

INDIAN INSTITUTE OF TECHNOLOGY (BHU)

Varanasi-221005 (UP)

Website : www.iitbhu.ac.in

Notice Inviting Quotations (NIQ)

INDIAN INSTITUTE OF TECHNOLOGY (BHU) STUDENTS' MEDICAL INSURANCE SCHEME

Sealed Tender is invited from General Insurance Companies (Licensed and Registered with IRDA) dealing with Health Insurance for implementation of “**Indian Institute of Technology (BHU) Students’ Medical Insurance Scheme**” for approximately 5700 students on Pan India basis.

Technical and Financial Bid documents can be downloaded from website of the Institute: <https://www.iitbhu.ac.in/tenders>

The technical and financial bids 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.

The Technical bids will be evaluated by the Technical Bid Evaluation Committee duly constituted by IIT (BHU). Financial bids of only the technically accepted offers shall be opened before the successful bidders. Following schedule will be observed in this regards:

1. Date of Publishing of tender: 01/01/2019
2. Last date for submission of bid documents: 21/01/2019
3. Date of opening of technical bids : 23/01/2019
4. Date of evaluation of Financial Bids: 28/01/2019
5. Date for Pre - bid meeting : 17/01/2018

Complete tender documents should be submitted be addressed and submitted at the address mentioned below not later than **3 PM on 21/01/2019**. Bids received later than the prescribed date and time will not be considered for evaluation.

Dean (Students’ Affairs)
Gymkhana
IIT (BHU)
Varanasi-221005 (UP)

Note: All correspondence/communication on the scheme should be made at the below mentioned address only:

Contact Person: Assistant Registrar (Academic Affairs)

email: assistantregistrar.academic@itbhu.ac.in

Contact No.: 8299112860

INDIAN INSTITUTE OF TECHNOLOGY (BHU)

Varanasi- 221005 (UP).

Website: www.iitbhu.ac.in

BID DOCUMENTS FOR INDIAN INSTITUTE OF TECHNOLOGY (BHU)STUDENTS' MEDICAL INSURANCE SCHEME

METHOD OF SUBMISSION OF BID AND OTHER CONDITIONS

The bids are to be submitted in two parts, in sealed covers. Failure to do so would result in rejection of such bids. All bids shall be prepared in English language only. The proposal, complete in all respects shall be submitted by the bidder, must be received by/deposited/delivered to the officials at our Store and Purchase Office mentioned below.

**Dean (Students' Affairs)
Indian Institute of Technology (BHU), Varanasi-221005.**

The last date for receipt of the bids and time for opening of the Part-I of the bids in the presence of the officials/representatives of the Insurance Companies who may wish to be present to attend the tender opening is already mentioned in the cover note. Part-II of the bid of the qualified Insurance Companies will be opened at a later date and the date of opening will be intimated to the short listed parties. Incomplete bids shall be summarily rejected.

PART-I – This should contain documents establishing the requirement of Technical bid. Along with this unconditional acceptance of the General Terms & Conditions as per enclosed **Annexure-I** is to be submitted by the tenderer. Both these should be submitted in a separate Sealed Cover.

PART-II – This should contain financial bid and is to be submitted by the tenderer in a separate Sealed Cover along with PART-I. Part II bids of only those bidders would be opened who qualify in Part - I.

Both **Parts-I&II** sealed covers shall be duly super scribed at top of the respective cover with the tender number and clearly indicating as **PART-I & PART-II**.

The bids should be valid for at least 60 days from the last date of opening of technical bids.

Amendment of bidding documents:

- At any time prior to the deadline for submission of bids, IIT (BHU) may, for any reason modify the Bidding documents, by amendment.
- The amendment will be notified in the website and amendments will be binding.
- In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, IIT (BHU) may or may not, at its discretion, extend deadline for the submission of the Bid.
- Any oral statements/written statement made by the Bidder after submission of tender shall not be considered.

Precautions to be taken while submitting the bidding documents: The bids may be cancelled and not evaluated if, the bidder fails to:

- Clearly mention Technical/Financial Proposal on the respective envelopes.
- Seal the envelope properly with the sealing tape.
- Submit both envelopes containing Financial Proposal and Technical Proposal together in a large envelope.
- Give complete bids in all aspects.
- Documents must be submitted in spiral binding.
- Submit separate soft copy in CD for technical /financial in the respective envelopes.
- Submit financial bids in the specified Performa

Note: Incomplete technical bids and financial bids with extra attachments/remarks are liable to be disqualified.

Notification of Award and Signing of Agreement: The Notification of Award will be issued with the approval of the Tender Accepting Authority. The terms of Agreement will be discussed with the representatives of the successful Insurance Company and the Company is expected to furnish a duly signed Agreement proposed by IIT (BHU) in duplicate within 7 days of declaration of 'award of contract', failing which the contract may be offered to the next bidder in order of merit.

Note: IIT (BHU) reserves the right to amend the terms before entering into the contract.

Dean (Students' Affairs)
IIT (BHU),
Varanasi-221005 (UP)

Enclosures:

1. General Terms & Conditions (**Annexure-I**).
2. Declaration Statement. (**Annexure- II**)
3. Certificate of declaration for conformation to IRDA guidelines and claim settlement ratio certified by IRDA for last three years. (**Annexure -III**)

Part-I (Technical Bid)

Format for submitting technical bid (**Annexure -A**)

Part- II (Financial Bid)

Format for submitting financial bid (**Annexure- B**)

GENERAL TERMS AND CONDITIONS

1. Qualifying Requirements for the Insurance Companies

- a) 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 license to carry out Medical insurance business on a Pan India basis. 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 contract to the extent stipulated by IIT (BHU).
 - b) The Insurance Company shall be in the Medical Insurance business in India at least for five years as on scheduled date of tender opening. The turnover in the medical insurance business during each of the last three financial years (FY 2015-16 to FY 2017-18) should have been Rs. **15 crore** or higher.
 - c) The Insurance Company should be having Medical insurance participation in a minimum of three major companies/institutions/ organizations etc. Major Institutions here implies at least 1500 insured students and/or 300 employees or more. (Documentary evidence to be furnished).
 - d) Tenderer has to submit declaration along with unpriced technical bid (Part-1) 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 they have been black listed by any of the Institutions, details of the same has to be furnished. Moreover, no restraint order has been passed by the competent court of law.
2. Offers shall be submitted with proper documentary evidence to substantiate fulfillment of the qualifying requirements as specified above.
 3. Notwithstanding anything stated above, IIT (BHU) reserves the right to assess the Medical Insurer's capacity and capability to perform the Medical Insurance business should the circumstances warrant or such an assessment is thought to be carried out in the overall interest of IIT (BHU). If required, the past performance of the insurers may be taken into consideration for evaluation of offers to award & distribute the medical insurance business.

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

5. Technical and Financial Bids

- a) One copy shall be submitted in a separate sealed cover subscribing the Tender No., description of tender clearly indicating Part-I (Technical Bid) and containing the forms specified in Part-I along with any required supporting documents.
- b) One copy shall be submitted in a separate sealed cover subscribing the Tender No., description of tender clearly indicating Part-II (Financial bid) and containing the filled forms as specified in Part-II along with any required supporting documents.
- c) This is a two-part tender. On the date and time specified in the tender, Part -I (Technical bid) of the offers received will be opened. The Part-II (Financial bid) will be kept sealed and financial bids of only the technically acceptable offers would be opened. Date and time of opening of the financial bids will be intimated separately to the short listed bidders.
- d) If the bidder desires to be present at the time of opening, he/she shall depute his/her representatives (not more than two persons) with due authorization for participating in the tender opening.
- e) Incomplete offers would be summarily rejected.
- f) No extension of time shall be permitted for the collection of Tender Documents and/or Tender opening date.
- g) Any cutting or overwriting should be attested by the tenderer with full signature and seal.
- h) Offers submitted against tender documents only will be considered and the offer shall be in the name of the insurer on whose behalf the tender document has been issued. The insurer has to give an undertaking that they have submitted their bid as a single entity only and have not formed a consortium for the scheme.
- i) Any request for clarification received after the stipulated date and time will not be considered. IIT (BHU) will issue clarification in writing only if deemed fit.
- j) While submitting the bid, tenderers are requested to ensure that bids are in compliance to the regulations applicable under various statutes. Any fine, penalty or

expenses due to breach arising thereon will be borne by the tenderer; IIT (BHU) will bear no financial implication on this account.

- k) IIT (BHU) takes no responsibility for delays, loss or non-receipt of tender documents or any letters sent by post/courier either way and also reserve the right to reject any offer in part or full without assigning any reasons thereof.
- l) IIT (BHU) shall always be at liberty to reject or accept any offer or offers or part thereof at its sole discretion. The submission of offer shall have no cause of action or claim against IIT (BHU) for rejection of offer. The Insurer, whose offer is not accepted shall not be entitled to claim any costs, charges and expenses incidental to or incurred in connection with submission of offer or its consideration by IIT (BHU), even though IIT (BHU) may opt to modify/withdraw the Invitation to Tender or does not accept the offer or cancel the tender as a whole.
- m) IIT (BHU) 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.
- n) Any conditional bid or a bid that is not in the prescribed Performa will not be accepted.
- o) **Each paper of Bid Document must be signed by the competent authority of the Bidder. Any document/ sheet not signed shall tantamount to rejection of Bid.**

6. **Canvassing, Fraud and Corrupt practices**

- a) 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.
- b) **“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;
- c) IIT (BHU) will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices.

7. Bid Evaluation Process

- a) The financial bids must be furnished only as per the template in Annexure - B. All the bids should be unconditional. Conditional bids would be summarily rejected.
- b) IIT (BHU) may opt for any or none of the policy based on the premium quotes received. The evaluation of financial bids shall be done on L-1 basis among all the companies that qualify the technical bid. Rates to be quoted are inclusive of the Goods and Services Tax (GST). GST applicable shall be as per the prevailing rates. In case of two companies with same premium rates the company which provides more coverage will be selected.
- c) Technical bids would be evaluated by a committee constituted for this purpose. The bidder should satisfy all the essential conditions as stated in Part-I.
- d) IIT (BHU) retains the right to seek clarification after the technical bids are opened. A pre-bid conference is scheduled to clarify the tender document clauses. The bidders may also be asked to make presentations. Each of the technical bids after opening would be evaluated by a committee and marked “acceptable” or “unacceptable”. **Only those bids that score “acceptable” on all the factors would be considered to have passed the technical screening.** The decision of the evaluation committee in this regard would be final.
- e) Notwithstanding anything contained in this document, the acceptance of tender will rest with IIT (BHU) and IIT (BHU) reserves full right to reject any or all tenders without assigning any reason whatsoever.
- f) The tenderers are not entitled to any compensation for the expenses incurred in connection with the preparation and submission of tenders.
- g) Currency for financial bids and payments shall be made in Indian National Rupee (INR) only.

8. Action against the Tenderer

Furnishing incorrect information in the offer, failure to act according to tender condition, non-fulfillment of any or whole of the contract may entail black listing of Insurer in addition to taking other appropriate action against the Insurer.

9. Disputes

In respect of all tender conditions, and / or any matter connected therewith the decision of IIT (BHU) 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 Varanasi Courts only.

In case of dispute of any claim, a committee consisting of the representative of the insurance company and IIT (BHU) 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.

10. General Conditions

- a) Each page of the bid shall be signed by a representative legally authorized to enter into commitment on behalf of the bidder. Tenders received without signatures shall be summarily rejected.
- b) Insurer/Bidder/Tenderer shall mean the company who submits the tender and enters into contract with IIT (BHU) and shall include their executors, administrators, and successors and permitted assignees.
- c) It may be noted that no advisor/broker is involved in the tender.
- d) If TPA services being offered by the Insurance Company, it should provide a 24x7 telephone facility to cater to all the members. Nature of non-empanelled hospitals where expenses are reimbursable in case of emergency treatment.
- e) Confidentiality of all IIT (BHU) information/documents to be ensured at all times.

11. Essential Conditions:

No. of students to be covered under Medical Insurance: Approximately 5700 students

- a) Cashless facility up to the assured amount in all empanelled hospitals across India. List of the empanelled hospitals in Varanasi and other major cities should be included.
- b) All India coverage in terms of non- empanelled hospitals, i.e., All Hospitals of State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc across India shall also be eligible for reimbursement/settlement of the medical bills.
- c) Procedure for bill processing and the documents required for the same
- d) Coverage from day one for new students {i.e. from the date of their admission in IIT (BHU)}
- e) Coverage for pre and post hospitalization and reimbursement of bills for a minimum of 60 days
- f) No age limit for the insured
- g) Coverage for pre existing diseases
- h) Coverage for Ambulance Charges, OPD charges and Room rent
- i) Coverage for medicines, pathological and radiological tests

- j) Reimbursement of the bills from buffer amount
- k) Facility to top-up the buffer amount, when the insured buffer is exhausted

12. Operation of the Policy

- a) During the validity of the current policy, no revision in premium shall be considered by IIT (BHU) on the basis of actual claim ratio or any enhancement in the premium pointed out by any statutory or other authority. The Premium to include cost of services offered by Third Party Administrator (TPA) for all claims settled by the insurance company.
- b) The period of insurance contract will be for one year from the effective date of award of contract which may further be extended by one more year on the discretion and review of the competent authority of the Institute. In case the insurance company wants to modify the premium for the extended period i.e., beyond one year, it has to give a notice of at least 4 months prior to the expiry of the current contract period. The terms and conditions regarding the premium may be reviewed in parlance with the norms applicable and enforced by IRDA and regulatory bodies.
- c) Premium shall be paid on annual basis. In case students join in between the Academic year (AY) then their premium will be reduced at prorata basis.
- d) The insurance company will have no right to reject membership of a student as defined by IIT (BHU) whose membership has been approved by IIT (BHU).
- e) Once assigned the medical insurance for any given period, the insurance company shall have no right to unilaterally terminate the operation of the policy during this period. In case the insurance company fails to provide the service (implying reimbursements) to the community at large (not referring to odd individual disputed claims) for a period of time of say two months as per the terms of this agreement, IIT (BHU) reserves the right to levy a penalty of 100% on all premiums paid.
- f) Any expenditure incurred in the IPD/OPD of IIT (BHU) Health Centre shall also be eligible for settlement under the policy. 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-imburement under this policy. OPD facility outside BHU students Health Center or SSL Hospital OPD of BHU and outside Varanasi should also be covered.
- g) The policy shall cover all the students of the Institute. The number and name of newly admitted students and the existing students of previous years shall be informed by the

Institute after admissions in odd semester of each Academic Year, and newly admitted students after even semester students.

- h) The list of graduating students will be shared with the Insurer at once the list is prepared.
- i) In case of usage of corporate buffer, the Insurer should seek the proper approval of the competent authority of the Institute.
- j) In case the insured obtains treatment from a non-network hospital during emergency, the claim shall be reimbursed as per terms of the contract.
- k) 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% per month on the reimbursement amount has to be paid by Insurance Company to the Student for any delay in reimbursement.
- l) The insurance company shall arrange to issue membership card to each insured person/spouse directly at their cost. The insurance company needs to ensure that any student with their valid identity card issued by IIT (BHU) should get treatment for all emergency cases at various network hospitals without any difficulty.

ANNEXURE-II

**INDIAN INSTITUTE OF TECHNOLOGY, VARANASI
VARANASI-221005**

DECLARATION SHEET

I, _____
hereby certify that all the information and data furnished by me with regard to this tender specifications are true and complete to the best of my knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

I, further certify that I am the duly authorized representative of the under mentioned tenderer.

I, further certify that my company meets all the conditions of eligibility criteria laid down to take part in the tender.

I, further specifically certify that my company meets/is having Medical Insurance participation in minimum three major companies/ institutions/ organizations etc in the last five years. {Clause 1(c) of **Annexure –I**}.

I, further specifically certify that my company has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years. {Clause 1(d) of **Annexure- I**}.

(Signature of the Tenderer)

**INDIAN INSTITUTE OF TECHNOLOGY (BHU)
VARANASI-221005**

**CERTIFICATE OF DECLARATION FOR CONFIRMATION OF IRDA
GUIDELINES**

I, _____
hereby certify that our offer no. _____ dated _____ t
tender specification No. _____ Against
does not amount to any breach of IRDA
guidelines. I further confirm that in the event of disclosure at a later stage that the same
are not in line with IRDA Guidelines and IIT (BHU) is put to any disadvantage or face
cancellation of the Policy or any claim becomes substandard/untenable, the whole
liabilities arising out of this shall lie squarely on us.

I, further certify that I am the duly authorized representative of the Insurer and competent
to agree as above.

(Signature of the Tenderer)

**INDIAN INSTITUTE OF TECHNOLOGY, VARANASI
VARANASI-221005**

TECHNICAL BID

This technical bid consists of two parts:

Part I: This is the checklist of essential conditions to be satisfied as per IIT (BHU) requirements.

Part II: This is the checklist of desirable disclosures to be informed as per IIT (BHU) requirements. *Bidder should support documentary evidence to support their claims.*

Part- I: Essential Conditions

Technical bids would be evaluated by a committee constituted for this purpose. Whether a bidder qualifies or not would depend on the following factors:

| Sl. No. | Item | Yes/No | Page No. of the submitted document |
|---------|---|--------|------------------------------------|
| 1 | Cashless facility up to the assured amount in all empanelled hospitals across India. List of the empanelled hospitals in Varanasi and other major cities should be included. | | |
| 2 | All India coverage in terms of non- empanelled hospitals, i.e., All Hospitals of State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc across India shall also be eligible for reimbursement/settlement of the medical bills. <i>Kindly provide the Procedure for bill processing and the documents required for the same</i> | | |
| 3 | Coverage from day one for new students {i.e. from the date of their admission in IIT (BHU)} | | |
| 4 | Coverage for pre and post hospitalization and reimbursement of bills for a minimum of 60 days | | |
| 5 | No age limit for the insured | | |
| 6 | Coverage for pre existing diseases | | |
| 7 | Coverage for Ambulance Charges, OPD charges and Room rent | | |
| 8 | Coverage for medicines, pathological and radiological tests | | |
| 9 | Reimbursement of the bills from buffer amount | | |
| 10 | Facility to top-up the buffer amount, when the insured buffer is exhausted | | |

(Signature of the Tenderer)

Part- II: Desirable Disclosures

Technical bids would be evaluated by a committee constituted for this purpose. Whether a bidder qualifies or not would depend on the following desirable factors (Please supply separate annexure highlighting the section of your tender document which explicitly addresses these:

| Sl. No. | Item | Reference |
|---------|---|-----------|
| 1 | Duration and name of major academic institutions, public and private sector undertakings etc. where health/medical insurance are provided by you. | |
| 2 | All India, Claim to settlement ratio of the company for health insurance cases. Also mention the Claim to settlement ratio of the company for health insurance cases of Uttar Pradesh. (If available) | |
| 3 | List of surgeries/ ailments that are covered under the day care procedures | |
| 4 | Bill preparation charges (If any) | |
| 4 | Exclusions list from the reimbursable expenses. | |
| 5 | Will the Insurance Company send their representatives at least once in a week to IIT (BHU) for collection of claims and timely settlement? | |
| 6 | Ceilings (if any) within the insured amount under individual expense heads (like ambulance, room rent, pathological/radiological test etc.) | |
| 7 | Other terms & conditions not included in the factors listed above. | |

**INDIAN INSTITUTE OF TECHNOLOGY, VARANASI
VARANASI-221005****FINANCIAL BID**

Please quote the Insurance premium in following format

| Sum Insured for Health Coverage(in INR) | Sum Insured for Accidental/Personal Coverage(in INR) | Buffer Amount (in INR) | Per student Premium for 1 year* (in INR) |
|---|--|-------------------------------|---|
| 50 Thousand | 1 Lakh | 10 Lakhs | |
| 1 Lakh | 1 Lakh | 10 Lakhs | |
| 50 Thousand | 2 Lakh | 10 Lakhs | |
| 1 Lakh | 2 Lakh | 10 Lakhs | |

*Total premium to be quoted should be inclusive of GST.

Apart from the premium amount please quote the following:

1. The number of students may change over time and thus the quotation should clearly indicate the % of premium 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 covered. The students leaving before completing an academic year shall also enjoy the insurance coverage for the entire academic year with a condition that they can only avail the basic insurance cover and not the buffer.
2. Separately attach a bid for top up of Rs. 5 lakhs, 10 Lakhs, 15 Lakhs and 20 lakhs for corporate buffer.
3. Separately attach a bid and state whether the following expenses are covered in the health insurance or not. If not, kindly quote the rate to add them on *a-la-carte* basis in the package.

| Sl. No. | Item | Covered/Not, If not, a-la-carte rate (inclusive of GST) for the same. |
|----------------|---|--|
| 1 | Bronchial Asthma cases | |
| 2 | Investigations for cancer cases like PET scan | |
| 3 | All psychiatric and psychosomatic disorders | |
| 4 | Extraneous charges made by hospitals like nursing charges, diet fees etc. | |
| 5 | Ventilator and other life support services covered in ICU/CCU/NICU | |
| 6 | Alternate referral during the course of action covered | |
| 7 | Treatment of chronic diseases | |

(Signature of the Tenderer)

Checklist:

| Sl. No. | Document | Enclosed |
|----------------|-----------------|-----------------|
| 1 | Annexure I | |
| 2 | Annexure II | |
| 3 | Technical Bid | |
| 4 | Financial Bid | |