

भारतीय सूचना प्रौद्योगिकी संस्थान भागलपुर

**Indian Institute of Information Technology
Bhagalpur**



REQUEST FOR PROPOSAL (RFP)

for

Group Medical Insurance of Students of IIT Bhagalpur

Tender Document

Tender No.: IITBH/REG/SHI Tender/279/2022/21/1376

Sealed Tenders are invited from Medical Insurance Companies (Licensed and Registered with IRDA) dealing with Medical/Health Insurance for implementation of “**IIT-Bhagalpur Student’s Medical Insurance Scheme**”.

The Technical Bid and Financial Bid (contain the amount of the premium along with breakup of taxes & any other charges) should be sealed by the bidder in separate envelopes duly super-scribed and both these sealed envelopes are to be put in a bigger envelop which should also be sealed and duly super-scribed with “Tender for Group Medical Insurance of Students of IIT Bhagalpur”. The Technical bids will be evaluated by the Technical Bid Evaluation Committee duly constituted by IIT-Bhagalpur. Criteria for evaluation of the Technical bid is available at Annexure-I.

Important dates & information

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| Department Name | Indian Institute of Information and Technology, Bhagalpur |
| Name of Service | Tenders are invited from Medical Insurance Companies (Licensed and Registered with IRDA) dealing with Medical/Health Insurance for implementation of “ Group Medical Insurance of Students of IIT Bhagalpur ”. |
| Venue | IIT Bhagalpur |
| Bid Document Fee | INR 1,000/- (Rupees One Thousand Only) Non-refundable in form of Demand Draft in favor of “ IIT Bhagalpur”, Payable at Bhagalpur |
| Earnest Money Deposit (EMD) | INR 10,000/- (Rupees Ten Thousand Only) refundable in form of Demand Draft in favor of “ IIT Bhagalpur”, Payable at Bhagalpur. |
| Pre-Bid Meeting | 5th January 2023 at 11:00 am at the office of Administrative Building, IIT Bhagalpur |
| Last Date and time of Submission of Bids | 10th January 2023; 04:00 PM |
| Date and Time of Opening Technical bid | 10th January 2023; 04:30 PM |

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| Date and Time of Opening Financial bid | 10th January 2023; 05:00 PM |
| Submission of bid documents etc. | Submission of all bid related documents in the office of Registrar In-charge, Indian Institute of Information and Technology Bhagalpur, BCE Campus, Sabour, Bhagalpur, Bihar, 813210, has to be done either by hand or through courier |

Note: . Bids received later than the prescribed date and time will not be considered for evaluation. In this regard no request, whatsoever, shall be entertained.

1. Following are the covers required for insurance: -

| Coverage's | Terms & Conditions |
|---|---|
| Age Slab | 17 - 25 years (95% of the students) |
| | 25 - 35 years (3-5 % of students) |
| Coverage Type | Student only |
| Sum Insured | Rs. 1 Lakh |
| Total no. of students | 750 or as per actual |
| Room Rent Limit | 2% for Normal room and 4% for ICU, (of the sum insured) |
| Additions and deletions | applicable in respect of new joinees with premium loading as per rate |
| Co pay | applicable only if claim intimation is delayed by 30 days or more |
| OPD Cover | Rs.10,000/- |
| 1 st 30-day exclusion waiver | No such exclusion, It should be covered |
| 1 st year exclusion waiver | No such exclusion, It should be covered |
| Pre-existing diseases exclusion waiver | No such exclusion, It should be covered |
| Pre / Post Hospitalization (No. of days option) | 30 days / 60 days respectively |

TECHNICAL BID QUALIFICATION CRITERIA

1. Qualifying Requirements for Insurance Companies

1.1 The bidder should be a registered Indian Insurer in accordance with the Insurance Act, (registered and licensed by IRDA (Insurance Regulatory Development Authority) as Medical/Health Insurer and should have a valid license to carry out Medical Insurance business on a Pan India basis.

1.2 The Insurance Company shall be in the Medical Insurance business in India at least for five years as on the scheduled date of tender opening.

1.3 The Insurance Company should be having Medical Insurance participation in a minimum of three major companies/institutions/ organizations etc. (Documentary evidence to be furnished).

1.4 Tenderer has to submit declaration along with Technical Bid stating that they have not been Black-Listed/De-listed or are put to any holiday by any Indian Institutional Agency/Government Department/Public Sector Undertaking in the last three years. In case of being black listed by any of the Institutions, details of the same be furnished. Moreover, certification that no restraint order has been passed by the competent court of law may also be furnished.

2. Offers shall be submitted with proper documentary evidence to substantiate fulfillment of the qualifying requirements as specified above.

3. The Institute shall have absolute right to consider or not to consider any of the offerer / Insurance Company.

4. The Technical bids of all the prospective bidders should also contain the list of empaneled hospitals.

5. **Scope of Work:** For providing “**Group Medical Insurance of Students of IIIT Bhagalpur**”.

- The strength of the students may increase to around 1200 depending on number of students admitted from the next year onwards.
- The effective date of commencement of policy shall be the date on which a communication is made to the selected insurer.
- The Policy shall cover hospitalization of all the students in case of surgeries/procedures etc. along-with any exigency which do not require hospitalization but are generally covered by Medical / Health Insurance policies as day care procedures.
- There should be at least one hospital/nursing home empanelled in Bhagalpur City with the insurance company.

- 6. Service Level Agreement:** An agreement has to be signed by the successful bidder mentioning all the terms and conditions.

SALIENT FEATURES OF THE MEDICAL INSURANCE POLICY

1. The Policy shall cover all students of IIIT-Bhagalpur.
2. For the prospective bidders, it is mandatory that they must submit the bifurcated quotation containing the amount of premium along with the taxes & any other charges separately against the Mediclaim Insurance coverage of ***Rs.1.00 Lakh on cashless basis.***
3. Bid should contain all the features which will be provided to students in prescribed amount of Rupees One Lakh per student.
4. One dedicated executive to deal/guide the students in case of need.
5. It is expected that Insurance Company will have arrangements with an extensive network of reputed Hospitals all across the country for treatment with cashless facility (List of paneled hospitals should be enclosed).
6. It is clarified that depending on the satisfactory performance, the contract can be renewed at the discretion of IIIT-BHAGALPUR for a period of one year and subsequently followed for maximum of three years. Renewal will be decided by IIIT-BHAGALPUR on a year-to-year basis for a total of three years after initial one year.
7. In case, any student is referred to an outside specialist doctor for consultation or a pathology test, the expenditure thereon shall also be eligible for re- imbursement under this policy.
8. The scheme has to necessarily cover all pre-existing illnesses of the insured students.
9. For the new students who may join the Institute from time to time, identical coverage has to be made available from the day one of joining though the premium paid may be based on the fractional period involved. The students leaving before completing an academic year shall also enjoy the insurance coverage for the entire academic year.
10. In case, the insured obtains treatment from a non-network hospital during emergency, the claim shall be reimbursed under this policy scheme.
11. For all claims (other than cashless ones), the claim would be expected to be submitted to the Insurance Company directly by the student within 45 days of discharge from the hospital. Such claim should be settled within 30 days of submission and payment will be made directly to the insured. An interest of 2% p.m. on the reimbursement amount has to be paid by Insurance Company to the Student for any delay beyond this in reimbursement.
12. The Insurance Company shall arrange to issue membership card to each insured student directly at their cost. The Insurance Company needs to ensure that any student with their valid identity card issued by IIIT-BHAGALPUR should get treatment for all emergency cases at various network hospitals without any difficulty.
13. Exclusions: Exclusions, if any, should be clearly specified by the Insurance Company as part of the Technical Bid.

14. No third party involvement in claim settlement.
15. In continuation to **S.No.11**, please explain the “settlement procedure” in detail including maximum period of time required for settlement in the Technical Bid.

Canvassing, Fraud and Corrupt practices

Bidders are hereby informed that canvassing in any form for influencing the process of notification of award would result in disqualification of the Bidder. Further, they shall observe the highest standard of ethics and will not indulge in any corrupt, fraudulent, coercive, undesirable or restrictive practices, as the case may be. “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official. “Fraudulent practice” means a misrepresentation of facts in order to influence Tender process or an execution of a contract to the detriment of the scheme and includes collusive practice among bidding Insurers/Authorized Representative (prior to or after bid submission) designed to establish bid prices at artificially non-competitive levels and to deprive the scheme the benefit of free and open competition; IIIT-BHAGALPUR will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices. IIIT-BHAGALPUR will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the bidding Insurer/Insurers have engaged in corrupt and fraudulent practices in competing for, or in executing a contract.

Disputes

In respect of all tender conditions, and / or any matter connected therewith the decision of IIIT-BHAGALPUR shall be final and binding. In the event of any dispute arising out of the tender, such dispute would be subject to the jurisdiction of the Bhagalpur courts only.

In case of dispute of any claim, a committee consisting of the representative of the insurance company and IIIT-Bhagalpur will be set-up to resolve the dispute. However, this arrangement does not preclude the members to approach the regulatory authorities.

Finally, all disputes or difference arising out of this tender, terms & conditions or any matter relation to this tender shall be resolved through arbitration. The Director of Institute or his nominee shall be sole arbitrator who will decide the dispute as per the provision of “The Arbitrator & Conciliation Act 1996”.

Financial BidFormat

| S.No. | Particulars | Amount of Premium/ Student (Rs.) | GST | Grand Total (Rs.)All inclusive |
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