



INDIAN INSTITUTE OF MANAGEMENT BODH GAYA

**Uruvela, Prabandh Vihar
Bodh Gaya – 824234, India**

Tender No: IIMBG/2021-22/Student Insurance/02

Date: 18 June 2021

Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya Students

Issued By
IIM Bodh Gaya (Bihar)
(e-Tender mode only)

**Chief Administrative Officer (CAO)
IIM Bodh Gaya (Bihar)
Tender Inviting Authority (TIA)**

Phone: 0631-2200238, 7033439192, 9313159741 Mail Id : cao@iimbg.ac.in

Tender document and other details can be obtained from <https://mhrd.euniwizarde.com>,
<http://www.iimbg.ac.in> & CPP Portal website: www.eprocure.gov.in/epublish/app/epublish/app

Registration with M/s ITI Ltd: - Intending bidders are requested to register themselves with M/s ITI Ltd (if not registered earlier) through <https://mhrd.euniwizarde.com> for obtaining user-id, by paying a registration fee (As given in the e-portal), and online tender processing fee (As given in the e-portal), etc. Bidders are also required to obtain Class-III (Signing + Encryption) Digital Signature for participating in the e-tender.

E-Tender Processing Fee – Rs (As given in the e-portal) pay to “ITI LTD. Through e-payment gateway.

For participating in the e-Tendering process of IIM Bodh Gaya (Bihar), the contractor shall have to get them registered on the site <https://mhrd.euniwizarde.com> by making required payment through only online payment mode so that they will get user ID and Password. This will enable them to access the website, <https://mhrd.euniwizarde.com> with the help of Class-III (Signing + Encryption) Digital Signature by which they can participate in e-Tender of IIM Bodh Gaya.

For this intending bidder may contact following e-Wizard Helpdesk numbers.

1. E-Wizard Helpdesk Patna
1st floor, M-23, Road No. - 25,
Near SBI Sri Krishna Nagar, Patna-800001.
Phone No.: 0612-2520545 or 8448288982, 8448288984, 8448288986
MAIL ID – ewizardhelpdesk@gmail.com
2. E-Wizard Helpdesk
New Delhi -110001, Phone No. 011-49606060

NOTICE INVITING TENDER FOR GROUP HEALTH INSURANCE POLICY FOR IIM BODHGAYA STUDENTS

(e-Tender mode only)

Indian Institute of Management, Bodhgaya, Bihar (IIM Bodhgaya) invites bids from IRDA accredited PSU Insurance companies in two bid systems, as per details given below.

Tender document and other details can be obtained from <https://mhrd.euniwizarde.com>, <http://www.iimbg.ac.in> & CPP Portal website: www.eprocure.gov.in/epublish/app/epublish/app

Bid has to be submitted through online mode only.

Critical Dates of Tender:

Sl. No	Particulars	Date	Time
1	Date and Time of online Publication/Download of Tender	18/06/2021	11.00 am
2	Bid Submission close date & time	10/07/2021	12.00 pm
3	Opening of Technical Bids	10/07/2021	12.30 pm
4	Opening of Financial Bids	After Technical Bid Evaluation	

1. ABOUT IIM BODHGAYA

Indian Institute of Management Bodh Gaya is an Institution of National Importance under the Indian Institutes of Management Act, 2017.

2. SCHEDULE OF REQUIREMENT

Technical details	
Group Name	Indian Institute of Management, Bodhgaya.
Commencement Date	21-Jul-2021 (Tentative) For MBA Students 21-Jul-2021 (Tentative) For Ph.D. Students Aug/Sep-2021 (To be Decided) For IPM Students
Period of coverage	<u>1+1 years – For MBA Students</u> <u>1+1+1+1 Years – For Ph.D.</u> <u>1+1+1 Years – For IPM Students</u> <u>(Initially for one Year as per IRDA policy and renewable thereafter on mutual agreement)</u>
Insured Group Details	
Participants Strength	180 approx. For MBA Students (2021-2023) 07 approx. For Ph.D. Students (New Admission) 60 approx. For IPM Students (2021-2024) 183 existing MBA Student (2020-2022) – Starting from September 8, 2021 03 existing Ph.D. Student – Starting from September 8, 2021 (Program wise Full validity of Insurance)
Floater/Individual	Individual
Sum Insured bands	Rs. 2,00,000/- (Rs. Two Lakh Only) per students/participants
Coverage & Benefits Details	
Domiciliary Hospitalization	Covered
Coverage of Pre Existing diseases	Covered
Day Care Surgeries/Treatment	Covered
Cashless facility	Applicable
30 days waiting Period	Waived
1st Year and 2 years exclusions	Waived
30 Days Pre and 60 Days post hospitalization Expenses coverage	Covered
Room Rent Limit per day	2% of the sum assured maximum, i.e. Rs.4000/- per day
ICU Rent Limit per day	4% of the sum assured maximum, i.e. Rs. 8000/- per day
Corporate Buffer	Rs 10,00,000/- Limit up to Sum Insured.
Other Conditions	New students/participants joining the Institute become automatically covered under the scheme from their date of joining the Institute and the premium amount will be paid by the Institute. Since the institute has several programmes running for various tenures, it shall be compulsory to issue the policy for one year from the commencement of that program at same rates . The approximate number of students programme wise is given below: MBA – 180 as 1 st Year Students, 183 as 2 nd year students, IPM – 60 as 1 st year, Ph.D. – 07 as 1 st Year, 03 as 2 nd year. Any addition (admissions only) / deletion (termination of students

	from roll due to any unavoidable circumstances (institute shall confirm the termination in such cases) or completion of course or due to accidental death) of students shall be effected on pro rata basis in the concerned policy. There is no internal ceiling of treatment except room/ICU rent.
Claim Settlement Facility	List of network hospitals to be provided.
Cashless Facility	1. Cashless treatment to be provided at least in the two major Hospitals located in Gaya. 2. No deposit/treatment charges to be levied on the participants at the time of admission. 3. Claim authorization should be initiated immediately after admission in the hospital on producing the insurance ID card/student ID from the Institute without waiting for any other documents/confirmation from the Insurance company / Institute. 4. No amount to be retained by the hospital at the time of discharge. 5. Students/participants are to be provided with medical treatment on their arrival at the hospital.
Annual Health Check-ups	Included
Personal Accident Policy	Should cover all type of accident (both major & Minor), including Frostbite, snake bite, attack from any kind of wildlife besides fatality. It should also cover total or partial disability.
Coverage for any pandemic notified by WHO or Central Government or State Government Authorities.	No Restrictions
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.

3. OID, ELIGIBILITY CRITERIA & TECHNICAL CRITERIA

3.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, TIN/CST/ST etc. details are to be provided.

3.2 Eligibility Criteria

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the **Annexure-I**.
- b) The bidder should have not been debarred/blacklisted/should have not been terminated /ceased without completing the entire duration of policy period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India during past five years from the last date of submission of bids. A duly completed certificate to this effect is to be submitted as per **Annexure-II**.
- c) The firm should have valid accreditation certificate with IRDA on the date of

submission of the tender. A duly sealed & signed valid certificate submitted to this effect.

- d) Bidders should have experience in providing Group Health Insurance for last five years from the date of submission of the tender. The details of the same along with supporting document/copy of insurance policy are to be submitted.
- e) Procedure and flowchart for claim settlement as well as TAT for claim settlement.
- f) Details of Sales and Claim Service network in India including Third Party Administrators (TPA).
- g) List of Network Hospitals in Bodh Gaya & Gaya as well as other places of India.

[Bidders are requested to enclose copies of valid documents in support of fulfilling above eligibility criteria mentioned in Para 3.1 and 3.2]

3.3 Technical Criteria

Bidders required to sealed & signed of each page of technical bid and submit as per **Annexure-III**. Unsigned technical bid or the bids not in prescribed format will be rejected without assigning any reason.

4. FINANCIAL BID DETAILS

Financial bid given with tender to be submitted after filling all relevant information. The priced bid should be submitted strictly as failing which the offer is liable for rejection.

5. AVAILABILITY OF TENDER

The tender document other details can be obtained from <https://mhrd.euniwizarde.com>, institute website: <http://www.iimbg.ac.in> and at the e-publishing window of the Central Public Procurement (CPPP) portal <http://eprocure.gov.in/epublish/app>

6. BID VALIDITY PERIOD

The bid will remain valid for 150 days (Five Months) from the date of opening as prescribed by IIM Bodhgaya. A bid valid for a shorter period shall be rejected, being non-responsive.

7. BID SUBMISSION

7.1 Instruction to Bidder

Two bids system will be followed i.e. Technical & Financial Bids should be submitted Online only.

- a. Technical bid compliance as per the **Annexure III** should be confirmed in writing and uploaded.
- b. Copies of Statutory Documents to be uploaded as per **Annexure IV**
- c. Financial Bid should be uploaded as per the **Annexure V**

7.2 MODE OF SUBMISSION OF BID

The Bidder must ensure that the bids should be submitted online before or by due date.

a) Technical Bid (COVER-1)

The Technical Bid (COVER-1) should contain Annexures I to IV. Bidders should comply with the specification of the tendered item in all respect, no deviations are acceptable.

b) Financial Bid (COVER-2)

Financial bid by the tender is to be submitted after filling all relevant information. The cost factors should be mentioned clearly as per format given at **Annexure-V** available with the tender, failing which the offer is liable for rejection. **Kindly quote your offer for all the stipulated service sought for IIM Bodh Gaya (inclusive of all taxes and charges).** The final rates quoted should be inclusive of all applicable charges.

8. BID OPENING

- a) Technical Bids will be opened on 10-07-2021 at 12:30 PM.
- b) Bids should be summarily rejected, if all required documents (mentioned in clause 9) are not submitted within stipulated date / time.
- c) Financial bids of technically qualified parties/firms shall be opened after technical bid evaluation.

9. BID EVALUATION

The Technical Evaluation Committee of the Institute constituted for the purpose shall assess the ability of the agencies to render the requisite services based on the company profile, rating and on such other criteria as it may fix and the Financial Bids of only those firms qualifying the technical evaluation will be considered.

Opening and Evaluation of Bids: The institute reserves the right to seek clarifications or additional information/ documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

10. LIQUIDATED DAMAGES

- a) In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.
- b) In case of failure in settlement of claims within the time frame, the penalty will be enforced as per Institute norms.

11. CONTRACT PERIOD

The policy will be issued for two years coinciding with the academic calendar of the institution.

12. COMMENCEMENT SCHEDULE

The successful bidder has to commence the service w.e.f. 21 Jul 2021 (Tentatively).

13. TERMS AND CONDITIONS

13.1 General Terms & Conditions:

- a) The bidder has to submit the relevant & readable documents only as indicated in the tender documents. In case of any irrelevant or non-readable documents, the bid may be rejected.
- b) IIM Bodhgaya reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- c) IIM Bodhgaya reserves the right to relax / amend / withdraw any of the terms and conditions contained in the tender document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) IIM Bodhgaya reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) Conditional tenders will not be considered in any case.
- f) Tenders sent by fax & e-mail will not be accepted.
- g) In case of differences arising in the terms and conditions of the tender documents with the firm(s), the decision of IIM Bodhgaya shall prevail.
- h) The Courts of Gaya alone will have the jurisdiction to try any matter, dispute or reference between the bidders and the Institute arising out of this service. It is specifically agreed that no court outside and other than Court in Gaya shall have jurisdiction in the matter.
- i) Arbitration- All dispute and differences which may arise between the IIM Bodhgaya and the Insurance Company shall be referred to Director, IIM Bodhgaya whose decision shall be binding on all concerned.
- j) Bids which are late/vague/conditional/incomplete/not confirming to the laid down procedure in any respect will be rejected.
- k) IIM Bodhgaya may issue corrigendum to tender documents before due date of submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Bodhgaya. The bidder is not to modify the tender document.
- l) Selection of successful bidder: Technical bid will be opened on same date/time as per the schedule given above and financial bids will be opened upon evaluation of Technical Bid. After evaluation of bids, the bidder who is technically qualified as well as quotes the lowest premium amount in total shall be declared as the successful service provider. In the event of receiving more than one financial bid quoting the same premium amount, the final selection of successful bidder shall be made in the

following manner.

- The one with the highest turnover during the last 3 years put together.
- If more than one bid having the same total turnover, then by “Draw of Lots”.

13.2 Special Terms and Conditions:

- a) Cashless facility should be provided in at least two major multi-specialty hospitals located in Bodhgaya/Gaya as stated in the technical bid. All transactions with these hospitals should be totally cashless. No deposit/treatment charges to be levied on the participants at the time of admission and no amount to be retained by the hospital at the time of discharge. Students/participants are to be provided with medical treatment on their arrival at the hospital.
- b) All Students of IIM Bodhgaya irrespective of age group should be eligible to join the scheme. New students/participants joining the Institute become automatically covered under the scheme and the premium will be paid by the Institute.
- c) There should be a dedicated helpline (24 x 7) / TPA from the Insurance Company and the contact details should be furnished in the tender. Contact details of the claim settlement person should be provided by the Insurance Company including the name of the contact person, contact numbers and postal & email address.
- d) Door-step reimbursement facility for cases of reimbursement to individual and reimbursement amount can be made directly to the members only preferably within 15 days from the date of submission of required documents.
- e) Reports including the claims of individuals and the details of settlement are to be furnished to the Institute on monthly basis or as and when required by the Institute.
- f) Admission and discharge to and from the hospital preferably on 24x7 basis.
- g) The successful agency/firm/bidder shall at its own cost comply with the provision of orders and notifications issued by IRDA and Government from time to time.
- h) Provide/access to retrieve the update Claim Dump / MIS in MS Excel Format only with each and every claim details on quarterly basis.
- i) There shall be a dedicated helpline (24 x7) from the TPA of Insurance / In house TPA available and the contact details including the name of contact person, contact numbers and postal/email address, shall be furnished. However In-house TPA will be preferred. No extra payment is to be made by the institute to the Insurer for engaging a TPA.
- j) The response time by the TPA at the time of admission shall be maximum up to 6 hours.
- k) The Mediclaim ID cards of the members should be issued by the TPA within 15 days after submission of names by IIM Bodh Gaya.
- l) The scheme should have provision for addition/deletion of students on pro rata basis. Midterm inclusion/deletion of members are allowed subject to the confirmation of IIM Bodh Gaya Authority.
- m) Submission of claims should be allowed up-to 30 days from the date of discharge from the Hospital / Nursing Homes.

ANNEXURE – I

To,

**Indian Institute of Management Bodh Gaya
Uruvela, Prabandh Vihar
Bodh Gaya- 824234, Bihar
India**

Sub: - Self Declaration Certificate

Ref: - IIMBG/2021-22/Student Insurance/02 Date: 17 June 2021

(Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya MBA/Ph.D./IPM Participants).

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids towards the for Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya MBA/IPM/Ph. D Participants, I / We hereby reconfirm and declare that I / We have carefully read, understood and complying the above referred tender document including instructions, terms and conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc, applicable as on date and are for Indian Institute of Management Bodh Gaya, Uruvela, Prabandh Vihar, Bodh Gaya- 824234, India.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Email ID:

CERTIFICATE
(to be provided on letter head of the firm)

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Name:

Place:

Designation:

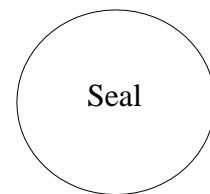
Contact No.:

TECHNICAL BID

Technical details	
Group Name	Indian Institute of Management, Bodhgaya.
Commencement Date	21-Jul-2021 (Tentative) For MBA Students 21-Jul-2021 (Tentative) For Ph.D. Students Aug/Sep-2021 (To be Decided) For IPM Students
Period of coverage	<u>1+1 years – For MBA Students</u> <u>1+1+1+1 Years – For Ph.D.</u> <u>1+1+1 Years – For IPM Students</u> <u>(Initially for one Year as per IRDA policy and renewable thereafter on mutual agreement)</u>
Insured Group Details	
Participants Strength	180 approx. For MBA Students (2021-2023) 07 approx. For Ph.D. Students (New Admission) 60 approx. For IPM Students (2021-2024) 183 existing MBA Student (2020-2022) – Starting from September 8, 2021 03 existing Ph.D. Student – Starting from September 8, 2021 (Program wise Full validity of Insurance)
Floater/Individual	Individual
Sum Insured bands	Rs. 2,00,000/- (Rs. Two Lakh Only) per students/participants
Coverage & Benefits Details	
Domiciliary Hospitalization	Covered
Coverage of Pre Existing diseases	Covered
Day Care Surgeries/Treatment	Covered
Cashless facility	Applicable
30 days waiting Period	Waived
1st Year and 2 years exclusions	Waived
30 Days Pre and 60 Days post hospitalization Expenses coverage	Covered
Room Rent Limit per day	2% of the sum assured maximum, i.e. Rs.4000/- per day
ICU Rent Limit per day	4% of the sum assured maximum, i.e. Rs. 8000/- per day
Corporate Buffer	Rs 10,00,000/- Limit up to Sum Insured.
Other Conditions	New students/participants joining the Institute become automatically covered under the scheme from their date of joining the Institute and the premium amount will be paid by the Institute. Since the institute has several programmes running for various tenures, it shall be compulsory to issue the policy for one year from the commencement of that program at same rates . The approximate number of students programme wise is given below: MBA – 180 as 1 st Year Students, 183 as 2 nd year students, IPM – 60 as 1 st year, Ph.D. – 07 as 1 st Year, 03 as 2 nd year. Any addition (admissions only) / deletion (termination of students from roll due to any unavoidable circumstances (institute shall

	confirm the termination in such cases) or completion of course or due to accidental death) of students shall be effected on pro rata basis in the concerned policy. There is no internal ceiling of treatment except room/ICU rent.
Claim Settlement Facility	List of network hospitals to be provided.
Cashless Facility	6. Cashless treatment to be provided at least in the two major Hospitals located in Gaya. 7. No deposit/treatment charges to be levied on the participants at the time of admission. 8. Claim authorization should be initiated immediately after admission in the hospital on producing the insurance ID card/student ID from the Institute without waiting for any other documents/confirmation from the Insurance company / Institute. 9. No amount to be retained by the hospital at the time of discharge. 10. Students/participants are to be provided with medical treatment on their arrival at the hospital.
Annual Health Check-ups	Included
Personal Accident Policy	Should cover all type of accident (both major & Minor), including Frostbite, snake bite, attack from any kind of wildlife besides fatality. It should also cover total or partial disability.
Coverage for any pandemic notified by WHO or Central Government or State Government Authorities.	No Restrictions
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.

Name and Signature of Authorized Person



Statutory Documents (Copies of documents to be enclosed)

Name of the Party		
Date of Incorporation / Establishment		Supporting documents are to be attached along with the Annexure-IV
PAN Number		
GST Registration Number		
Turnover during last three years (Duly certified by a Chartered Accountant should be attached with the bid):		
FY 2019-20: Rs _____		
FY 2018-19 Rs _____		
FY 2017-18: Rs _____		
Registered Office Address		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Name in Block Letter:

Contact no.:

Designation:

Full Address:

Signature and Seal of the Tenderer

FINANCIAL BID (COVER-2)**FINANCIAL BID**

(To be submitted on the letterhead of the bidder)

Date:	
Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya Students Tender Ref. NO: IIMBG/2021-22/Student Insurance/02	
Name of the Bidder/Insurer: Correspondence Address: Tel/Mob No.: Email Id:	

TABLE – A						
(a)	(b)	(c)	(d)	(e)	(f)	(g)
Sr.No	Particulars	No of Members as (Approximately)	Policy Rate/Mille	Premium Amount Per Member	Total Premium Amount [c*e]	In Words
1.	MBA Students	180		Rs._____/-	Rs._____/-	Rupees_____ _____ _____
	IPM Students	60				
	Ph.D. Students	6				
2.	GST as applicable is EXTRA	_____%		Rs._____/-	Rs._____/-	Rupees_____ _____ _____

Note:

- Premium amount quoted above will remain unchanged throughout the policy period.
- GST will be extra as per rules.

DECLARATION

I/we.....(Name of the Authorized Representative of Bidder) of.....(Name of the bidder/insurer) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in tender document.

Place & Date:

(Name & signature with stamp of the bidder)