



JOINT ELECTRICITY REGULATORY COMMISSION
(For the State of Goa and Union Territories)

3rd & 4th Floor, Plot No. 55-56, Phase IV, Udyog Vihar, Sector 18, Gurugram-122015.
E-mail: secy.jercuts@gov.in, Website: www.jercuts.gov.in

Tender Reference No: E-50I/1/2022 (E-552)

Date: March 2026

Notice Inviting Tender For Group Mediclaim Insurance Policy For Employees of JERC (for the State of Goa & UTs) and their dependant family members for the Year 2026-27.

The **Joint Electricity Regulatory Commission (JERC) for the State of Goa and Union Territories** invites sealed bids (Technical & Financial) from IRDAI-registered General Insurance Companies or standalone Health Insurance Companies for the provision of a **Group Health Insurance Policy** for its employees and their dependents for the policy period of one year.

Interested companies/corporations may submit Tender as per the attached format.

Important Dates & Time:

S.I No.	Particulars	Date	Time
1.	Date and time of availability of the tender on the GeM	24/03/2026	From 5.00 PM
2	Last date & time for submission of tender	14/04/2026	Till 12.00 Noon
3	Date & Time of opening of Technical Bids	15/04/2026	At 3.00 PM

The bids/offers received after the due date and time mentioned above will not be entertained under any circumstances. Incomplete and unsigned bids or bids not submitted in the prescribed format will be rejected without assigning any reason.

(Rajesh Dangi)
Secretary (I/c)
JERC (for the State of Goa & UTs)

*Note: The total number of beneficiaries may vary and the exact number of beneficiaries will be made available at the time of awarding contract.

PROCEDURE FOR SUBMISSION:

The eligible Companies/Corporations shall submit their technical and financial bids through Government-e-Marketplace only

The tender document is also available on the website of this Commission at <https://jercuts.gov.in>

No manual submission of the same shall be entertained.

Scanned copies duly signed and stamped of the following documents must be uploaded with the bids.

- (a) Duly completed Covering Letter as per Annexure-II, printed on the official letterhead of the bidder.
- (b) Technical Bid as per Annexure-I, Annexure-III and the terms and conditions duly signed.
- (c) Relevant supporting documents for the Technical Bid, if any.
- (d) Financial Bid as per Annexure- IV.
- (e) Scanned copy of EMD/Bid Security
- (f) Copy of Authority letter issued by the Insurance Company in favour of the signatory of tender document.
- (g) Copy of documents mentioned at (A to G) in Special terms and conditions. (Reference page 4)

TERMS AND CONDITIONS:

1. The Companies/Corporations should have a valid and subsisting license for providing Medi-claim Insurance from the appropriate government authorities
e.g. IRDAI.
2. The Companies/Corporations should not have been blacklisted by any government organization in the last 5 years.
3. The Companies/Corporations should have experience of handling at least 3 group Medi-claim Insurance policies, each for a minimum period of 2 years.
4. Medi-claim coverage of INR 10 Lakhs per member must be provided for all the employee as contained in ANNEXURE-III.
5. The Companies/Corporations shall submit bid for the basic premium rate inclusive of GST, if applicable and all other applicable taxes in prescribed format as contained in Annexure-IV.
6. Only one authorized representative of the bidder should be present at the time of pre-bid meeting and at the time of opening the tender.

7. Financial bids of technically qualified bidders shall be opened at a subsequently notified later dates.
8. The Technical Evaluation Committee constituted by the JERC(for the State of Goa & UTs) shall assess the suitability of the Companies/Corporations to render the requisite services based on the company profile, rating and furthermore, the Financial Bids of only those companies/corporations qualifying the technical evaluation shall be considered.
9. Bids which are late/vague/conditional/incomplete/not confirming to the procedure laid down hereunder, in any respect whatsoever, will be rejected.
10. Bids sent by fax & e-mail will not be accepted.
11. The bidder must sign on each page of all the bid documents.
12. In case of any dispute arising from the interpretation of the terms and conditions of the tender documents, the decision of the JERC (for the State of Goa & UTs) shall prevail as final and binding on all concerned.
13. The scheme proposed by the bidder must have provisions for new enrollment of employees to get coverage within 24 hours of communication from the JERC (for the State of Goa & UTs).
14. Reports including the claims of individuals and the details of settlement are to be furnished to the JERC (for the State of Goa & UTs) on a monthly basis.
15. The successful bidder shall, at its own cost, comply with all the provisions, orders and notifications as may be issued by the IRDAI, the Government and the competent authorities from time to time.
16. In case of any unsatisfactory service, suitable penalties as applicable for standard policy under standard terms/guidelines of IRDAI shall be prevailed.
17. In case of failure in settlement of claims within the time frame provided, penalty will be enforced as per applicable norms.
18. The period of contract will initially be for one year and the same may be extended further on yearly basis on mutually agreed terms and conditions. Furthermore, the Contract is liable to be terminated with one month's notice, if any lapse or unsatisfactory performance of the company is noticed.
19. The Courts at Gurugram alone will have the exclusive jurisdiction to try any matter, dispute or reference arising out of this service between the bidders and the JERC (for the State of Goa & UTs).
20. JERC (for the State of Goa & UTs) reserves the right to modify/change/delete/add any further terms and conditions prior to

issuing the contract. Further the JERC (for the State of Goa & UTs) also reserves the right to cancel/withdraw the tender at any stage of tender process without assigning any reasons.

21. Arbitration- All disputes and differences which may arise between JERC (for the State of Goa & UTs) and the Insurance Company shall be settled as per the provisions as applicable for standard policy under standard terms/guidelines of IRDAI.
22. The bidders shall deposit earnest money of **Rs. 1,000/-(Rupees One Thousand Only)** in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Banker's Cheque or Bank Guarantee from any of the Commercial Banks in favour of **"Secretary, Joint Electricity Regulatory Commission"**. EMD/Bid Security should be valid for a period of forty five days beyond the final bid validity period. Companies seeking exemption are required to submit the copy of such relevant Government notification issued in their favour for such exemption.
23. The successful bidder shall also deposit Performance Security for an amount of Five per cent (5%) of the value of the contract as specified in the bid documents in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Banker's Cheque or Bank Guarantee from any of the Commercial Banks in favour of **"Secretary, Joint Electricity Regulatory Commission"**. Performance security should remain valid for a period of sixty days beyond the date of completion of all the contractual obligations of the successful bidder. Companies seeking exemption are required to submit the copy of such relevant Government notification issued in their favour for such exemption.
24. In addition to the submission of scanned copy of EMD/bid security, original physical copy of EMD/Bid security is required to be submitted to :

The Secretary,
Joint Electricity Regulatory Commission (Goa & UTs),
3rd & 4th Floor, Plot No. 55-56,
Udyog Vihar Phase -IV, Gurugram.

25. **Last date of Submission of physical copy of EMD 21 days from the date of floating of tender on GeM.** Companies seeking exemption are required to submit the copy of such relevant Government notification issued in their favour for such exemption.

1. Scope of Work

The objective is to provide comprehensive medical insurance coverage for approximately 07 Nos. employees and their families (including spouse, dependent children, and dependent parents), (around 25 lives).

2. Key Policy Requirements

Feature	Requirement Details
Policy Type	Group Health Insurance (Floater Basis)
Family Definition	1 + 5 (Self, Spouse, 2 Children, 2 Parents/In-laws)
Sum Insured	₹10 Lakhs per family
Corporate Buffer	₹ 25 Lakhs
Maternity Benefit	Covered from Day 1 (Normal: ₹50k / C-Sec: ₹75k minimum)
Pre-existing Diseases	Covered from Day 1 (No waiting period)
Age Limit	Lifetime coverage for employees after superannuation and their dependant Spouse/ parents—no age limit

3. Eligibility Criteria

- Must be validly licensed by **IRDAI** to operate in India for at least 5 years.
- Must have a **Claim Settlement Ratio** of 90% or above for the last three financial years.
- Must have a dedicated 24/7 TPA (Third Party Administrator) or in-house claim settlement team.
- Must have a robust network of "Cashless Hospitals" in **India**.

ELIGIBILITY CRITERIA

Technical Requirements	Complied Yes / No	Supporting documents enclosed Yes / No
IRDAI Accreditation Certificate		
Declaration that the company has a net reserve equivalent to at least 50% of the medi-claim coverage for which the tender is invited.		
Affidavit declaring that the company has not been blacklisted by any government organization in the last 10 years.		
Tender documents duly signed on each page		
Cashless treatment in all major Hospitals located in PAN India. Name of such hospitals to be provided.		
24x7 helpline of TPA along with contact details of TPA.		
A dummy copy of Medi-claim Life Insurance policy.		

(Signature of the Authorized

Person) Date:

Name _____

Mobile No. _____

(On letter head of the firm)

To

The Secretary,
Joint Electricity Regulatory Commission (Goa & UTs),
3rd & 4th Floor, Plot No. 55-56,
Udyog Vihar Phase -IV, Gurugram.

Dear Sir,

Sub: Notice Inviting Tender for “Group Mediclaim Insurance Policy for Employees of JERC (for the State of Goa & UTs) and their dependant family members for the Year 2026-27”

Ref; F.No _____

Dated:- _____-2026

With reference to the above, I am/We are enclosing our Notice Inviting Tender for "Group Mediclaim Insurance Policy for the **Employees of JERC (for the State of Goa & UTs) and their dependant family members.**"

I/We hereby confirm and declare that I / We have carefully read and understood the above referred Tender document, including all the instructions, terms & conditions and all the contents stated therein, as well as any/all the subsequent corrigenda published on the JERC website i.e. www.jercuts.gov.in.

Yours sincerely,

(Signature of the Authorized Person)

(Name of the Authorized Person)

Mobile No. _____

Detailed Technical Specifications & Coverages

1. Core Hospitalization & Treatment

- **In-Patient Hospitalization:** Coverage for room rent (without any capping), boarding, nursing, ICU, surgeon/specialist fees, and pharmacy for illness/accidents.
- **Day Care Treatment:** Coverage for procedures requiring less than 24-hour stay (e.g., dialysis, cataract, radiotherapy).
- **Domiciliary Hospitalization:** Coverage for treatment at home if the patient is unable to be moved or if hospital beds are unavailable.
- **Pre-Hospitalization:** 60 days of diagnostic/consultation expenses prior to admission.
- **Post-Hospitalization:** 90 days of follow-up/medicine expenses after discharge.
- **Advance/Modern Treatment:** Coverage for Robotic surgeries, stem cell therapy, and oral chemotherapy.

2. Waivers of Standard Exclusions

Note: For JERC, the following standard exclusions **must be waived** (covered from Day 1) to ensure full protection:

- **Pre-Existing Diseases (PED):** Covered from Day 1.
- **Specific Illness Waiting Period:** Waiver of the standard 1/2-year waiting period for Cataract, Hernia, etc.
- **30-Day Waiting Period:** Waived for both illness and accident.
- **Refractive Error & Lasik:** Covered if the power exceeds +/- 7.5 diopters (or as per specific Lasik add-on).
- **Infertility & Sterility:** Coverage for medical expenses related to diagnostic tests and treatment.

3. Maternity & Newborn Benefits

- **Maternity Expenses:** Coverage for Normal and C-Section (up to ₹75,000 minimum). Includes medical termination of pregnancy and miscarriage.
- **Newborn Cover:** Coverage from **Day 0** (birth) including complications and congenital anomalies (internal/external).
- **Pre & Post Natal:** Coverage for outpatient visits and scans during pregnancy.

4. Add-on Benefits & Extensions

- **Organ Donor Cover:** Coverage for the medical expenses of the donor for organ harvesting.

- **Restoration/Recharge: 100% Reinstatement** of the Sum Insured if it is exhausted during the policy year.
- **Ambulance:** Coverage for Road and **Air Ambulance** (emergency evacuation to metro cities).
- **Corporate Buffer:** A pool of **₹ 25 Lakhs** for the group to be utilized if an individual's sum insured is exhausted due to a critical illness.
- **AYUSH Cover:** Full coverage for non-allopathic treatments (Ayurveda, Yoga, Unani, Siddha, Homeopathy) in hospitals on Panel of Insurance Company.

5. Personal Accident & Critical Illness (Group Cover)

- **Accidental Death & PTD/PPD:** Lump sum payment in case of Death, Permanent Total Disablement, or Permanent Partial Disablement.
- **Critical Illness Indemnity:** Specific coverage for Heart Valve replacement, Aorta Graft Surgery, Benign Brain Tumor, and Major Head Trauma, kidney, liver related illness

Administrative Terms (T&C)

1. Claims & Service Delivery

- **Cashless Facility:** Mandatory at all network empanelled hospitals.
- **Reimbursement:** Claims to be settled within 15 days of document submission.
- **TPA Services:** Dedicated helpdesk, 24/7 helpline, and E-Cards for all 7 employees.
- **Time Limit:** 30 days post-discharge for submission of reimbursement documents.

2. Policy Flexibility

- **No Co-payment:** No percentage of the bill shall be borne by the employee, regardless of age.
- **Portability:** Employees should have the right to migrate to an individual policy upon retirement or leaving JERC.
- **Grace Period:** 30 days for premium payment/renewal without loss of continuity benefits.
- **Premium Revision:** No revision of premium rates permitted during the 1-year policy period.

3. Wellness & Outpatient (OPD)

- **Wellness Benefit:** Free annual health check-ups for employees.
- **Digital Access:** Doctor on Call (Teleconsultation) and Home Collection for Lab Services.

The details of the metadata of the employees and their dependants to be covered in the Group Health Policy

S. NO	Employee Name	Designation	Gender (M/F)	Age	Age of Spouse	Age of dependent parents	No. of Dependent Children
1	Employee 1	Ex (Secretary)	M	61	60	NIL	Nil
2	Employee 2	Director (F&L)	M	49	48	75-80	2
3	Employee 3	Director (Engg.)	M	50	49	75-80	2
4	Employee 4	PPS	F	59	59	65-70	2
5	Employee 5	PPS	F	57	57	65-70	Nil
6	Employee 6	AAO	M	44	43	60-61	2
7	Employee 7	PA	M	27	25	60-61	2

Family means the Employee of the JERC (for the State of Goa & UTs), their spouse, two dependent children and two dependent parents /(in-law)

FINANCIAL BID

For

"Group Medi-claim Insurance Policy for employees of JERC (for the State of Goa & UTs), their spouse and their dependent family member.

Sr. No.	Particulars	Total Premium
1.	Premium for coverage of INR 10 lakhs (per unit family), family in terms of definition of "family", as contained in ANNEXURE-III, for a period of one year	Price should be submitted in BOQ (price bid)
2.	GST	
3.	Other Applicable Taxes	
4.	Total premium inclusive of GST and applicable taxes etc.	
5.	Total figure in words	

Note:

- All terms & Conditions as stated in the Tender Documents are to be complied with.
- Conditional bids are not acceptable.
- Bids submitted in the above format only are acceptable.
- ***** In case the bid offer given by two or more companies contains same amount, the company having more turn over in related insurance field for the last two F.Y. i.e. 2023-2024 and 2024-2025 shall be preferred while awarding tender.***