

PDPM

**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY
DESIGN AND MANUFACTURING, JABALPUR**
(An Institute of National Importance established by an Act of Parliament)

TENDER NO: IIITDMJ/Tender/2016/07/46, Dated: 05/07/2016

Tender Document
for
Group Mediclaim Policy for Students
of
PDPM IIITDM Jabalpur.

S.N.	PARTICULARS	DATE
1	FLOATING TENDER DOCUMENT	05.07.2016
2	PRE-BID MEETING	11.07.2016 AT 03:00 PM
3	CLOSING OF TENDER DOCUMENT	20.07.2016 AT 03:00 PM
4	OPENING OF TECHNICAL BID	20.07.2016 AT 04:00 PM
5	OPENING OF FINANCIAL BID	WILL BE DECLARED LATER

Contain total 08 pages.

Tender document cost: Rs. 1000/- only

*-To be paid in the form of Demand Draft drawn in favour of PDPM IIITDM Jabalpur payable at Jabalpur.

 05.07.16

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05/07/2016

Scope of the work:

PDPM IIITDM, a technical institute established by Govt. of India, invites Tender for Group Mediclaim Policy from IRDA (Insurance Regulatory and Development Authority) accredited Insurance companies for approximate 1500 students of IIITDM Jabalpur for a period of TWO years. Interested companies may submit quotation in a sealed envelope super-scribing as "Group Mediclaim Policy for students of PDPM IIITDM Jabalpur" containing two separate envelopes, one marked as "Technical Bid" and other as "Financial Bid" in the prescribed format attached as Annexure I and II. Each page of bid document should be properly filled, duly signed and sealed.

General terms and Conditions:

1. The insurance scheme shall cover all expenses (include ICU charges) incurred in course of medical treatment of the students in a registered hospitals/nursing homes within the country, arising out of either illness/disease/injury and/or sickness.
2. During the period, the insurance policy will cover all expenses from day one for pre-existing diseases also. For example, if a student is suffering from any disease prior to the inception of the policy, it shall also be covered in this scheme. Late detection of disease should not be taken as a premise for refusal.
3. In normal case, the policy will cover expenses upto Rs. 50000/- (Fifty Thousand Only) per student per year. But, for exceptional cases but not more than 10(ten) students per year the medical policy with cover upto 5 Lakhs. These 10 cases will be related to student suffering from some major diseases/accident. These ten cases will be decided by the Institute authority in consultation with their own appointed team of medical doctors.
4. In case of any query/issue regarding treatment or medicine prescribed by the doctors. It will be the responsibility of the Insurance Company to resolve it with the concerned hospital/nursing homes. Under no circumstances students should be penalized OR held accountable for resolving such issues.
5. The insurance company will be solely responsible for providing 24X7 cashless facility at empanelled Hospital/Nursing Homes.
6. The Insurance Company has to negotiate with the empanelled Hospitals/Nursing homes for providing treatment at specified rates in a way similar to CGHS patients.



7. The Insurance Company should include the following hospitals/nursing homes (in the close vicinity of institute) for cashless treatment:-
 - a. City hospital Jabalpur
 - b. Jabalpur hospital and research center Jabalpur
 - c. Marble city hospital Jabalpur
 - d. Bombay Hospital
 - e. Batra Homeopathic
8. If patient is admitted in such hospitals/nursing homes where cashless facility is not available. In such cases reimbursement claims should be settled before expiry of the period of 30 days which will be counted after the day of submission of all necessary documents as required for settlement of claims. It will be the responsibility of the Insurance Company to explicitly specify the documents which need to be submitted for such claims, well in advance.
9. The Insurance Company will provide 24 x 7 facility to the customers. The Insurance Company will provide a list of working phone numbers and complete details of a TPA to Institute at all times.
10. For providing best facility the Insurance Company must have its branch in Jabalpur city.
11. The basic contract for insurance is for 1 year which is extendable for one more year based on successful completion of first year. The premium will be paid in two instalments one before 1st August of 2016 and second before 1st August 2017. The insurance company should provide the cost of premium calculated per student. Depending on the number of students registered for that academic year the institute shall pay the premium accordingly.
12. The Insurance Company will issue an individual "smart card" to each student within first 15 days of payment of premium. This smart card should be such that it can be used across the country to access the benefit of Mediclaim policy. Along with smart card issued by the insurance company only a photocopy of student identity card will be required for identification.
13. Guideline issued by IRDA/TAC from time to time with regard to Insurer's responsibility & liability towards insured, shall be automatically applicable to this Insurance Company.
14. The Insurance Company shall maintain highest standard of ethics and will not indulge in any corrupt, fraudulent, coercive, undesirable or restrictive practices, as the case may be, with their clients.



15. During the validity of the policy, no revision of premium shall be considered by IIITDM Jabalpur on the basis of actual claim ratio or any enhancement in the premium, like service tax etc. pointed out by any statutory or other authority.
16. In case of dispute of any claim or any other kind dispute would be subject to the jurisdiction of the Jabalpur Court only.
17. All documents / any of the documents so deposited can be called for any time at any stage from a bidder in original copies. Any discrepancy / divergence in the documents will lead to rejection of such bid submitted by the concerned Insurance Company.

Eligibility for Technical Bid

1. The Insurance Company/Agency should have been registered with IRDA. A copy of the license as a proof of the company registration should be attached. The enclosure for same should be marked as Annexure-1 in the technical bid.
2. The Insurance Company should have at least **TEN YEARS** experience for providing such Group Mediclaim Insurance to Government/Semi-Government/Govt. Undertaking/ Autonomous Body. Experience of the company in field of insurance will be counted from the date of registration of firm with IRDA.
3. During last three recent years (FY 2015-16, FY 2014-15, 2013-14) the insurance company should have provided such Mediclaim policy to Government/Semi-Government/Govt. Undertaking/ Autonomous Body. Please provide documents authenticating the same along with technical bid.
4. A copy of the certificate of "satisfactory performance" issued by the competent authority of the Government/Semi-Government/Govt. Undertaking/ Autonomous organization having number of registered members at least 1000/- along with the technical bid for last three years.
5. Claim settlement ability mentioning TAT (Turn Around Time), provide a list of FIVE major claim settled by your company to employee of those Government/Semi-Government/Govt. Undertaking/ Autonomous organization where the insurance company has provided service in last three years.
6. Solvency Certificate of **Rs. 12 crores** issued by any scheduled bank to be attached.
7. Attach a copy of PAN card with valid PAN Number.
8. Attach a copy of Service Tax registration Number.
9. A dummy copy of Group Health Insurance policy to be attached.
10. An undertaking as given in Annexure-III is to be attached with technical bid.



11. For authenticity of the person who will sign the documents on behalf of the Insurance Company, a letter from the appropriate authority of the Insurance Company to be attached.
12. Either complete postal address of Jabalpur office or a copy of agreement for allotment of office space in Jabalpur city.
13. A list of working phone numbers and complete details of a TPA for any emergency.
14. EMD of Rs. 15000/- (Fifteen Thousand Only)



Annexure-I
TECHNICAL BID

S.N.	PARTICULARS	DETAILS TO BE GIVEN
1	NAME OF FIRM	
2	REGISTRATION NUMBER / LICENSE OF FIRM FROM IRDA (Copy to be attached)	
3	PERFORMANCE CERTIFICATE: (Copies to be attached)	
	1.FY 2015-16	
	2. FY 2014-15	
	3. FY 2013-14	
4	LIST SHOWING CLAIM SETTLEMENT ABILITY (Copies to be attached)	
	1	
	2	
	3	
	4	
	5	
5	SOLVENCY CERTIFICATE (Copy to be attached)	
6	PAN NUMBER (Copy to be attached)	
7	SERVICE TAX REGISTRATION NUMBER (Copy to be attached)	
8	DUMMY COPY OF GROUP MEDICLAIM POLICY (Copy to be attached)	ATTACHED/ NOT ATTACHED
9	UNERTAKING AS GIVEN ANNEXURE C (Copy to be attached)	ATTACHED/ NOT ATTACHED
10	AUTHORITY LETTER (Copy to be attached)	ATTACHED/ NOT ATTACHED
11	LOCAL JABALPUR OFFICE ADDRESS (Copy to be attached)	
12	DETAILS OF TPA INCLUDING NAME, ADDRESS AND PHONE NUMBER	
13	ANY OTHER INFORMATION	

SEAL & SIGNATURE OF BIDDER




Annexure-II
FINANCIAL BID

NAME OF FIRM:

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Single Premium per student per year which includes the following two terms:-

1. Medical insurance of amount **Rs. 50000/- (Fifty Thousand Only)** per student per annum in regular case. And,
2. Medical Insurance of amount Rs 5 lakhs (for only 10 students per year). These ten cases will be decided by the Institute authorities in consultation with institute appointed team of medical doctors/consultants (see point no 3 of "General term and Conditions").

S.N.	PREMIUM PER STUDENT PER ANNUM WITHOUT SERVICE TAX	
1	IN FIGURES	
	IN WORDS	

Note:

1. There should be SINGLE premium quote per student per annum.
2. No other document or attachment shall be permissible along with Financial Bid. Any deviation will attract disqualification.
3. In case of any discrepancy in quoted premium, in figures and words, premium quoted in words will be considered.
4. All taxes except service tax should be included in the quote.

Date: _____

Signature of Tenderer
with stamps of the firm



Annexure-III

UNDERTAKING

1. I/We undertake that I/we have carefully studied all the terms and conditions and understood the parameters of the proposed service and shall abide by them.
2. I/We also undertake that I/we have understood "Parameters and Technical Specifications" mentioned in the Tender document and will undertake the same accordingly.
3. I/We further undertake that the information given in this tender is true and correct in all respect and we hold the responsibility for the same.
4. I/We further undertake that my/our firm has not been blacklisted/ debarred by any Government Organization/ Autonomous body/ PSU.
5. I/We assure that the Insurance Company will provide copies of agreement form empanelled hospital given in subsection (7) of section "General terms and Conditions" within one month of award of contract.

SEAL & SIGNATURE OF BIDDER

