commercial bid to the technically qualified bidders.

Yours faithfully,



B-Raj Kumar
Deputy Chief Executive