



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5126122  
Dated/दिनांक : 10-07-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-07-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-07-2024 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	60 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Education
Department Name/विभाग का नाम	Department Of Higher Education
Organisation Name/संगठन का नाम	Indian Institute Of Management (iim)
Office Name/कार्यालय का नाम	Ranchi
Item Category/मद केटेगरी	Group Mediclaim Insurance Service - Students; Hospitalization for accident & emergency Treatments, Domiciliary treatment, Maternity, All pre-existing illness, As detailed in ATC document; No
Contract Period/अनुबंध अवधि	4 Year(s) 1 Day(s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	7 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

**Bid Details/बिड विवरण**

<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	35200
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

2. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide

eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1\\_4\\_2021\\_PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

#### **Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Service Provider and it's insurance company must have been in the Insurance business in India for at least XX years:7**

**Buyer to specify the Service Provider must have a Solvency Ratio more than YYY%:100%**

**Service Provider and it's insurance company should currently be providing insurance to at least YY Government, Semi-government,PSU,Govt. Undertaking,Autonomous bodies,Educational institutes of national repute,etc.:2**

**Service provider and it's insurance company should be providing insurance to at least XX clients in India where the annual premium is more than INR XX for each client:02 Clients In India Where The Annual Premium Is More Than INR 20,00,000 For Each Client**

**Service Provider and it's insurance company should be providing insurance to at least XX clients in India where the insurance cover (sum insured) is more than INR XX for each client:10 Clients, 4 Lakhs**

**The bidder should have a claim settlement ratio of more than ZZ% for (Type of Insurance) over the last 3 years:90%**

**More than YY (type of Insurance) Insurance Policies should have been issued to govt depts in past 3 years with Sum Insured not less than INR XX:03 types of insurance policies should have been issued in the past three years with a sum insured not less than 10 Lakh**

**Gross Total Premium underwritten within India in last XX Financial Years should be more than INR Rs. XXX Crores.:500 Crores**

**Gross Total Premium for (Type of Insurance) underwritten within India in last XX Financial Years should be more than INR Rs. XXX Crores:100 Crores**

**Details of Buyer (Insured):**[1720086347.pdf](#)

**Scope of Work (inclusion/Exclusions) Advisory- With reference to Order F.No. 14017/64/2020-Ins. II issued by the Department of Financial Services under Ministry of Finance, it is advised not to include Net-Worth as a criterion for Public Sector General Insurance Companies in General Insurance tenders.:**[1720087000.pdf](#)

**Pre Bid Detail(s)**

<b>Pre-Bid Date and Time</b>	<b>Pre-Bid Venue</b>
15-07-2024 11:00:00	IIM Ranchi campus

**Group Mediciam Insurance Service - Students; Hospitalization For Accident & Emergency Treatments, Domiciliary Treatment, Maternity, All Pre-existing Illness, As Detailed In ATC Document; No ( 8 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

<b>Speci ficati on</b>	<b>Values</b>
<b>Core</b>	
Type of People being Insured	Students
Coverage	Hospitalization for accident & emergency Treatments , Domiciliary treatment , Maternity , All pre-existing illness , As detailed in ATC document
Family Members (dependants) to be Covered	No
Dependent member(s) to be covered	Spouse , Children , Parents / Parents-In-Law , Parents , Parents-In-Law , NA
Co-Payment Percentage	NA
Top-Up Cover to be Provided	Yes , No

Specification	Values
Buffer Sum Insured for Group Mediclaim to be used at the discretion of the Buyer	Yes , No
Amt of Buffer Sum Insured to be provisioned at the organization level (in INR)	Please enter value by selecting custom filter below
Premium Payment Options	Annually
List of Insurer from where insurance to be taken (can indicate multiple service providers)	Acko General Insurance Ltd. , Aditya Birla Health Insurance Co. Ltd. , Agriculture Insurance Company of India Ltd. , Bajaj Allianz General Insurance Co. Ltd , Bharti AXA General Insurance Co. Ltd. , Cholamandalam MS General Insurance Co. Ltd. , Manipal Cigna Health Insurance Company Limited , Edelweiss General Insurance Co. Ltd. , ECGC Ltd. , Future Generali India Insurance Co. Ltd. , Go Digit General Insurance Ltd. , HDFC ERGO General Insurance Co.Ltd. , ICICI LOMBARD General Insurance Co. Ltd. , IFFCO TOKIO General Insurance Co. Ltd. , Kotak Mahindra General Insurance Co. Ltd. , Liberty General Insurance Ltd. , Magma HDI General Insurance Co. Ltd. , Niva Bupa Health Insurance Co Ltd. , National Insurance Co. Ltd. , Raheja QBE General Insurance Co. Ltd. , Reliance General Insurance Co. Ltd. , Reliance Health Insurance Ltd. , Care Health Insurance Ltd , Royal Sundaram General Insurance Co. Ltd. , SBI General Insurance Co. Ltd. , Shriram General Insurance Co. Ltd. , Star Health & Allied Insurance Co. Ltd. , Tata AIG General Insurance Co. Ltd. , The New India Assurance Co. Ltd. , The Oriental Insurance Co. Ltd. , United India Insurance Co. Ltd. , Universal Sompo General Insurance Co. Ltd.
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	

Specification	Values
Insurance Start Date	2024-07-30T18:30:00.000Z
Insurance End Date	2028-07-29T18:30:00.000Z
Age Group of Insuree	21-35

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of People to be insured	Additional Requirement/अतिरिक्त आवश्यकता
1	Ajay Kumar	834008, Meurs Road	8	N/A

#### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

##### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

##### 2. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

##### 3. Generic

- The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
- The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due

performance of the Contract and the Sellers obligations there under.

#### 4. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

INDIAN INSTITUTE OF MANAGEMENT RANCHI

Account No.

50100083823902

IFSC Code

HDFC0001470

Bank Name

HDFC BANK RANCHI

Branch address

HOLDING No#135/B1/1, OPPOSITE DURGA MANDIR RATU ROAD RANCHIq

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

#### 5. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

#### 6. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

### **E-TENDER FOR TAILOR MADE GROUP MEDICLAIM INSURANCE**

### **FOR STUDENTS OF IIM RANCHI**

IIM Ranchi is making efforts to provide medical and health services to its students within the overall framework of the institute. The Group Mediciclaim Insurance could be a way of overcoming financial handicaps, improving access to quality medical care and providing financial protection against high end medical expenses. The Group Health plan for the welfare of IIM Ranchi students attempts to address such issues.

**ONLY IRDAI REGISTERED INSURANCE COMPANIES** are invited for a tailor made Group Mediciclaim Insurance for the Students of IIM Ranchi for a period of four (04) year w.e.f 31 July 2024.

#### 1. **Details of approximate strength to be covered and Sum Insured (SI) are given below:**

<b>Table - A</b>				
<b>Sl. No.</b>	<b>Category</b>	<b>Age Band</b>	<b>Approx. Member Strength*</b>	<b>Sum Insured (SI)</b>
01	Students of Ph.D.	21-35	08	₹2,00,000/- (Individual)

\*The exact strength of students and their details will be submitted to the su

successful service provider (i.e. Insurer) to whom the work will be awarded. Strength of students may increase or decrease in due course of joining of new students from time to time.

**2. Details of coverage required by the institute under Group Medical Insurance Policy :**

01	Type of Policy	Individual
02	Sum Insured Band:	₹2,00,000/- for each Student
<b>Coverage and Benefit Details under proposed policy :</b>		
i)	In-patient Treatment including COVID19 treatment, Critical Illness , Major Surgeries, and any alternative treatment:	To be covered fully
ii)	Day Care Treatment: (Surgeries/ treatments including alternative treatment/ procedures which require less than 24 hours hospitalization as an inpatient due to subsequent advancement in technology)	To be covered fully
iii)	Reimbursement of Pre & Post Hospitalization Expenses (Under AYUSH treatment also):	30 Days Pre-Hospitalization expenses & 60 Days Post-Hospitalization expenses are to be covered fully
iv)	Domiciliary Hospitalization (Under AYUSH treatment also) Expenses:	To be covered fully
v)	Waiting period of 30 days, 1 year , 2 years & 4 years :	To be waived fully
vi)	Pre-existing Diseases:	To be covered fully; all pre-existing Diseases will be covered from day one/ inception of the policy.

vii)	Maternity Benefit and New Born Baby:	To be covered fully;  Nine months waiting period is waived off and new born baby is covered from DAY 1 for all kind of diseases including Congenital Anomaly. If life threatening complication to mother and/or fetus arises requiring hospitalization during any stage of pregnancy then overall family sum insured will apply.
viii)	Sub-limits	a) Room Rent, boarding and nursing expenses as provided by the Hospital not exceeding <u>1.0 % of the Sum Insured per day.</u>  b) Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses not exceeding <u>2.0 % of the Sum Insured per day.</u>  c) Ambulance services <u>not exceeding 1% of the Sum Insured</u> , Reasonably and Medically Necessarily incurred for shifting any Insured Person to Hospital for admission in Ward or ICU, or from one Hospital to another Hospital for better medical facilities, or Hospital to home.
ix)	Sub Limits on Medical Expenses/ Illness/ Surgeries including major surgeries/ Treatments/ Procedures	No sub-limit and capping for any Hospitalization/ Disease/ Age
x)	Co-payment:	No co-payment irrespective of age of members
xi)	Cashless facility in Network Hospitals and Reimbursement in Non-network Hospitals	As applicable; institute may request specific hospitals/ nursing homes in particular state/ city to panel the same for availing cashless facility by its members.
xii)	Hospitalisation expenses (excluding cost of organ) incurred for/ by donor in respect of organ transplant to the insured.	To be covered fully

xiii)	Surgeon, Anesthetist, Doctor, Medical Practitioner, Consultants, Specialist fees, Admission & Registration charges	No restriction
xiv)	Anesthesia, Blood, Oxygen, OT Charges, Surgical Appliances, Medical Equipment, Medicines & Drugs, Diagnostic Material, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, orthopaedic implants, infra cardiac valve replacements, vascular stents, relevant laboratory/diagnostic tests, X-Ray and such medical expenses that are medical necessary	No restriction
xv)	<p>Other conditions:</p> <ol style="list-style-type: none"> <li>a. Midterm inclusion/deletion of members are allowed subject to the confirmation from IIM Ranchi Authority.</li> <li>b. Students to be covered from the date of joining (Addition &amp; Deletion to be declared for each month and within 15 days of succeeding month). Premium for addition/deletion will be charged/refunded on pro rata basis by the insurer.</li> <li>c. Any bonafide mistake of additions/ deletions in monthly statement will be rectified as per institute's record.</li> <li>d. No hidden charges/broker or agent charges are allowed under the proposed policy. Any such conditions will not be entertained and bids of such bidders will be rejected straightway.</li> <li>e. Cashless Access Service: The Insurer has to ensure that all the members are provided with adequate facilities so that they do not have to pay any deposits at the commencement of the treatment or at the end of the period in the network hospital of the Insurer subject to the allowable limit. In other cases, all reimbursement of claim must be settled within 15 days of submission of final bill. Query against the submitted bill if any must be raised within a week by the TPA and no incremental queries are allowed after claim submission.</li> <li>f. 100% of admissible claim should be reimbursed irrespective of treatment taken in different zone/ states within India.</li> <li>g. Original Reports/papers are to be returned to the Institute/Students after claim settlement, if required.</li> <li>h. The coverage of the mid joiners shall be from Day 1 (Date of joining) irrespective of immediate payment of premium. The premium shall acc</li> </ol>	

ordingly be calculated on pro rata basis and intimated to the institute for remittance to the service provider.

- i. The excess premium amount paid/deposited with the service provider, after adjusting premium for any additions/deletions of members, shall be refunded by the service provider (insurer) at the end of the policy period within one month.
- j. The service provider should provide quarterly Claim MIS report to the institute to monitor the same.
- k. TPA with good service track record will be selected and engaged with the mutual agreement between IIM Ranchi and successful service provider (i.e. insurer); however In-house claim settlement will be preferred. No extra payment on and above agreed premium amount is to be made by the institute to the Insurer for engaging a TPA.
- l. Any failure on part of the designated TPA to provide satisfactory services in the institute, the insurer will engage another TPA for the institute immediately. Any claim reported in between this period will be settled by the insurer.
- m. The insurer should appoint one of its dedicated official (POC) as well as one official from its TPA, if any, to whom the institute can contact for any official communication and facilitate to get the services after award of work.
- n. Successful service provider (i.e. Insurer) and its appointed TPA, if any, should be available 24 x 4 x 365 to facilitate the members of the institute in getting seamless service in hospitals without any hassle during policy period.

### **3. Criteria to participate in the Tender :**

#### **3.1. Eligibility Criteria :**

- i. The bidder should be registered with the Insurance Regulatory Development Authority of India (IRDAI) and have valid license to carry out group health insurance policy in India. Copy of valid registration certificate and license issued by the competent authority is to be enclosed as proof.
- ii. The bidder should have a registered Branch office in Ranchi. Valid document in support of branch office as well as the details of Point of Contact (POC) for the institute on behalf of the bidder is to be submitted by the bidder.
- iii. The bidder should have valid PAN & GST Registration number.
- iv. The bidder should have successfully completed minimum one group insurance policy of at least 600 members in a single policy during past five years from the last date of submission of bid in any Central/ State Govt. Department/ Public Sector Undertakings/ Autonomous Bodies/ Academic Institutions/ CFTIs like IIMs, IITs, IISERs, IISc. etc. / commercial/ industrial organizations of repute. The agreement

t should be in the name of the bidder. Policy document/ successful completion certificate should be enclosed as proof of experience.

- v. The bidder should have not been debarred/ black listed/ should have not been terminated/ceased without completing the entire duration of policy period by IIM Ranchi and any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids.

### **3.2.Mandatory documents to be uploaded online in support of Technical Bid:**

- i) Scan copy of all documents in support of above eligibility criteria from (i) to (v) of Para '3.1' along with the technical bid checklist format as per Annexure - I.
- ii) Scan copy of Bid Forwarding Letter as per Annexure - II.
- iii) Scan copy of undertaking towards Non-Blacklisting as per Annexure - III.
- iv) List of minimum two clients with the name of their designated Officials, Mobile Nos. & Email IDs to verify the experience credentials.
- v) Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the agency (on the letter head of the bidder).
- vi) Duly signed and stamped of the entire bid document along with its Addendum/ Corrigendum, if any.
- vii) All other documents like company background, strength, key achievement, TAT for claim settlement, claim service network including TPA, list of network hospitals etc. as required in terms of the tender, to claim eligibility.

***[NOTE: Bidders must affix its seal and sign on all pages of above supporting documents and upload accordingly]***

**3.3.BoQ/ Financial Bid:** The premium should be quoted ONLINE on GeM portal. Premium amount being quoted by the bidders should be in INR. Any extra charges other than the contract agreed amount will not be paid by the Insurer.

Taxes/ GST, as applicable, is extra and should be shown separately in BoQ/ Financial Bid.

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### **4. General Terms and Conditions :**

- i. No subsequent increase in premium rates (except taxes/ GST as applicable from time to time by appropriate authority of Govt. of India) will be allowed under any circumstances during policy period.
- ii. If any discrepancy is found between the figure and in words in the financial bid, the value in words shall prevail.

- iii. The bidder is expected to examine all instructions, Forms, Annexures, Terms and Conditions in the tender document. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his/her bid.
- iv. No alterations should be made in any of the contents of the bid document by scoring out/removing any pages online/editing the contents of the bid document etc. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this part are liable to be rejected.
- v. The bid document and the enclosures as well as all correspondence and documents shall be written in English language. All the relevant particulars in the tender document must be filled in and no column should be left blank. "NIL" or "Not applicable" should be marked, where there is nothing to report.
- vi. Tender by hand, post, courier, fax, mail or any other mode will not be accepted. Under no circumstances tender documents will be received after the above date/ time.
- vii. More than one bid from the same company shall disqualify the bidder.
- viii. **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. Bidder who meets the 'Eligibility Criteria' shall be shortlisted as the technically responsive bidders. The institute shall notify all the technically responsive bidders the date & time of opening of financial bids.
- ix. **SELECTION OF SUCCESSFUL BIDDER:** Only technically responsive bidders who fulfil the eligibility criteria, having clear credentials, should have not been debarred/ black listed will be shortlisted for opening of financial bids.

After evaluation of bids, the bidders who are technically responsive as well as quote 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:

- a) The one with the highest turnover during the last 3 years put together;
- b) If more than one bid having the same total turnover, then the earliest one registered with the IRDAI;
- c) If more than one bidder had been registered on the same day, then by "Draw of Lots".
- x. Bidders, who do not fulfil any of the above conditions or incomplete or conditional bids are liable for rejection.
- xi. The service provider shall not sublet the policy or transfer the policy to any other insurer/ agency or person in any manner.

- xii. Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- xiii. Canvassing/ marketing/ offering promotional services etc. in any form will be disqualification for the bidder.
- xiv. Dispute Resolution: In the event of any dispute or differences under this agreement, the decision of the Director, Indian Institute of Management Ranchi shall be final and binding on both the parties. The decision of IIM Ranchi will be final in all respects.
- xv. Applicable Law: The Court of Jurisdiction shall be Ranchi for all purposes.

## ANNEXURE - I

### **TECHNICAL BID**

(To be submitted online in .xlsx File)

Date of Submission of Bid :		
GeM Bid for: Group Mediclaim Insurance for Students of IIM Ranchi		
GeM Bid No.:		
Name of the Bidder/ Insurer:		
Correspondence Address:		
Tel/ Mob No.:		
Email Id:		
<b>Copies of all supporting documents duly stamped &amp; signed by the bidder in support of below particulars must be <u>UPLOADED ONLINE</u></b>		
Sl. No	Particulars	Details/ Compliance (Y/N)
1	The bidder should be registered with the Insurance Regulatory Development Authority of India (IRDAI) and have valid license to carry out group health insurance policy in India. Copy of valid registration certificate and license issued by the competent authority is to be enclosed as proof.	
2	The bidder should have a registered Branch office in Ranchi. Valid document in support of branch office as well as the details of Point of Contact (POC) for the institute on behalf of the bidder is to be submitted by the bidder.	
3	The bidder should have valid PAN & GST registration number.	

4	The bidder should have successfully completed minimum one group insurance policy of at least 600 members in a single policy during past five years from the last date of submission of bid in any Central/ State Govt. Department/ Public Sector Undertakings/ Autonomous Bodies/ Academic Institutions/ CFTIs like IIMs, IITs, IISERs, IISc. etc. / commercial/ industrial organizations of repute. The agreement should be in the name of the bidder. Policy document/ successful completion certificate should be enclosed as proof of experience.	
5	The bidder should have not been debarred/ black listed/ should have not been terminated/ceased without completing the entire duration of policy period by IIM Ranchi and any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids. (as per Annexure-III)	
6	Other documents like company background, strength, key achievement, TAT for claim settlement, claim service network including TPA, list of network hospitals etc. as required in terms of the tender, to claim eligibility.	
7	Turnover during last three years ending on 31 <sup>st</sup> March 2024 (Copies of P&L Account and Balance Sheet duly certified by a Chartered Accountant should be attached with the bid ) :  FY 2023-24: ₹ _____  FY 2022-23: ₹ _____  FY 2021-22: ₹ _____	
8	Bid Forwarding Letter as per Annexure - II	
9	Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the firm (on the Letter head of the bidder)	
10	Duly signed & stamped entire bid document along with its corrigendum, if any	

**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 the tender document.

Place:

(Name & signature with stamp of the bidder)

Date:

**ANNEXURE - II**

**BID FORWARDING LETTER**

(on the Letterhead of the Bidder and to be scanned & uploaded online)

Date : \_\_\_\_\_

To  
Administrative Officer, Purchase  
Indian Institute of Management Ranchi  
Prabandhan Nagar, Nayasarai Road  
Ranchi - 835303

**Sub : GeM bid for Group Mediclaim Insurance for Students of IIM Ranchi, Bid No-**

Sir,

I/ We hereby confirm and declare that I/We have carefully studied the tender documents therein and undertake myself/ ourselves to abide by the terms and conditions laid down in the tender document.

I/ We also keep the offer open for 60 (Sixty) days from the last date of submission of e-bids.

Yours faithfully,

(Name & signature with stamp of the bidder)

**ANNEXURE - III**

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**SELF-DECLARATION ABOUT NON BLACK-LISTING**

(On the Letterhead of the Bidder and to be scanned & uploaded online)

Date: \_\_\_\_\_

To  
Administrative Officer, Purchase

Indian Institute of Management Ranchi  
Prabandhan Nagar, Nayasarai Road  
Ranchi - 835303

**Sub : GeM bid for Group Mediclaim Insurance for Students of IIM Ranchi, Bid No-.**

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our firm is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in past five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our performance security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the bidder)

**7. Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

**8. Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

**9. Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

**Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in

the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---