PREJHA Foundation
Reference:1480-
PREJHA09/26/319

REQUEST FOR QUOTATION

FOR

Partner Empanelment for Group Medical Health Insurance

Dated: 05th September 2026

PanIIT Alumni Reach For Jharkhand Foundation

**A Non-profit Special Purpose Joint Enterprise between agencies of
Department of Welfare,
Government of
Jharkhand and
PanIIT Alumni Reach For India
Foundation, Kalyan Complex,
Balihar Road
Morabadi, Ranchi –
834008 Jharkhand**

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DISCLAIMER

The information contained in this Request for Quotation ("RFQ") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of PanIIT Alumni Reach For Jharkhand Foundation (hereinafter “PREJHA”) is provided to interested parties on the terms and conditions set out in this RFQ and such other terms and conditions subject to which such information is provided.

This RFQ is not an agreement and is neither an offer nor an invitation by PREJHA to interested parties who submit their quote (henceforth “Bidders”) in response to this RFQ. The purpose of this RFQ is to provide Bidders with information that may be useful to them in preparing and submitting their proposals (“Proposal”) for selection as supply agency with PREJHA Foundation as per notified norms.

PREJHA Foundation makes no representation or warranty and shall have no liability to any person or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFQ or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFQ and any assessment, assumption, statement or information contained herein or deemed to form part of this RFQ or arising in any way from this process.

A Bidder must warrant that all the information provided by it to PREJHA Foundation at the time of application & subsequently, is true to the best of its knowledge and belief, and especially warrants that it has duly complied with the provisions of laws applicable to it. Bidder indemnifies PREJHA Foundation from any liabilities arising out of error or default or negligence or contravention in regard to any of the applicable laws, including, but not limited to, submission of statutory forms & other such documents.

The issue of this RFQ does not imply that PREJHA Foundation is bound to select any Bidder(s) or select any Bidder(s) for any project. PREJHA Foundation may accept or reject any proposal at its discretion and may ask for any additional information or vary its requirements, add to or amend the terms, procedure and protocol set out in RFQ for bona fide reasons, which will be notified to all the Bidders invited to tender. Further PREJHA Foundation hereby reserves its right to annul the process at any time prior to issuance of the Purchase Order without incurring any liability towards the Tenderers.

The Bidder shall bear all costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by PREJHA Foundation or any other costs incurred regarding or relating to its Bid. All such costs and expenses will remain with the Bidder and PREJHA Foundation shall not be liable in any manner for the same or for any other costs or expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of this RFQ and related processes.

SECTION 1: LETTER OF INVITATION

PanIIT Alumni Reach for Jharkhand (PREJHA) Foundation invites proposals from reputed bidders for supply of Medical Health Insurance for PREJHA Foundation.

A bidder will be selected based on Least Cost Method (L1 basis) from suitable agencies qualifying the criteria as described in this RFQ. However PREJHA foundation can consider few other parameters apart from financial criteria to evaluate bidders to ensure quality. These parameters can be of “mandatory” or “preferable” type which are mentioned in **section 2 of this RFQ**.

The content of this RFQ enlists the requirements of PREJHA Foundation. It includes the **Bidding Terms & selection** procedure which details that may be needed by the potential bidders to understand the financial terms and bidding process and explains the contractual terms that PREJHA Foundation wishes to specify at this stage.

The RFQ includes the following sections:

Section 1 - Letter of Invitation
Section 2 - Instructions to Bidders (including pre-qualification criteria)
Section 3 - Standard Forms

The information may be submitted online only at the following website.

https://eprocurement.mjunction.in/EPSV2Web/org/PREJHA/home.action

Yours faithfully,

Authorized signatory
PanIIT Alumni Reach For Jharkhand
Foundation Kalyan Complex, Balihar Road
Morabadi, Ranchi– 834008, Jharkhand

Preface

About PREJHA Foundation

Agencies of Department of Welfare, Government of Jharkhand and PanIIT Alumni Reach for India Foundation have partnered to form PanIIT Alumni Reach for Jharkhand (PREJHA) Foundation, a not-for-profit joint enterprise to implement and scale sustainable welfare initiatives. The initiative will replicate the PanIIT Skill Gurukul model of learning for skill development across all the districts of Jharkhand state and thus provide a network of ITI and sub-ITI institutions accessible to school dropouts, underprivileged and those who are from the lower strata of socio-economic background.

PREJHA Foundation sets up Rural Skill Gurukuls and Kaushal colleges to impart vocational Education to deserving candidates.

Purpose of RFQ

The objective of this assignment is to procure group health insurance for PREJHA employees and their dependents. The purpose is to hire a prospective agency that has a good track record of settling claims and provides hassle-free access to health services when employees require them. For the purpose of this RFQ, the supplying agency should adopt a process that is transparent, and competitive but also quick and timely.

Section 2: Instructions to Bidders

The evaluation criteria for the bidders is based on Least Cost Method (L1 basis) price bid subject to the bidders submitting and satisfying the basic qualification mentioned. **<u>Each Bidder must submit a single proposal only.</u>**

PREJHA foundation shall endeavor to adhere to the following schedule but reserves the right to alter the same:

Time schedule of Tender:

Sl.No.	Particulars	Date
1.	Tender e-Publication date	05.09.2026
2.	Start date for seeking Clarification	05.09.2026
3.	Last date for seeking clarification on line from service provider (mjunction Services Limited)	11.09.2026 (08:00PM)
4.	Bid submission start date (only on-line bid accepted)	05.09.2026
5.	Bid submission end date	19.09.2026 (08:00 PM)
6.	Schedule date for Technical bid opening	19.09.2026
7	Comparative statement preparation by the system	19.09.2026

General terms & Conditions:

Detailed BOQ

Details of employees and their dependents shared in Annexure I and II

General Policy Requirement for Base Policy and Supertop:

Policy Type	Floater Mediclaim
Policy Construct	The bidders are expected to fill out the Financial Form (Fin-1) completely. Each price-point will be treated as one line-item. Selection of line-item for final order will be chosen based on requirements. The policies will fall under – Employee Employer/ and Family floater depending on the nature of the line-item. All terms and conditions mentioned in this RFQ document are valid to each line-item wise policies (for example:- employee employer base policy or family floater group top-up etc.).
OPD/IPD	IPD
Third Party Administrator	Yes
Family Definition	1. Employee for the Base Group health insurance policy 2. Employees and their Dependents (Spouse, children and parents/in-laws) for Top up policy
ICU Charges	No capping
Room Rent	No Room Rent Capping
Maternity Benefit for Normal, fertility & C-Section	Up to 60,000 Rupees for all cases (Only covered for Group Base Policy)

9 months waiting period	Not Applicable
Pre-Existing Diseases	Covered
Ambulance Service	Road Ambulance covered up to 2% of SI with a maximum amount of INR 10,000 per hospitalization.
First 30 days waiting period	Not Applicable
1st Year waiting period	Not Applicable
Emergency Care	Upto sum Assured In case of accidents, insured members must get treated up to the sum insured limit wherein 24 hours minimum hospitalization should not be applicable, and all such claims should be payable.
Dental Expenses, Psychiatric treatment, Homeopathic Medicine & Unani Treatment	Not Applicable
Ayurvedic Cover	Yes
Congenital internal disease cover	Yes
Day Care Procedures	Up to sum assured
Mid-Term Inclusion	Yes
Add-Del of Lives	Yes
30 Days Pre and 60 Days post hospitalization Expenses covered	30 Days Pre and 60 Days post hospitalization Expenses covered
Covid Hospitalization expenses coverage	Yes
Disease wise sub limits / Additional Limit for Critical illness	No Sub Limits
Health Assistance Services	Yes
Lasik Surgery	Included (eye power above ± 6.5 D)
Terrorism	Yes
Air Ambulance Service	Up to 1.5 lakh
Attendant Charges	Yes
Portability	Yes as per IRDAI Guidelines
Termination	Yes
Other Conditions	New Employees and their dependents shall be included in policy from date of joining and resigned /terminated employees shall be deleted from date of resignation/ termination. Monthly declarations will be given for Additions and Deletions by end of the following month. Pro rata Premium to be charged/Refund in case of Addition and Deletion in both General Policy and Supertop cases. For the base policy, **Corporate Floater** of Rs. 30 lakhs during the insurance period shall be provided.
	For the top-up policy, the decision on minimum cut-off participation percentage will be subject to PREJHA Foundation sole discretion.

	Members will have choice to add both set of parents and parents-in-law. Cross selection to be allowed as well.

Definitions

1. "**Buyer**" means PREJHA Foundation
2. "**Bidder**" means suppliers or contractors who have participated in tender
3. "**The Vendor**" means the supplier or contractor or service provider to whom the Order is addressed.
4. "**The Purchase Order"** means terms and conditions signed between Buyer and the Vendor governing the subject matter of this Order
5. **The Goods / Services**" means the goods or services to be supplied under the Order.

Amendment of RFQ

At any time before the submission of Proposals, PREJHA Foundation may amend the RFQ by issuing an addendum in writing or by standard electronic means. The addendum shall be uploaded on the https://eprocurement.mjunction.in/EPSV2Web/org/PREJHA/home.action and will be binding on them. To give Bidders reasonable time in which to take an amendment into account in their Proposals, PREJHA Foundation may, if the amendment is substantial, extend the deadline for the submission of Proposals. However, considering the onset of the fourth wave of COVID, PREJHA may not consider the request for extending the deadline. Further, PREJHA foundation at its sole discretion could, at the maximum, give only one extension in case of insufficient bids within the expedited timelines mentioned.

Bidding **(to be solely done through e- portal)**

a) Offer to be submitted only on e-procurement portal. Hard copy of offer is **not required** to be submitted to PREJHA Foundation. Any offer received in Hard copy shall **not be accepted** and will stand disqualified

b) Mode of Submission of offer: Being e-tender, offer will be solely submitted online through e-tender portal: https://eprocurement.mjunction.in/EPSV2Web/org/PREJHA/home.action through following Application Service Providers (ASPs) appointed by PREJHA:

   M/s Mjunction Services Limited, 6thFloor, Tata Centre.43 J N Road, Kolkata – 700 071, **Contact Person: Helpdesk Officer** Sumant Kumar Choudhary 9163348104, sumant.choudary@mjunction.in

c) They may obtain further information regarding this tender from the office of PREJHA, Kaushal College, Opposite Women's College Science Block, Nagratoli, Lalpur, Ranchi – 834001 from 10:00 hours to 17:00 hours on all working days till the date of bidding is open.

   Contact Person: Aman Bhardwaj, Procurement
   Contact No.: 9304769893
   Email-ID:aman.b@parfi.org

d) Bidders are expected to adequately apprise themselves regarding the procedure and provisions available on the e-procurement portal operated/ maintained by M/S. Mjunction services limited. Buyer shall not be responsible for any issues related to timely or proper uploading/submission of the bid.

e) The bidders are expected to fill out the Financial Form (Fin-1) completely. Each price-point will be treated as one line-item.

f) Once L1 is matched, quality /Technical bid will be given preference. In case less than 3 Bids, the allotted time can be extended further.

Validity of Proposal

Bidders' proposals must remain **valid for a period of min** 180 days after the submission of proposal. Should the need arise, PREJHA Foundation may request Bidders to extend the validity period of their proposals. If a bidder is selected as vendor, his proposal will remain same for whole of the delivery schedule.

Submission of proposal

The Proposal as well as all related correspondence exchanged by the bidders and PREJHA Foundation, shall be only through the portal of mjunction and electronic means. The offer shall be submitted as per the instructions of tender document and as detailed in this RFQ. Price shall be furnished in the relevant price schedule only. In case of any clarification, bidder may contact the concerned contact persons at m junction Services or PREJHA as listed above

Latest updates

Latest updates on the critical dates, Amendments, Correspondences, Corrigenda, Clarifications, Changes, Errata, Modifications, Revisions, etc. to Tender Specifications will be hosted on PREJHA-mjunction webpage. Bidders to keep themselves updated with all such information. Bidders may please visit https://eprocurement.mjunction.in/EPSV2Web/org/PREJHA/home.actionfor document submission.

Pre-Qualification Criteria

Sl. No	PQR Condition	Relevant Documents (one/ more required depending on criteria)[1]
1	Bidder should be registered with the Insurance Regulatory Development Authority of India (IRDAI) and have valid license to carry out group health insurance policy in India or Bidder should be any agent or online insurance aggregator / e-marketplace of such insurance companies having **valid license** to carry out group health insurance premium of **Rs. 1 crore** and above in last two consecutive years.	• Valid IRDAI registration for insurance company/ Valid license for aggregator/e-marketplace • Audited Financial Statements/ CA certificate or relevant Public disclosure establishing the premium/ business for past 2 years

[1] Any other document, being considered relevant by the bidder but not mentioned in the table can be submitted, however, their acceptance will be at the sole discretion of PREJHA Foundation

2	Bidder should have at least 5 years of experience in providing the health Insurance related services.	• Certificate of Incorporation and • work orders, policy servicing records or client certificates, as applicable.
3	The bidder should have done the group health policy cover (excluding personal accident or travel cover) of at least 1,00,000 employees, either through a single account or across multiple corporate/institutional accounts, in any two of the last three completed financial years.	• Client-wise/group-wise details, work orders/policy records and • other supporting documentary evidence establishing the number of insured lives.
4	The Insurance company (either applying directly or through any agent/ broker/ online insurance aggregator / e-marketplace etc.) should have at least average of 90% Claim Settlement Ratio (as per latest data available/reported to the IRDAI) for the past 3 financial years.	• Declaration on Insurance Company's Letterhead, • or Relevant IRDAI Data with Details
5	The Insurance Company (whether applying directly or through an agent, broker, online insurance aggregator, e-marketplace, etc.) should have an average Solvency Ratio of at least 1.5, (as per latest data available IRDAI data) for the last two successive financial years.	• Declaration on Insurance Company's Letterhead, • or Relevant IRDAI Data with Details
6	The Insurance company (either applying directly or through any agent/ broker/ online insurance aggregator / e-marketplace etc.) should have at least 100 active network hospitals in Jharkhand for cashless coverage as on the date of submission of the bid.	• Latest declared list on Insurance Company Website

Bidder should submit the prequalification documents at the portal

Financial Proposal

Financial Proposal must be submitted in the format shared in this RFQ. Financial proposal must be shared in the same format as provided else it shall be declared non-responsive.

Technical Requirements

Apart from evaluating the bidder on L1 Basis PREJHA can consider following aspects for ensuring quality. Good performance in these parameters will be preferred (in this order)-

- **Claim Settlement Ratio** – Claim Settlement Ratio of all health policies of the insurance company for each of the last three financial years.
- **Claim Rejection Ratio** – Claim Rejection Ratio under Group Mediclaim/Group Health Insurance policies for the last three financial years.
- **Solvency Ratio** – Average solvency ratio of the insurance company (as per data available on the IRDAI website for the last two successive financial years.)
- **Timely settlement of claims**: Turnaround time of non-cashless claims (may form part of contract and attract penalty in case of non-adherence of timeline)
- **Quality for Personalized service for cash & Cashless claims**: Reimbursement service

support (Including cashless) for the claims. i.e. dedicated service manager

- **Additional features being offered (**Option for Voluntary Additional Coverage Enhancement, health checkups, health awareness sessions etc.**)**

Supertop policy: Bidders providing supertop policy along with Group insurance policy would be preferred, being all other things equal.

Empanelment followed by Letter of Award

1. The technical bid (incl. pre-qualification criteria) will be verified by PREJHA Foundation. The Procurement System will determine the lowest financial bid (if possible) on a line-item basis among the technically qualified bidders. An opportunity to match L1 may be given to bidder with best technical requirements.
2. PREJHA Foundation shall award the Empanelment Contract possibly with SOR to successful bidders and then issue a purchase award that will be deemed as the Letter of Award (LOA) for the estimated order value along with terms & Conditions governing the Award and notify the same to the bidder through email.
3. If the selected bidder does not sign the Contract within the stipulated period, the LOA may be cancelled, and the next lowest bidder will be considered for award of Contract.
4. If at any stage in the bidding process including after bid opening or Issuance of Purchase orders pertaining to this RFQ, PREJHA believe that the Bidders do not meet the requisite Technical criteria set out in the Bid Document or delivery schedule or that the rate quoted exceeds its own estimates for the supply value, PREJHA reserves the right to cancel the tender without incurring any obligation or liability towards the tenderers.
5. Purchase Orders - Over the validity of this RFQ, purchase orders with details of to-be insured members would be issued as per requirements
6. The selected vendor is expected to initiate the coverage within five days of paying the premium amount. If the vendor fails to sign the contract for provision of the insurance cover in due time, the Buyer may, at its sole discretion: purchase the services ordered or any part thereof from other sources on the vendor's account, in which case, the Vendor shall be liable to pay the Buyer not only the difference between the price at which such services have been procured and the price calculated at the rate set out in this order, but also any other loss or damage the Buyer may suffer;

Indicative Delivery Schedule

- Insurance Identity Cards should be issued within 1 month of the premium paying date.
- Policy Copy to be provided within 2 months of the premium paying date.

Payment Terms

100% payment against policy purchased.

Portal Requirement

Vendor should provide HR policy portal to be managed by PREJHA Foundation. Portal should have option of reviewing present employee insurance status along with addition and deletion of employee. HR should also have the option to raise request for additional insurance policy for a given employee. The Premium to be charged/Refund in case of Addition and Deletion should be on pro-rata basis.

Quality of services.

A dedicated 24X7 helpline number shall be provided to cater the demand of one in need. Details of such contact person shall be shared along with the bid.

Fraud/Corruption

PREJHA Foundation requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. PREJHA Foundation will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period, to be awarded a Contract, if at any time it determines that the bidder has in contravention to the undertaking given in the Bid document and/or contract, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract as enshrine in the undertaking in bidding document and contract

Conflicting relationships

Bidder has an obligation to disclose as part of the bid document any situation of actual or potential conflict that impacts their capacity to serve the best interest of PREJHA Foundation, or that may reasonably be perceived as having this effect. Failure to disclose the said situations may lead to the disqualification of the bidder or the termination of its Contract

Jurisdiction.

The disputes if any between the parties shall be subject to the exclusive jurisdiction of the courts in Ranchi alone.

Section 3 - STANDARD FORMS AND CHECKLIST

TECH FORMS	FORM NAME	Mention list of all supporting documents attached (if any)
PQ DOCUMENT	Prequalification document	Relevant documents as mentioned in the Pre-Qualification Criteria
TECH-1	Letter of proposal submission	Please submit during online bid submission
TECH-2	Technical details-I	Please submit during online bid submission
TECH-3	Technical details-II	Please submit during online bid submission
NETWORK HOSPITAL DETAILS	Network hospital details	Please submit during online bid submission
GROUP HEALTH INSURANCE POLICY COPY	A dummy copy of Group Health Insurance policy with detailed terms and conditions.	Please submit details during online bid submission
Fin – 1	Financial Bid Format	Please submit details during online bid submission

Form Tech 1:

(On Bidder's Letter-head)
Letter of Proposal Submission

To,
Executive Director
PanIIT Alumni Reach For Jharkhand Foundation
Kalyan Complex, Balihar Road, Morabadi Ranchi – 834008, Jharkhand

We, the undersigned, offer to provide the group Medical Health Insurance for PREJHA foundation's employees and their family members, in accordance with your Request for Quotation dated 05-09-2026. We are hereby submitting our proposal, which includes this Technical Proposal, and the Financial Proposal as indicated. We undertake the total responsibility for the provision of group health insurance, if awarded to us.

We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification. We understand that **PREJHA Foundation** is not bound to accept any proposal it receives.

We further state that we understand that PREJHA Foundation will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing a Contract

Yours faithfully,
*Authorized Signatory [*In full and Designation*]: Name and Title of Signatory: Name of Bidder:
Address
:

Form Tech 2
Technical details-I
(To be given on insurance company letterhead)

To,
Executive Director
PanIIT Alumni Reach For Jharkhand Foundation
Kalyan Complex, Balihar Road, Morabadi
Ranchi – 834008, Jharkhand

Subject: Submission of ratios(claims settlement, claims rejection and solvency ratio) and Turnaround Time details in response to RFQ dated 05-09-2026

We, the undersigned, refer to your Request for Quotation dated 05-09-2026 for the provision of Group Medical Health Insurance for PREJHA Foundation's employees and their family members. In furtherance of our Technical Proposal, we hereby submit the following details:

- **Claims Settlement Ratio, Claims Rejection Ratio and Solvency Ratio as per latest publicly available data/ reported to IRDAI**

Financial Year	2023-2024	2024-2025	2025-2026
Claims Settlement Ratio of all health policies			
Claims Rejection Ratio of Group Health Insurance Policies			
Solvency Ratio			

- **Turnaround Time (TAT) for Non-Cashless Claims (Reimbursement Claims)**
  - Average TAT for reimbursement claim settlement from date of complete document submission: __________ (working days)

We confirm that the above information is true and accurate to the best of our knowledge, and is verifiable from our publications/Statements/filings to the regulator. We understand that any misrepresentation in the above data may lead to disqualification of our bid.

Yours faithfully,
Authorized Signatory [In full and Designation]:
Name and Title of Signatory: ______________________
Name of Bidder: ______________________
Address: ______________________
Date: ______________________
Company Seal:

Form Tech 3
Technical details-II
(To be given on bidder/insurance company letterhead)

PREJHA reference	
Name of Bidder	
Address of Bidder	
Acceptance of Delivery Schedule	Yes/No
Acceptance of payment terms	Yes/No
Acceptance of Guarantee clause	Yes/No
Acceptance of Jurisdiction clause	Yes/No
Number of hospitals in Jharkhand under cashless coverage	_____Nos
Number of hospitals in India under cashless coverage	_____Nos
Quality for Personalized service for cash & Cashless claims: (such as faster TAT for Cashless Claims and claim settlement at discharge, dedicated service manager and others)	Please give details
Contact details of helpline	
Additional FoC services being offered (health checkups, health awareness sessions, etc.)	Please give details

Yours faithfully,
Authorized Signatory [In full and Designation]:
Name and Title of Signatory: ______________________
Name of Bidder/insurance company: ______________________
Address: ______________________
Date: ______________________
Company Seal:

Form Fin1: Financial Bid Proforma

Financial Form for General Medical Insurance

Age band	Premium per life for Sum Insured 5 lakh
18-35	
36–40	
41–45	
46–50	
51–55	
56–60	
61–65	
66–70	
71–75	
76–80	
81–100	
Total Premium for Sum Insured 5 lakhs as per the list of PREJHA employees	

Financial Form for Supertop up cover

Deductible	Categories	Super top cover of		
		10 lakhs	25 lakhs	50 lakhs
1 lakhs	For ESK (Employee, Spouse, Kids below age of 25 years)			
1 lakhs	For Parents/Parents-in law (up to 80 years)			
2 lakhs	For ESK (Employee, Spouse, Kids below age of 25 years)			
2 lakhs	For Parents/Parents-in law (up to 80 years)			
3 lakhs	For ESK (Employee, Spouse, Kids below age of 25 years)			
3 lakhs	For Parents/Parents-in law (up to 80 years)			