



IIM NAGPUR
भारतीय प्रबंध संस्थान नागपुर
Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT NAGPUR



IIM NAGPUR

TENDER DOCUMENT

**Providing Group Mediclaim Insurance Policy (GMC) & Group Personal Accident
Policy (GPA) for IIM Nagpur PGP Students for year 2021-22**

Part-1 Technical bid

Client
CAO

Indian Institute of Management Nagpur – 440010
Email : incharge-sao@iimnagpur.ac.in
Phone no. 0712-7102358, 0712-7102396



Notice inviting Tender (on email Mode)

Tender No: IIMN/SAO/001/2021-22 dated 03.06.2021

1. Email bids are invited under two bid system from IRDA accredited Insurance companies / Brokers for **Providing Group Mediclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students** (hereinafter to be referred as "IIMN") for year **2021-22**. The bids are to be submitted ONLY through email incharge-sao@iimnagpur.ac.in

Schedule of events

Bid Publishing Date	:03/06/2021 on
Clarification of queries on email and phone	:From 07/06/2021 to 09/06/2021 till 4.00 PM; Replies to queries will be done on 09/06/2021
Last date of Bid Submission	:10/06/2021; by 5.00 PM
Technical Bid Opening Date	:11/06/2021; at 11.00 AM
Financial Bid Opening Date (Online) – Price Bids of only those bidders whose Technical Bids are complete in all respects will be opened.	:11/06/2021; at 4.00 PM (May be changed if technical bids evaluation is delayed)

- All the relevant Technical Bid documents scanned soft copy (atleast 200 dpi colour) are to be sent to the below mentioned email id: Incharge-sao@iimnagpur.ac.in
- The Financial Bid will have to be sent in the given format only (MS Excel) in password-protected mode. **Price Bids in any other file type or format or without password protection will be rejected.**
- Tenders –Technical bid and Financial bid should be submitted only through e-mail
- Tender will not be accepted after the date and time fixed for receipt of tenders as set in Tender notice or subsequent extensions if any.
- Relevant documents (in addition to the ones to be attached with the Technical bid) in soft copies as proof for verification have to be sent to the above mentioned email id whenever asked for.
- The Financial Bid will be opened on 11 June 2021 through Zoom call. The bidders are requested to send a mail to incharge-sao@iimnagpur.ac.in . The link for bid opening will be shared with the bidders. Passwords will be shared only by the bidders at the time of Price Bid opening.

Chief Administrative officer
Indian Institute of Management Nagpur
Ph. No 0712-710-2358



Chapter 1
Part - 1 Technical bid

Clause No.	Title	Description
101	Bid for	Group Mediclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students for year 2021-22 as per Scope of Coverage given in Chapter 2
102	Reference no.	IIMN/SAO/001/2021-22 dated 03.06.2021
103	Details of bidder	Annexure- A is to be filled, duly signed and stamped and Submitted along with the tender.
104	Tender fees	NA
105	Tender processing fees	NA
106	Earnest Money Deposit (EMD)	NA
107	Contract Period	1 year from the date of issue of work order Extendable up to 2 years on mutual agreement and if the services are found to be satisfactory.
108	Technical Bid	<ol style="list-style-type: none">1. Complete Tender document signed and stamped.2. Duly filled in Annexure A,B, C3. Legible copies of relevant supporting PQ documents as mentioned Annexure 'B' duly self-attested by bidder.4. All documents soft copies are to be sent to incharge-sao@iimnagpur.ac.in email id only



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Clause No.	Title	Description
109	Financial Bid/Price Bid	“Price Bid”– Completely filled in excel sheet format is to be submitted to “ incharge-sao@iimnagpur.ac.in ” email id only.
110	Late / Conditional Bids	Conditional bids not conforming to the PQ / requirements as per the bidding documents will not be considered.
111	Bid evaluation system	<ol style="list-style-type: none"> 1. PQ bids will be verified 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 capable of providing the services as per the institute’s requirements & coverage and with lowest total premium quoted against GMC policy as mentioned for number of students in Table 1 will be awarded the contract. 4. The agency who is awarded the contract for GMC will also provide the GPA policy as per premium quoted in their Price Bid.
112	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.
113	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.
114	Pre -qualification requirements	The applicant must submit Annexure-A duly filled, signed and stamped.
114.1		Agency to submit the documentary proof in support for the eligibility criteria mentioned in Annexure’B’



Clause No.	Title	Description
		A simple undertaking by the agency for any of the above points shall not be considered for evaluation.
115	Precedence Clause:	In the 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.
116	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.
117	Prices, Taxes & Duties	The Bidder should quote firm amount of premium inclusive of all charges and expenditure required to be incurred by him/her for the service as per the bid document excluding GST. Only GST as applicable shall be paid extra over and above the quoted rates.
118	Payment	Premium for the policy will be paid on submission of Proforma 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.



IMPORTANT INSTRUCTIONS FOR SUBMISSION OF BIDS

1. The price bids of only those bidders shall be considered for evaluation whose technical/PQ bid is determined to be technically acceptable to IIMN.
2. Price Bid submitted only in the given format and submitted through email 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 comes to light that the person so signed had no authority to do so, the 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 the 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.



Chapter 2

SCOPE OF COVERAGE AND TERMS & CONDITIONS

1. All the students of IIM Nagpur irrespective of age group will be included in the scheme.
2. The scheme should have provisions for new entrants in service to get coverage within 48 hours of communication from IIM Nagpur.
3. The agency/broker shall comply with all the notifications issued by IRDA from time to time.
4. In case of failure in settlement of claims within the time frame, penalty will be enforced as per institute norms on time and company will be blacklisted.
5. The period of contract will be initially for a period of One year. Extendable up to 2 years on mutual agreement if the services are found to be satisfactory.
6. Cashless facility should be provided in at least four 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.
7. There should be a dedicated helpline number (24 x7) from the TPA / In-house of Insurance company and the contact details to be furnished along with the bid.
8. For cases of reimbursement, the amount to be reimbursed directly to the individual preferably within 15 days from the date of submission of documents.
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 Medclaim ID cards of the members should be issued by the TPA/In-house within 10 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.
13. The details regarding No. of group members, group composition and coverage as per Annexure C.

Earlier Policy Details:

Policy Type	Group Health	Group Accident
Name of the insurance Agency for year 2020-21	ICICI Lombard General Insurance Company Limited	ICICI Lombard General Insurance Company Limited
No. of Lives	123 + 211 = 334	123 + 211 = 334
Premium	=Rs.10,17,604/- (inc GST)	=Rs.13,454/- (inc GST)
Sum Insured	Rs. 2,00,000/- per student	Rs. 1,00,000/- per student
Policy start & end dates	20-Jun-2020 To 19-Jun-2021	20-Jun-2020 To 19-Jun-2021
Claim amount processed for year 2020-21 (till May 22, 2021 at 1.46pm) (claim dump attached)	Rs. 1,09,944/-	Nil
No. of students who raised a claim	2 out of 334	0 out of 334



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ANNEXURE – A**PARTICULARS OF BIDDER**

SR. NO	DESCRIPTION	
1	Name of the Insurer	
A	Trade Name (in Block letters)	
B	Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co./ Broker)	
C	Name of Signing authority	
2	Postal Address	
3	Telephone No.	
4	E-mail / Website address	
5	a)Tender Fees	
	b)EMD	
6	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purpose)	
7	PAN (Enclose self-attested photocopy)	
8	GSTIN (GST Registration No.) (Enclose self-attested photocopy)	

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/SAO/001/2021-22 dated 03.06.2021 Accordingly, I/ we accept the terms and conditions and hereby offer the rates for Providing Group Medclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students for year 2021-22 as per Price Bid.

Name of the BIDDER _____

Signature of authorized person _____

With date _____

Official seal of BIDDER

**ANNEXURE B****ELIGIBILITY CRITERIA**

Sr.No.	Criteria	Complied (Yes / No)	Supporting Documents attached (Yes / No)
1	Bidder agency (Insurer)/Broker must be accredited with IRDA with atleast 10 years of experience	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Adequate experience in providing group insurance (Client list of the Insurer to be attached)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
3	The Bidder must have TPA / In-house establishment at Nagpur. (Attach proof)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
4	Cashless treatment in at least 4 major hospitals located in Nagpur. Name of such hospitals to be provided.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
5	24 x 7 TPA/In-house helpline available Attach TPA/In-House details	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
6	A dummy copy of GMC & GPA policy	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

*Supporting documents to be attached with Annexure B



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ANNEXURE C

SCOPE OF COVERAGE

For Group Health Insurance Policy for IIM Nagpur students

Details of the group to be insured for period of 2021-2022	
Group Name	Indian Institute of Management Nagpur
Location	Nagpur
Commencement Date	00.00 hr of 20, June 2021
Period	One Year
Insured Group Details	
No. of Students as on 20 th June 2021 (Primary)	209
No. of add-on members Expected	240
Group Composition Primary	Attached as Annexure C2
Group Composition Add-on	Will be shared at the time of addition. Tentative age group between 21 to 35 yrs.
Type of Policy	Group Health Insurance
Sum Insured	Rs.2,00,000/-
Coverage and Benefits Details	
30 Days waiting period	Waived
1 Year waiting period	Waived
Pre-Existing Diseases	Covered
Claim Intimation within 24 hrs & claim paper submission to TPA within 15 days from date of discharge from the hospital	Applicable
OPD	Excluded
30 days pre and 60 days post hospitalization expenses covered	Covered
Other conditions	1. New students shall be included in the policy from the date of joining the institute / students leaving the institute shall be deleted from the date of leaving. 2. Pro-rata premium are to be charged / refund in case of addition or deletion
TPA	Applicable
Service charge on medical bills	Should not be deducted from the claim or charged to the claim

The Group Composition attached as **Annexure C2**



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SCOPE OF COVERAGE
For **Group Personal Accident Policy** for IIM Nagpur students

Details of the group to be insured	
Group Name	Indian Institute of Management Nagpur
Location	Nagpur
Preferred Commence Date	00.00 hr of 20, June 2021
Period	One Year
Insured Group Details	
No. of Students as on 20 th June 2021 (Primary)	209
No. of add-on members Expected	240
Type of Policy	Group Personal Accident Policy
Sum Insured	Rs.1,00,000/-

The Group Composition attached as **Annexure C2**