

INDIAN INSTITUTE OF MANAGEMENT RANCHI (Under Ministry of Education, Govt. of India) Prabandhan Nagar, Nayasarai Road, Ranchi 835 303, Jharkhand, India

Tel: +91-651-2280113, URL: www.iimranchi.ac.in

E-TENDER FOR GROUP MEDICLAIM INSURANCE FOR EMPLOYEES & STUDENTS OF IIM RANCHI

E-Tender Ref. No.: IIMR/E-Tender/Group Mediclaim/2023-24/07 dated 28.06.2023

Administrative Officer, S& P Indian Institute of Management Ranchi

E-TENDER FOR GROUP MEDICLAIM INSURANCE FOR EMPLOYEES & STUDENTS OF IIM RANCHI

IIM Ranchi is making efforts to provide medical and health services to its employees and students within the overall framework of the institute. The Group Mediclaim 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 employees and students attempts to address such issues.

The institute invites E-Tender <u>under two bid system</u> from the eligible IRDAI Registered insurance companies for providing coverage to the employees and students of IIM Ranchi under a tailor made Group Mediclaim Policy.

The subject tender is proposed to be taken up through electronic mode (e-tendering) and the bidding agencies are requested to note the following instructions for submission of e-bids.

Registration with M/s ITI Ltd, (A Govt of India Enterprises) (agency through which IIM Ranchi has taken up the e-tendering process):

Intending bidders are requested to register themselves with M/s ITI Ltd., (if not registered earlier) through https://iimranchi.euniwizarde.com for obtaining user ID, by following the instructions, terms and conditions stipulated by M/s ITI Ltd., for this purpose.

For participating in the e-tendering process of IIM Ranchi:

After registration with M/s ITI Ltd., using the assigned User ID and Password, they can access the website of https://iimranchi.euniwizarde.com and with the help of the digital signature they can participate in the e-tender of Indian Institute of Management IIM Ranchi. The bidder may contact following e-wizard helpdesk contact details:

 i) E-Wizard Help Desk 1st Floor, M-23, Road No. 25, Near SBI, Sri Krishna Nagar, Patna - 800001

Tel: 0612-2520545, 8448288985, 9504486212, 9504661237, 9835871522

ii) E-Wizard Help DeskA-41, Himalaya House 23, K G Marg,New Delhi -110001Tel: 011-49606060

Email: ewizardhelpdeskpatna@gmail.com

Note:

- i) The indenting bidders must have valid Class 3 (Signing + Encryption) Digital Signature Certificate to submit the bids online.
- ii) Bidders are requested to read 'Instruction to Bidders for Participating in E-Tendering' carefully, which link has also been given separately on www.iimranchi.ac.in → Tender

TENDER SCHEDULE

Bid validity	The validity of e-bids shall be 90 days from the last date of submission of
	e-bids.
Pre-Bid Meeting	Pre-Bid meeting will be held at IIM Ranchi Campus on 07/07/2023 at
	11:00 AM. The prospective bidders may submit their pre-bid queries
	through email in purchase@iimranchi.ac.in by 10:00 AM on 06/07/2023.
	Any query received after this date will not be entertained further.
Last Date of	Can be submitted up to 03:00 PM on 19/07/2023 through
Submission/ Receipt	https://iimranchi.euniwizarde.com
of e-bid documents	
through ONLINE	
Opening of E-Tenders	Part - I: E-Technical Bid
	E-Technical bids will be opened online on 19/07/2023 at 04:00 PM
	Part - II: E-Financial Bid
	E-Financial bids of the technically responsive bidders shall be opened at
	a later date. The financial bid opening time & date shall be intimated to
	the technically qualified bidders separately by the Institute in advance.
Contact Person	Administrative Officer (S&P),
(for any clarification	Indian Institute of Management Ranchi,
during the tendering	Prabandhan Nagar, Nayasarai Road
process)	Ranchi, Jharkhand, Tel: 0651-2280113 (604)
	Email: purchase@iimranchi.ac.in

IIM Ranchi reserves the right to modify the conditions of the tender/ accept/ reject any tender without assigning any reasons, whatsoever and at any moment of time. No correspondence shall be entertained in this regard.

Tender document and other details can be obtained from the institute website @ www.iimranchi.ac.in and CPP Portal @ https://eprocure.gov.in/epublish/app. Any addendum/ corrigendum in respect of this tender shall be issued on our website @ www.iimranchi.ac.in / https://iimranchi.euniwizarde.com / CPP portal @ https://eprocure.gov.in/epublish/app. No separate notification shall be issued in the print/ electronic media. Bidders are therefore requested to visit the website of the institute regularly to keep themselves updated.

<u>ONLY IRDAI REGISTERED INSURANCE COMPANIES</u> are invited for a tailor made Group Mediclaim Insurance for the Employees, their Dependents and Students of IIM Ranchi for a period of one (01) year w.e.f 31 July 2023. Renewal of policy for another one year is possible on the same premium and terms & conditions subject to satisfactory performance of the insurer and approval of the competent authority, IIM Ranchi.

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

	Table – A				
SI. No.	Category	Approx. Member Strength*	Sum Insured (SI)		
01	Employee + their Dependents	89+221	₹10,00,000/-		
		(Table - B)	(Family Floater)		
02	Students of 2022-24 Batch	339			
	(MBA, MBA BA & MBA-HRM)	(Table - C)			
03	Students of 2023-25 Batch	380			
	(MBA, MBA BA & MBA-HRM)	(Table - C)	₹2,00,000/-		
			' '		
04	04 Students of IPM Batch 2021-26, 230 (Individua		(Individual)		
	2022-27 & 2023-28	(Table –C)			
05	Students of Ph D	49			
		(Table-C)			

^{*}The exact strength of members and their details will be submitted to the successful service provider (i.e. Insurer) to whom the work will be awarded. Strength of members may increase or decrease in due course of joining of new employees and students from time to time.

TOTAL NO. OF LIVES (incl. dependents of employees) AS ON 26.06.2023: 89 employees+ 221 dependents+ 998 Students = 1308 Approx.

Table - B				
*STRENGTH OF EMPLOYEES & DEPENDENTS				
Primary Me	mbers (Employees)	Dependents		
Age Band	No. of Members	Age Band	No. of Members	
0 – 25	0	0 – 25	79	
26 – 30	7	26 – 30	12	
31 – 35 21		31 – 35	19	
36 – 40	20	36 – 40	13	
41 – 45 20 46 – 50 13		41 – 45	09	
		46 – 50	09	
51 – 55	7	51 – 55	11	
56 – 60 1 61 – 65 - Total: 89 Approx.		56 – 60	16	
		61 – 65	12	
		Above 65	41	
			221 Approx.	

Table - C			
*STRENGTH OF STUDENTS			
PG BATCH 2022-24/IPM 2021-26, 2022-27/Ph D Age Band No. of Members		PG BATCH 2023-25/ IPM 202 28/Ph D 2023	
		Age Band	No. of Members
21 – 35	21 – 35 554		444
Total: 554 Approx.		Total:	444 Approx.

2. <u>Details of coverage required by the institute under Group Medicalim Policy</u>:

01	Type of Policy (Floater/ Individual):	a) Family Floater for Employees and their dependent family members (Dependency criteria applicable to Central Govt. Employees from time to time by the appropriate authority of Govt. of India). b) Individual for Students
02	Sum Insured Band:	₹10,00,000/- for Employees ₹2,00,000/- for Students
Cove	erage and Benefit Details under proposed	policy:
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 1.0 % of the Sum Insured per day. b) Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses not exceeding 2.0 % of the Sum Insured per day.

		c) Ambulance services not exceeding 1% of	
		the Sum Insured, 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/	No sub-limit and capping for any	
1/)	Surgeries including major surgeries/	Hospitalization/ Disease/ Age	
	Treatments/ Procedures	1100pitalization Diodaco, 1tgc	
x)	Co-payment:	No co-payment irrespective of age of	
ĺ		members and their dependents	
xi)	Cashless facility in Network Hospitals and	As applicable; institute may request specific	
	Reimbursement in Non-network Hospitals	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.	No rootriction	
xiii)	Surgeon, Anesthetist, Doctor, Medical Practitioner, Consultants, Specialist fees,		
	Admission & Registration charges		
xiv)	Anesthesia, Blood, Oxygen, OT Charges,	No restriction	
7(11)	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		
xv)	Other conditions:		
~~,		ers are allowed subject to the confirmation from	
	IIM Ranchi Authority.	,	
	,	to be covered from the date of joining (Addition	
	1	nonth and within 15 days of succeeding month).	
		be charged/refunded on pro rata basis by the	
	insurer.	be sharged for and on pro rate basis by the	
		deletions in monthly statement will be rectified	
	1	deletions in monthly statement will be rectified	
	as per institute's record.	chargos are allowed under the present selfer	
	_	charges are allowed under the proposed policy.	
	<u> </u>	rtained and bids of such bidders will be rejected	
	straightway.		
		surer has to ensure that all the members are	
	<u> </u>	that they do not have to pay any deposits at the	
		at the end of the period in the network hospital	
	<u> </u>	able limit. In other cases, all reimbursement of	
		ys of submission of final bill. Query against the	
	submitted bill if any must be raised within a week by the TPA and no incremen		
	queries are allowed after claim sub	mission.	
	f. 100% of admissible claim should b	e reimbursed irrespective of treatment taken in	
	different zone/ states within India.	•	
	g. Original Reports/papers are to be	returned to the Institute/Employees after claim	
	settlement, if required.	. ,	
L	<u>'</u>		

- h. The coverage of the mid joiners shall be from Day 1 (Date of joining) irrespective of immediate payment of premium. The premium shall accordingly 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.
- 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 it's 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 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 as per the BoQ/ Financial Bid in excel sheet (Format as per Annexure - IV). 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 Institute.

Taxes/ GST, as applicable, is extra and should be shown separately in appropriate column of BoQ/ Financial Bid. The bidders are advised to download this BoQ.xls as it is and quote their rates in Indian Rupees (INR) only and upload the same as the Financial Bid. The bidder shall not tamper/modify downloaded financial bid template in any manner. In case, if the same is found to be tempered/ modified in any manner, tender will be completely rejected.

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 of one year.
- ii. If any discrepancy is found between the figure and in words in the financial bid, the value in words shall prevail. The committee shall correct error, if any and sign the same.
- 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. Tender document and other details can be obtained from the institute website www.iimranchi.ac.in and CPPP Portal https://eprocure.gov.in/epublish/app.

Amendment/ Corrigendum, if any, will be notified in above websites only. No press notification will be issued in this regard. Bidders are therefore requested to regularly visit above websites for updates.

- viii. More than one bid from the same company shall disqualify the bidder.
- ix. 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.
- x. SELECTION OF SUCCESSFUL BIDDER: Only technically responsive bidders who fulfils 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".
- xi. Bidders, who do not fulfil any of the above conditions or incomplete or conditional bids are liable for rejection.
- xii. The service provider shall not sublet the policy or transfer the policy to any other insurer/ agency or person in any manner.
- xiii. Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- xiv. Canvassing/ marketing/ offering promotional services etc. in any form will be disqualification for the bidder.
- xv. 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.
- xvi. Applicable Law: The Court of Jurisdiction shall be Ranchi for all purposes.

Administrative Officer Stores & Purchase Dept. Indian Institute of Management Ranchi (for & on behalf of Director, IIM Ranchi)

TECHNICAL BID

(To be submitted online in .xlsx File)

Date	of Submission of Bid :				
		surance for Employees & Students of IIM Ranchi up Mediclaim/2023-24/07 dt. 28.06.2023			
	e of the Bidder/ Insurer:	up Mediciali11/2023-24/07 dt. 28.00.2023			
	espondence Address:				
Tel/ N					
Emai					
		orting documents duly stamped & signed by the b of below particulars must be UPLOADED ONLINE	idder		
SI. No.		Particulars	Details/ Compliance (Y/N)		
1	Authority of India (IRDAI)	stered with the Insurance Regulatory Development and have valid license to carry out group health opy of valid registration certificate and license issued as to be enclosed as proof.			
2	support of branch office as	egistered Branch office in Ranchi. Valid document in well as the details of Point of Contact (POC) for the der is to be submitted by the bidder.			
3	The bidder should have valid	d PAN & GST registration number.			
4	<u> </u>				
5	terminated/ceased without of Ranchi and any Central/ St	been debarred/ black listed/ should have not been completing the entire duration of policy period by IIM rate Govt. Department, Public Sector Undertakings, mic Institutions, CFTIs etc. during past five years from of bids. (as per Annexure-III)			
6	claim settlement, claim serv	any background, strength, key achievement, TAT for ice network including TPA, list of network hospitals he tender, to claim eligibility.			
7	Turnover during last three	years ending on 31st March 2022 (Copies of P&L duly certified by a Chartered Accountant should be			
8	Bid Forwarding Letter as per	r Annexure - II			
9	representative of the firm (or	ration Letter, if bid is submitted by the authorized in the Letterhead of the bidder)			
10	Duly signed and stamped of corrigendum, if any	f the entire bid document along with its addendum/			
		DECLARATION			
of are tru	(ne entries made here		

Place:

Date:

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(Name & signature with stamp of the bidder)

<u>BID FORWARDING LETTER</u> (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: E-Tender for Group Mediclaim Insurance for Employees & Students of IIM Ranchi, E-Tender No. IIMR/E-Tender/Group Mediclaim/2023-24/07 dt. 28.06.2023.
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 90 (Ninety) days from the last date of submission of e-bids.
Yours faithfully,
(Name & signature with stamp of the bidder)

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: E-Tender for Group Mediclaim Insurance for Employees & Students of IIM Ranchi, E-Tender No. IIMR/E-Tender/Group Mediclaim/2023-24/07 dt. 28.06.2023.
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)

FINANCIAL BID (to be submitted online in .xlsx File)

Date of Submission of e-Financial Bid :						
E-Tender for : Group Mediclaim Insurance for Employees & Students of IIM Ranchi						
	nder No.: IIMR			• •		
Nam	e of the Agency	/:				
Corre	espondence Ad	ldress:				
Tel/ I	Mob No.:					
Ema	il ld:					
(a)	(b)	(c)	(d)	(e)	(f)	
SI. No.	Particulars	No. of Members/ Lives as on 01.06.2023	Premium Amount Per Member (₹)	Total Premium Amount [c x d] (₹)	In Words	
1.	Premium for Employees and their Dependents	89			Rupees	
2.	Premium for Students	998			Rupees	
3.	GST as applicable, is EXTRA			%		
Note: 1. Premium amount quoted above will remain unchanged throughout the policy period. 2. GST will be extra as per rule.						
			DECLARA	<u>TION</u>		
Bidde entries	r) of	e true to the b	(Name est of my/our k	e of the bidder	e of the Authorized Representative of /insurer) do hereby declare that the e hereby agree to abide by all terms	
Place	:			(Name & sigi	nature with stamp of the bidder)	
Date:		Date:				