

INDIAN INSTITUTE OF MANAGEMENT NAGPUR



IIM NAGPUR

TENDER DOCUMENT

FOR

**“Providing Group Health Insurance Policy for IIM Nagpur employees
and their family members”**

Part-1 Pre-Qualification & Technical bid

Client

CAO

Indian Institute of Management Nagpur - 440010

Email : procure@iimnagpur.ac.in

Phone no. 0712-7102358, 0712-7102396

Notice inviting Tender

1.1 Introduction

IIM Nagpur was established in the year 2015 and is currently operating from its temporary campus at VNIT Nagpur.

Post Graduate Programme (PGP), a two-year residential management programme is the flagship programme of IIM Nagpur.

A key aspect of IIM Nagpur's mission is to make an impact on the practice of management. Towards this, IIM Nagpur is focused on engaging and collaborating with organizations from the corporate sector, PSUs, and government organizations.

1.2 Bid invited for

Bids are invited under two bid system from IRDA accredited Insurance companies or authorized Brokerage agencies for **Providing Group Health Insurance Policy for IIM Nagpur employees and family members** (hereinafter to be referred as "IIMN") Tender Reference no: IIMN/143/2020-21/21 dated 26/03/2021

1.3 Schedule of Events

1. Bid issue from : 26.03.2021
2. Pre-Bid meeting : 05.04.2021 at 11:00 AM (to be held virtually. The link will be shared on the website)
3. Last date for submission of bids : 15.04.2021 up to 11:00AM
4. Opening of PQ & Technical Bids : 15.04.2021 at 11:30AM
5. Opening of Price Bids : 15.04.2021 at 04:00PM

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Chapter 1 - PQ Criteria & Bid submission

Clause No.	Title	Description												
101	Bid for	Group Health Insurance policy for IIM Nagpur employees and their family members.												
102	Reference no.	IIMN/143/2020-21/21 dated 26/03/2021												
103	Tender fees	<p>Rs. 5,000/ plus 18 % GST (Rs.5900/- Rupees five Thousand nine hundred only) to be paid by Demand Draft in favour of IIM Nagpur OR by NEFT as per account details below:</p> <table border="1" data-bbox="743 701 1416 1083"> <thead> <tr> <th colspan="2">IM NAGPUR BANK DETAILS</th> </tr> </thead> <tbody> <tr> <td>ACCOUNT NAME</td> <td>INDIAN INSTITUTE OF MANAGEMENT SOCIETY</td> </tr> <tr> <td>ACCOUNT NUMBER</td> <td>3124101005686</td> </tr> <tr> <td>IFSC</td> <td>CNRB0003124</td> </tr> <tr> <td>BANK NAME</td> <td>CANARA BANK</td> </tr> <tr> <td>BRANCH NAME</td> <td>NAGPUR VNIT CAMPUS</td> </tr> </tbody> </table> <p>All applicable bank charges shall be borne by the bidder. If tender fees is not received from any bidder as detailed above, the bid will be liable for rejection. Exemption on tender fee for MSME/NSIC registered units on submission of copies of valid registration documents of current period.</p>	IM NAGPUR BANK DETAILS		ACCOUNT NAME	INDIAN INSTITUTE OF MANAGEMENT SOCIETY	ACCOUNT NUMBER	3124101005686	IFSC	CNRB0003124	BANK NAME	CANARA BANK	BRANCH NAME	NAGPUR VNIT CAMPUS
IM NAGPUR BANK DETAILS														
ACCOUNT NAME	INDIAN INSTITUTE OF MANAGEMENT SOCIETY													
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IFSC	CNRB0003124													
BANK NAME	CANARA BANK													
BRANCH NAME	NAGPUR VNIT CAMPUS													
104	Deleted	Deleted												
105	Bid format	The bid shall be submitted in two parts as given below. The two sealed envelopes (1 & 2) to be placed in a single envelope superscribed "Bid for Group Health Insurance Policy for IIM Nagpur employees" and submitted by hand or by post/ courier so as to reach IIM Nagpur before the last date as per schedule.												
105.1	Sealed Envelope 1	Superscribed "PQ Bid for Group Health Insurance Policy for IIM Nagpur employees and their Family" containing <ol style="list-style-type: none"> Complete PQ document signed and stamped. Duly filled in Annexures A, B, C Legible copies of relevant supporting PQ documents as mentioned in Annexure 'B' duly self-attested by bidder. 												

105.2	Sealed Envelope 2	Superscribed "Price Bid for Group Health Insurance Policy for IIM Nagpur Employees and their family" containing Price Bid document – Completely filled, signed and stamped
105.3	Late / Conditional Bids	Conditional bids not conforming to the PQ / requirements as per the bidding documents will not be considered. Bids received after the last date & time of submission will not be considered.
106	Bid evaluation	<ol style="list-style-type: none"> 1. PQ bids will be opened and agencies will be assessed based on company profile, pre-qualification criteria. Technically qualified agencies as per criteria will be declared. 2. Price Bids of only Pre-qualified agencies will be opened. 3. Agency providing the services as per the institute's requirements & coverage and with lowest total premium quoted in Table 1 will be awarded the contract.
107	Rejection of bid(s)	IIMN reserves the right to reject any or all the tenders relating to the service under this Tender Document without assigning any reason whatsoever.
108	Force Majeure	If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.
109	Pre -qualification requirements	The applicant must submit Annexure-A duly filled, signed and Stamped.
109.1		Agency to submit the documentary proof in support for the eligibility criteria mentioned in Annexure 'B' A simple undertaking by the agency for any of the above points shall not be considered for evaluation.
110	Precedence Clause	In case of any ambiguity in interpretation, the decision by IIMN authority on the interpretation of the entire contract terms and conditions will be final and binding to all.
111	Mathematical error	During the opening of price bids the quoted rates will be declared. However, during calculation verification if there is any error found in total amount, the agency will be called for



		clarifications. However, decision by IIMN authority on the interpretation of the entire contract terms and conditions will be final and binding to all.
112	Payment	<p>Premium for the policy will be paid on submission of Proforma Invoice/Tax invoice complete with the details of the group and coverage. Tender No. to be mentioned in the invoice for reference. Payment only by e-payment mode.</p> <p>At the time of activation of policy, the insurer will provide the per person premium rates for each age band which further will be used for the payment of premium for addition and deletion of members during the duration of policy.</p>

INSTRUCTIONS FOR SUBMISSION OF BIDS

1. The price bids of only those bidders shall be considered for evaluation whose bid is determined to be technically acceptable to IIMN.
2. Price Bid submitted only in the given format will be accepted.
3. Any conditions / terms given in the bid by bidders on their own shall not be binding on the IIMN. All the terms & conditions will be as given herein and no change in any terms or conditions by the bidders will be acceptable.
4. Bidder signing the tender form or any other documents forming part of the contract on behalf of the Bidder shall be deemed to warranty that he has authority to bind the Bidder. If subsequently, it comes to light that the person signed had no authority to do so, IIMN may without prejudice to any other civil & criminal remedies cancel the tender and hold the Bidder liable for all costs, charges and damages.
5. In case of any dispute, Director, IIMN shall be the sole arbitrator and his decision shall be final & binding on both the parties.
6. Any bid received by IIMN, after the deadline for submission of bids prescribed by the IIMN, shall be rejected and returned unopened to the bidder.
7. Any cutting/overwriting etc. in the tender must be signed by the person who is signing the tender. The rates and units shall not be overwritten. The financial part in the bid shall always be both in figures and words. In case of discrepancy in words or figures, the amount least between the figure and word will be treated as final.
8. The bidders have to submit the price bid only as per the price schedule format as given above in this tender document. Any other format for submission of price bid shall be out rightly rejected without any further reference to the bidders.

**ANNEXURE – A****PARTICULARS OF BIDDER**

1	Name of the Bidder	
	a. Trade name	
	b. Status of the bidder (Company / Authorized Brokerage agency)	
2	Postal address for communication	
3.	Telephone numbers	
4	Email address	
5	PAN No. (Enclose self-attested copy)	
6	GST No. (Enclose self-attested copy)	
7	IRDA Registration / License details (Enclose self-attested copy)	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender/ as stipulated in the tender notice No IIMN/143/2020-21/21 dated 25.03.2021. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for **Group Health Insurance Policy for employees of IIM Nagpur and their family members** as per Price Bid.

Name of the BIDDER _____

Signature of authorized person _____
with date

Official seal of BIDDER

**ANNEXURE B****ELIGIBILITY CRITERIA FOR BIDDERS**

Sr.No.	Criteria	Complied (Yes / No)	Supporting Documents attached (Yes / No)
1	Bidder (Company / Brokerage agency) should provide the quotes of the Insurer that must be accredited with IRDA.		
2	Brokerage agency with experience of More than 10 years.		
3	Adequate experience in providing group insurance (Client list, previous work experience of the Insurer to be attached).		
3	Cashless treatment facilities available in 50 major hospitals in Nagpur as well as other cities in India. (List of network hospitals attached) or link for the same to be provided.		
4	24 x 7 TPA helpline available.		
5	TPA office to be situated in Nagpur and available 24x7 for communication (Details address, person, Contact Number to be shared)		

*Supporting documents to be attached with Annexure B

Chapter 2 - Scope of Coverage and Terms & conditions

Following is the scope of product, IIMN is considering for the group medical Insurance. All the employees of IIM Nagpur irrespective of age group will be included in the scheme.

Parameters	Minimum Criteria	Remarks
Sum Insured	5,00,000	Per employee (including dependents)
No. of employees	59	These figures are as on date and is likely to increase in due course
Total No. of Lives to be covered	229	These figures are as on date and is likely to increase in due course
Pre-Existing disease	Covered from Day 1	
30 day waiting	To be waived	
1/2/3 year waiting	To be waived	
Maternity-Normal	50,000	
Maternity-C-sec	50,000	
9 month waiting for maternity	To be waived	
Cover for Baby	Covered from Day 1	
Pre & Post Natal	Upto 5,000 over & above maternity limit	
Normal Room Rent	Up to 1% of SI	
ICU Room Rent	Up to 2% of SI	
Pre Hospitalization	Up to 30 days	
Post Hospitalization	Up to 60 days	
Disease wise capping	No Capping	
Ambulance	Rs. 2000	
Co-Pay	No Co-pay	
No.of empanelled hospitals in Nagpur	Minimum 50	AT least 5 major multispecialty hospitals to be mandatorily covered.
Covid -19 treatment	100% to be covered	

1. The scheme should have provisions for new entrants in service to get coverage within 48 hours of communication from IIM Nagpur.
2. The agency shall comply with all the notifications issued by IRDA from time to time.
3. In case of failure in settlement of claims within the time frame, IIM Nagpur shall impose penalty as per institute's norms.
4. The period of contract will be initially for a period of **One year** extendable on mutually agreeable terms and conditions maximum upto three years. In case of extension, revised premium rates will be invited from the agency.
5. Cashless facility should be provided in atleast 5 major multi-specialty hospitals in Nagpur. Detailed list of these hospitals as well as all the network hospitals covered under the scheme to be provided with the bid.



6. Cashless facility to be available in network hospitals across India and the TPA to assist with locating the hospital if required.
7. There should be a dedicated helpline number (24x7) from the TPA of Insurance company and the contact details to be furnished along with the bid. In case if the bidder is the Company / Agency, then it will be sole responsibility of the bidder to facilitate hassle free facility and convenience to the Institute's beneficiary of the policy.
8. For cases of reimbursement, the amount to be reimbursed directly to the individual preferably within 15days from the date of submission of documents. In case, if the bidder is the Company / Authorized agent/Intermediary, then it will be sole responsibility of the bidder to facilitate hassle free reimbursement and convenience to the Institute's beneficiary of the policy.
9. MIS reports including claims of individuals and details of settlement to be furnished to the institute on quarterly basis or as communicated by the institute.
10. The mediclaim ID cards of the members should be issued by the TPA within 15 days after submission of names by the Institute.
11. Agency must share SOP for claim settlement procedures.
12. In case of any dispute arising out of this service contract, the jurisdiction will be Nagpur only.

**ANNEXURE C****TECHNICAL BID**

For Group Health Insurance Policy for IIM Nagpur employees and their family members

Details of the group to be insured		
No. of Employees as on 26 th March 2021 (Primary)	59	
No. of dependents	170	
Total No. of lives	229	
Definition of family	Employee, Spouse, two children, two parents	
Maximum age	Not applicable	
Floater	Yes	
Sum insured	Rs.5.00 lakh per year per employee (for the employee and dependents and including multiple hospitalizations)	

The Group Composition attached as **Annexure C2**

**Annexure C1**

Coverage & Benefit details		
Particulars	Requirement	<i>To be filled by Bidder</i> Compliance (Yes / No) / Remarks
Name of the Insurer		
Hospitalization	Covered	
In-patient benefits	Covered	
Pre-existing diseases	Covered	
30 days Pre and 60 days Post hospitalization expenses	Covered	
Day Care procedures	Covered Please provide list of procedures covered with Annexure C1	
Maternity Benefit / New born baby	Covered	
Ambulance charges	Rs.2000/-	
Room Rent	a. Room rent and nursing expenses provided by the hospital / nursing home not exceeding 1% of the Sum insured per day. b. ICU expenses not exceeding 2% of the Sum insured per day.	
Disease wise capping	Should be attached with the bid document Annexure C1	
Waiting period	Waived off	
Cashless facility	Applicable List of network hospitals to be attached with Annexure C1	



TPA	Yes. Details to be furnished	
Addition / Deletion of members	New employees joining the institute shall be included in the policy from the date of Communication from the institute.	
	Employees retired / terminated / resigned from the institute shall be excluded from the policy from the date of communication from the institute.	
	Mid-term inclusion of family members due to change in composition of family to be covered	
	Pro-rata premium to be charged / refunded in case of additions / deletions	
Dummy copy of the policy as per requirements	To be attached with Annexure C1	

**Annexure C2****Group Composition as on 26.03.2021**

SR NO	Policy members	Age AS ON 08/03/2021	GENDER	RELATION	Total lives/family
1	Employee	56	Male	Self	5
	Spouse	45	Female	Spouse	
	Children 1	24	Female	Daughter	
	Children 2	22	Male	Son	
	Mother	80	Female	Mother	
2	Employee	39	Male	Self	4
	Spouse	36	Female	Spouse	
	Child 1	4	Male	Son	
	Mother	71	Female	Mother	
3	Employee	39	Male	Self	6
	Spouse	37	Female	Spouse	
	Child 1	4	Male	Son	
	Child 2	2	Male	Son	
	Father	64	Male	Father	
	Mother	66	Female	Mother	
4	Employee	34	Female	Self	3
	Father	73	Male	Father	
	Mother	67	Female	Mother	
5	Employee	38	Male	Self	5
	Spouse	35	Female	Spouse	
	Child 1	3	Male	Son	
	Father	83	Male	Father	
	Mother	74	Female	Mother	
6	Employee	33	Female	Self	4
	Spouse	35	Male	Spouse	
	Father	67	Male	Father	
	Mother	56	Female	Mother	
7	Employee	46	Male	Self	6
	Spouse	44	Female	Spouse	
	Child 1	16	Male	Son	
	Child 2	11	Male	Son	
	Father	73	Male	Father	
	Mother	69	Female	Mother	
8	Employee	49	Male	Self	5



	Spouse	42	Female	Spouse	
	Child 1	5	Male	Son	
	Father	71	Male	Father	
	Mother	68	Female	Mother	
9	Employee	33	Male	Self	2
	Mother	56	Female	Mother	
10	Employee	36	Male	Self	3
	Father	68	Male	Father	
	Mother	63	Female	Mother	
11	Employee	36	Female	Self	5
	Spouse	38	Male	Spouse	
	Child 1	3	Male	Son	
	Father	80	Male	Father	
	Mother	59	Female	Mother	
12	Employee	29	Male	Self	4
	Spouse	28	Female	Spouse	
	Father	56	Male	Father	
	Mother	56	Female	Mother	
13	Employee	34	Female	Self	3
	Father	63	Male	Father	
	Mother	58	Female	Mother	
14	Employee	36	Female	Self	3
	Father	71	Male	Father	
	Mother	69	Female	Mother	
15	Employee	35	Female	Self	2
	Mother	60	Female	Mother	
16	Employee	42	Male	Self	5
	Spouse	40	Female	Wife	
	Child 1	10	Female	Daughter	
	Father	82	Male	Father	
	Mother	74	Female	Mother	
17	Employee	35	Male	Self	5
	Spouse	29	Female	Wife	
	Child 1	1	Male	Son	
	Father	67	Male	Father	
	Mother	61	Female	Mother	
18	Employee	37	Male	Self	4
	Spouse	35	Female	Spouse	
	Father	67	Male	Father	
	Mother	58	Female	Mother	
19	Employee	34	Male	Self	4



	Spouse	32	Female	Spouse	
	Father	67	Male	Father	
	Mother	63	Female	Mother	
20	Employee	36	Male	Self	4
	Spouse	32	Female	Spouse	
	Father	77	Male	Father	
	Mother	73	Female	Mother	
21	Employee	30	Female	Self	4
	Spouse	30	Male	Spouse	
	Father	68	Male	Father	
	Mother	54	Female	Mother	
22	Employee	35	Female	Self	5
	Spouse	36	Male	Spouse	
	Children	2	Male	Son	
	Father	75	Male	Father	
	Mother	68	Female	Mother	
23	Employee	31	Male	Self	3
	Father	57	Male	Father	
	Mother	53	Female	Mother	
24	Employee	36	Female	Self	3
	Father	64	Male	Father	
	Mother	58	Female	Mother	
25	Employee	41	Male	Self	5
	Spouse	40	Female	Spouse	
	Children	10	Male	Son	
	Father	72	Male	Father	
	Mother	64	Female	Mother	
26	Employee	39	Male	Self	3
	Spouse	39	Female	Spouse	
	Children	13	Male	Son	
27	Employee	30	Female	Self	4
	Spouse	33	Male	Spouse	
	Children 1	0	Male	Son	
	Mother	62	Female	Mother	
28	Employee	41	Male	Self	1
29	Employee	51	Male	Self	5
	Spouse	48	Female	Spouse	
	Child-1	23	Male	Son	
	Child-2	18	Female	Daughter	
	Mother	84	Female	Mother	
30	Employee	39	Male	Self	4



	Spouse	30	Female	Spouse	
	Child-1	5	Female	Daughter	
	Mother	61	Female	Mother	
31	Employee	45	Male	Self	4
	Child-1	3	Female	Daughter	
	Father	76	Male	Father	
	Mother	70	Female	Mother	
32	Employee	34	Female	Self	3
	Father	70	Male	Father	
	Mother	68	Female	Mother	
33	Employee	42	Female	Self	5
	Spouse	45	Male	Husband	
	Child-1	17	Female	Daughter	
	Father	69	Male	Father	
	Mother	65	Female	Mother	
34	Employee	44	Female	Self	4
	Spouse	50	Male	Husband	
	Child-1	21	Female	Daughter	
	Child-2	16	Female	Daughter	
35	Employee	35	Male	Self	5
	Spouse	33	Female	Spouse	
	Child-1	5	Male	Son	
	Child-2	1	Male	Son	
	Mother	57	Female	Mother	
36	Employee	32	Male	Self	4
	Spouse	31	Female	Spouse	
	Father	56	Male	Father	
	Mother	50	Female	Mother	
37	Employee	38	Male	Self	5
	Spouse	32	Female	Spouse	
	Child-1	6	Male	Son	
	Father	69	Male	Father	
	Mother	62	Female	Mother	
38	Employee	31	Female	Self	5
	Spouse	37	Male	Husband	
	Child-1	6	Male	Son	
	Father	65	Male	Father-In-Law	
	Mother	63	Female	Mother-In-Law	
39	Employee	29	Female	Self	4
	Spouse	29	Male	Spouse	
	Father	57	Male	Father In-Law	



	Mother	51	Female	Mother In-Law	
40	Employee	40	Male	Self	4
	Spouse	39	Female	Spouse	
	Child-1	7	Female	Daughter	
	Mother	68	Female	Mother	
41	Employee	49	Male	Self	6
	Spouse	48	Female	Spouse	
	Child-1	20	Female	Daughter	
	Child-2	11	Male	Son	
	Father	85	Male	Father	
	Mother	81	Female	Mother	
42	Employee	48	Male	Self	2
	Mother	77	Female	Mother	
43	Employee	40	Male	Self	5
	Spouse	31	Female	Spouse	
	Child-1	8	Male	Son	
	Child-2	5	Male	Son	
	Mother	62	Female	Mother	
44	Employee	51	Male	Self	4
	Spouse	50	Female	Spouse	
	Child-1	20	Male	Son	
	Mother	74	Female	Mother	
45	Employee	30	Male	Self	3
	Father	57	Male	Father	
	Mother	47	Female	Mother	
46	Employee	35	Male	Self	5
	Spouse	31	Female	Spouse	
	Child 1	5	Male	Son	
	Father	63	Male	Father	
	Mother	59	Female	Mother	
47	Employee	31	Male	self	3
	Father	68	Male	Father	
	Mother	54	Female	Mother	
48	Employee	34	Male	Self	4
	Spouse	33	Female	Spouse	
	Child 1	7	Female	Daughter	
	Mother	64	Female	Mother	
49	Employee	28	Female	Self	3
	Father	54	Male	Father	
	Mother	52	Female	Mother	
50	Employee	29	Female	Self	3



	Father	60	Female	Self	
	Mother	55	Female	Mother	
51	Employee	29	Female	Self	3
	Father	59	Male	Father	
	Mother	54	Female	Mother	
52	Employee	28	Female	Self	4
	Spouse	33	Male	Spouse	
	Father	62	Male	Father	
	Mother	58	Female	Mother	
53	Employee	38	Male	Self	3
	Spouse	39	Female	Spouse	
	Mother	65	Female	Mother	
54	Employee	39	Male	Self	3
	Spouse	38	Female	Spouse	
	Children	12	Female	Daughter	
55	Employee	33	Male	Self	4
	Spouse	28	Female	Spouse	
	Children	0	Female	Daughter	
	Mother	57	Female	Mother	
56	Employee	28	Female	Self	4
	Spouse	28	Male	Spouse	
	Children 1	59	Male	Son	
	Mother	52	Female	Mother	
57	Employee	32	Female	Self	4
	Spouse	35	Male	Spouse	
	Father	60	Male	Father	
	Mother	54	Female	Mother	
58	Employee	27	Female	Self	2
	Mother	54	Female	Mother	
59	Employee	30	Male	Self	2
	Mother	58	Female	Mother	
Total Employee + Dependent					229



INDIAN INSTITUTE OF MANAGEMENT NAGPUR

TENDER DOCUMENT

For

**Group Health Insurance Policy for IIM Nagpur employees and family
members**

Part 2 - Price Bid

Client

Stores & Purchase Office
Indian Institute of Management Nagpur - 440010
Email : procure@iimnagpur.ac.in
Phone no. 0712-7102358,0712-7102396

Price Bid

For Group Health Insurance Policy for IIM Nagpur employees and family members

Name of the bidder :

Name of the Insurer :

Premium Table 1

Sr.No	Particulars	Premium in INR
1	Total Premium for the group as detailed in Annexure C. (Coverage of Rs.5.00 lakhs per employee of IIMN - including family / dependents - for a period of One year)*	
	GST___% as applicable	
	Total Amount	

Signature of Authorized Person:

Seal of the agency :