

TENDER FOR

“REMOTE MEDICAL SECOND OPINION SERVICES”

TENDER NUMBER – UIIC: HO: HEALTH: 2018-2019: 01



UNITED INDIA INSURANCE COMPANY LIMITED

Head Office: Health Department

24- Whites Road, Chennai

Pincode – 600014

CIN: U93090TN1938GOI000108

Tender Published Date	01/05/2018
Last Date For Queries	09/05/2018
Pre-Bid Meeting Date	14/05/2018
Last Date for Tender Submission	18/05/2018 on or before 11:00 AM
Technical Bid Opening Date	23/05/2018
Commercial Bid Opening Date	25/05/2018
Tender Document Fee	Rs.5000/-
Earnest Money Deposit (EMD)	Rs.100000/-

Address For Communication	United India Insurance Company Limited Head Office: Health Department 24 – Whites Road, Chennai. Pincode : 600024
E-mail Address for submission of Queries	LRANGARAJAN@UIIC.CO.IN

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

TENDER DOCUMENT INDEX

S.NO.	DESCRIPTION	PAGE NUMBER
1	Instruction to Bidder	3
2	Tender Submission & Opening	4
3	Earnest Money Deposit (EMD)	4
4	Tender Terms Alteration	5
5	Tender Rejection	5
6	Tender Validity Period	5
7	Commercial Bid	5
8	Tender Award Criteria	6
9	Publicity	6
10	Security Deposit	6
11	Royalties & Patents	6
12	Indemnification	7
13	Liquidated Damages	7
14	Termination	7
15	Insolvency	7
16	Force Majeure	8
17	Dispute Resolution	8
18	Waiver	9
19	General Terms	9
20	Contract / Agreement	9
21	About the Company	10
22	Payment Terms	10
23	Scope of Work	10
24	Deliverables with Timelines	10
25	Annexure 1 – Eligibility Criteria	12
26	Second Opinion List of Qualified Medical Condition	15
27	Annexure 2 – Commercial Bid	16
28	Annexure 3 – No Blacklisting Declaration	17
29	Annexure 4 – Proposed Team Profile	18
30	Annexure 5 - Undertaking for Nil Deviations	19
31	Annexure 6 – Queries Format	20
32	Annexure 7 – Non Disclosure Agreement Format	21
33	Annexure 8 - Bank Guarantee Format	25
34	Annexure 9 - Format for Letter of Authorisation	26
35	Annexure 10 – Checklist	27

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

01) INSTRUCTIONS TO BIDDERS

- a) The UNITED INDIA INSURANCE COMPANY LIMITED herein after also referred as UIIC/Company invites bids for “Remote Medical Second Opinion” services.
- b) The Tender offer should be submitted in a sealed envelope superscribed “**REMOTE MEDICAL SECOND OPINION SERVICES**” which in turn should contain two sealed covers superscribed as **Cover ‘A’ – Technical Bid** and **Cover ‘B’ – Commercial Bid**.

COVER ‘A’ – Technical Bid should contain following items:

- i. Proof of payment of tender Document Fee (Non-Refundable)
- ii. Proof of payment of Earnest Money Deposit (EMD) amount
- iii. Annexure I: Eligibility Criteria
- iv. Annexure III: No Blacklisting Declaration
- v. Annexure IV: Proposed Team Profile
- vi. Annexure V: Undertaking for NIL Deviations
- vii. Annexure IX: Letter of Authorisation
- viii. Annexure X: Checklist
- ix. Copy of RFP published in the website (<https://uiic.co.in/tender>) duly signed and stamped.
- x. Proposal covering methodology, approach, timelines.

COVER ‘B’ – Commercial Bid should contain the Annexure II: Commercial Bid.

- c) All the documents submitted in response to this tender must be signed (in all the pages) by the Authorized signatory of the Bidder organization.
- d) The bid shall be submitted in A4 size papers, numbered with index.
- e) Bids should be spirally bound or fastened securely before submission. Bids submitted in loose sheets will be rejected as non-compliant.
- f) Any interlineations, erasures or overwriting shall be valid only if the person signing the bid counter signs them.
- g) Bidders responding to this tender must comply with the format requirements given in various annexure of the tender, bids submitted in any other format/type will be treated as non-compliant and will be rejected.
- h) The bidder should include additional information which will be essential for better understanding of the proposal. This might include diagrams, excerpts from manuals, or other explanatory documentation, which would clarify and/or substantiate the bid. Any material included here should be specifically referenced in the bid.
- i) The bidder should provide a glossary of all abbreviations, acronyms, and technical terms used to describe the services proposed. This glossary should be provided even if these terms are described or defined at their first use in the bid response
- j) The bidder will not be permitted to withdraw the tender after submission.
- k) The bidder will not be permitted to resubmit the tender after submission even if the last date for submission of tender has not expired. The bidder however will be permitted to submit an addendum if any specific clarification has been issued by way of corrigendum by UIIC after submission of the tender subject to the last date of submission of tender being adhered to by the bidder. It may however be

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noted by the bidder that such addendum shall be with specific reference to corrigendum and irrelevant submissions will be ignored.

02) **TENDER SUBMISSION AND OPENING**

- a) The Tender Offer as indicated above should be addressed to **The Chief Manager** and shall be submitted at the **United India Insurance Company Limited, Health Department, Registered & Head Office, 24 - Whites Road, Chennai - 600 014** on or before **11:00 AM on 18th May 2018**. If the last date for submission of tenders happens to be a holiday due to some unforeseen circumstances, then the tender should be submitted by 11 a.m. on the next working day.
- b) A non-refundable tender document fee of **Rs. 5,000/- (Rupees Five Thousand Only)** shall be remitted through electronic credit only at least two days prior to the tender submission date.

BANK NAME	Bank of America
BANK ADDRESS	748, Anna Salai, Chennai 600 002
IFSC CODE	BOFA0CN6215
MICR CODE	600032002
BENEFICIARY NAME	United India Insurance Company Ltd.
ACCOUNT NUMBER	UIIC000100<Tenderer Name>
ACCOUNT TYPE	Current

ACCOUNT NUMBER	Not to exceed 24 characters (Number or Alphabet) without space
O	Refers to alphabet "O"
0	Refers to number Zero

- c) The Technical Bid Envelope Cover 'A' will be opened on the scheduled date and time mentioned in the tender in the presence of vendor representatives who choose to attend. The service provider whose representatives are present shall sign a register evidencing their attendance.
- d) The Commercial Bid Cover 'B' of technically qualified bidders alone will be opened. Commercial bid opening date and time will be communicated only to bidders who have qualified in the technical bid and will be opened in the presence of vendor representatives who choose to attend. The service provider whose representatives are present shall sign a register evidencing their attendance.
- e) Conditional commercial bids will be rejected.

03) **EARNEST MONEY DEPOSIT (E.M.D)**

- a) The bidder should submit an EMD for Rs.100000/- (Rupees One Lakh Only) by way of electronic credit only at least two days prior to the tender submission date.

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BANK ADDRESS	748, Anna Salai, Chennai 600 002
IFSC CODE	BOFA0CN6215
MICR CODE	600032002
BENEFICIARY NAME	United India Insurance Company Ltd.
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ACCOUNT TYPE	Current

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ACCOUNT NUMBER	Not to exceed 24 characters (Number or Alphabet) without space
O	Refers to alphabet "O"
0	Refers to number Zero

- b) No interest will be payable on the EMD deposit.
- c) EMD will be refunded to the successful bidder, only after signing of contract, furnishing of security deposit by way of Bank Guarantee and submission of Letter of Acceptance. In case of unsuccessful bidders, the EMD will be refunded to them after finalization of the tender.
- d) The EMD made by the bidder will be forfeited if:
 - i. The bidder withdraws the tender after acceptance.
 - ii. The bidder withdraws the tender before the expiry of the validity period of the tender.
 - iii. The bidder violates any of the provisions of the terms and conditions of this tender.
 - iv. The successful bidder fails to submit Bank Guarantee and sign the contract within 15 days from the date of letter of acceptance.

04) **TENDER TERMS ALTERATION**

The company reserves the right to Add / Delete / Modify / Relax / Waive any of the conditions stipulated in the tender specification as deemed necessary. Any alterations in the tender document will be notified to the bidders by email or by publishing a corrigendum in the website.

05) **TENDER REJECTION**

- a) UIIC reserves the right to accept or reject all the bids with assigning any reason at any stage of the tendering process.
- b) The tender is liable to be rejected interalia:
 - i. If it is not in conformity with the instructions mentioned herein,
 - ii. If it is not accompanied by the requisite proof of tender document fee paid.
 - iii. If it is not accompanied by the requisite proof of EMD paid.
 - iv. If it is not properly signed by the bidder,
 - v. If it is received after the expiry of the due date and time,
 - vi. If it is evasive or incomplete including non-furnishing the required documents.
 - vii. If it is quoted for period less than the validity of tender.
 - viii. If it is received from any blacklisted bidder or whose past experience is not satisfactory.
 - ix. If technical bid contains the price.

06) **TENDER VALIDITY PERIOD**

Tenders should be valid for acceptance for a period of at least 90 (Ninety) days from the last date of tender submission. Offers with lesser validity period would be rejected.

07) **COMMERCIAL BID**

- a) The bidders should **quote only the base price**. All applicable taxes will be paid as actuals.

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- b) There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the agreement should be passed on to the Purchaser /Company.
- c) All the items should be quoted in INR (Indian Rupees) only.
- d) The vendor shall provide commercial bid as per the format given in Annexure II Commercial Bid.
- e) In case of any discrepancy in the amount quoted in number and words, the bid amount quoted in words will be taken as final and tender will be accordingly evaluated.
- f) Commercial bid of technically qualified bidders alone will be opened.

08) **TENDER AWARD CRITERIA**

- a) The bidder should submit commercial bids for the following three options.

OPTION	OPTION DESCRIPTION	REMARKS
Option 1	Price Per Policy Per Year	
Option 2	Price Up to 100 Remote Second Medical Opinion Per Year	
Option 3	Price Up to 200 Remote Second Medical Opinion Per Year	

- b) The company reserves the right to choose the option it prefers after the opening of commercial bid.
- c) The tender will be awarded to the bidder who quotes the lowest price for the option chosen by UIIC from the technically qualified bids.

09) **PUBLICITY**

Any publicity by the vendor, in which the name of the Company is to be mentioned, should be carried out only with the prior and specific written approval from the Company.

10) **SECURITY DEPOSIT**

- a) The successful bidder shall furnish a bank guarantee from a nationalized or scheduled bank to the tune of 15% of the total order value for proper fulfilment of the contract as security deposit effective for a period of 3 years from the date of the agreement. The bank guarantee will be released on successful performance of the contract at the end of 3 years.
- b) Bank Guarantee should be submitted within 15 days from the date of letter of acceptance given by the vendor along with signed contract on non-judicial stamp paper of appropriate value.
- c) Bank Guarantee shall be as per the format mentioned in Annexure VIII.

11) **ROYALTIES AND PATENTS**

Any royalties or patents or the charges for the use thereof that may be involved in the contract shall be included in the price. Bidder shall protect the Company against any claims thereof.

The vendor shall indemnify UIIC against all third party claims of infringement of patent, trademark, royalties, Intellectual property rights.

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

12) INDEMNIFICATION

- a) The Bidder shall indemnify, protect and save UIIC and hold UIIC harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from
 - i. Gross negligence and/or wilful default of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract
 - ii. breach of any of the terms of this tender document or breach of any representation or warranty by the Bidder
 - iii. use of the deliverables and or services provided by the Bidder
 - iv. Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- b) The Bidder shall further indemnify UIIC against any proven loss or damage to UIIC's premises or property, etc., due to the gross negligence and/or wilful default of the Bidder's employees or representatives to the extent it can be clearly established that such employees or representatives acted under the express direction of the Bidder.
- c) The Bidder has sole control of defence and all related settlement negotiations
- d) UIIC provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and
- e) UIIC does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to UIIC's (and/or its customers, users and service providers) rights, interest and reputation.

13) LIQUIDATED DAMAGES

The liquidated damages is an estimate of the loss or damage that UIIC may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions) of the contract relating to supply, delivery, support/services, acceptance, etc. of the solution by the Bidder and the Bidder shall be liable to pay UIIC a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages. Such liquidated damages shall be limited to the amount payable to Bidder during a year.

Liquidated damages are not applicable for reasons attributable to UIIC and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to UIIC and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and UIIC's official that the delay is attributed to UIIC and Force Majeure along with the bills requesting payment.

14) TERMINATION

UIIC shall be entitled to terminate the agreement/purchase order with the Bidder at any time giving 30 days prior written notice to the Bidder if the Bidder breaches its obligations under the tender document or the subsequent agreement/purchase order and if the breach is not cured within 15 days from the date of notice.

15) INSOLVENCY

The Company may terminate the contract by giving written notice to the vendor without compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will-not

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company.

16) **FORCE MAJEURE**

- a) The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.
- b) For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.
- c) In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/dischage other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- d) Notwithstanding the above, the decision of UIIC shall be final and binding on the Bidder.

17) **DISPUTE RESOLUTION**

- a) The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.
- b) All settlement of disputes or differences whatsoever, arising between the parties out of or in connection to the construction, meaning and operation or effect of this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably between UIIC and the vendor's representative.
- c) In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as mentioned in (d) below
- d) "Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with THE ARBITRATION AND CONCILIATION ACT, 1996 and amendments made thereon and the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
- e) The venue of the arbitration shall be Chennai.
- f) The language of arbitration shall be English.
- g) The award shall be final and binding on both the parties.
- h) Work under the contract shall be continued by the vendor during the arbitration proceedings unless otherwise directed in writing by UIIC unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by UIIC, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

18) WAIVER

No failure or delay on the part of any of party relating to the exercise of any right power privilege or remedy provided under the this RFP and the subsequent agreement with the other party shall operate as a waiver of such right, power, privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right, power, privilege or remedy preclude any other or further exercise of such or any other right, power privilege or remedy provided in this RFP and subsequent agreement all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity unless such waiver , amendments or modification is in writing and signed by the party against whom enforcement of the waiver ,amendment or modification is sought.

19) GENERAL TERMS

- a) The agreement shall be in force for **a period of three years** from the date of entering into the agreement.
- b) The successful bidder shall sign the agreement within 15 days from the date Letter of Acceptance (LOA) from UIIC.
- c) Any queries may be communicated through e-mail and response to query will be by return e-mail/publish in UIIC website.
- d) The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
- e) Addendum/Amendments/Corrigendum, if any, will be communicated through website or e-mail only. UIIC reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.
- f) UIIC is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Government of India. The policy details are available on the website www.dcmsme.gov.in.
 - i. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
 - ii. Such MSEs would be entitled for exemption from furnishing tender fee and earnest money deposit (EMD). In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
 - iii. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.

- g) The bidder should submit Power of Attorney document authorising the person signing the bid document.

20) CONTRACT / AGREEMENT

- a) The contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this tender document.
- b) The successful bidder has to furnish two copies of the contract/agreement in a Rs. 100/- stamp paper or as per stamp valuation prevailing at the point of signing of the contract, with all the above terms and

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

conditions mentioned including the commercials. The draft of the contract/agreement will be shared to the successful bidder along with the LOA.

- c) The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance guarantee for UIIC's counter signature within 15 days from the receipt of LOA.

21) **ABOUT THE COMPANY**

United India Insurance Company Limited (UIIC) is a leading public sector General Insurance Companies transacting General Insurance business in India with Head Office at Chennai, 29 Regional Offices, 8 Large Corporate and Brokers Cells and 2000+ Operating Offices geographically spread throughout India and with a premium of Rs.16062 Crores. United India Insurance Company Limited, hereinafter called "UIIC" or "The Company", which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal or RFP.

22) **PAYMENT TERMS**

- a) No advance payment shall be made in any case.
- b) All payments will be made to the Bidder in Indian Rupees only on quarterly basis
- c) The bidder should generate invoice with the details of customer queries, service delivery and timelines observed in excel format and submit the same to the company for processing the bill.
- d) The Bidder recognizes that all payments to the Bidder under this RFP and subsequent contract are linked to and dependent on successful achievement and acceptance of deliverables / activities set out in the project plan and therefore any delay in achievement of such deliverables / activities shall automatically result in delay of such corresponding payment.
- e) Any objection / dispute to the amounts invoiced in the bill shall be raised by UIIC within reasonable time from the date of receipt of the invoice.
- f) Any expense of whatsoever nature for delivering service of Remote Medical Opinion under the contract should be factored by the bidder in his quote and UIIC shall not be liable for payment any amount over and above the amount quoted and accepted by UIIC.
- g) The company also reserves the right to prescribe additional documents for release of payments and the bidder shall comply with the same.
- h) The bidder shall cover the entire scope of services mentioned and deliver all the 'deliverables' as mentioned under the scope of work.

23) **SCOPE OF WORK**

UIIC is having three lacs plus Family Medicare policies to whom we shall provide Remote Medical Second Opinion for the Qualified Medical conditions as listed in this document from a Panel of World Leading Medical Centres (WLMC) if

- i. The insured person is diagnosed with one of the Qualified Medical Conditions and
- ii. He / She requests for Remote Second Medical Opinion.

24) **DELIVERABLES WITH TIMELINES**

- a) A dedicated toll free number and an email id to be allotted for the second opinion.

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- b) On being diagnosed with one of the qualified medical conditions, the insured will contact toll free number or send an email.
- c) On receipt of call or email, the case coordinator should contact the insured/his physician and collect all the relevant medical records and information within 48 hours in person/registered post/courier. The insured should not be charged any amount whatsoever for collection and transmission of medical records or for rendering second medical opinion.
- d) After gathering all basic details, the insured should be provided with the list of 3 or more world leading medical centres to choose from which the insured will opt for one WLMC. The co-ordinator shall ensure to obtain an authorisation form from the insured, authorising UIIC or its nominated agency (in this instance the successful bidder) to collect all necessary Medical reports and information required for second opinion.
- e) On receipt of the complete set of medical records, the same will be forwarded to select World Leading Medical Centre chosen by the insured.
- f) The Remote Medical Second Opinion will be forwarded to the member within 10 working days of receipt of complete set of documents/medical reports.
- g) UIIC reserves the right to audit the bidder to ensure compliance of the scope of work, deliverable and timelines.

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ANNEXURE 1 – ELIGIBILITY CRITERIA
(TO BE SUBMITTED IN THE BIDDER'S LETTER HEAD)

The bidders fulfilling the below mentioned criteria alone should apply. Against each serial number mentioned below where in documents are attached by the bidder he should mention the corresponding page numbers for easy reference by UIIC officials.

S.NO.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS REQUIRED	COMPLIANCE (YES / NO)	DEVIATION IF ANY WITH DETAILS
1	The bidder should be a company registered in India with capability to deliver remote medical second opinion or a company registered in India with tie up with international medical centre of repute.	Self-Attested copy of Certificate of registration / incorporation with CIN number to be provided		
2	The bidder should have tie up with World Renowned Medical Centre (WRMC) in India accredited with National Accreditation Board for Hospitals and Healthcare Providers. (NABH). The accreditation should be valid during the entire period of the agreement.	Bidder to provide list of hospitals who will be rendering remote medical second opinion with accreditation details and validity with details of competencies in the qualified medical conditions listed by UIIC.		
3	The bidder should have tie up with World Renowned Medical Centre (WRMC) outside India accredited with the International Society For Quality in Health Care (ISQua) or by Institutional Members of the (ISQua) or Joint Commission International (JCI). The accreditation should be valid during the entire period of the agreement.	Bidder to provide list of hospitals who will be rendering remote second medical opinion with accreditation details and validity with details of competencies in the qualified medical conditions listed by UIIC.		
4	It is preferable that the bidder have experience in providing Remote Medical Second Opinion in India or abroad for at least 1 year as at the date of publishing of the tender.	Bidder to Provide documentary evidence of clients serviced by them with contact details like landline, mobile and email with their prior approval. The company at its option reserves the right to contact the clients and ascertain from them the service rendered by the bidder in writing or telephonically or onsite visit.		
5	The minimum paid up capital of the bidder company should be Rs.25 lakhs as at the date of the bid	Copy of audited balance sheet / financial statement as submitted to regulator to be submitted. Paid up Capital :		
6	The bidder should have the capability to translate medical records from Indian languages to English duly certified for transmission to WRMC for second opinion and render similar service for the remote second opinion if opted so by the customer.	No. of Indian Languages Supported: Proof of translation service capability to be submitted.		

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

7	The bidder and the WRMC with whom the bidder has tie up shall ensure confidentiality of the health records provided for rendering remote second medical opinion in compliance with Health Insurance Portability and Accountability Act of 1996 of USA (HIPAA) and/or Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 of Government of India issued by Ministry of Communication and Information Technology vide notification dated 11 th April 2011 and as amended from time to time. (http://meity.gov.in/sites/upload_files/dit/files/GSR313E_10511(1).pdf)	Self-Declaration duly certified by the authorised bidder representative.		
8	The bidder should have the necessary technology infrastructure to transmit medical records, diagnostic films, and slides etc.by electronic mode to the WRMC.	Provide details of technology platforms and infrastructure available. The company at its option reserves the right to inspect the premises of the bidder.		
9	The bidder should have infrastructure to support toll free calls from UIIC customers seeking second opinion.	Provide details of infrastructure available with number of simultaneous calls that can be handled.		
10	Bidder should have technical personnel with them for servicing remote second medical opinion.	Provide details with qualification as per Annexure IV		
11	UIIC has provided below a list of 88 qualified medical conditions. Bidder to confirm the they will be able to remote second medical opinion in respect of all the 88 qualified medical conditions..			
12	The bidder should not have been blacklisted by Central / any State Government / PSU's as on the date of bid submission	Self-Declaration by Bidder as per format provided in Annexure III : No Blacklisting Declaration		
13	The bidder should deliver the work as defined under the "Scope of Work and "Deliverables as per Timelines" as per timelines mentioned therein without deviation.	Detailed plan of implementation to be submitted with workflow diagrams.		
14	The bidder should sign non-disclosure agreement			
17	The bid should be valid for a period of 90 days from the date of opening.			
18	The bidder should sign pre-contract integrity pact as per attachment.			

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SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER

Signatory Name:

Signatory Designation:

Company Seal:

Place:

Date:

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SECOND OPINION - LIST OF QUALIFIED MEDICAL CONDITIONS

<ol style="list-style-type: none"> 1. AIDS/HIV 2. Amyotrophic Lateral Sclerosis 3. Angioplasty 4. Aortic Aneurysm 5. Apallic Syndrome (Vegetative State) 6. Aplastic Anemia 7. Benign Brain Tumor 8. Blindness 9. Bone Marrow Transplantation 10. Cardiomyopathy 11. Cerebrovascular Diseases 12. Chronic Obstructive Pulmonary Disease 13. Chronic Relapsing Pancreatitis 14. Cirrhosis 15. Coma 16. Congenital Heart Defect 17. Coronary Artery Bypass Surgery 18. Coronary Artery Disease (CAD) 19. Creutzfeld-Jacob Disease (CJD) 20. Cystic Fibrosis (CF) 21. Elephantiasis 22. Emphysema 23. (End Stage) Liver Disease 24. (End Stage) Lung Disease 25. (Fulminant) Viral Hepatitis 26. Heart Valve Surgery 27. HIV Infection due to Blood Transfusion 28. Kidney failure 29. Liver Failure 30. Valvular Heart Disease 31. Loss of hearing 32. Loss of Limbs 33. Loss of Speech 34. Major Burns 35. Major Organ Transplantation 36. Medullary Cystic Disease 37. Motor Neuron Disease 38. Multiple Sclerosis 39. Muscular Dystrophy 40. Myasthenia Gravis 41. Myelodysplastic Syndrome(Myelodysplasia) 42. Myocardial Infarction (MI) 43. Necrotising Fasciitis (Flesh Eating Disease) 44. Paralysis 	<ol style="list-style-type: none"> 45. Parkinson's Disease (PD) 46. Poliomyelitis 47. Primary Lateral Sclerosis (PLS) 48. Primary Pulmonary Arterial Hypertension 49. Progressive Muscular Atrophy (PMA) 50. Progressive Scleroderma 51. Pulmonary Arterial Hypertension 52. Renal Failure= Kidney failure: See above 53. (Severe) Asthma 54. Severe Brain damage 55. (Severe) Rheumatoid Arthritis 56. Stroke 57. Surgery to Aorta 58. Systemic Lupus Erythematosus (SLE) 59. Ulcerative colitis 60. Bladder Cancer 61. Bone Cancer 62. Brain Tumor 63. Breast Cancer 64. Cervical cancer 65. Colorectal cancer 66. Esophagal Cancer 67. Eye Cancer 68. Gallbladder cancer 69. Kidney Disease 70. Leukemia 71. Liver Cancer 72. Lung cancer 73. Lymphoma 74. Melanoma 75. Multiple Myeloma 76. Nasopharyngeal Cancer 77. Neuroblastoma 78. Non-Hodgkin's Lymphoma 79. Oral Cavity Cancer 80. Ovarian Cancer 81. Pancreatic Cancer 82. Prostate cancer 83. Skin Cancer- non-melanoma 84. Stomach cancer 85. Testicular Cancer 86. Thyroid Cancer 87. Uterine Cancer 88. Vaginal Cancer
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**ANNEXURE II: COMMERCIAL BID
(TO BE SUBMITTED IN THE BIDDER'S LETTER HEAD)**

a) The Commercial Bid should be as per format given below:

BIDDER QUOTE

We here by confirm we are quoting the price mentioned below in Indian Rupees:

OPTION 1: Price Per Policy Per Year	In Figures	
	In Words	
OPTION 2: Price Up to 100 Remote Second Medical Opinion Per Year	In Figures	
	In Words	
OPTION 3: Price Up to 200 Remote Second Medical Opinion Per Year	In Figures	
	In Words	

Taxes Extra as applicable

We confirm that we will abide by all the terms and conditions contained in the tender.

SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER

Signatory Name:

Signatory Designation:

Company Seal:

Place:

Date:

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ANNEXURE III: NO BLACKLISTING DECLARATION
(TO BE SUBMITTED IN THE BIDDER'S LETTER HEAD)

To

The Chief Manager
Health Department
United India Insurance Company Limited
Head Office, 24, Whites Road
Chennai – 600014

Dear Sir/Madam

SUBJECT: SUBMISSION OF NO BLACK LISTING SELF-DECLARATION FOR
TENDER REF. NO. UIIC: HO: HEALTH: 2017-18:01
“TENDER FOR REMOTE MEDICAL SECOND OPINION SERVICES”

We do hereby declare and affirm that we have not been blacklisted by Central / any State Government / PSU's or any regulatory bodies as on the date of bid submission.

SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER

Signatory Name:
Signatory Designation:
Company Seal:

Place:
Date:

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ANNEXURE IV: PROPOSED TEAM PROFILE
(TO BE SUBMITTED IN THE BIDDER'S LETTER HEAD)

S. No.	Name of Proposed Team Member	Professional Qualifications	Total years of work experience	Areas of expertise	Relevant Experience

Please share detailed CVs of the proposed resources reflecting relevant experience.

SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER

Signatory Name:
Signatory Designation:
Company Seal:

Place:
Date:

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ANNEXURE V – UNDERTAKING FOR NIL DEVIATIONS
(TO BE SUBMITTED IN THE BIDDER'S LETTER HEAD)

To

The Chief Manager,
Health Department
Regd. & Head Office 24,
Whites Road, Chennai – 600 014

Dear Sir / Madam,

**SUBJECT: SUBMISSION OF NO BLACK LISTING SELF-DECLARATION FOR
TENDER REF. NO. UIIC: HO: HEALTH: 2017-18:01
“TENDER FOR REMOTE MEDICAL SECOND OPINION SERVICES”**

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER

Signatory Name:
Signatory Designation:
Company Seal:

Place:
Date:

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ANNEXURE VI: QUERIES FORMAT

S.No.	TENDER PAGE NUMBER	TENDER CLAUSE NUMBER	TENDER CLAUSE NAME	TENDER POINT NUMBER	QUERY
1					
2					

NOTE:

- a) The queries if any to be communicated by e-mail only to the mail id LRANGARAJAN@UIIC.CO.IN .
- b) The queries should reach UIIC 2 days before the pre-bid date.
- c) Responses to queries will be uploaded in UIIC website.
- d) Queries should be sent in excel file format (*.xls or *.xlsx) only as per the format given above.

SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER**Signatory Name:****Signatory Designation:****Company Seal:****Place:****Date:**

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ANNEXURE VII: NON-DISCLOSURE AGREEMENT FORMAT
(TO BE SUBMITTED IN THE BIDDER'S LETTER HEAD)
ANNEXURE VII – NON DISCLOSURE AGREEMENT FORMAT

This confidentiality and non-disclosure agreement is made on the.....day of....., 20.....
 BETWEEN (Bidder), (hereinafter to be referred to as “-----”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its principal office at(address).

AND UNITED INDIA INSURANCE COMPANY LIMITED (hereinafter to be called “UIIC”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Registered Office at(address) on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows:—

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption ‘Definitions’ of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party).

1. DEFINITIONS

(a) CONFIDENTIAL INFORMATION means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists, contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, Scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives,, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defences taken before a Court of Law, Judicial For a, Quasi-judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however in addition, without limitation, where the Disclosing Party is the UIIC, no information that is exempted from disclosure under section 8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

(b) MATERIALS means including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

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2. COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfil its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultants and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information, and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.

The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual:

- (i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
- (ii) that it has requested or received Confidential Information, or
- (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

- (a) the Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or
- (b) was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;
- (c) was independently developed by Receiving Party or its Representatives without reference to the Confidential Information; or
- (d) the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.
- (e) is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.

3. RETURN OF THE MATERIALS

Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided,

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however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

4. OWNERSHIP OF CONFIDENTIAL INFORMATION

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults.

By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

5. REMEDIES FOR BREACH OF CONFIDENTIALITY

1. The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

2. The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

6. TERM

This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually.

7. GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Chennai.

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8. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9. WAIVER

No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.

10. SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11. NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the UIIC shall be served on the Information Technology Department of the Company's Head Office at Chennai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be by RPAD & email.

IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED INSURANCE COMPANY

SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED (BIDDER)

Deputy General Manager

In the presence of

In the presence of

Witness: 1 _____

Witness: 1 _____

Witness: 2 _____

Witness: 2 _____

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ANNEXURE VIII – BANK GUARANTEE FORMAT

Obtain final bank guarantee format

To

United India Insurance Co. Ltd,
Registered & Head Office
No.24, Whites Road, Chennai – 600014

Whereas..... (Hereinafter called “the Bidder”) has submitted its bid dated..... (Date of submission of bid) for the “Remote Medical Second Opinion Services” (hereinafter called “the Bid”), we..... (Name of company), having our registered office at..... (Address of bank) (Hereinafter called “the Bank”), are bound unto United India Insurance Co. Ltd (hereinafter called “the Purchaser”) in the sum of Rs.1,00,000/- (Rupees One lakh only) for which payment well and truly to be made to the said Purchaser, the Company binds itself, its successors, and assigns by these presents.

THE CONDITIONS of this obligation are:

- If the Bidder withdraws his offer after issuance of letter of acceptance by UIIC;
- If the Bidder withdraws his offer before the expiry of the validity period of the tender
- If the Bidder violates any of the provisions of the terms and conditions of this tender specification.
- If a Bidder who has signed the agreement and furnished Security Deposit backs out of his tender bid.
- If a Bidder, having received the letter of acceptance issued by UIIC, fails to furnish the bank guarantee and sign the agreement within the 21 days from the letter of acceptance.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of all/any of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including ninety (90) days from last date of bid submission, and any demand in respect thereof should reach the Company not later than the above date. Notwithstanding anything contained herein:

1. Our liability under this bid security shall not exceed Rs. 1,00,000/-
 2. This Bank guarantee will be valid up to (Date);
 3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before (Date).
- In witness whereof the Bank, through the authorized officer has set its hand and stamp on this.....day ofat

(Signature of the Bank)

NOTE:

1. Bidder should ensure that the seal and CODE No. of the authorized signatory is put by the bankers, before submission of the bank guarantee.
2. Bank guarantee issued by banks located in India shall be on a Non-Judicial Stamp Paper of appropriate value.
3. Bid security should be INR only
4. Presence of restrictive clauses in the Bid Security Form such as suit filed clause/ requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non- responsive.

Unsuccessful bidders’ bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Company.

The successful bidder’s bid security will be discharged upon the bidders signing the contract and furnishing the performance bank guarantee.

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ANNEXURE IX: FORMAT FOR LETTER OF AUTHORIZATION
(To be submitted in the Bidder's letter head)

To

The Chief Manager
 Health Department
 United India Insurance Company Limited
 Head Office, 24, Whites Road
 Chennai - 600014

Sir / Madam,

SUBJECT: SUBMISSION OF NO BLACK LISTING SELF-DECLARATION FOR
TENDER REF. NO. UIIC: HO: HEALTH: 2017-18:01
“TENDER FOR REMOTE MEDICAL SECOND OPINION SERVICES”

The following persons are hereby authorized to attend the bid opening on _____ (date) in the tender for **“Remote Medical Second Opinion Services”** on behalf of M/S _____ (Name of the Bidder) in the order of preference given below:

Order of Preference Name Designation Specimen Signature

NAME	DESIGNATION	SPECIMEN SIGNATURE

- a) Maximum of two persons can be authorized for attending the bid opening.
- b) Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not submitted.

SIGNATURE OF AUTHORISED SIGNATORY OF THE BIDDER

Signatory Name:

Signatory Designation:

Company Seal:

Place:

Date:

SIGNATURE OF AUTHORISED SIGNATORY OF BIDDER WITH COMPANY SEAL

ANNEXURE X: CHECKLIST

S.No	Document	Enclosed
1.	Cover A: Technical Bid	
	Tender Fee	
	EMD	
	Copy of RFP published in the website (https://uiic.co.in/tender) duly signed and stamped.	
	Annexure I: Eligibility Criteria along with Supporting Documents	
	Annexure III: No Blacklisting Declaration	
	Annexure IV : Proposed Team Profile	
	Annexure V: Undertaking for NIL Deviation	
	Annexure IX: Format for Letter of Authorization	
	Annexure X: Checklist	
	Pre Contract Integrity Pact	
	The technical bid should also detail the following: <ul style="list-style-type: none"> • Understanding of project scope • Approach and Methodology • Tentative project schedule and plan • List of deliverables 	
	Any other relevant information	
3.	Cover B :Commercial Bid	
	Annexure II: Commercial Bid	

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