

**IIMN/143/2022-23/13 dated 23.05.2022**



**IIM NAGPUR**

भारतीय प्रबंध संस्थान नागपुर  
Indian Institute of Management Nagpur

## **INDIAN INSTITUTE OF MANAGEMENT NAGPUR**



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### **TENDER DOCUMENT**

**“Providing Group Mediclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students for year 2022-23”**

### **Part-1 Technical bid**

**Client**

CAO

Indian Institute of Management Nagpur

Email : [purchase@iimnagpur.ac.in](mailto:purchase@iimnagpur.ac.in)

Phone no. 7875832307/7030937782

**IIMN/143/2022-23/13 dated 23.05.2022**



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**Notice inviting Tender (offline) Tender No:**

**IIMN/143/2022-23 dated 23.05.2022**

Bids are invited under two bid system from IRDA accredited Insurance companies for **Providing Group Medclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students for year 2022-23** (hereinafter to be referred as "IIMN"). The bids are to be submitted in a sealed envelope as per the timelines below. Tender Document is available on IIMN Website- [www.iimnagpur.ac.in/tenders](http://www.iimnagpur.ac.in/tenders)

**Schedule of events**

Bid Publishing Date	23/05/2022
Last date of Bid Submission	14/06/2022; by 11.00 AM
Technical Bid Opening Date	14/06/2022; at 11.30 AM
Financial Bid Opening Date – Price Bids of only those bidders whose Technical Bids are complete in all respects will be opened.	14/06/2022 at 03.00 PM (May be changed if technical bid evaluation is delayed)

Sealed Bids (with the Tender No. clearly written on the envelope) should reach at the below address before the last date:

IIM Nagpur Plot No.1,  
Sector 20,  
MIHAN  
Nagpur - 441108

Chief Administrative officer  
Indian Institute of Management Nagpur  
Ph. No 7875832307/7030937782



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**Chapter 1**  
**Part - 1 Technical bid**

Clause No.	Title	Description
101	Bid for	Group Medclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students for year 2022-23 as per Scope of Coverage given in Chapter 2
102	Reference no.	<b>IIMN/143/2022-23/13 dated 23.05.2022</b>
103	Details of bidder	Annexure- A is to be filled, duly signed and stamped and Submitted along with the tender.
104	Tender fees	Nil
105	Tender processing fees	Nil
106	Earnest Money Deposit (EMD)	A Bid Security Declaration is to be submitted by the bidder in lieu of EMD. The format (Attached as Annexure B) shall be printed on the bidder's letterhead, signed and stamped by the authorized signatory and submitted with the PQ & Technical Bid.
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"> <li>1. Complete Tender document signed and stamped.</li> <li>2. Duly filled in Annexure A, B,C</li> <li>3. Legible copies of relevant supporting PQ documents as mentioned Annexure 'B' duly self-attested by bidder.</li> <li>4. All documents to be submitted physically only.</li> </ol>
109	Financial Bid/Price Bid	"Price Bid"– Completely filled to be submitted physically in sealed envelope only.
110	Late / Conditional Bids	Conditional bids not conforming to the PQ / requirements as per the bidding documents will not be considered.



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Clause No.	Title	Description
111	Bid evaluation system	<ol style="list-style-type: none"> <li>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.</li> <li>2. Price Bids of only Pre-qualified agencies will be opened.</li> <li>3. Agency capable of providing the services as per the institute's requirements &amp; coverage and with lowest total premium quoted against GMC policy as mentioned for number of students in Table 1 will be awarded the contract.</li> <li>4. The agency who is awarded the contract for GMC will also provide the GPA policy as per premium quoted in their Price Bid.</li> </ol>
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 (PQ)	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' A simple undertaking by the agency for any of the above points shall not be considered for evaluation.



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Clause No.	Title	Description
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. <b>Only GST as applicable shall be paid extra over and above the quoted rates.</b>
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.



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**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 in sealed envelope 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 separately in sealed envelope 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.



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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 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 3 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 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 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.
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 2021-22	ICICI Lombard General Insurance Company Limited	ICICI Lombard General Insurance Company Limited
No. of Lives	209 + 254 = 463	209 + 254 = 463
Premium	=Rs.4,06,987/- (inc GST)	=Rs.28,908/- (inc GST)
Sum Insured	Rs. 2,00,000/- per student	Rs. 1,00,000/- per student
Policy start & end dates	20 June 2021 to 19 June 2022	20 June 2021 to 19 June 2022
Claim amount processed for year 2021-22 (till May 17, 2022 at 10.30 am)(claim dump attached)	Rs. <b>5,12,262/-</b>	Nil
No. of students who raised a claim	5 out of 463	0 out of 463



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**ANNEXURE – A**

**PARTICULARS OF BIDDER**

<b>SR. NO</b>	<b>DESCRIPTION</b>	
<b>1</b>	Name of the Insurer	
<b>A</b>	Trade Name (in Block letters)	
<b>B</b>	Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.)	
<b>C</b>	Name of Signing authority	
<b>2</b>	Postal Address	
<b>3</b>	Telephone No.	
<b>4</b>	E-mail / Website address	
<b>5</b>	a)Tender Fees	
	b)EMD	
<b>6</b>	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purpose)	
<b>7</b>	PAN (Enclose self-attested photocopy)	
<b>8</b>	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/143/2022-23/13** dated 23.05.2022 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 2022-23 as per Price Bid.

Name of the BIDDER \_\_\_\_\_

Signature of authorized person \_\_\_\_\_

With date \_\_\_\_\_

Official seal of BIDDER





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**ANNEXURE B**

**ELIGIBILITY CRITERIA**

Sr.No.	Criteria	Complied (Yes / No)	Supporting Documents attached (Yes / No)
1	Bidder agency (Insurer) 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 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 10 major hospitals located in Nagpur. List of empaneled in Nagpur and PAN india to be provided.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
5	24 x 7 TPA helpline available Attach TPA 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 Mediciam Insurance Policy for IIM Nagpur students

Details of the group to be insured for period of 2022-23	
Group Name	Indian Institute of Management Nagpur society
Location	Nagpur
Commencement Date	19 June 2022, midnight
Period	One Year
Insured Group Details	
No. of Students as on 19 <sup>th</sup> June 2020 (Primary)	248
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	<ol style="list-style-type: none"> <li>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.</li> <li>2. Prorata premium are to be charged / refund in case of addition or deletion</li> </ol>
TPA	Applicable
Service charge on medical bills	Should not be deducted from the claim or charged to the claim
The Group Composition attached as <b>Annexure C2</b>	



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

<b>Details of the group to be insured</b>	
Group Name	Indian Institute of Management Nagpur society
Location	Nagpur
Preferred Commence Date	19 June 2022 from midnight
Period	One Year
<b>Insured Group Details</b>	
No. of Students as on 19 <sup>th</sup> June 2020 (Primary)	248
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**



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## Price Bid

Tender No : IIMN/143/2022-23/13 dated 23.05.2022

Tender for Providing Group Mediclaim Insurance Policy (GMC) & Group Personal Accident Policy (GPA) for IIM Nagpur PGP Students for year 2022-23

	Terms & conditions:		
1	Note: The quoted Premium <b>does not include GST</b>		
2	*The bidder has to quote for the Group of students as given in Table 1. The agency quoting the <b>lowest rate of premium for GMC in Table 1 will be awarded the contract.</b>		
3	Expected add-on policy members – 240 (Premium shall be Quoted considering addition of 240 students)		
4	Age band of students – 21 yrs to 35 yrs for add on 240 students.		
		<b>Name of Bidder</b>	
		<b>Name of Insurer</b>	
<b>Premium Table 1</b>			
Sr.No	Number of students for Base Policy*	Age wise group composition	Quote Premium for GMC
1	248	As given in Annexure C2	
<b>In words:</b>			
Sr.No	Number of students for Base Policy*	Age wise group composition	Quote Premium for GPA
2	248	As given in Annexure C2	
<b>In words:</b>			