

RFQ Reference: 31/09/HR/2026-ISA	Date: 30 September 2026
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Subject: RFQ for Selection of an Insurance Service Provider for Group Medical Insurance Coverage for ISA Staff Members and Consultants

SECTION 1: REQUEST FOR QUOTATION (RFQ)

ISA Kindly request your quotation for the provision of goods, works and/or services as detailed in Annexure-1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This Request Letter

Section 2: RFQ Instructions and Data

Annexure 1: Schedule of Requirements

Annexure 2: Quotation Submission Form

Annexure 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annexure-2: Quotation Submission Form and Annexure-3: Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

The ISA recognizes the importance of valuing diversity and promoting inclusion in all our work programs and partnerships. The ISA highly values engaging with organizations and/or teams that reflect its geographical and diverse nature.

Thank you and we look forward to receiving your quotations.

Issued by: Procurement Unit



Name: Vishal Pratap

Date: 30/09/2026

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by ISA. This RFQ is conducted in accordance with the ISA Financial Regulations and Procedures and ISA Procurement Manual Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by ISA. ISA is under no obligation to award a contract to any Bidder as a result of this RFQ. ISA reserves the right to cancel the procurement process at any stage without any liability of any kind for ISA, upon notice to the bidders or publication of cancellation notice on ISA website
Deadline for the Submission of Quotation	October 13, 2026 – 11 PM (Indian Standard Time) If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/. For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
Method of Submission	Quotations must be submitted as follows: ☐ E-tendering ☒ Dedicated Email Address ☐ Courier / Hand delivery ☐ Other Click or tap here to enter text. Bid submission address: procurement@isolaralliance.org ▪ File Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 10 MB ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ Mandatory subject of email: RFQ for Selection of an Insurance Service Provider for Group Medical Insurance Coverage for ISA Staff Members and Consultants
Cost of preparation of quotation	ISA shall not be responsible for any costs associated with a Bidder's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct, Fraud, Corruption,	All prospective suppliers must read the ISA Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the ISA. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: ISA Supplier Code of Conducts.pdf Moreover, ISA strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of ISA vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation.

Gifts and Hospitality	Bidders/vendors shall not offer gifts or hospitality of any kind to ISA staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, ISA: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a ISA contract.
Conflict of Interest	ISA requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to ISA if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have an undisclosed conflict of interest shall be disqualified. The ISA shall have the discretion to disqualify or proceed with a bidder who has disclosed a probable conflict of interest subject to further evaluation and review of various factors such as access to sensitive information which may confer unfair advantage as against other bidders. The decision on a probable conflict of interest shall be made in the best interest of the work of the ISA. Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of ISA staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ. The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to ISA's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract ☐ ISA GTBs.pdf
Special Conditions of Contract	☐ Cancellation of PO/Contract if the delivery/completion is delayed by 10 days ☐ Others [pls. specify]
Pre-bid Conference	Not Applicable
Eligibility	A vendor who will be engaged by ISA shall not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other national / international Organization. Vendors are therefore required to disclose to ISA whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by ISA.

	It is the Bidder's responsibility to ensure that its employees, joint venture members, subcontractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by ISA. • Insurers: registered with IRDAI as a general or standalone health insurer with a valid registration. Brokers: holding a valid IRDAI direct or composite broker licence. • Insurers must meet the IRDAI minimum solvency ratio (1.5) as per the latest public disclosure. Brokers must name the insurer(s) proposed and provide their solvency details. • Incurred claims ratio and claim settlement ratio for group health business for the last three financial years, from public disclosures. • Experience of servicing at least three group health policies of comparable size, preferably including international organisations, diplomatic missions or multilateral institutions. Bidders must provide client references. • A servicing office in Delhi NCR. • No debarment or blacklisting by any government, UN or international organisation. Bidders must submit a self-declaration. • Annual Turnover of INR 50 Crores, each, for the last 3 years
Currency of Quotation	Quotations shall be quoted in USD/INR For companies registered in India, the payment will be made in INR, and the applicable exchange rate will be locked as per the UN Operational Rates of Exchange on the date of bid submission. Reference: https://treasury.un.org/operationalrates/OperationalRates.php
Joint Venture, Consortium or Association	Not Allowed
Only one Bid	The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.

Duties and taxes	The United Nations (privileges and immunities) Act, 1947 is applicable to ISA pursuant to a notification by the host country. Therefore, ISA is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use in India. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below: All prices must: ☒ be inclusive of VAT and other applicable indirect taxes ☐ be exclusive of VAT and other applicable indirect taxes
Language of quotation	English Including documentation including catalogues, instructions and operating manuals.
Documents to be submitted	Bidders shall include the following documents in their quotation: ☒ Annexure 2: Quotation Submission Form duly completed and signed ☒ Annexure 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annexure 1 ☒ Company Profile. ☒ Registration certificate; ☒ Company Profile.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	☒ Not Permitted ☐ Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes
Alternative Quotes	☒ Not Permitted
Payment Terms	☒ Within 30 days upon ISA's acceptance and receipt of invoice
Maximum expected duration of contract	The initial duration of this engagement shall be one year. The performance of the vendor will be evaluated annually. Subject to satisfactory performance and a favourable evaluation report from the requisitioning unit each year, the contract may be extended for the next year, up to a maximum of two additional years, for a total possible duration of up to three years. Any adjustments to the contract timeframe shall be determined through mutual agreement between the selected agency and the International Solar Alliance (ISA).
Contact Person for correspondence, notifications and clarifications	E-mail address: procurement@isa.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. Any delay in ISA's response shall be not used as a reason for extending the deadline for submission, unless ISA determines that such an extension is necessary and communicates a new deadline to the Proposers.
Clarifications	Requests for clarification from bidders will not be accepted any later than 2 days before the submission deadline. Responses to request for clarification will be communicated thru email.

Evaluation method	☒ The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	☒ Full compliance with all requirements as specified in Annex 1 ☒ Full acceptance of the General Conditions of Contract ☒ Comprehensiveness of after-sales services ☐ Earliest Delivery /shortest lead time ☐ Others Click or tap here to enter text.
Right not to accept any quotation	ISA is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, ISA reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	☒ Purchase Order ☐ Contract for Works ☐ Other Type/s of Contract [pls. specify]
Expected date for contract award	October 2026
Publication of Contract Award	ISA may publish the contract awards valued at USD 100,000 and more on the ISA website.
Policies and procedures	This RFQ is conducted in accordance with ISA Financial Regulation and Procedures and ISA procurement manual
Other Provisions	The ISA is striving to achieve gender parity in all its activities. In this regard, female-owned organizations and/or teams with significant gender diversity are strongly encouraged to submit a proposal. The ISA recognizes the importance of valuing diversity and promoting inclusion in all our work programs and partnerships. The ISA strives to engage with organizations and/or teams that reflect its geographical representation and diversity.

ANNEXURE- I: SCHEDULE OF REQUIREMENTS

1. Background

The International Solar Alliance (ISA) is a treaty-based inter-governmental organization, conceived as a joint effort by India and France to mobilize efforts against climate change through the deployment of solar energy solutions. It was conceptualized on the side-lines of the 21st Conference of Parties (COP21) to the United Nations Framework Convention on Climate Change (UNFCCC) held in Paris in 2015.

ISA is committed to developing and deploying cost-effective, transformative solar energy solutions across its Member Countries. Its mission is to accelerate low-carbon growth, with a particular emphasis on delivering tangible impact in Least Developed Countries (LDCs) and Small Island Developing States (SIDS).

2. Context

As part of its staff welfare and benefits framework, ISA provides Group Medical Insurance coverage to its staff members, consultants and their eligible dependants.

ISA now intends to engage a suitable and experienced insurance service provider for providing comprehensive Group Medical Insurance coverage for the eligible beneficiaries, in accordance with the scope of coverage, terms and conditions, service requirements and other provisions specified in this RFQ.

ISA currently provides this cover through two separate policies with different renewal dates:

Policy	Sum insured (per family, floater)	Policy period	Lives covered
Group Health (Floater) – base	₹ 10,00,000	27 Oct 2025 – 26 Oct 2026	177
Group Health (Floater) - top-up	₹ 20,00,000 with ₹ 5,00,000 deductible	28 Mar 2026 – 27 Mar 2027	202

ISA now intends to place a single, consolidated programme that provides approximately ₹ 30,00,000 of hospitalisation cover per family, together with outpatient, dental and vision benefits, under one policy period and one service arrangement. This Scope of Work (SOW) sets out the coverage, service and reporting requirements against which bidders shall quote.

Voluntary Parental Cover: Staff members may, at their option, enrol one set of parents or parents-in-law (maximum two lives) under a separate floater sum insured of ₹ 5,00,000, ₹ 10,00,000 or ₹ 20,00,000 per parent couple, as chosen by the staff member. The premium shall be borne entirely by the staff member, paid directly or through salary deduction, with ISA acting as master policyholder. Benefits shall be as per Section 5 (excluding maternity, OPD, dental and vision), with pre-existing diseases covered from day 1, all waiting periods waived and entry age up to 100 years. Enrolment shall be at policy inception, and for new joiners within 30 days of joining. Parental claims shall not erode the family sum insured and shall be reported separately. Quoting for this cover in Form E is mandatory for bidders; take-up is optional for staff.

Number of lives: indicative census of about 40 parental lives (roughly 20 couples, from about 50 eligible staff); the actual number will depend on voluntary enrolment.

3. Objectives

- Provide comprehensive, cashless-first medical insurance of approximately ₹ 30 lakh per family to all eligible staff members and consultants of ISA.
- Consolidate the current base and top-up arrangements onto a single policy period, removing the gap between deductible and base sum insured.
- Retain, at minimum, the benefits available under the expiring policies (Section 5), with no disease-wise sub-limits and no co-payment.
- Secure responsive claims servicing, a strong cashless hospital network in Delhi NCR, and regular claims reporting to ISA.
- Obtain competitive, transparent pricing that allows ISA to compare a single-layer and a two-layer design.

4. Eligible Members and Family Definition

4.1 Categories of insured

- **Staff members:** all staff holding appointments with ISA, across all categories and grades.
- **Consultants:** individual consultants engaged by ISA under contract, covered on the same terms and benefits as staff members.
- **Dependents:** eligible family members of the above, as defined in 4.2. Cost of parents/in-law's coverage to be shared separately as to be billed to the concerned staff member.

4.2 Family definition

Employee/consultant (self), legal spouse, and up to two (2) dependent children up to 25 years of age.
Age band for coverage: 1 day to 80 years.

Parents / In-Laws (1 set of parents); Age band for coverage – 50-100 years (applicable only for staff members)

4.3 Indicative size of the group

Approximately 81 families and 202 lives + 40 parents lives. The insured headcount is dynamic because of new appointments, contract renewals and separations. The final member census (age, gender, relationship and category, anonymised) will be shared with shortlisted bidders as Annexure A.

4.4 Additions and deletions during the policy period

- New staff members and consultants (and their dependants) to be covered from the date of joining or contract start, without medical underwriting.
- Spouse to be added on marriage and newborns from day 1 (birth), within the family sum insured, with intimation within a reasonable period (bidder to specify, minimum 30 days).
- Coverage for a member ceases on separation from ISA. Premium for additions and deletions to be adjusted on a pro-rata basis.
- On separation, members must be offered the option to migrate to an individual policy with continuity benefits, in line with IRDAI regulations on migration and portability.

5. Policy Structure — Options to be Quoted

Bidders must quote for both options below. ISA will decide which option to place after evaluating the bids.

	Option A — Single floater	Option B — Base + super top-up
Design	One group floater policy, ₹ 30,00,000 per family	Base group floater of ₹ 10,00,000 per family plus a super top-up of ₹ 20,00,000 per family
Deductible	Nil	Super top-up deductible of ₹ 10,00,000 on an aggregate (per policy period) basis, fully met by claims under the base policy
Effective cover per family	₹ 30,00,000	₹ 30,00,000
Insurer / period	Single insurer, single policy period	Both layers with the same insurer and co-terminus policy periods
Benefits	As per Section 5	Identical benefits under both layers as per Section 5 (OPD, dental and vision under the base layer only)

Bidders may also offer alternative structures that deliver equal or better value. These must be submitted as a separately priced option, in addition to Options A and B, and not as a substitute.

6. Coverage and Benefit Requirements

The benefits below are the minimum requirements and apply to both options. Where a bidder cannot meet a requirement, it must be stated as a deviation in the Benefit Compliance Sheet (Form B). Undeclared deviations will not be accepted after award.

#	Benefit	Minimum requirement
A. Core hospitalisation cover		
1	Sum insured	₹ 30,00,000 per family on a floater basis (see Section 4)
2	Policy type	Employer–employee group floater, indemnity-based, cashless and reimbursement
3	Room rent / ICU	No capping; no proportionate deduction

#	Benefit	Minimum requirement
4	Pre-existing diseases	Covered from day 1
5	Waiting periods	30-day, first-year, two-year and specific-disease waiting periods waived
6	Pre- and post-hospitalisation	60 days before and 90 days after hospitalisation
7	Day care procedures	All day care procedures covered, not restricted to a list
8	Disease-wise sub-limits	Nil
9	Co-payment	Nil on all claims, including for any category or age
10	Domiciliary hospitalisation	Bidder to quote as an option
11	AYUSH treatment	In-patient AYUSH treatment up to the sum insured at government-recognised AYUSH hospitals/day care centres
12	Modern treatments	Robotic surgery, oral chemotherapy, immunotherapy, stereotactic radiosurgery, etc., covered up to the sum insured; any limits to be declared
13	Mental illness	Covered on par with physical illness, in line with the Mental Healthcare Act, 2017 and IRDAI guidelines
14	Congenital diseases	Internal congenital conditions covered; external congenital conditions covered where life-threatening
15	Terrorism	Covered
B. Maternity and newborn		
16	Maternity (normal and C-section)	₹ 150,000 per delivery, first two children, 9-month waiting period waived
17	Pre- and post-natal expenses	Up to ₹ 5,000 within the maternity limit
18	Newborn	Covered from day 1 within the family sum insured
C. Ambulance and attendant		
19	Road ambulance	Up to ₹ 2,500 per hospitalisation

#	Benefit	Minimum requirement
20	Air ambulance	Up to ₹ 1,00,000 or the family sum insured, whichever is lower
21	Attendant charges	Up to ₹ 5,000 per family where the hospital stay exceeds 5 days
D. Specific treatments		
22	LASIK surgery	Covered where the refractive error is ± 6.5 D or more
23	Intravitreal injections (e.g., Lucentis)	Up to ₹ 50,000 per family within the sum insured
24	CyberKnife, stem cell transplant, cochlear implant	Bidder to quote without co-payment or restriction; any limit to be declared
25	Functional endoscopic sinus surgery	Bidder to quote without sub-limit; any limit to be declared
E. Outpatient, dental and vision (reimbursement)		
26	OPD cover	₹ 45,000 per family per policy period, from day 1; up to three claims per insured person per period
27	Dental OPD	₹ 30,000 per family, in addition to OPD cover: fillings, root canal, capping, extraction, replacement, prosthetic bridging, periodontal treatment
28	Spectacles/contact lenses	₹ 5,000 per family, in addition to OPD cover
29	Annual health check-up	Bidder to quote as an option (per member and per family)
F. Claims terms		
30	Claim submission	Within 30 days of discharge or completion of treatment, with discretionary waiver for genuine delays
31	Reasonable and customary charges	Applicable only to reimbursement claims at non-network hospitals
32	Territorial scope	Treatment in India. Bidder to quote, as an option, emergency cover during official travel abroad

6.1 Exclusions

Bidders must list every exclusion that will apply. Only standard exclusions permitted under IRDAI regulations are acceptable. Any exclusion beyond the standard list must be highlighted as a deviation in Annexure B.

7. Service Requirements

7.1 Claims administration

- Claims to be administered by the insurer's in-house claims unit or an IRDAI-licensed TPA; the bidder must name the claims administrator.
- Cashless authorisation and discharge approvals within the timelines set by the IRDAI Master Circular on Health Insurance (currently 1 hour for cashless requests and 3 hours for final discharge authorisation).
- Reimbursement claims to be settled within 15 working days of receipt of complete documents, and not later than the IRDAI limit.
- Every rejection or deduction to be communicated in writing with reasons, with a copy to ISA HR.

7.2 Hospital network

- A wide cashless network across India, with strong coverage of multi-speciality hospitals in Gurugram, Delhi and the wider NCR.
- Bidders must provide the current network list and confirm empanelment of the major tertiary care hospitals in Delhi NCR.

7.3 Enrolment and member support

- Digital e-cards issued within 7 days of the policy start and of each mid-term addition.
- A mobile app or web portal for e-cards, network search, claim submission and tracking.
- A dedicated relationship manager and a dedicated claims coordinator for ISA, with a published escalation matrix (three levels).
- Helpline available 24x7 for cashless and emergency support.
- An on-site or virtual orientation for members at the start of the policy, and periodic claims help-desk sessions at ISA premises (frequency to be proposed).
- Member communication, including policy summary and claims guide, in English.

7.4 Reporting and governance

- Monthly MIS to ISA HR covering claims registered, settled, pending and rejected, turnaround times and grievance status.
- Quarterly review meeting with ISA HR, including claims ratio and utilisation trends (anonymised).
- A renewal analysis report at least 60 days before policy expiry.

7.5 Additional responsibilities where the bidder is a broker

- Market placement with IRDAI-registered insurers, and submission of all insurer quotations received with a comparative analysis.
- Claims advocacy on behalf of members, including follow-up on disputed or delayed claims.
- Policy document review before issuance to ensure all agreed terms are reflected.
- Endorsement management for additions and deletions.

7.6 Data protection and confidentiality

Member personal and health data must be processed only for the administration of this policy, held securely, and handled in line with applicable Indian law, including the Digital Personal Data Protection Act, 2023. Claims reporting to ISA shall be anonymised at the individual health-information level.

8. Deliverables and Timelines

#	Deliverable	Timeline
1	Issue of policy documents (both layers where Option B is chosen), with the agreed terms fully reflected	On or before policy start date
2	Member e-cards and access to portal/app	Within 7 days of policy start
3	Member orientation session and claims guide	Within 15 days of policy start
4	Endorsements for additions and deletions	Within 7 days of ISA request
5	Monthly claims MIS	By the 10th of the following month
6	Quarterly review meeting	Every quarter
7	Renewal analysis report	At least 60 days before expiry

9. Bidder Eligibility

1. Insurers: registered with IRDAI as a general or standalone health insurer with a valid registration.
Brokers: holding a valid IRDAI direct or composite broker licence.
2. Insurers must meet the IRDAI minimum solvency ratio (1.5) as per the latest public disclosure.
Brokers must name the insurer(s) proposed and provide their solvency details.
3. Incurred claims ratio and claim settlement ratio for group health business for the last three financial years, from public disclosures.
4. Experience of servicing at least three group health policies of comparable size, preferably including international organisations, diplomatic missions or multilateral institutions. Bidders must provide client references.
5. A servicing office in Delhi NCR.
6. No debarment or blacklisting by any government, UN or international organisation. Bidders must submit a self-declaration.

10. Commercial Proposal

- Premium to be quoted separately for Option A and Option B (base and super top-up shown separately), and for each optional cover, in the format at Annexure C.
- Premium to be shown per family and in total for the indicative census, with GST shown separately.
- Rates for mid-term additions and refunds for deletions to be stated; the rate basis must remain fixed for the policy period.
- Quotations to remain valid for at least 90 days from the submission deadline.
- Payment terms: [annual in advance / as agreed], against a valid tax invoice. ISA's privileges and exemptions, where applicable, will be taken into account.
- Brokers must disclose all remuneration received from insurers in connection with this placement.

11. Evaluation

Proposals will be evaluated in two stages:

1. **Technical compliance:** eligibility (Section 8), benefit compliance (Form B), service capability (Section 6) and network strength. Only compliant proposals proceed to the next stage.
2. **Commercial:** among technically compliant proposals, the lowest total premium for the option ISA selects will generally be preferred. ISA may weigh material deviations, service quality and claims experience in its decision.

ISA reserves the right to accept or reject any proposal in whole or in part, to negotiate with shortlisted bidders, or to cancel this RFQ at any stage without assigning reasons.

12. Information to be Provided by ISA

- Form A: anonymised member census (age, gender, relationship, category).
- Form D: claims experience for the current and previous policy periods, to be shared with shortlisted bidders under confidentiality.
- Copies of the expiring policy schedules, on request.

13. General Conditions

- **Privileges and immunities:** nothing in this RFQ, or in any resulting contract, shall be deemed a waiver, express or implied, of any of the privileges and immunities of the International Solar Alliance.
- **Confidentiality:** all information shared by ISA is confidential and may only be used for preparing a proposal.
- **Conflict of interest:** bidders must disclose any actual or potential conflict of interest.
- **Clarifications:** queries must be sent in writing to procurement@isa.int by October 05, 2026 by 11:00 PM (IST). Responses will be shared with all bidders.
- **Costs:** bidders bear all costs of preparing and submitting their proposals.

Form A — Member Census Template

To be completed by ISA and shared with shortlisted bidders. Personal identifiers are not shared at the RFQ stage.

S. No.	Member ID	Category (Staff / Consultant)	Relationship	Gender	Age	Location
1	ISA-001	Staff	Self			Gurugram
2	ISA-001	Staff	Spouse			Gurugram
3	ISA-001	Staff	Child			Gurugram
...						

Form B — Benefit Compliance Sheet

Bidders must confirm compliance for every item in Section 5 (items 1–32). A sample layout is shown below; the full sheet must be submitted with the technical proposal.

#	Benefit	ISA requirement	Complied (Y/N)	Deviation / remarks
1	Sum insured	₹ 30 lakh per family, floater		
3	Room rent / ICU	No capping		
4	Pre-existing diseases	Covered from day 1		
9	Co-payment	Nil		
...				

Form C — Claims Experience

To be shared by ISA with shortlisted bidders under confidentiality: claims paid and outstanding, number of claims, and major ailment categories for the current and previous policy periods (base and top-up).

ANNEXURE 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annexure 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ Detail:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	☐ Yes ☐ No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	☒ Yes ☐ No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	☒ Yes ☐ No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	☒ Yes ☐ No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting	☒ Yes ☐ No

such issues <i>(If yes, provide a Copy)</i>	
Is your company a member of the UN Global Compact	☒ Yes ☐ No
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.
Previous relevant experience: 3 contracts	
Name of previous contracts	Client & Reference Contact Details including e-mail Contract Value Period of activity Types of activities undertaken

Bidder's Declaration

Yes	No	
☐	☐	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
☐	☐	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
☐	☐	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
☐	☐	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : ISA Supplier Code of Conducts.pdf and acknowledge that it provides the minimum standards expected of suppliers to the UN.
☐	☐	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.

Yes	No	
☐	☐	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
☐	☐	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
☐	☐	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
☐	☐	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the services offered in our Quotation will be as per the GTB and Supplier Code of Conduct
☐	☐	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEXURE- 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annexure 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ Detail:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan
- details of the Management Structure and Key Personnel

Financial Offer

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Table 1: Summary of Overall Prices

Component	Sum insured per family	Premium (excl. GST) ₹	GST ₹	Total premium ₹
Option A — Single floater				
Group floater	₹ 30,00,000			
Option B — Base + super top-up				
Base floater	₹10,00,000			
Super top-up (₹ 10L aggregate deductible)	₹20,00,000			
Total Option B	₹30,00,000			
Optional covers (quote separately)				

Component	Sum insured per family	Premium (excl. GST) ₹	GST ₹	Total premium ₹
Domiciliary hospitalisation				
Annual health check-up				
Emergency cover during official travel abroad				
Alternative structure proposed by bidder (if any)				

Per-family premium and the pro-rata basis for mid-term additions and deletions must be stated below the table.

Table 2: Voluntary Parental Cover

Bidders are requested to provide indicative premium rates for the voluntary parental cover under the three sum-insured options indicated below. The rates quoted under this Table shall be treated as an optional/additional financial offering and shall not form part of the financial evaluation, comparison of bids, or determination of the successful bidder.

Participation in the parental cover shall be entirely voluntary for ISA staff. Accordingly, the actual number of insured lives and the corresponding premium payable shall depend upon the number of staff members opting for the cover and the sum-insured option selected by them.

The indicative census is approximately 40 parental lives (roughly 20 couples from approximately 50 eligible staff). This information is provided solely to enable bidders to quote indicative rates and shall not constitute any commitment or minimum guaranteed participation by ISA.

Parental claims shall be maintained separately and shall not erode the family sum insured under the main Group Medical Insurance policy.

Part A - Annual premium per life

Age band (years)	Option 1: ₹ 5,00,000	Option 2: ₹ 10,00,000	Option 3: ₹ 20,00,000
Up to 55			
56–60			
61–65			
66–70			
71–75			
76–80			
Above 80			
Flat rate per life, all ages			

Part B — Terms declaration

Item	Bidder's response
Name of insurer and claims administrator (TPA)	
Minimum participation required (Yes/No; if yes, number of lives or %)	
Maximum entry age; renewability terms	
Premium basis for new joiners' parents added mid-term	
Refund basis on deletion due to death of the insured parent	
Any sub-limits, exclusions or waiting periods specific to parents (list)	
Deviations from the terms of the Voluntary Parental Cover paragraph (list)	

Note:

1. Premiums quoted under Table 2 shall remain separate from the evaluated premium quoted under Table 1.
2. ISA reserves the right to operationalise the Voluntary Parental Cover, in whole or in part, based on actual staff enrolment and acceptance of the applicable commercial and policy terms.
3. The final premium payable, if the cover is operationalised, shall be determined on the basis of the actual number and age profile of enrolled parents/parents-in-law, the selected sum insured, and the accepted premium rates.
4. No minimum number of lives is guaranteed by ISA unless specifically agreed subsequently with the selected insurer.
5. Bidders shall clearly indicate any minimum participation requirement, age restrictions, underwriting conditions, waiting periods, sub-limits, or other conditions applicable to the voluntary parental cover.

Name and signature of authorised signatory: _____ Date: _____

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Policy commencement / issuance timeline	☐	☐	Click or tap here to enter text.
Validity of Quotation	☐	☐	Click or tap here to enter text.
Payment terms	☐	☐	Click or tap here to enter text.
Other requirements [pls. specify]	☐	☐	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.