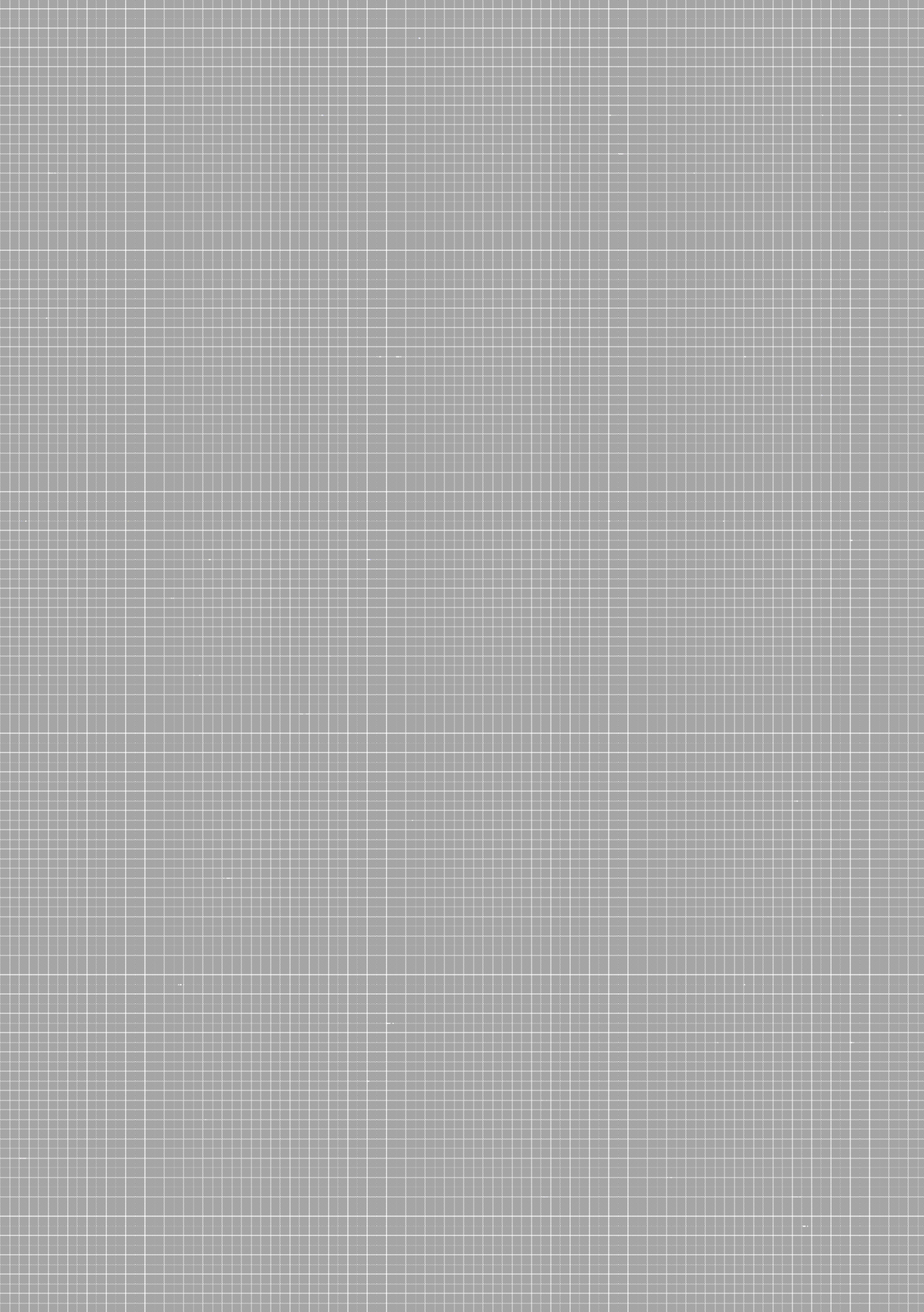
**NATIONAL ENDOWMENT SCHOLARSHIPS FOR TALENT - NEST**



A logo for a national end of scholarship

Description automatically generated

**(A company incorporated under Section 42 of the Companies Ordinance)**

TENDER DOCUMENT

“**HIRING OF SERVICES FOR GROUP   
HEALTH INSURANCE FOR THE EMPLOYEES OF NEST**”

**March 2024**

F. No. 1(3)/2024

National Endowment Scholarships for Talent (NEST)

M/O FE&PT Islamabad

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**RE-TENDER NOTICE FOR GROUP HEALTH INSURANCE**

**INVITATION TO BID**

1. National Endowment Scholarships for Talent (NEST), M/O FE&PT incorporated under Section 42 of Companies Ordinance 1984 invites sealed bids as per Rule 36(b) (Single Stage-Two Envelopes procedure) of PPRA. 2004 from the interested insurance companies registered with taxation authorities having valid NTN, Professional Tax Certificate, who are enlisted on Active Taxpayers List of the FBR and having valid insurance License for Group Term Insurance Policy. as per the scope of work detailed under terms of reference (TOR).
2. Tender documents are available and can be downloaded from NEST official website [www.nest.org.pk](http://www.nest.org.pk). The payment of **Rs. 2000/-** nonrefundable tender documents fee in the shape of pay order in favor of **National Endowment Scholarships for Talent to be submitted with tender document.** This advertisement is also available on PPRA website at [www.ppra.org.pk](http://www.ppra.org.pk).
3. Tender bidding documents on prescribed forms duly filled-in completely, signed and stamped accompanied with Earnest Money / Bid Security equivalent 02% of total Bid value through pay order/ bank draft in favor of **National Endowment Scholarships for Talent** shall be dropped in tender box placed at Admin Office of NEST at Plot no.39, Kirthar road, H-9/4, Islamabad, in sealed envelope latest by 11:00 hours on **March 20, 2024.** Only Technical Bids will be opened on the same day at 1130 hours in presence of bidders and / or their authorized representatives, who may wish to attend.
4. NEST reserves the right to accept or reject any or all bids strictly as per PPRA, 2004. Further information can be obtained from following:

General Manager

National Endowment Scholarships for Talent

Plot # 39, Kirthar road, H-9/4, Islamabad.

Phone: +92 (051- 9265707)

E-mail: [admin@nest.org.pk](mailto:admin@nest.org.pk)

National Endowment Scholarships for Talent (NEST)

M/O FE&PT

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**GROUP HEALTH INSURANCE**

1. **INTRODUCTION:-**

National Endowment Scholarships for Talent M/O FE&PT incorporated under Section 42 of Companies Ordinance 1984. National Endowment Scholarships for Talent (NEST) aims in building Human Capital of the Country through Nesting Education. Providing financial assistance to the unserved areas will help them out of Poverty by utilizing their skills / talent through this bright opportunity.

Sealed bids (Financial and Technical proposals) are invited from approved / registered, reputable insurance companies registered with FBR as per the scope of work detailed under terms of reference (TOR).

### **PURPOSE OF TENDER:-**

National Endowment Scholarships for Talent invites “**Single Stage Two Envelopes**” tender under Rule 36 (b) of PPRA Rules 2004 for providing the services of Group Health Insurance from well reputed insurance companies who qualify eligibility criteria for the following:

* 1. Current Employees. Age limit 65 years as per NEST policy.
  2. Eligible dependents of employees which include Parents with No upper age limit, Spouse & Childrens up to 25 years of age.)
  3. Daughters till the time they get married or employed.
  4. Any New employee & their dependents on vacant Positions if hired by NEST during the period of Insurance Contract.
  5. No underwriting / medical and clinical requirement.

The scope of Services will be based on the following benefits:

1. In door patient (Hospitalization)
2. Outdoor patient (OPD-65,000/- per family limit per annum) Credit facility along with a provision of **Reimbursement as well.**
3. Cashless 24/7 Emergency treatment services.
4. Pre-Existing Medical claims shall also be covered.
5. Maternity details mentioned in Annex- A.
6. Pre-existing maternity cases shall also be covered.
7. Dread Diseases.
8. Basic Health Self-Screening once a year without any consultant advice (**Maximum amount PKR 20,000** package can be availed from any recognized lab i.e. Shaukat Khanum, IDC , Agha Khan , Excel etc.).
9. All labs screening as advised by the consultant in IPD**.**
10. Discounts on OPD’s as arranged by the Insurance Company.
11. Discounts on Pharmacies as arranged by the Insurance Company.
12. **Complimentary cover for accidental injury:** Automatic enhancement of   
    In-Patient Medical Limit by 100 % for hospitalization due to an accidental injury/ Dread Disease.
13. Complete Dental Care.(Except Cosmetic Surgeries) OPD/IPD
14. Complete Vision Care OPD / IPD.
15. Physiotherapy as advised by the consultant.
16. Specialized labs.
17. In addition to above mentioned scope, if insurer has some other option(s) / benefits for the employees, they are welcome to add the same for mutual benefit on complimentary basis.
18. **Mode of Advertisement(s):**

As per Rule 12(1&2) of PPRA Rules 2004, this tender is being placed online at PPRA's website, as well as being advertised in print media. The bidding document carrying all details can be downloaded from the official website of NEST i.e. **www.nest.org.pk**(**PKR 2,000/- fee nonrefundable to be submitted**).

1. **Type of Open Competitive Bidding:**

As per Rule 36(b), Single Stage - Two Envelope Bidding Procedure shall be followed. The said Procedure is reproduced as follows:

1. The bid shall be a single package consisting of two separate envelopes, containing separately the **Financial Proposal** and the **Technical Proposals**;
2. The envelopes shall be marked as **"Financial Proposal"** and **"Technical Proposal"**;
3. In the first instance, the **"Technical Proposal"** shall be opened, and the envelope marked as **"Financial Proposal"** shall be retained unopened in the custody of the procuring agency;
4. The procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
5. During the technical evaluation no amendments in the technical proposal shall be permitted;
6. After the evaluation and approval of the technical proposal, the procuring agency shall at a time within bid validity period, publicly open the financial proposals of the technically accepted bids; Final assignment award will be on the basis of combined technical and financial score in the following manner:

|  |  |
| --- | --- |
| **PROPOSAL** | **WEIGHT** |
| Technical | 60% |
| Financial | 40% |
| **Total** | **100%** |

1. The financial proposals found technically nonresponsive shall be returned un-opened to the respective bidders;
2. The bid found to be the most advantageous as per clause vi shall be awarded the contract; and
3. The last date for submission of bid(s) is **March 20, 2024,** at 1100 Hours which will be opened the same day at 1130 Hours in the presence of vendors or their representative.

# Eligibility Criteria

Bidders must give compliance with the below mentioned clauses as these are mandatory for being eligible for the bidding process:

|  |  |  |
| --- | --- | --- |
| **Sr. #** | **Attribute** | **Ref. Page no. in Proposal** |
| a. | The Bidder can be a Firm/Company.  In the case of a company, submit a copy of the incorporation certificate issued from the Security and Exchange Commission of Pakistan (SECP) with a valid NTN.  In the case of the Firm, submit a copy of Form-C issued by the office of the registrar of Firms with Valid NTN. |  |
| b. | Valid Registration with FBR for Income Tax purposes and with the relevant Tax/Revenue Authority for Sales Tax purposes and must be on Active Taxpayer List (ATL). |  |
| c. | The Bidder shall provide an undertaking on letterhead that the Bidder has not been declared blacklisted by any Government/Semi-Government institutions. |  |
| d. | Minimum of Fifteen (**15**) major hospitals and five (**05**) renowned labs with advanced medical tests and imaging services on the panel with OPD Credit facilities in Islamabad / Rawalpindi and Major Cities of Pakistan. **Attach List.** |  |
| e. | Only those Health Insurance Firms/Companies can participate in the bidding process who have minimum **A+ and above** rated for medical/health insurance by PACRA/JCR-VIS. **Latest certification issued by the relevant agency shall be attached. Outdated certification will result in rejection of the bid and will lead to disqualification.** |  |
| f. | The Bidder must have a minimum of **Five (05) years** of health insurance and verifiable work experience at the national level. |  |
| g. | A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of ‘National Endowment Scholarships for Talent - NEST’, of value 2% Percent of the Bid Value) must be attached **in a separate envelope along with the Technical Proposal**. |  |
| h. | Bidder must have a fully Authorized/Independent office(s) in Islamabad/Rawalpindi for claims settlements. |  |
| i. | Applicants are required to state, in their proposals, the name, title, contact number, and email address of the applicant’s authorized representative through whom all communication shall be directed until the process has been completed or terminated. |  |
| j. | The solution shall be offered in line with the provisions outlined in TORS. |  |
| g. | Bidder shall submit a single quote as required in the TORS. Multiple quotes shall be rejected. |  |
| i. | NEST shall not entertain incomplete or partial bids. |  |

### **Task to be performed by the Insurer:**

* 1. To provide Medical Benefits throughout Pakistan 24/7 in line with Scope of Work / TORs .
  2. To insure that their concern Staff/Representative shall behave properly and in a friendly manner with employees /staff/dependents of the Institute; and
  3. To coordinate the matters/affairs with any authorized officer of NEST regularly.
  4. Criteria for calculation of premium for additions of employees during the policy year by clearly mentioning the rates to be charged on additions / deletions.
  5. Criteria of calculation of refund of premium for deletions of employees and / or during the policy year.
  6. The insurer shall reimburse the health claim(s) within 15days (in case of emergency beyond none approved hospital(s).

### **Responsibility of National Endowment Scholarships for Talent (NEST):**

* 1. NEST will provide the detailed scope of work outlining the number of employees and their dependents to be insured along with their required benefit structure and additional benefits to cover; and
  2. NEST will bear the cost of premium based on the details provided under the scope of work.

**8. Technical Evaluation Criteria:**

1. NEST will evaluate the proposals on the basis of their compliance with the bidding document and evaluation criteria, and the point system as specified below.
2. A proposal shall be rejected during technical evaluation if it does not comply with the bidding document or if it fails to achieve the minimum score as indicated in below:

**Table I- Technical Evaluation Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
| **Q# 1** | **Years in Business of Health Insurance** | **Point** | **Mention Page No.** |
| 1 | Less than 5 Years Experience | 03 |  |
| 2 | 5 Years to 9 Years Experience | 05 |
| 3 | Equal and above 10 Years Experience | 10 |
| **Q#2** | **Credit Rating by Pakistan Credit Rating Agency** | **Point** |  |
| 1 | A+ | 03 |  |
| 2 | A+ to AA | 05 |
| 3 | AA+ & Above | 10 |
| **Q#3** | **No. of Corporate Clients in Health Insurance having at least 100 employees** | **Point** |  |
| 1 | Less than 30 clients | 03 |  |
| 2 | 30 to 50 clients | 07 |
| 3 | More than 50 clients | 10 |
| **Q # 4** | **Paid up Capital of the insurance company** | **Point** |  |
| 1 | Up to Rs. 500 Million | 03 |  |
| 2 | Rs 501 Million to Rs 800 Million | 05 |
| 3 | More than 800 Million+ | 10 |
| **Q #5** | **No. of Panel Hospitals under credit facility in Pakistan** | **Point** |  |
| 1 | Up to 50 Hospitals | 03 |  |
| 2 | 50 to 100 | 05 |
| 3 | More than 100 Hospitals | 10 |
| **Q #6** | **List of Panel Hospitals in Pakistan** | **Point** |  |
| 1 | Up to 50 Hospitals | 03 |  |
| 2 | More than 50 and less than 100 Hospitals | 07 |
| 3 | 100 and more than 250 Hospitals | 10 |

**\*Mention page Number and attach verifiable documentary proof against each question**

* 1. **A proposal shall be rejected during technical evaluation if it does not comply with the RFP and TORS or if it fails to achieve the minimum score 40.**

For technically responsive bidder, the final scoring shall be done as per following:

1. Technical Score (St) shall be calculated as follows:

|  |  |  |
| --- | --- | --- |
| St | Technical Score Obtained by Bidder | \*60 |
| Total Technical Score |

1. Financial Score (Sf) shall be calculated as follows:

|  |  |  |
| --- | --- | --- |
| Sf | Lowest Bidder’s Cost | \*40 |
| Bidder’s Cost |

1. Total Score shall be the sum of both technical score and financial score:   
   **Total Score, TS = St + Sf**

All technically qualified bidders will be ranked based on combined scores.

# 9. BID SECURITY / PERFORMANCE GUARANTEE

1. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of ‘**National Endowment Scholarships for Talent-NEST**’, 2% of the Bid Value must be attached **in a separate envelope along with the Technical Proposal.**
2. Payment of bid security in a form other than that specified in clause 9(a) shall not be entertained and accepted. NEST shall return such bids unopened to respective bidders.
3. Bid Security of Bidders who do not technically qualify shall be returned unopened after the result announcement of the technical evaluation report.
4. Bid Security of technically responsive (qualified) Bidders will be released after ten (10) days of the signing of the contract with the successful Bidder.
5. Performance Guarantee equivalent to ten percent [**10%**] in the shape of a Bank Guarantee will be mandatorily submitted by the Most Advantageous Bidder. In case of non-submission by the Most Advantageous Bidder within the stipulated time as mentioned in the Letter of Intent (LOI), NEST shall proceed accordingly.
6. The Performance Guarantee submitted by Most Advantageous Bidder shall remain valid for a whole term of the contract from the date of signing of the contract or any other extended period, as the case may be.

# 10. TECHNICAL PROPOSAL

Technical Proposals to be submitted by the applicants shall be in compliance with the requirements laid down in the bidding document and TORS.

The Technical proposal shall be clearly marked with the following:

### **“TECHNICAL PROPOSAL”**

The technical proposal shall include:

1. A cover letter from the head of the Firms / Companies or an authorized representative of the applicant entailing the objectives and the executive summary.
2. All the documents mentioned in the bidding document including the bid security shall be part of the technical proposal except the financial proposal.
3. Compliance against each clause and sub-clause of the Bidding Document and TORS must be attached. Compliance shall be given by signing & stamping each page of the bidding document by authorized representative of the bidder (Firm/Company)
4. Additional Information (If Any)

# FINANCIAL PROPOSAL

The bidder shall submit Financial Proposals in separate sealed envelopes. Envelop shall be clearly marked with the following: -

### **“FINANCIAL PROPOSAL”**

1. The Financial Proposal shall include the following specimen:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description** | **Category A**  **BS 20 & ABOVE** | **Category B**  **BS 17-19** | **Category C**  **BS 1-16** | **Total** |
| Self |  |  |  |  |
| Spouse |  |  |  |  |
| Children |  |  |  |  |
| Parents |  |  |  |  |
| **Total** |  |  |  |  |

The tentative detail of employees is as;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employees** | **Spouse** | **Parents** | **Children** | **Total** |
| **26** | 22 | 38 | 38 | **124** |

Gross premium charges category wise

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr.#** | **Description** | **A**  **Gross Premium** | **B**  **Gross Premium** | **C**  **Gross Premium** |
| 1. | Self |  |  |  |
| 2. | Spouse |
| 3. | Children |
| 4. | Parents |
| **Total** | |  |  |  |

|  |  |
| --- | --- |
| **Gross premium in PKR (inclusive of all kinds of taxes, duties and levies) – In figure** |  |
| **Gross Premium (in Words)** |  |

**Documents Required**

* + - 1. Criteria of calculation per unit and category wise.
      2. Criteria of calculation of premium for additions of employees and/or their dependents during the policy year by clearly mentioning the rates to be charged on additions/deletions.
      3. Criteria for calculation of refund of premium for deletions of employees and/or their dependents during the policy year as per insurance policy.

# SUBMISSION, OPENING, AND RECEIPT OF PROPOSALS

1. The original proposal (Technical and Financial Proposal) shall be prepared without any interlineations or overwriting.
2. Technical and Financial proposal shall be submitted in separate envelopes.
3. The envelopes shall be marked separately as “Technical Proposal” and the “Financial Proposal” in bold and legible letters to avoid confusion.
4. Technical and Financial proposals must be delivered at the address given below on or before **11:00 am. (PST), March 20,2024.**

**General Manager**

National Endowment Scholarships for Talent - NEST,

Plot # 39 Sector H-9/4 Kirthar Road.

Islamabad

051-9265702

1. Proposals shall be opened on the same day i.e., **11:30 AM. (PST), March 20, 2024 (PST**), in the presence of all the applicants who chose to be present.
2. The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal as per rule 33 of PPRA rules 2004. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.

# AWARD OF CONTRACT

1. The Bidder (most advantageous bid), if not in conflict with any other law, rules, regulations, or policy of the Federal Government shall be awarded the contract, within the original or extended period of bid validity.
2. A letter of Intent (LOI) will be issued to the Most Advantageous Bidder who shall submit a Letter of Acceptance (LOA) within the period stipulated under the LOI. The Bidder, to whom LOI has been issued, will have to submit the Performance Guarantee within prescribed time mentioned in LOI.
3. After submission of the Letter of Acceptance and Performance Guarantee it is expected that the Contract will be signed within minimum possible time after receipt of Performance Guarantee by NEST, failing which NEST may proceed accordingly.
4. In case of delay in submission of Performance Guarantee, NEST shall have the right to extend the timeline or accept any other instrument till the submission of Performance Guarantee (Bank Guarantee).
5. The initial term of the contract shall be one year, which may be extended for another term as may be mutually agreed between the parties.
6. NEST shall issue this letter within the period of Bid Validity i.e. 90 days.

# PAYMENT TERMS

The payment shall be made as per following details:

|  |  |  |
| --- | --- | --- |
| **MILESTONE** | **PAYMENT TRIGGER** | **PAYMENT DUE** |
| Milestone-1 | After Signing of Contract Agreement | **50%** |
| Milestone-2 | After Completion of 06 months | **30%** |
| Milestone-3 | After the Completion of the Term of the Contract (01 Year) upon issuance of satisfactory performance certificate to the insurer.  **\*All Liquated Damages and penalties will be adjusted from this payment.** | **20%** |

* + 1. **Liquidated Damages:**

1. Delay damages @ 3% per day of the amount of delayed claims.
2. Delay damages @ 3% per day of partial amount of claims which have been rejected without any solid grounds acceptable to both parties.

### **Contract Duration & Termination:**

* The contract duration is (03) years, ***However initially for a period of one (01) year from the date of signing contract agreement unless earlier terminated*** and it may be renewed further upon satisfactorily Performance and on the same terms and conditions and premium charges.
* This Contract shall be automatically terminated upon completion of term of this Contract. NEST may without assigning any reason and at its sole and absolute discretion to terminate this Contract at any time by serving on Insurance Company thirty days’ (30) prior written notice.
  + 1. **Tender Validity**

The Tender shall have a minimum validity period of ninety (90) days from the last date for submission of the Tender which can further be extendable as per PPRA rules. The request and the response thereto shall be made in writing.

1. **Amendment / Additions or Deletion**

At any time prior to the deadline for submission of bids, NEST may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by issuing addendum(s). Any such addendum(s) shall be uploaded on NEST website. These addendums shall be construed to be part of Bidding Documents by reference.

NEST also reserves the right to make addition to or to delete from and/ or amend the coverage defined in this tender document as deemed necessary before or after the execution of the contract within the limits defined by Public Procurement Regulatory Authority (PPRA).

1. **Extension in Submission Dates**

At any time prior to the deadline for submission of bids, NEST may, for any reason, whether at its own initiative or to provide prospective insurance companies/firm’s reasonable time, in which to take an addendum into account, at its discretion extend the deadline for submission of bids.

1. **Confidentiality**
2. A party shall use the other party's confidential information only for the purpose of evaluating, responding to, negotiating and consummating the tender and/or the response to the tender, and/or consummating in reviewing and redesigning of the corporation's standard operating procedure and not for any other purpose.
3. Neither party shall disclose to third parties any information about NEST’s SOP’s or tender bidder's participation in the tender or execution of a SOPs, or the terms or conditions or any other facts relating thereto, including the fact that discussions are taking place with respect thereto, the status of those discussions, or the fact that confidential information has been made available by or to NEST or tender bidder or their representatives.
4. Confidential information shall consist of oral, electronic and written information that is confidential, proprietary, or generally not available to the public. Confidential Information in the case of information provided by NEST to the tender bidder shall include, without limitation, all data, reports, interpretations, forecasts or records relating to NEST and/or its customers, and any other document created by nest or others which directly or indirectly relates to all or any portion of the bid evaluation information provided to the tender bidder by NEST and any oral discussion carried out.

### **19. Tender Communication Contacts:**

* + 1. All communication regarding this Tender, whether written or oral must be directed exclusively to the following authorized persons(s).

Manager Admin & HR

National Endowment Scholarships for Talent.

Plot 39 Sector H-9/4 Kirthar Road

Islamabad.

* + 1. Any oral communication from or with the authorized persons (s) will be considered un-official and non-binding on NEST. The Insurance/Company(s) should rely only on written statements exchanges with the authorized person of NEST.

**20. Unsuccessful Insurance Companies**

Those Insurance companies whose offers have been rejected on grounds of being substantially non responsive, or that they do not meet the minimum qualification requirements set forth in the technical evaluation criteria, shall be informed accordingly.

**21. Correction in Bids**

In case any arithmetic error is found in the bid, it shall be rectified as follows:

i. If there is a discrepancy between the words and figures the amount in words shall prevail.

ii. If the Insurance company does not accept the corrected amount of bid, the company shall be considered disqualified.

**22. NEST’s Right**

NEST being the procuring agency reserves the right to accept or reject any or all bids, strictly as per PPRA Rules, 2004 and no claims whatsoever in this respect shall be entertained. NEST’s decision in this respect shall be final and binding upon all the bidders.

NEST may without assigning any reason and at its sole and absolute discretion terminate this Contract at any time by serving on Insurance Company thirty days’ (30) prior written notice.

**23. Transparency of the Process**

To maintain the transparency of the process,

i. The evaluation result shall be announced at least ten (10) days prior to Award of Contract.

ii. Any effort by Insurance Company to influence NEST in the bid evaluation, bid comparison or Contract Award decisions may result in the rejection of bid.

iii. Any Insurance company feeling aggrieved may lodge a written complaint not later than ten (10) days after the announcement of the bid evaluation result.

iv. However, mere fact of lodging a complaint shall not warrant suspension of procurement process.

**24. Blacklisting of Insurance Companies / Firm**

The NEST shall permanently blacklist or temporarily debar (at least for 6 months from participating in NEST tender proceedings. If an insurance company either constantly fails to perform satisfactorily or found to be indulged in corrupt and fraudulent practices as define below.

1. Corrupt and fraudulent practices includes the offering, giving, receiving, or soliciting of anything of value to influence the action of an official / company;
2. If the insurer found responsible for the detriment of the Corporation

during the proceedings of contract, its process or execution;

1. Misrepresentation of facts in order to influence the coverage processor;
2. Collusive practices among bidders ( prior to or after bid submission) designed to establish bid prices at artificial, non – competitive levels and to deprive NEST of the benefits of free and open competitive.
3. Any Misconduct by the insurer with NEST.

**25. Force Majeure**

* Neither Party shall be liable for any failure or delay in performance of its obligations under this Agreement arising out of or caused, directly or indirectly, by circumstances beyond its reasonable control, including without limitation, force majeure events like acts of God, earthquakes, fires, floods, any act of war, act of terrorism, strikes, riots, change of law, governmental action, epidemic or pandemic.
* Notwithstanding the foregoing, in the event of the occurrence of a such a force majeure event, the affected Party shall immediately notify the other Party, and both Parties shall mutually resolve the matter and reach a solution that benefits the Parties and allows the Parties to perform this Agreement to the maximum extent possible. If the Parties decide that the Services or any part thereof cannot be performed due to such an event, the Insurance Company shall refund the relevant portion of the Fees on a pro-rata basis that has been paid by the Client to the Insurance Company for the Services that have not been performed as a result of the Force Majeure Event, if applicable.

**Terms of Reference (TORs)**

1. The Medical Insurance Company shall provide Medical Insurance for NEST Employees initially for a period of 01 year extendable based on satisfactory performance from the date of signing contract.
2. Claims shall be reimbursed as per NESTs specified limits for each category. The defined limits must be strictly adhered to by the insurance company.
3. The Insurance company will strictly adhere to the specifics of the limits outlined below:
   1. The OPD limits provided by the insurance company (**65,000 per family all categories**) shall cover all types of medical treatments, such as Homeopathy, Allopathy, Hikmat, Acupuncture, Hijama, Physiotherapy, and Psychotherapy. (**Credit facility as well OPD on Reimbursement basis**).
   2. **Cashless Emergency services throughout Pakistan. Reimbursement in case of non-panel hospital duly verified by NEST.**
   3. The limits of the In-Patient-Department (IPD) shall be available for all types of medical treatment that require admission and discharge, day-care procedures, specialized investigations, and the Emergency Room (ER), Diagnosis, Vison Care & Dental Care including Physiotherapy.
   4. Maternity details in **Annex-A**
4. Settlement of credit bills or expenses of panel hospitals that are not covered under the policy or fall under the prescribed exclusions of the policy, or exceed the limit of the policy shall be the sole responsibility of the insurance company, NEST has zero responsibility in this regard.
5. In the event that an employee's medical limit reaches 100% utilization, it is the responsibility of the Insurance Company to block further usage for the respective employee ONLY. NEST and its employees will not be held responsible for any excess utilization beyond the limit.
6. The following are the credit and panel hospital requirements:
   1. A robust network of more than 150+ above-IPD credit panel hospitals across the country.
   2. Minimum of Fifteen (15) major hospitals on the panel with OPD credit facilities in Islamabad/ Rawalpindi and major cities of Pakistan for NEST Employees. Reimbursement of OPD is applicable duly verified by NEST.
7. The Insurance Company is required to adhere to the NEST internal HR Standard Operating Procedures (SOPs) for medical claim reimbursement processing, as defined and updated with time. These procedures include:
   1. Submission of a single medical claim form for each employee on a monthly basis, covering all medical expenses incurred by the employee and their family during the month.
   2. Issuance of medical insurance cards to employees within the first week of contract signing. NEST will not be responsible for any inaccuracies in printing information on the medical insurance card. **Separate cards for parents and individuals shall be issued.**
   3. Medical Insurance Company shall depute a focal person who shall visit the NEST office on a quarterly basis to resolve routine claim objections/queries of employees. Such a person shall also be available for any pre / unscheduled meeting at the specific request of NEST.
   4. Both NEST and Insurance company shall also nominate one member of a senior position each to resolve unsettled claims not resolved by the focal persons.
8. The following are the details regarding reimbursement of medical claims:
   1. All claims submitted by NEST shall be settled (i.e., money transferred to the bank accounts) within 15 working days. Medical Insurance company shall provide **monthly** employee-wise status of claims and availed limits (OPD + IPD) along with the itemized bills shared by the hospitals and the evidence of payment including the date of bank transfer of the amount for employees in case of reimbursement of medical claims.
   2. Medical Insurance Company shall also provide a monthly employee-wise status for all OPD limit expired cases.
   3. The Medical Insurance Company will entertain claims up to six months old.
   4. Failure to comply with any clause of the agreement during the contract term may result in NEST claiming damages. Such damages may include, but are not limited to:
      1. Delay damages at a rate of 3% per day for the amount of delayed claims.
      2. Delay damages at a rate of 3% per day for partial amounts of claims that have been rejected without any acceptable grounds for both parties.
9. Payment of premium will be made as follows:
   1. 50% upfront payment at the time of contract award.
   2. 30% after successful completion of 06 months with NEST.
   3. 20% will be paid after the end of the policy year upon satisfactory performance of the insurance company. Any refunds due to non-claims and/or damages due to non-compliance will be adjusted against this final payment.
10. The medical policy requirements include the following:
    1. In the absence of specific provisions in the contract and policy, past practices as per the discretion of NEST must be observed.
       1. Coverage for congenital and hereditary diseases, as well as any sick infants, is mandatory.
    2. The policy must include hormonal therapy for the prevention of dread diseases.
    3. Coverage for all health and safety-related vaccinations is required.
    4. All over-the-counter medicines and medical apparatuses must be covered.

**Acceptance of the above TOR:**

Authorized signatures: Company Stamp:

**Annex-A**

**DESCRIPTION / BENEFITS OF HEALTH POLICY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Hospitalization & Related Benefits (H &R)** | | | |
| **Description** | **A**  **BS 20& ABOVE** | **B**  **BS-17 to 19** | **C**  **BS01-16** |
| Limit per Annum per Family | **1,000,000/-** | **750,000/-** | **650,000/-** |
| Enhancement in H&R limits in case of accidental injuries / Dread Disease | 100% | 100% | 100% |
| Room & Board (per day) | **25,000** | **15,000** | **7,500** |
| **Cashless Emergency Services 24/7  across Pakistan** | **Covered  (Reimbursement in case of non-Panel Hospital)** | | |
| **OPD Limit 65,000 Per Family**   * Charges / fees paid to Registered General Medical Practitioner, * Prescribed medicines and treatments including surgical dressings, * Physiotherapy and acupuncture. * Laboratory and X-ray examinations, ECG, EEG, EMG, ULTRASOUND * And other diagnostic tests. * Dental Treatment except cosmetics (Braces, scaling, crowing and dentures excluded). * Vision Care. | **Covered / Reimbursement duly verified from NEST** | | |
| **Hospitalization**  Indoor Treatment Expenses (includes surgical expenses, Anesthesia, O.T.Charges, Consultation Fee, Nursing Charges etc.) Investigation and Medicines. Vision Care , Dental Care, Physiotherapy | **COVERED** | | |
| **Pre-Hospitalization**  Pre-Hospitalization Sub Limit (All Diagnosis, Consultation, & Medicines) Specialized Investigations if any | **30 Days** | | |
| **Post-Hospitalization**  (All Diagnosis, Consultation, & Medicines)  Follow-ups, Physiotherapy | **30 Days** | | |
| **Daycare Surgeries &**  **Specialized Investigations** | **COVERED** | | |
| * All Types Of CT-Scan * All Types of MRIs. * All Nuclear Scans * ERCP (Endoscopic Retrograde Cholangio-Pancreatography) * All Angiographies * Biopsies and any other advised by Consultant |
| Dialysis, Cataract Surgery. |
| Provision of Ambulance Services for  Accidents , Accidental Death , and Death in Hospital, Treatment of Fractures, |
| Basic Health Self-Screening Once a year without consultant advice (**Maximum up to 20,000/-**) from renowned labs as per their standard packages. |
| **All Labs from time to time as advised by Consultant.** |
| **Vaccinations** | **COVERED** | | |
| **Pre-Existing Conditions** | **COVERED** | | |
| **DREAD DISEASE (IPD)** |  | | |
| * Management of Acute Myocardial Infarction (Heart Attack) * Coronary Artery By-pass grafting and Coronary Angioplasties. * Management of all type of Malignancies (Cancer) * Cerebro-Vascular Accidents * Management of Renal Failure. * Major Burns. * Multiple Sclerosis. * Aids Complex. * Chronic Hepatitis “B” & “C”. | **COVERED** | | |
| **Maternity Benefits Covered from IPD Limit** | | | |
| Maternity (Normal) | Rs.200,000/- | | |
| Maternity (Complicated) | Rs.250,000/- | | |
| Multiple Birth |
| Maternity Benefits to include the following   * Pre and Post Natal expenses as per policy. * Gynecologist's Fee. * Labor Room and Operation Theatre charges. * Anesthetist Fee. Medicines. * Diagnostic Tests. * Baby Nursing Care. * Circumcision of a baby boy. * D & C and D & E. * Cesarean Section and Complicated | **Covered** | | |
| **Intensive Care Unit (ICU) / CCU UNIT** | As per Actual Rate | | |
| **Any Special Feature complimentary basis** | **Welcome on Complimentary Basis** | | |
| **Glucometer & Blood Pressure Apparatus for all employees** | **Welcome on Complimentary Basis** | | |
| **Discounts on Pharmacies & Labs** | **As arranged by Company** | | |