Request for Proposal (Tender)

RFP No. HO/Tender/2026-27/001 **RFP Date: 31/07/2026**

Renewal of GMC & GPA Policies for Contractual Staff

(Open Tender Process)

The Hans Foundation (THF), established in 2009, is a Public Charitable Trust that works towards creating an equitable society by enhancing the quality of life for all through empowerment of marginalized and underprivileged communities in India. The Hans Foundation works on Health, Education, Livelihood, Disability and Disaster Relief interventions, with a focus on the rural and underdeveloped areas in the country.

THF is inviting bids from IRDAI-registered Insurance Brokers, through an Open Tender process, for the renewal of its Contractual Staff Group Mediclaim (GMC) and Group Personal Accident (GPA) insurance policies for a period of three (3) years, covering 2,532 employees and 6,568 dependents (9,100 total lives). Unlike the previous closed tender conducted for Core Staff, this is an Open Tender and no broker is pre-empanelled; any eligible IRDAI-registered broker may participate subject to meeting the eligibility and technical qualification criteria specified in this document.

THF reserves the right to select the Broker and the Insurance Company based on the eligibility, technical scoring and evaluation criteria set out in this RFP, as approved by the Procurement Committee of THF. Bidders are required to submit both a Technical Proposal and a Financial Proposal, in accordance with the prescribed formats.

Please submit your most competitive proposal following the instructions given below.

Part – A – Key Parameters, Important Dates and Coverages

Key Parameters

Policy Type	Group Mediclaim (GMC) + Group Personal Accident (GPA)
Category of Staff	Contractual Staff
Total Staff (Employees)	2,532
Total Dependents	6,568
Total Lives Covered	9,100
Contract Period	Three (3) Years — 9 October 2026 to 8 October 2029 (Policy Years 2026-27, 2027-28, 2028-29)
GMC Policy Period	Year 1: 9 October 2026 – 8 October 2027 (annual renewals within the 3-year engagement)
GPA Policy Period	Year 1: 9 October 2026 – 8 October 2027 (annual renewals within the 3-year engagement)
Fixed TPA (GMC)	MD India Health Insurance TPA Pvt. Ltd. (fixed — no alternate TPA permitted, for cross-portfolio consistency with the Core Staff GMC policy) Quoted Insurers must confirm an active servicing arrangement with MD India TPA; an Insurer unable to support the fixed TPA will not be considered.
Tender Type	Open Tender Process — publicly advertised

IRDA Report Reference	IRDAI Annual Report 2024–25 (used for Insurer eligibility and shortlisting; if not yet published on the RFP date, the latest audited public disclosures / NL forms of the Insurers shall be used)

Pre-Bid and Bid Submission Dates

Pre-Bid Meeting Date	6th August 2026 Time-1500 hrs
Technical & Financial Bid Submission Last Date	21st August 2026, till 2359 hrs
Technical Bid Opening Date	25th August 2026
Financial Bid Opening Date	01st September 2026, 1400 hrs

Email ID & Meeting Links

Pre-Bid Meeting Link	**Link meet.google.com/xkj-vnaw-kwg**
Email ID for Technical & Financial Bid Submission	e-bid@thfmail.com
Technical Bid Opening Link	**Link meet.google.com/duy-qpih-gek**
Financial Bid Opening Link	To be shared only with technically qualified brokers.

Coverages (GMC)

Particulars	**Current Coverage / Requirement**
Total Number of Employees	2,532
No. of Dependents	6,568
Total Lives Covered	9,100
Sum Insured	As per expiry policy (details enclosed in Annexure — Copy of Current GMC Policy)
Family Definition	As per expiry policy
Coverage	PAN India
Room Rent, Pre & Post Hospitalisation, Ambulance Charges, Day-Care Treatment, Maternity Cover, Waiting Periods, Newborn Cover, Cataract/Lasik Cover, Pre-Existing Diseases, Addition/Deletion, AYUSH, Domiciliary Hospitalisation, Sub-limit Waivers	As per expiry policy — bidders must quote without altering any of these coverage terms
Other Terms & Conditions	As per expiry policy. Any deviation from the expiry policy coverage terms will lead to rejection of the bid.

Coverages (GPA)

Particulars	**Current Coverage / Requirement**

Total Number of Employees	2,532
Sum Insured Per Employee	As per expiry policy
Risk Category	As per expiry policy
Coverage Table	As per expiry policy
Other Benefits (Medical Extension, Education Fund, Ambulance, Funeral Expense, Repatriation, Family Transportation, COMA, Home Alteration, Vehicle Modification, Fracture/Dislocation/Burns, Terrorism & TTD)	As per expiry policy

Note: Animal Bite/Snake Bite is covered except for Mosquito Bite and Insect Bite. All other terms & conditions are as per the standard GPA Policy. Bidders must refer to the expiry policy (enclosed as Annexure); all terms and conditions will remain the same unless otherwise specified. Any discrepancy will lead to rejection of the bid.

Part – B: Instructions to Bidders

1. Who can Apply

This is an Open Tender. THF will not pre-invite a fixed list of brokers. Any IRDAI-registered Insurance Broker meeting the eligibility criteria specified in this RFP may participate. The RFP will be publicly advertised as per the Mode of Tender Publication specified in Part A.

Broker Eligibility Criteria: In addition to the technical scoring in Section 6.2, each participating Broker must satisfy all of the following minimum eligibility criteria. Brokers not meeting them will not be evaluated further:

- Valid IRDAI Direct or Composite Broker licence, valid as on the bid submission date (copy to be enclosed with the Technical Proposal).
- Minimum five (5) years of operation in group health (GMC) and GPA broking.
- Self-declaration that the Broker has not been blacklisted or debarred by any client or Government body, and has not suffered any material IRDAI penalty, in the preceding three (3) years.
- Valid PAN and GST registration.

Minimum Bid Requirement: A minimum of three (3) valid, technically qualified bids must be received for the tender to be considered valid. If fewer than three (3) valid bids are received, the Procurement Committee must be notified for guidance on next steps (re-tender or negotiation). This test shall be applied to bids remaining valid and technically qualified after Technical Evaluation. If the qualified bids cover fewer than three (3) distinct Insurance Companies, the Procurement Committee shall decide — with written justification — whether to proceed with the available distinct Insurer(s), negotiate, or re-tender.

2. How to Apply

Each participating Broker may quote for a maximum of two (2) Insurance Companies for the GMC & GPA policies, provided each quoted Insurance Company independently satisfies the Insurer Eligibility Criteria and Technical Scoring parameters specified in Sections 5 and 6 below. A Broker submitting bids for more than two Insurance Companies will have only the first two (in the order listed in the Technical Proposal) considered; the remainder will not be evaluated.

Tie-Breaking — Multiple Brokers Quoting the Same Insurer: Since a single Insurance Company may be quoted by more than one Broker, an Insurance Company shall not be awarded a Mandate Letter more than once. Where two or more technically qualified Broker bids quote the same Insurance Company, only the bid with the higher Final Weighted Score (Section 7) for that Insurance Company shall be retained as that Insurer's bid; the lower-scoring bid(s) for the same Insurer shall stand withdrawn from that ranking and shall not independently be eligible for L1/L2/L3 status. Overall L1, L2 and L3 status shall then be determined among the resulting distinct Insurer bids, so that the Mandate Letter under Section 9 is issued for three (3) distinct Insurers. A Broker whose bid for a given Insurer is withdrawn under this clause on account of a higher-scoring competing bid for the same Insurer shall be held in reserve, and may be considered only if the L1, L2 or L3 combination for that Insurer subsequently withdraws or negotiations under Section 9 fail. For clarity: (i) the 'Lowest Quote' used in the Final Weighted Score formula (Section 7) shall be determined after duplicate-Insurer bids have been collapsed under this clause; and (ii) where two bids obtain an identical Final Weighted Score, the bid with the lower 3-Year Evaluated Cost shall rank higher; if still tied, the bid with the higher combined Technical Score shall prevail.

The Third-Party Administrator (TPA) shall remain fixed as MD India Health Insurance TPA Pvt. Ltd., for consistency with THF's Core Staff GMC policy, and no alternate TPA shall be permitted under this tender. Brokers are required to submit quotations accordingly, considering the fixed TPA. Any deviation from the above requirement may lead to rejection of the bid.

3. Pre-Bid Meeting

THF will conduct a virtual Pre-Bid Meeting for all interested bidders on **06th August 2026** for any questions/clarifications. Clarifications arising from the Pre-Bid Meeting will be issued to all participating bidders within 2 working days. The last date for submission of **pre-bid queries is 2 working days before** the Pre-Bid Meeting.

4. Submission of Proposals

Bidder under this Open Tender must submit BOTH a Technical Proposal and a Financial Proposal. The Technical Proposal will be evaluated first, and only bidders meeting the minimum qualifying thresholds (Section 7) will have their Financial Proposals opened.

4.1 Technical Proposal

The Technical Proposal must be submitted as per the Broker Self-Declaration Format provided in Annexure B, along with supporting documents/certificates for each criterion claimed. The Technical Proposal must also include supporting data (e.g., IRDAI Annual Report 2024–25 figures (or, if not yet published, the latest audited public disclosures / NL forms)) demonstrating that each quoted Insurance Company meets the Insurer Eligibility Criteria in Section 5.

Mandatory Compliance Documents: In addition to the Broker Self-Declaration Format (Annexure B), the Technical Proposal must be accompanied by the following duly filled, signed and stamped documents, failing which the bid is liable to attract the negative marking specified in Section 6.3 or be rejected outright:

- Service Level Agreement (SLA) — Broker Service Commitments, duly signed and stamped, as per the format in **Annexure C**
- Authorisation Letter, on the Broker firm's letterhead, as per the format in **Annexure D**
- Conflict of Interest Declaration, on the Broker firm's letterhead, as per the format in **Annexure E**

4.2 Financial Proposal

The Financial Proposal must be submitted in a separate file, strictly as per the format provided in Annexure A, and must be password-protected. THF will request the password at the time of Financial Bid opening. The bidder or their authorised representative must be present during the Financial Bid opening. If a working

password is not provided within 30 minutes of the scheduled opening, the bid shall be liable for rejection. Financial Proposal files of bidders that do not qualify technically will be deleted unopened.

The Financial Proposal must enclose the Insurance Company's own signed quotation letter (PDF) addressed to THF through the Broker, and the submitted quotes must match it exactly; any mismatch will lead to rejection of the bid. The Insurer's quotation letter must expressly confirm the 3-year premium structure, including the Year 2/Year 3 Discount/Loading grid (Annexure A.3); confirmation by the Broker alone is not sufficient. The bidder is required to submit its best quotation; all quoted terms are binding on the bidder as a ceiling and may thereafter be improved only in THF's favour (Section 9).

It is mandatory for bidders to quote the premium for a period of three (3) years — Year 1 (Base Premium), Year 2, and Year 3:

- Year 1 Premium shall be quoted as the base premium.
- Year 2 and Year 3 Premiums shall be derived from the Year 1 premium by applying the quoted Discount/Loading grid (Annexure A.3) to the actual claim ratio of the preceding policy year. For the purpose of the grid, Claim Ratio means incurred claims (paid + outstanding) ÷ earned premium for the relevant policy year, computed separately for GMC and GPA, certified by the TPA (GMC) / Insurer (GPA) as on a cut-off date 60 days before each renewal.
- Applicable Discount/Loading (%) for Year 2 and Year 3 must be clearly specified against the following claim ratio bands: **Below 60% | 60%–80% | 80.01%–100% | 100.01%–120%** | Above 120%. The grid must cover all bands so that every possible claim ratio outcome maps to a defined adjustment; point values alone are not acceptable. Bids will be ranked on a 3-Year Evaluated Cost computed from the Year 1 premium and this grid, as set out in Section 7.

This 3-year quote shall be treated as binding, and no deviation shall be permitted during the contract period except as per the agreed claim ratio adjustment mechanism specified in Annexure A. Any bid not complying with this structure, or failing to provide complete details for all three years, may be liable for rejection.

5. Insurance Company Eligibility Criteria

Insurance Companies quoted by participating brokers will first be screened for eligibility, using data from the IRDAI Annual Report 2024–25 (or, if not yet published, the latest audited public disclosures / NL forms):

- Annual Gross Direct Premium: Above ₹400 Crores
- Solvency Ratio: 1.5 and above (the IRDAI-mandated minimum — an Insurer below 1.5 cannot lawfully operate and is ineligible)
- Incurred Claim Ratio: Above 60%

Any Insurance Company not meeting all three eligibility thresholds above will not be considered further, and any bid quoting such an Insurance Company will not be evaluated.

6. Technical Scoring Criteria

6.1 Insurer Technical Score

Insurance Companies meeting the eligibility criteria (Section 5) will be scored as follows:

Parameter	Tier 1 (1 Pt) — Minimum Eligibility Floor	Tier 2 (2 Pts)	Tier 3 (3 Pts)	Tier 4 (4 Pts)	Tier 5 (5 Pts)
Annual Gross Direct Premium	₹400 Cr. – ₹500 Cr.	₹501 Cr. – ₹1,000 Cr.	₹1,001 Cr. – ₹2,500 Cr.	₹2,501 Cr. – ₹5,000 Cr.	Above ₹5,000 Cr.

Solvency Ratio	1.5 – 1.75	1.76 – 2.0	2.01 – 2.25	2.26 – 2.5	Above 2.5
Incurred Claim Ratio	60% – 64.99%	65% – 69.99%	70% – 74.99%	75% – 84.99%	85% – 100% (above 100%: capped at 3 Pts)

Maximum Insurer Technical Score: 15 Marks (5 marks per parameter). Minimum Qualifying Score: 9 out of 15 (60%).

6.2 Broker Technical Score

As brokers are not pre-shortlisted in this Open Tender, each participating broker will additionally be evaluated on the following 5 criteria. This is a revision of the criteria used in the previous Core Staff (closed) tender, expanded to include the broker's demonstrated capability to service THF's Fund/Project-wise (FC & Non-FC) reporting requirement:

#	Evaluation Criteria	Max Points	Scoring Basis
1	Total Experience in Group Health (GMC) & GPA Broking (Years)	3	0–10 Yrs = 1 Point | 11–15 Yrs = 2 Points | Above 15 Yrs = 3 Points
2	Total Active Clients — Combined GMC & GPA Portfolio	2	Up to 1,000 Clients = **1 Point** | Above 1,000 Clients = **2 Points**
3	No. of Clients with Above 2,000 Employees under GMC	3	Below 5 Clients = **1 Point** | 5–10 Clients = **2 Points** | **Above 10 Clients = 3 Points**
4	No. of Clients with Above 2,000 Employees under GPA	3	Below 5 Clients = 1 Point | 5–10 Clients = 2 Points | Above 10 Clients = 3 Points
5	FC & Non-FC Fund/Project-wise Segregated Data, Enrolment & Claims MIS Experience (Development Sector Clients)	4	No demonstrated capability = 0 | Demonstrated live case with 1 NGO/Trust client, with reference = 3 | Demonstrated live case with ≥2 NGO/Trust clients, with reference = 4

Maximum Broker Technical Score: 15 Marks. Minimum Qualifying Score: 9 out of 15 (approx. 60%).

6.3 Negative Marking

- Non-submission of Technical Proposal as per RFP format: −1
- Financial Proposal submitted without password protection: Bid liable for outright rejection (premium details stand exposed before Technical Evaluation)
- Misrepresentation of facts / false certification identified during evaluation or reference check: −2. All deductions apply to the Broker Technical Score and are applied before testing the 9/15 qualifying threshold.

7. Final Weighted Score Methodology

The bid evaluation follows a three-stage process. Financial Bids will be opened ONLY for bids where BOTH the quoted Insurer scores a minimum of 9/15 (60%) AND the Broker scores a minimum of 9/15 (approx. 60%) in their respective Technical Bid evaluations. The final selection will be based on a weighted average of the combined technical score and the financial quotation, as follows:

Combined Technical Score (Insurer 15 + Broker 15 = 30)	40% Weightage (Insurer 20% + Broker 20%)
Financial Quotation (Premium)	60% Weightage — Lowest quote = 60 marks; others pro-rated
Total	**100%**

Final Score = [(Insurer Technical Score + Broker Technical Score) / 30] × 40 + (Lowest Quote ÷ Bidder's Quote) × 60

A Bid qualifies for Financial Bid opening only if the Insurer scores ≥ 9/15 AND the Broker scores ≥ 9/15 independently. If either fails to meet its threshold, that specific Bid is disqualified and its Financial Bid will not be opened.

3-Year Evaluated Cost: For this evaluation, bids shall be compared on a 3-Year Evaluated Cost, computed identically for all bidders: Evaluated Cost = Y1 + Y1×(1+a) + Y1×(1+a)², where Y1 is the quoted Year 1 (Base) premium for GMC and GPA combined, and 'a' is that bidder's quoted Discount/Loading (%) for the Reference Claim Ratio Band. The Reference Claim Ratio Band for this tender is: **80.01% – 100%**. 'Bidder's Quote' in the Final Score formula means the bidder's 3-Year Evaluated Cost; 'Lowest Quote' means the lowest such Evaluated Cost among all technically qualified bids, determined after duplicate-Insurer bids are collapsed (Section 2). Illustration: Bidder A quotes ₹1.00 Cr with +25% at the reference band → 1.00 + 1.25 + 1.5625 = ₹3.81 Cr; Bidder B quotes ₹1.10 Cr with +5% → 1.10 + 1.155 + 1.2128 = ₹3.47 Cr; Bidder B ranks better despite the higher Year 1 premium. The reference scenario is used only for ranking bids: the actual Year 2/Year 3 premiums shall follow the actual claim ratio at each renewal, per the binding grid (Annexure A.3).

8. Third Party Administrator (TPA) — GMC Policy

The TPA for the GMC policy is proposed to be continued as MD India Health Insurance TPA Pvt. Ltd., for consistency with THF's Core Staff GMC policy. The TPA will not undergo a competitive selection process in this tender round, based on: Cross-Portfolio Consistency, Continuity of Service, and Employee Comfort in locations with overlapping Core and Contractual Staff projects. Quoted Insurers must confirm in their quotation an active servicing arrangement with MD India TPA; an Insurer unable to work with the fixed TPA shall be treated as non-compliant.

9. Mandate Letter to Selected Broker

Unlike the final engagement confirmation, the Mandate Letter under this process is issued at the negotiation stage — after Financial Bids are opened (Section 7) and the provisionally lowest-evaluated L1, L2 and L3 Broker–Insurer combination is identified, but before the Procurement Committee's final approval. Its purpose is to authorise the L1, L2 and L3 Broker to negotiate directly with the identified Insurer and bring back the best final terms, which are then placed before the Procurement Committee for final approval. All quoted terms remain binding on the bidder as a ceiling: the mandated Brokers may negotiate only improvements in THF's favour (premium reduction, coverage enhancement, or better service terms), and no negotiated outcome may be less favourable to THF than the opened Financial Bid.

Basis for Issuance: the Mandate Letter will be issued only after (i) Financial Bids have been opened and the provisionally lowest-evaluated L1, L2 and L3 Insurer–Broker combination has been identified as per the Final Weighted Score Methodology (Section 7); and (ii) internal confirmation from the Procurement Team that the L1 combination meets all technical qualifying thresholds (Sections 6.1 and 6.2). The Mandate Letter will reference the RFP number, the identified Insurer, the provisional Sum Insured and Premium quoted, and the 3-year Contract Period, and will specify a reasonable timeframe within which the Broker must complete negotiations and report back the final terms in writing. Before final approval, the Final Weighted Score shall be re-computed using the final negotiated terms (Technical Scores unchanged) to confirm the final ranking.

Note: Since a Broker may quote for up to two (2) Insurance Companies (Section 2), and a given Insurance Company may be quoted by more than one Broker, no Insurance Company shall receive more than one Mandate Letter. Where the L1, L2 or L3 position is contested by bids from different Brokers quoting the same Insurance Company, the Mandate Letter for that Insurer shall be issued to the higher-scoring Broker only, as per the tie-breaking mechanism at Section 2 above.

10. Proposal Validity

The bidder's Financial Proposal must remain valid for not less than 90 calendar days after the bid submission deadline specified above.

11. Expectations and Responsibilities of Service Provider (Broker)

The service provider (Broker) must accept the following Terms & Conditions to qualify as a potential bidder for both the GMC and GPA policies:

- Provide the quotation from eligible Insurance Companies as per the details provided, without changing any coverage.
- Participate in the bidding process as per the instructions given in this RFP document.
- Ensure the completeness and accuracy of all quotations submitted, including supporting data for Insurer eligibility.
- Timely submission of Technical and Financial Proposals.
- Assist in execution and implementation of the Service Level Agreement (SLA) between the Insured, Insurer and the Third-Party Administrator (TPA).
- Assist in providing all relevant information about Insurance Companies, including experience, claim settlement ratio, solvency ratio, persistence ratio, and other key parameters. Details of network hospitals under the existing TPA should be provided separately.
- Assist in validating the Insurance policies issued by the selected Insurance Company as per agreed terms and conditions.
- Demonstrate capability to provide Fund/Project-wise (FC & Non-FC) segregated enrolment, claims data and MIS reporting throughout the policy period, consistent with the technical criterion evaluated in Section 6.2.
- Provide the First Payment receipt within 3 working days after the payment.
- Provide a copy of Insurance Policies within 10 working days from the date of renewal.
- Conduct awareness sessions zone-wise for all employees (at least twice a year).
- Arrange all Physical and e-health cards within 15 days of the renewal date.
- Coordinate with HR Teams for additions and deletions every month.
- Provide support to staff for cashless hospitalization, approvals and claim settlements.
- Ensure completeness of documents for reimbursement claims; monthly collection of reimbursement claims in coordination with HR.
- Provide monthly Claim Dump, and monthly endorsements and CD balance statements.
- Follow up with the Insurance company for any claim settlement, and resolve or provide all relevant information to the employee towards any rejection.

12. General Conditions, Data Privacy and Confidentiality

- THF reserves the right to accept or reject any or all bids, and to cancel, modify or re-issue this tender at any stage, without assigning reasons and without any liability to bidders.
- Data Privacy: This RFP encloses only anonymised member and claims data (age bands, family size, claims by category and amount), with no names, employee IDs or health identifiers,

consistent with the Digital Personal Data Protection Act, 2023. The detailed Active Member List and Claim Dump will be shared only with bidders who execute a Non-Disclosure Agreement (NDA) with THF, and may be used solely for preparing quotations under this tender.

- Bidders, their quoted Insurers and the TPA shall keep all information received under this RFP strictly confidential. Unsuccessful bidders (and their quoted Insurers) must confirm deletion of all shared data on conclusion of the process.
- Any attempt by a bidder to influence THF's evaluation, directly or indirectly, shall result in disqualification.

13. Attachments

- Annexure A — Financial Proposal Format
- Annexure B — Broker Technical Proposal / Self-Declaration Format
- Copy of Current GMC & GPA Policies (Contractual Staff)
- Active Member List (anonymised summary enclosed; detailed list shared on execution of NDA — see Section 12)
- Claim Dump (anonymised summary enclosed; detailed dump shared on execution of NDA — see Section 12)
- Policy Analysis Report by the TPA
- Annexure C — Service Level Agreement (SLA) — Broker Service Commitments *(to be submitted duly signed & stamped with the Technical Proposal)*
- Annexure D — Authorisation Letter Format *(to be submitted on the Broker firm's letterhead with the Technical Proposal)*
- Annexure E — Conflict of Interest Declaration Format *(to be submitted on the Broker firm's letterhead with the Technical Proposal)*
- Annexure F — Non-Disclosure Agreement (NDA) Format *(to be executed before detailed Active Member List / Claim Dump is shared, per Section 12)*

Annexure A — Financial Proposal Format

(To be submitted as a separate, password-protected file)

A.1 — GMC Policy Premium Quote

Particulars	Amount (₹)
Year 1 Premium (Base Quote)	
Year 2 Premium — derived: Year 1 × (1 ± grid % as per A.3); do not quote separately	
Year 3 Premium — derived: Year 2 × (1 ± grid % as per A.3); do not quote separately	

A.2 — GPA Policy Premium Quote

Particulars	Amount (₹)
Year 1 Premium (Base Quote)	
Year 2 Premium — derived: Year 1 × (1 ± grid % as per A.3); do not quote separately	
Year 3 Premium — derived: Year 2 × (1 ± grid % as per A.3); do not quote separately	

A.3 — Discount / Loading (%) for Years 2 & 3 (Applicable for both GMC & GPA)

Claim Ratio Scenario	Discount / Loading — Year 2 (%)	Discount / Loading — Year 3 (%)
Below 60%		
60% – 80%		
80.01% – 100%		
100.01% – 120%		
Above 120%		

Note: This 3-year quote is binding on the bidder as a ceiling: no deviation adverse to THF shall be permitted during the contract period except as per the above claim ratio adjustment mechanism, and post-bid negotiation may only improve terms in THF's favour (Section 9). The Discount/Loading quoted against the Reference Claim Ratio Band announced in Section 7 will be used to compute the 3-Year Evaluated Cost for financial ranking. Bidders must ensure all fields above are duly filled; incomplete submissions may be liable for rejection.

Bidder / Broker Name & Signature: _____ **Date:** _____

Annexure B — Broker Technical Proposal / Self-Declaration Format

(To be submitted along with supporting documents/certificates for each criterion claimed)

#	Evaluation Criteria	Broker's Response / Value	Supporting Document Reference (Annexure/Page No.)
1	Total Experience in Group Health (GMC) & GPA Broking (Years)		**Certificate** (IRDAI Broker Licence copy showing issue date / CA-certified experience letter)
2	Total Active Clients — Combined GMC & GPA Portfolio		**Client List** (self-certified list with client names & policy period)
3	No. of Clients with Above 2,000 Employees under GMC		**Client List with Headcount** (client-wise employee strength, self-certified or client confirmation)
4	No. of Clients with Above 2,000 Employees under GPA		**Client List with Headcount** (same format as above, GPA policies)
5	FC & Non-FC Fund/Project-wise Segregated Data, Enrolment & Claims MIS Experience (Development Sector Clients) — include client name(s) and reference contact if claiming a live case		**Client Reference Letter** (Client's letterhead confirmation, or a copy of the Work Order/Service Agreement showing the MIS scope)
6	Valid IRDAI Direct or Composite Broker licence, valid as on bid submission date		IRDAI Broker **Licence Copy** (current validity)
7	Minimum five (5) years of operation in Group Health (GMC) and GPA broking		**Certificate** of Incorporation / IRDAI Licence Issue Date, or CA-certified experience letter
8	Self-declaration — not blacklisted/debarred, no material IRDAI penalty in preceding 3 years		**Self-Declaration** on Broker Letterhead (signed & stamped)
9	Valid PAN and GST registration		**PAN Card** Copy + **GST Registration Certificate**

Insurance Company(ies) Quoted — Eligibility Data (as per IRDA Annual Report 2024–25)

Insurance Company Name	Annual Gross Direct Premium (₹ Cr.)	Solvency Ratio	Incurred Claim Ratio (%)

Declaration: I/We hereby certify that the information provided above is true and correct to the best of my/our knowledge. I/We understand that any misrepresentation of facts or false certification identified during evaluation or reference check will attract a negative marking of −2, and may lead to disqualification of the bid.

Bidder / Broker Name & Signature: _____ **Date:** _____

Annexure C — Service Level Agreement (SLA) — Broker Service Commitments

THE HANS FOUNDATION

Group Mediclaim & Group Personal Accident Insurance — RFP 2026-27

HO/Tender/2026-27/002

SERVICE LEVEL AGREEMENT (SLA) TEMPLATE

Broker Service Commitments — Three-Year Contract (2026-27 to 2028-29)

SECTION 1 — PARTIES & SCOPE

Client	The Hans Foundation (THF), a Public Charitable Trust registered under the Indian Trusts Act
Broker	[Name of IRDAI-Registered Broker Firm]
IRDAI Reg. No.	
RFP Reference	HO/Tender/2026-27/001
Contract Period	Three (3) years: Policy Year 2026-27, 2027-28, 2028-29
Policies Covered	Group Mediclaim (GMC) + Group Personal Accident (GPA)
Effective Date	Upon execution of contract/policy inception, whichever is earlier

This SLA governs the minimum service standards that the Broker commits to deliver to THF throughout the contract period. These commitments form an integral part of the contract and are binding upon the Broker.

SECTION 2 — ACCOUNT MANAGEMENT COMMITMENTS

Dedicated Relationship Manager	To be assigned within 7 days of contract signing; named individual to be provided in writing
Backup / Escalation Contact	Senior-level contact to be available in case of RM unavailability
Quarterly Review Meetings	Minimum 4 per year; agenda to be shared 5 working days in advance
Annual Renewal Planning	Engagement to begin no later than 90 days before each policy expiry date
Policy Document Delivery	Final soft copies within 15 working days of policy inception; hard copies within 30 days

SECTION 3 — CLAIMS SUPPORT SERVICE LEVELS

Service Parameter	Committed Turnaround Time	Measurement Basis
Claim intimation acknowledgement	Within 4 business hours	From time of intimation by THF / employee
Claim form & document checklist	Within 1 business day	From date of intimation
Cashless pre-authorisation follow-up	Within 2 hours of request	From time of hospital request
Cashless denial escalation support	Within 4 hours	From time of denial communication
Reimbursement claim status update	Weekly updates until settlement	From date of document submission
Final claim settlement tracking	Confirmation within 2 business days of settlement	From date of insurer payment
Claim dispute escalation to insurer	Within 2 business days of THF raising grievance	From date of written request
Monthly claims MIS report	By 5th of each month	Previous month's data

SECTION 4 — RENEWAL & MARKET BENCHMARKING OBLIGATIONS

Obligation	Timeline	Deliverable
Renewal initiation memo	90 days before expiry	Written communication to THF
Claims data compilation & analysis	75 days before expiry	Excel MIS with claim ratio analysis
Market benchmarking exercise	60 days before expiry	Min. 3 insurer quotes with comparison sheet
Renewal recommendation report	45 days before expiry	Structured report with broker recommendation
Final terms negotiation	30 days before expiry	Revised quotes, confirmed coverage terms
Policy confirmation & documents	Within 15 days of renewal	Soft copy of policy; premium receipt

SECTION 5 — EMPLOYEE HELPDESK & COMMUNICATION

Helpdesk Availability	Monday to Friday, 09:00 hrs to 18:00 hrs (IST); emergency contact outside hours for hospitalisation
Response Time — Email	Within 4 business hours for routine queries; within 1 hour for hospitalisation emergencies
Response Time — Phone / WhatsApp	Within 30 minutes for hospitalisation; within 2 hours for general queries
New Employee Onboarding	E-card and coverage summary provided within 3 working days of intimation
Mid-term endorsement processing	Within 5 working days of receiving complete documentation
Annual Employee Communication	Benefit summary, E-health card, and FAQs to be shared at each policy renewal
Helpdesk Contact Details	Dedicated email and mobile number to be shared within 7 days of contract execution

SECTION 6 — REPORTING & DATA OBLIGATIONS

Report	Frequency	Format	Deadline
Claims MIS (GMC + GPA)	Monthly	Excel / PDF	5th of each month
Claim Ratio Analysis	Quarterly	Excel + PPT	10th of month following quarter-end
Insurer TAT Compliance Report	Quarterly	Excel	10th of month following quarter-end
Annual Claims & Loss Report	Annual	Detailed PDF Report	Within 30 days of policy year-end
Network Hospital Additions / Exits	As & when	Email Update	Within 5 working days of update

SECTION 7 — SLA BREACH & PENALTY FRAMEWORK

In the event of consistent SLA breaches, THF reserves the right to invoke the following remedies:

Breach Category	Threshold	Remedy / Action
Claims support TAT breach	3 or more instances per quarter	Formal written warning; escalation to Broker Principal

Breach Category	Threshold	Remedy / Action
Renewal timeline breach	Any single instance beyond 15-day grace	THF may engage an alternate broker for that renewal and review continuation of the engagement
MIS / reporting breach	2 consecutive months	Formal notice; repeat breach may result in contract review
Helpdesk non-responsiveness	Response time exceeded 3+ times in a month	Mandatory RM replacement within 15 days
Repeated material SLA breach	3 or more formal warnings in any 12-month period	THF reserves right to terminate contract with 30-day notice

Nothing in this section limits THF's right to seek other contractual or legal remedies available under applicable law.

SECTION 8 — GOVERNANCE & REVIEW

SLA Review Cadence	Quarterly joint review; annual performance assessment
SLA Amendment Process	Any amendment must be mutually agreed in writing; effective upon signature of both parties
Escalation Matrix	Level 1: Relationship Manager → Level 2: Branch Head → Level 3: Principal Officer of Broker
Dispute Resolution	Mutual negotiation within 30 days; failing which, arbitration under the Arbitration and Conciliation Act, 1996
Governing Law	Laws of the Republic of India; jurisdiction: Courts of Delhi

SECTION 9 — EXECUTION

This SLA is executed in duplicate. Both originals hold equal legal validity.

For The Hans Foundation **For [Broker Firm Name]**

Name	
Designation	

Date	
Seal	

This SLA must be submitted along with the Technical Bid and shall be signed and stamped by the duly authorised representative of the bidding firm.

Annexure D — Authorisation Letter Format

THE HANS FOUNDATION

Group Mediclaim & Group Personal Accident Insurance — RFP 2026-27

HO/Tender/2026-27/001

AUTHORISATION LETTER

(To be submitted on the official letterhead of the Broker / Firm)

Date	
Reference Number	

To,
Senior Director - Programme,
The Hans Foundation (THF)
Wing B, 7th Floor, Milestone Experion Centre,
Sector 15 Part 2, Gurugram, Haryana - 122001,

SUBJECT: Authorisation to Sign and Submit Bid — RFP No. HO/Tender/2026-27/001

Dear Sir / Madam,

This is to certify that M/s. _____ (hereinafter referred to as 'the Firm'), an IRDAI-licensed insurance broker bearing Registration Number _____, is duly participating in the above-referenced Request for Proposal issued by The Hans Foundation for renewal of its Group Mediclaim (GMC) and Group Personal Accident (GPA) Insurance policies.

We hereby authorise the following individual to act on behalf of the Firm for all purposes connected with this RFP, including but not limited to signing the bid documents, attending pre-bid meetings, submitting clarifications, negotiating terms, and executing any agreement arising from this procurement:

Authorised Representative Name	
Designation	
Employee ID (if applicable)	

Email Address	
Mobile Number	
Scope of Authority	Full authority to sign and submit documents on behalf of the Firm

We confirm that:

(a) The above individual is a permanent employee / authorised partner of the Firm.

(b) The Firm's Board of Directors / Partners has resolved to participate in this RFP, and this authorisation is duly approved.

(c) All representations made and documents signed by the above individual shall be binding on the Firm.

(d) This authorisation shall remain valid for the entire duration of the RFP evaluation process and contract execution, unless revoked in writing by the Firm.

Any previous authorisation issued in connection with this RFP, if any, stands superseded by this letter.

Yours faithfully,

Authorising Signatory (MD / CEO / Director) **Authorised Representative (Signing the Bid)**

Name	
Designation	
Date	
Company Seal	(Affix Official Stamp Here)

Note: This letter must be on the official letterhead of the broker firm and must be accompanied by a certified copy of the Board Resolution / Partnership deed authorising participation in this RFP.

Annexure E — Conflict of Interest Declaration Format

THE HANS FOUNDATION

Group Mediclaim & Group Personal Accident Insurance — RFP 2026-27

HO/Tender/2026-27/001

CONFLICT OF INTEREST DECLARATION

PART I — BIDDER IDENTIFICATION

Broker / Firm Name	
IRDAI Registration No.	
Registered Address	
Contact Person	
Designation	
Email Address	
Contact Number	

PART II — DECLARATIONS

I / We, the undersigned authorised representative of the above-named insurance broker / firm, hereby solemnly declare that:

- FINANCIAL INTEREST: Neither I / We, nor any of our directors, partners, shareholders holding more than 5% stake, or key managerial personnel, have any direct or indirect financial interest in The Hans Foundation (THF) or any of its affiliate organisations.
- EMPLOYMENT RELATIONSHIP: None of the above persons are currently employed by, or have been employed by THF in the 24 months preceding the date of this declaration, nor do they serve on THF's Board of Trustees or any advisory committee.
- COMPETING REPRESENTATIONS: We are not currently representing or advising any insurer or co-bidder in connection with this same RFP in a manner that creates a conflict of interest.
- PERSONAL RELATIONSHIPS: No close family member or relative of any director, partner, or key personnel in our firm is a decision-maker, evaluator, or approver on behalf of THF in this procurement.

- NO COLLUSION: We have not colluded with any other bidder or prospective bidder in the preparation of this bid, and our proposal has been submitted independently and without coordination of pricing or terms.
- NO GIFTS / GRATUITIES: We have not offered, paid, or promised any gift, gratuity, commission, or consideration of any kind to any officer, employee, trustee, or agent of THF for the purpose of obtaining or retaining this contract.

REMUNERATION: Our sole remuneration for this engagement is the IRDAI-regulated brokerage payable by the Insurer, which stands disclosed to THF; we shall levy no fees or charges on THF, and we have no contingent incentive arrangement with any Insurer that conflicts with our duty to THF.

- DISCLOSURE OBLIGATION: We acknowledge our continuing obligation to promptly disclose to THF any conflict of interest, real or potential, that arises at any point during the evaluation process or the term of the contract.

PART III — DISCLOSURE (If Applicable)

If any relationship, interest, or circumstance exists that could constitute a conflict of interest, please describe below. (Write 'NIL' if no disclosure is applicable.)

Disclosure Details:

PART IV — UNDERTAKING & SIGNATURE

I / We understand that any misrepresentation, concealment, or failure to disclose a material conflict of interest may result in disqualification from this procurement, termination of the contract, and / or reporting to the IRDAI.

Authorised Signatory **Company Seal**

Name	
Designation	
Date	
Place	

This declaration must be submitted on the letterhead of the bidding firm, duly signed and stamped.

Annexure F — Non-Disclosure Agreement (NDA) Format

THE HANS FOUNDATION
Group Mediclaim & Group Personal Accident Insurance — RFP 2026-27
HO/Tender/2026-27/001

NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement ("Agreement") is executed on this _____ day of _____, 2026, at Gurugram, Haryana, by and between:

THE HANS FOUNDATION, a public charitable trust, having its registered office at Wing B, 7th Floor, Milestone Experion Centre, Sector 15 Part 2, Gurugram, Haryana – 122001 (hereinafter referred to as "THF" or the "Disclosing Party", which expression shall, unless repugnant to the context, include its successors and permitted assigns), of the **FIRST PART**;

AND

M/s. _____, IRDAI Registration No. _____, having its registered office at _____ (hereinafter referred to as the "Recipient", which expression shall, unless repugnant to the context, include its successors and permitted assigns, and shall be deemed to include its quoted Insurer(s) where the context so requires), of the **SECOND PART**.

THF and the Recipient are hereinafter individually referred to as a "Party" and collectively as the "Parties".

WHEREAS:

(a) THF has issued an open tender, RFP No. HO/Tender/2026-27/002, for renewal of the Group Mediclaim (GMC) and Group Personal Accident (GPA) Insurance policies for its Contractual Staff;

(b) In order to enable the Recipient to prepare an informed and competitive bid, THF is willing to share certain confidential information, including the detailed Active Member List and historical Claim Dump, subject to the Recipient's execution of this Agreement; and

(c) The Recipient has agreed to receive and use such information solely for the purpose stated herein, subject to the terms and conditions set out below.

NOW THEREFORE, the Parties agree as follows:

1. Definition of Confidential Information

"Confidential Information" means all data, documents and information disclosed by THF to the Recipient in connection with the RFP, including but not limited to the detailed Active Member List, historical Claim Dump, policy analysis reports, employee/beneficiary personal and health-related data, and any other data marked or reasonably understood to be confidential, whether disclosed in written, electronic, oral, or any other form.

2. Purpose

The Confidential Information is being disclosed solely to enable the Recipient (and, where applicable, its quoted Insurer(s)) to evaluate and prepare a technical and financial proposal in response to the RFP, and for no other purpose whatsoever.

3. Obligations of the Recipient

The Recipient shall: (a) hold the Confidential Information in strict confidence and not disclose it to any third party, except to its quoted Insurer(s) strictly on a need-to-know basis and subject to equivalent confidentiality obligations; (b) use the Confidential Information solely for the Purpose stated above; (c) not copy, reproduce, or store the Confidential Information beyond what is reasonably necessary for the Purpose;

(d) ensure that all employees, officers, and representatives who access the Confidential Information are bound by confidentiality obligations no less stringent than those contained herein; and (e) implement reasonable administrative, technical, and physical safeguards to protect the Confidential Information from unauthorised access, use, or disclosure, consistent with the Digital Personal Data Protection Act, 2023 and applicable IRDAI guidelines.

4. Exclusions

This Agreement shall not apply to information that: (a) is or becomes publicly available through no fault of the Recipient; (b) was lawfully in the Recipient's possession prior to disclosure by THF; (c) is independently developed by the Recipient without use of the Confidential Information; or (d) is required to be disclosed under applicable law, regulation, or order of a court or regulator, provided the Recipient gives THF prior written notice before such disclosure, where legally permissible.

5. Return / Destruction of Information

Upon conclusion of the tender process, or upon written request by THF, or if the Recipient's bid is unsuccessful or withdrawn, the Recipient shall, within seven (7) working days, return or permanently and irrecoverably destroy all Confidential Information (including all copies, extracts, and derivatives thereof) and shall provide written confirmation of such deletion or destruction to THF.

6. Term

This Agreement shall come into effect from the date of execution and shall remain valid for the duration of the tender evaluation process. The confidentiality obligations under this Agreement shall survive for a period of three (3) years from the date of execution, irrespective of the outcome of the tender.

7. No Licence / No Warranty

Nothing in this Agreement shall be construed as granting the Recipient any licence, right, or interest in the Confidential Information other than the limited right to use it for the Purpose. THF makes no representation or warranty as to the accuracy or completeness of the Confidential Information.

8. Remedies

The Recipient acknowledges that any unauthorised use or disclosure of the Confidential Information may cause irreparable harm to THF and the affected employees/beneficiaries, for which monetary damages may not be an adequate remedy. THF shall be entitled to seek injunctive relief, in addition to any other remedies available under law, including disqualification of the Recipient's bid and reporting to the IRDAI, without prejudice to THF's right to claim damages.

9. Governing Law and Jurisdiction

This Agreement shall be governed by the laws of India. The courts at Gurugram, Haryana shall have exclusive jurisdiction over any disputes arising out of or in connection with this Agreement.

10. Miscellaneous

This Agreement constitutes the entire understanding between the Parties on the subject matter herein and supersedes all prior discussions. No amendment shall be valid unless made in writing and signed by both Parties.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date first written above.

For THE HANS FOUNDATION	**For the Recipient (Broker / Firm)**
Name:	Name:
Designation:	Designation:
Signature:	Signature:

Date:	Date:
Company Seal:	Company Seal:

Name-

Signature

Name-

Signature

Note: This Agreement must be executed on the Recipient's official letterhead (or as a standalone stamped agreement), duly signed by an authorised signatory, prior to receipt of the detailed Active Member List and Claim Dump referred to in Section 12.