

TENDER INVITATION

For

Medical Insurance Scheme for IIT(BHU), Varanasi Students

Tender No. IIT (BHU)/ACD/MIS/2022-23 dated 04.07.2022

Last Date of Submission:26.07.2022 (1600hrs)

Tender opening Date: 27.07.2022 (1700hrs)



INDIAN INSTITUTE OF TECHNOLOGY(BHU)

VARANASI-221005

Email:dosa@itbhu.ac.in

SECTION I (NOTICE INVITING E-TENDER)

1. On behalf of the Director, IIT (BHU) Varanasi, online tenders from the General Insurance Companies registered with IRDA, having adequate financial resources and healthy track record in handling business of large magnitude in respect of Health Insurance policies for **approximately 7000-8000 students of the IIT(BHU), Varanasi on Pan India basis**, are invited.
2. Tender Documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> or IIT(BHU) website <https://www.iitbhu.ac.in/tenders>.
3. Bidders can access tender documents on the CPP Portal. They are required to select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the time schedule given in this tender document. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost.
4. Bidders are advised to go through instructions provided as “Instructions for online Bid Submission”. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said website. The bidder should go through the tender documents/instructions carefully before submitting/uploading the bids.
5. No bid will be accepted manually. All bids (both Technical and Financial) should be submitted on the E- procurement portal on <http://eprocure.gov.in/eprocure/app> on or before the last date as specified in critical date sheet. Further, all communications should be addressed to The Dean of Student Affairs, Indian Institute of Technology (Banaras Hindu University), Varanasi on the e-mail id dosa@itbhu.ac.in and a copy of the email communication should be forwarded to the Assistant Registrar (Academic Affairs) on e-mail id assistantregistrar.academic@itbhu.ac.in.
6. The Institute shall not be responsible for any delay in submission of online Bids. The Institute reserves the right to accept or reject any bid, cancel the tender without assigning any reason thereof. Institute’s decision in this regard shall be treated as final. No correspondence in this regard will be entertained.
7. Conditional bids shall not be considered and will be rejected out rightly.
8. The Financial Bids of only those bidders who qualify in the technical bid shall be opened after evaluation by a Committee constituted for the purpose. No bidder will be allowed to withdraw its bids after opening of technical bids.
9. The Institute reserves the right to reject any or all the bids submitted by the bidders at any time or relax/withdraw/add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.
10. Any subsequent Updates, Addendums, Corrigendum etc., if any, will be published only on the website <http://eprocure.gov.in/eprocure/app> and www.iitbhu.ac.in. All bidders are required to regularly check the websites for any update(s).

CRITICAL DATE SHEET

Date of Issue/Publication of E-Tender Notice	05.07.2022 (1500 hrs)
Bid Document Download Start Date	05.07.2022 (1600 hrs)
Last Date and Time for submitting e-mail queries regarding technical specifications and other conditions of tender document	12.07.2022 (1700 Hrs) (Kindly note that all queries are to be sent on the email addresses given in the last row of this sheet.) (No e-mail queries shall be entertained after the aforementioned date and time.)
Pre-Bid Meeting Date, Time & Venue (All e-mail queries received shall be discussed in the Pre-Bid Meeting in the presence of Prospective Bidders who wish to be present)	14.07.2022 (1500 hrs) Venue: Office of the Dean of Student Affairs, IIT(BHU), Varanasi
Date for uploading Corrigendum/Addendum if any	15.07.2022 (1500 hrs)
Bid Document Download End Date	26.07.2022 (1500 hrs)
Last Date and Time for Uploading of Bids	26.07.2022 (1600 hrs)
Technical Bid Opening Date	27.07.2022 (1700 hrs)
Address for Communication	Office of the Dean of Student Affairs, Indian Institute of Technology (BHU) Varanasi – 221005, U.P. Email to: dosa@itbhu.ac.in & Copy to: assistantregistrar.academic@itbhu.ac.in

Sd/-
Dean of Student Affairs,
Indian Institute of Technology
(Banaras Hindu University),
Varanasi – 221005,
E-mail: dosa@itbhu.ac.in

SECTION II

INSTRUCTION FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (**URL:<http://eprocure.gov.in/eprocure/app>**). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant only to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information for submission of online bids on the CPP Portal may be obtained at <http://eprocure.gov.in/eprocure/app>.

1. Registration

- 1.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (**URL: <http://eprocure.gov.in/eprocure/app>**) by clicking on the link “Click here to Enroll”. **Enrolment on the CPP Portal is free of charge.**
- 1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / n-Code / e-Mudhra etc.),with their profile.
- 1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 1.6 Bidder has to logon to the site through secured log-in user ID & password and the password of the DSC / e-Token.

2. Searching for Tender Documents

- 2.1 There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2.2 Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tender” folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 2.3 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3. Preparation of Bids

- 3.1 Bidder should take into account any corrigendum published, if any in respect of the tender document before submitting their bids.

- 3.2 Bidder, in advance, should be ready for the bid documents to be submitted as indicated in the tender document / schedule as PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 3.3 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, audit or certificates etc.) has been provided to the bidders. Bidders can use “My Space” are available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Documents Comprising the Bid

The **Two Bid System**, i.e. “Techno – Commercial Bid” and “Financial Bid” is to be prepared by the Bidder shall comprise the following:

A) Techno – Commercial Bid (Un-priced Bid): [Upload online scanned copies in PDF Format]

- i. Scanned copy of Technical Bid (proforma given in Annexure-A and other documents)
- ii. Scanned copy of PAN Card, GST registration & National Electronic Fund Transfer Form (NEFT).
- iii. Scanned copy of documents mentioned in Eligibility Criteria as per Section-III.
- iv. Scanned copy of other relevant documents.

B) Financial Bid: [Upload online in prescribed PDF format as per Bidding Document]

Price Bid duly filled up with all the details as per Annexure-B.

It is the responsibility of Bidder to go through the Bidding Document to ensure submission of all required documents.

All pages of the Bid should be numbered and indexed.

The authorized signatory of the Bidder must sign the Bid duly stamped at appropriate places and initial all the remaining pages of the Bid.

A Bidder, who does not fulfill any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.

Note: All documents should be submitted in PDF format. Incomplete technical bids and financial bids with extra attachments/remarks are liable to be disqualified.

4. Submission of Bids

- 4.1 Bidder should logon to the site well in advance for bid submission so that he/she upload the bid in time, i.e., on or before the bid submission date. Bidder will be responsible for any delay due to other issues.
- 4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Once the details have been completed, the bidder should submit it online. If the format of financial bid is found to be modified by the bidder, the bid will be rejected.
- 4.4 The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 4.5 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption for sensitive fields is done.
- 4.6 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 4.7 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 4.8 Kindly submit scanned PDF of all relevant documents.
- 4.9 The bids shall remain valid for a period of 60 days after the date of opening of bid. A bid valid for a shorter period shall be rejected by IIT (BHU).

5. Assistance to Bidders

- 5.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact numbers for the helpdesk are 0120-4200462, 0120-4001002, 0120-4001005 and 0120-6277787.

6. General Instructions to the Bidders

- 6.1 The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app.in>. In the Technical Bids, the bidders are required to upload all the documents in **.pdf format only**.
- 6.2 Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the website <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 6.3 Bidders are advised to follow the instructions provided in the Instructions to the Bidder for the submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.
- 6.4 Bidder who has downloaded the tender from the Central Public Procurement Portal(CPPP) website <https://eprocure.gov.in/eprocure/app> and www.iitbhu.ac.in shall **not tamper/modify the tender form including downloaded price bid template in any manner**. If the same is found to be tampered/ modified in any manner, tender will be completely rejected.

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

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

Contents:

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

Part-I (Technical Bid)

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

Part- II (Financial Bid)

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

SECTION III

GENERAL & SPECIAL 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 2019-20 to FY 2021-22) should have been Rs. **15 crore** or higher. **(Audited financial statements to be uploaded in support)**
 - 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) Bidder 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. **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) IIT (BHU) will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices.

6. 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 Section-III and Annexure-A.
- 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 bidders 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.

7. Action against the Bidder

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.

8. 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.

9. General Conditions

- a) Each page of the bid shall be signed and uploaded by a representative legally authorized to enter into commitment on behalf of the bidder.
- 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.
- c) 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.
- d) Confidentiality of all IIT (BHU) information/documents to be ensured at all times.

10. 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 two more years 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 pro-rata 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 Institute Designated 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.
- m) **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.

ANNEXURE-I

**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 Section-III**}.

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 Section-III**}.

(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: Checklist of 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. in the referred document
1	The Insurance Company shall be in the Medical Insurance business in India for at least 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 2019-20 to FY 2021-22) should have been Rs. 15 crore or higher. (Audited financial statement is to be uploaded in support)		
2	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)		
3	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.		
4	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>		
5	Coverage from day one for new students {i.e. from the date of their admission in IIT (BHU)}		
6	Coverage for pre hospitalization of 30 days and post hospitalization of 60 days and reimbursement of bills for this period		
7	No age limit for the insured		

8	Coverage for pre-existing diseases		
9	Coverage for COVID-19		
10	Coverage for Ambulance Charges upto Rs. 1000/-, Room rent upto Rs. 1000/- per day and ICU charges upto Rs. 3000/- per day		
11	Coverage for medicines, pathological and radiological tests, in case of hospitalization		
12	Reimbursement of the bills from buffer amount		

(Signature of the Tenderer)

Part- II: Checklist of 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)	Buffer Amount (in INR)	Per student Premium for 1 year* (in INR)
50 Thousand	10 Lakhs	
50 Thousand	15 Lakhs	
50 Thousand	20 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 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 Covered, 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	

Note: BOQ is prepared for Insurance Premium only. The rates of remaining expenses as mentioned in point number 2 above will be given in pdf format along with tender document.

(Signature of the Tenderer)