



**NATIONAL AUTOMOTIVE TEST TRACKS
(NATRAX)**

TENDER DOCUMENT

FOR

**“Hiring of Third Party Administrator (TPA) for
Group Medi-claim Insurance Policy & Group Accident
Policy (GPA) for NATRAX Employees”**

TENDER NO. NATRAX/ADMIN/TPA/265(VOL-1) /21/021

NATIONAL AUTOMOTIVE TEST TRACKS (NATRAX)

(A Division under NATRiP Implementation Society, Ministry of Heavy Industry & PE, Govt of India)
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Brief on Tender & Tender Conditions

Name of work: Engagement of Third Party Administrator (TPA) for “Group Medi-claim Insurance (GMI) & Group Personal Accident Policy (GPA) of The National Automotive Test Tracks (NATRAX) Employees”

Tender No. NATRAX/ADMIN/TPA/265(VOL-1) /21/021.

NATRAX is one of the state-of-the-art testing and certification centres under NATRiP, a flagship project of Ministry of Heavy Industries, Govt of India planned under the Automotive Mission Plan launched by Government of India. It is located in the vibrant industrial township of Pithampur (Dist Dhar) on 2,960 acres of land offered by Government of Madhya Pradesh. NATRAX is a modern Automotive Proving Ground and provides one stop solution for comprehensive testing and evaluation, Research & Development and Certification to entire automotive and auto component industries.

The objective of NATRAX proving ground is to offer world-class testing and evaluation services catering for all categories of vehicles from 2/3 wheelers to heavy commercial vehicles as per National and International standards. NATRAX is emerging as a Centre of Excellence for Vehicle Dynamics to cater for the design and development activities of OEM's in the country and abroad. The test tracks at NATRAX, while are meant primarily for development tests for Automotive and Auto component sector can also be used for homologation tests.

NATRAX proving ground consists of 14 different types of test tracks viz., High speed Track, Dynamic Platform, Multi friction Braking Track, Fatigue Track, Gradient Track, Gravel and off road track, Handling Track, Comfort Track, Handling Track for 2&3 wheelers, Sustainability Track, Wet skid pad, Noise track, General road along with Dust Tunnel, Water wading trough, Salted Water wading trough, Shower test rig etc. for comprehensive testing and evaluation, Research & Development and certification of vehicles. These test tracks are open-air laboratories with stringent specifications and quality control to meet International standards. All these test tracks/facilities are ready.



NATRAX also contains state-of-the-art Vehicle Dynamics Lab and Power Train Lab complimented by CAE (Computer Aided Engineering) Lab, Instrumentation Lab, Client Workshops and General Storage building as support facilities. The Vehicle Dynamics Lab houses one of its kind facility in the country i.e. Kinematics and Compliance (K&C) Test rig for measurement of suspension parameters and Damper Test rig, Elastomer Test rig & Steering Test rig for measurement of performance of components, which can be used for mathematical modelling and prediction of performance using CAE tools and improve ride and handling characteristics in automobiles. The Power Train Lab contains a Chassis Dynamometer coupled with Emission measurement system capable of benchmarking and testing compliance to emission norms of National and International regulations. These laboratories are operational and in use by the Industry.


NATRAX, Indore located in central auto-cluster of the country is being used by most of the Automotive OEMs and component manufacturers for comprehensive performance evaluation, R&D and homologation by the Automotive Industry from India and abroad.

National Automotive Test Tracks (NATRAX-Indore) invites sealed quotation (in tow bid system) from reputed Firms/TPAs, who have at least 5 years' experience in similar matters for "**Group Medi-claim Insurance (GMI) & Group Personal Accident Policy (GPA)**" of the Employees of NATRAX Pithampur, MP".

1. Special conditions of Contract and Brief requirements :

Validity of Quotation	Quotation shall remain valid and open for acceptance for a period of 30 days from the date of Opening of Quotation.
Contract Period	The work to be awarded for the period of one year, same may be extended for further period as per the directions of NATRAX.
Requirement / Scope of TPA	A. GMP (Group Mediclaim Policy):- I. Co Payment-No. II. Room Rent for normal 1.5% of S.I. and for ICU 2% of S.I.



	<p>without any monetary capping. (S.I. – Rs 5,00,000/7,50,000/10,00,000/12,50,000)</p> <p>III. Admission /Registration Charges to be covered without any sublimit.</p> <p>IV. Congenital Internal Diseases, Seasonal Diseases, Lasik Treatment subject to agreed prescription of doctor with eye power of min. -/+7.5, to be covered, Ambulance charges upto 0.5% of sum insured.</p> <p>V. Any type of life threatening disease and all type of transplantation including donor expenses.</p> <p>VI. Disease wise Capping-No, except Cataract sublimit Rs 40,000/- per eye.</p> <p>VII. Day Care Procedures – With the advances made in the treatment techniques, many medical treatments, formerly requiring hospitalization, can now be treated on a day care basis. The policy shall also provide for day care facilities (less than 24 hours hospitalization) for such identified procedures. Day care facilities shall be available for the treatments as per Annexure-“A”.</p> <p>VIII. Maternity Benefit</p> <p>i) It shall cover treatment taken in Empanelled Hospital/Nursing Home arising from childbirth including Normal Delivery/Caesarean Section including miscarriage or abortion induced by accident or other medical emergency.</p> <p>ii) This benefit would be limited to only first two living children.</p> <p>iii) Limitation: Limited to Rs.50,000/- for Normal Delivery; Limited to Rs.75,000/- for Caesarean Delivery.</p>
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Newborn Benefit

- i) Newborn child (single/twins) to an insured mother would be covered under the scheme from day one up to the expiry of the current policy for the expenses running incurred for treatment taken in empanelled Hospitals/Nursing Homes/Day Care Clinics as an in-patient during the same policy and will be treated as a part of the mother subject to eligibility of the Maternity Benefit as stated above.
- ii) If, in first pregnancy, twins are born then the benefit stand ceases for second pregnancy. However, in second pregnancy twins are born then both will be covered till the expiry of the running policy.
- iii) Congenital diseases of new born child shall also be covered under this policy.

IX. Buffer /Corporate floater 15 Lakh not restricted to critical illness and can be utilized incase hospitalization expenses of a family exceed the Sum Insured amount, after the necessary approval/instruction from NATRAX authority.

X. TPA: - Best required and with one representative who will handle all the matters of our organization. (24x7).

XI. Pre hospitalization covered (30 days) and post hospitalization covered (60 days).

XII. Pre-existing disease covered from day one.

XIII. PAC Approval within 2 hrs not beyond the limit.

XIV. Claim settlement Limit- (a) for Reimbursement:- within 10





	<p>to 15 days and (b) for Cashless:-same day.</p> <p>XV. Mid-term inclusion for dependents-New Born Baby or Newly Wedded Spouse (No Premium to be charged). Mid Term inclusion for New Employee with Dependents – Premium to be charges on pro rata basis.</p> <p>XVI. Coverage of Pre-existing diseases – All diseases under the Scheme shall be covered from day one. A person suffering from any disease/having implants & internal congenital disease prior to the inception of the policy shall also be covered.</p> <p>XVII. Post hospitalization benefit – All expenses for the Post Hospitalization period of upto 60 days would be covered required relating to the treatment of the sickness for which hospitalization was done.</p> <p>XVIII. List required what all not covered /Other Excluded Expenses.</p> <p>B. GPA (Group Personal Accident Policy):-</p> <p>I. To be covered – Death (due to any reasons), Permanent Total Disablement, Permanent Partial Disablement, Temporary Total Disablement and Temporary Partial Disablement.</p> <p>II. List required what all not covered/Other Excluded Expenses.</p>
<p>Minimum Eligibility Criteria (MEC)</p>	<p>1) Firm should be valid legal entity Company/ LLP/ Partnership Firm/ Proprietary Firm and having Registration with IRDA, PAN and GST, Copy of the related documents should be submitted with the quotation.</p> <p>2) The Firm should have the office in Madhya Pradesh &</p>





	<p>Delhi/NCR. Copy of the related documents should be submitted with the quotation.</p> <ol style="list-style-type: none">3) Experience Certificate at least last five year for the similar works/services. Copy of the related documents should be submitted with the quotation.4) Should have minimum 5 years' experience for the similar works/services in any Central Govt./ State Govt./ Autonomous Body/ PSU/ Society founded by Govt. Copy of the related documents should be submitted.5) The bidders should have to submit an authentic Notarized undertaking on Rs. 100/- stamp paper, for unlimited cashless hospitalization facilities/claim in all the empanelled hospitals.6) The bidder should submit an undertaking duly signed and stamped saying that his firm is not blacklisted/debarred /terminated by any Govt/ State-Govt./ PSU/ Autonomous Body/ Society/ Reputed Private Firm.7) The bidder should submit all the pages of this tender document including Annexures (if any), after signed and stamped.8) The bidder should submit detailed list of exclusions for Mediclaim and Personal Accident (PA).9) The bidder should submit list of empanelled and network hospital.10) Claim Settlement ratio should be more than 90 % during last three years.
Conditions for rejection of bids	Bids shall be rejected, if; <ol style="list-style-type: none">a. The Quotation is received after the scheduled time and date of submission.b. The Quotation submitted does not fulfill the specified Minimum Eligibility Criteria (MEC).





	<p>c. The Quotation is submitted conditionally.</p> <p>d. If the Firm Blacklisted/Debarred/Terminated from any Govt/ State-Govt./ PSU/ Autonomous Body/ Society/ Reputed Private Firm.</p> <p>e. Any deviation in scope etc.</p> <p>f. Bids submitted without any document as per MEC.</p> <p>g. Bid submitted without said undertaking.</p>
Address for Communication of NATRIP Office	NATRAX HUB office, NH-52, Old Agra- Mumbai Highway, Near to Pithampur Flyover, Post Khandwa (Near Pithampur) Dhar District, Madhya Pradesh-454774
Manner of feeling the Quotation	The quoted prices (premium) should be including all incidental expenses including duties and applicable tax etc. and it should be quoted in INR on yearly basis.
Payment Terms	100% Payment will be made with Purchase Order.
EMD/Bid Security	Rs. 50,000/- in form of BG/DD/Banker Cheque/Fixed Deposit etc, should be valid for 90 Days from the date of issuance, payable to NATIONAL AUTOMOTIVE TEST TRACKS (NATRAX), payable at Pithampur. MP. MSME & Startups registered firms are exempted to submit EMD, subject to the submission of valid MSME/Startups Certificate along with the bid.
Pre-bid/ clarification Meeting	At 11.00 am on 02/03/2021 in NATRAX HQ and through VC at 03.00 pm on 02/03/2021 on link as: meet.google.com/tdk-hqri-daz
Last date/Time for submission & opening of Sealed Bids	3.00 pm on 10/03/2021 at NATRAX HQ, Pithampur MP, the Bids shall be open at 3.30 pm on 10/03/2021 in the presence of the bidder/ representatives of the bidders in below address.



2. Bid Submission details:

The Bidder should follow two bid system, and submit their bids in two separate envelopes, one for Technical Bid and one for Financial Bid. The Technical and Financial Bid should be marked on the top of respective envelop. Both the envelops should be sealed properly and to be kept in another big envelop.

Sealed bids are to be submitted at the following address not later than the aforesaid time & date or as next convenient date & time on pre-intimation.

**NATRAX HUB office,
NH-52, Old Agra- Mumbai Highway,
Near to Pithampur Flyover, Post Khandwa (Near Pithampur)
Dhar District, Madhya Pradesh-454774**

No Bids will be accepted after the aforesaid date and time. However, on exceptional cases, NATRAX reserves the right to extend the time/last date of submission of Bid to a next convenient date/time before opening of the Bids.

Bids sent telegraphically or through other means of transmission (telefax, email etc.) which cannot be delivered in a sealed envelope shall be treated as defective, invalid and shall stand rejected.

NATRAX shall not be responsible for any postal/courier delays for non-receipt /non-delivery of bids or due to wrong addressee.

3. Disclaimer:

NATRAX reserves all rights to accept/ reject/modify/split any or all proposals without assigning any reasons. Bidders shall not have any cause of action or claim against NATRAX for any of its decisions.

For NATRAX



Exec. Asst. (Procurement)



4. Other terms and conditions:

i) Bid Opening Details:

- a) The Technical Bids will be opened at NATRAX HUB office at the date and time mentioned in Tender / corrigendum in the presence of Bidders or their duly authorized representatives, who choose to remain present at the time of opening the Bids.
- b) A letter of authorization shall be submitted to NATRAX, by the Bidder's representative before the opening of Bids.
- c) Absence of bidders or their duly authorized representatives shall not impair the legality of the bid opening process.
- d) All bidders or their duly authorized representatives shall be required to sign the main bid envelopes by way of confirmation of sealed bid status at the time of opening of bids. After identification signing, the Procurement Committee representative shall open the bid envelope.
- e) This will not give any right to the bidder to claim that he is successful in the bidding process.
- f) Bid envelopes shall be required to sign by all the authorized representatives and the same will be kept under the custody of NATRAX.
- g) Refusal to sign on any of the bid envelopes by any of the bidder or his duly authorized representative may disqualify him from the process at the discretion of members of the Tender opening Committee present at the time of opening of the Bids.

- ii) The rate should be quoted both in words and figures on our prescribed format duly signed & stamped by the bidder, incase any discrepancy, word will be preferred. All statutory deductions shall be applicable while releasing payments. All corrections and overwriting should be initialed by the Bidder.



TECHNICAL BID EVALUATION

- a) During the technical bid evaluation process, NATRAX may ask



clarifications to the bidder through E-mail/ Fax, for confirming and consolidating their technical offers.

- b) All such clarifications are required to be answered by the bidder by E-mail/Fax, within the time specified by NATRAX. The signed hard copies of the same need to be submitted to NATRAX and shall be deemed to be the part of the tender documents.
- c) All the bids shall be evaluated as per the “Minimum Eligibility Criteria (MEC)” as specified in above table “Special conditions of Contract and Brief requirements”.
- d) Only bidders who qualified MEC will be declared as ‘Qualified’ and only the technically qualified bidders shall be intimated for financial bid opening in writing.
- iv) **Opening of Financial bid:** Only the Bids of Technically Qualified Bidders shall be opened in the presence of committee. The quoted Prices shall be announced and recorded in Financial Record Sheet on the same time.
- v) **Evaluation of Financial Bid:** The Financial bids shall be evaluated by committee, and the bidder who quoted lowest rates shall be emerged as “Successful Bidder”

Note: Conditional bid will not be accepted and shall be rejected.

vi) Validity of bids:

The rate quoted should be valid for **a minimum period of 30 days** from the last date of Submission of Quotation. No claim for escalation of rate will be considered at any point of time.

vii) Award of Work:

- a) Prior to the expiry of the period of Bid validity prescribed, NATRAX will issue the Work Order to the Successful Bidder. The Successful Bidder shall return one copy of the Work Order to NATRAX duly acknowledged and signed by the authorized signatory, within two [2] days of receipt of the same by him.
- b) NATRAX shall notify all the unsuccessful Bidders and discharge/ return their Earnest Money Deposit. No correspondence will be entertained by NATRAX from the unsuccessful Bidders.





Financial Bid

For "Hiring of Third Party Administrator (TPA) for Group Medi-claim Insurance Policy & Group Accident Policy (GPA) for NATRAX Employees" at NATRAX under

TENDER NO. NATRAX/ADMIN/TPA/265(VOL-1)/21/021.

Sr. No.	Description	Quoted Amount
1	Group Medi-claim Insurance (GMI), (for 36 Employee; 157 Lives)	
2	Group Personal Accident Policy (GPA) (for 36 Employee)	
Total		

Note: all above prices should be inclusive of all taxes and duties applicable during contract period.

Seal and sign of bidder

