



INDIAN INSTITUTE OF MANAGEMENT BODH GAYA
Uravela, Prabandh Vihar
Bodh Gaya – 824234, India

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RFP Ref. NO: IIMBG/RFP/Health Insurance Employees/2020-21/01

Date: 03/04/2020

Subject: Request for Proposal (RFP) for Group Health and Personal Accidental Insurance Policy for IIM Bodh Gaya Employees

Dear Sir/Madam,

The Indian Institute of Management Bodh Gaya (IIMBG) is making efforts to provide medical and health services to its employees within the overall framework of the institute. The risk of low level of health security is prevalent among employees of the institute due to their nature of work. The Group Health and Personal Accidental Insurance Plan 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 and Personal Accidental plan for the welfare of IIM Bodh Gaya Employees attempts to address such issues.

In view of this, the Institute invites RFP / Quotation from the Public Sector Insurance Companies dealing with “Group Health and Personal Accidental Insurance Plan” for implementation for providing cover to the Employees of IIM Bodh Gaya.

You are also invited to submit sealed bids in single envelope system as per enclosed format and following schedule:

Schedule:

<input type="checkbox"/> Last date for submission of Bids	<input type="checkbox"/> 24/04/2020	<input type="checkbox"/> Upto 6:00 PM
<input type="checkbox"/> Date and time of opening of Bids	<input type="checkbox"/> 27/04/2020	<input type="checkbox"/> At 3:00 PM

The bids/proposals (i.e both technical and financial bids) duly signed & stamped by the authorized signatory of the bidder/insurer is to be sent in a SEALED ENVELOPE subscribing “**Bid for Group Health and Personal Accidental Insurance Policy for IIM Bodh Gaya Employees**” with Reference No. of RFP, at below address:

Chief Administrative Officer
Indian Institute of Management Bodh Gaya
Uravela, Pravandh Bihar, Bodh Gaya
Gaya-824234 (Bihar)

- Any proposal received after closing date/time shall not be considered.

Chief Administrative Officer

1. The details of approximate strength to be covered and sum insured (SI) are given below:

Sr No	Category of Employees
01	Category A
02	Category B
03	Category C

TABLE – B			
Sr.No	Category	Approx. Member Strength*	Sum Insured (SI) per member
01	Employee (+ their Dependents)	106	Rs. 5,00,000/-

* Strength of members may increase or decrease in due course of time due to joining / leaving of employees, if any.

Total No of Lives (Incl. dependents of employees) as on 03/04/2020:
(Approx.)

TABLE – C								
EMPLOYEE & DEPENDENTS STRENGTH*								
Age Band	No of Primary Members (Category wise)				No of Dependents (Employees Category wise)			
	A	B	C	Total	A	B	C	Total
0-25					18	9	2	29
26-30	1	1	-	2	3	1	-	4
31-35	13	6	1	20	6	-	2	8
36-40	5	1	1	7	2	-	-	2
41-45	4	-	-	4	1	-	-	1
46-50	1	-	-	1	-	-	-	-
51-55	1	-	-	1	-	2	-	2
56-60	1	-	-	1	1	4	1	6
61-65					7	2	1	10
Above 65					4	4		8
Total	26	8	2	36	42	20	6	70

2. Details of Coverage and Benefit Required under proposed policy:

i.	Type of Policy (Floater/ Individual):	Family floater for Employees and their dependent family members declared as per rule.
ii.	Sum Insured Band	Rs. 5,00,000/- for employees and their dependent family members.
iii.	Period of Policy	Initially for a period of one year. Renewal of policy extendable on mutual agreeable terms and conditions maximum up to three years subject to satisfactory performance of the insurer and approval of the competent authority IIM Bodh Gaya.
iv.	Corporate Buffer Insurance Coverage	Up to Rs. 25,00,000/-.
v.	In-Patient Treatment including Critical	To be covered fully

	Illness, Surgery and Treatment:	
vi.	Day Care Treatment: (Surgeries/Treatments/procedures which require less than 24 hours hospitalization as an inpatient due to subsequent advancement in technology)	To be covered fully
vii.	Reimbursement of Pre & Post Hospitalization Expenses:	30 Days Pre-Hospitalization expenses & 60 Days Post-Hospitalization expenses are to be covered fully
viii.	Domiciliary Hospitalization	To be covered fully
ix.	Waiting period of 30 days	To be waived fully
x.	Waiting period of 1 year, 2 years, 3 years and 4 years	To be waived fully
xi.	Pre-existing Diseases:	To be covered fully; all pre-existing diseases will be covered from day one/ inception of the policy
xii.	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. If life threatening complication to mother and/or fetus arises requiring hospitalization during any stage of pregnancy, then overall family sum insured will apply.
xiii.	Co-Payment	No Co-Payment is allowed
xiv.	Cashless facility in Network Hospitals and Reimbursement in Non-network Hospitals	As applicable
xv.	Hospitalization expenses of Organ donor's Treatment in case of Organ Transplant	To be covered fully
xvi.	Surgeon, Doctor, Anesthetist, medical practitioner, Consultants special fees per illness	No restriction
xvii.	Anesthesia, Blood, Oxygen, OT Charges, Surgical Appliances, Medicines, Drugs, Diagnostic Material, X-Ray & Dialysis, Chemotherapy, Radiotherapy, cost of Pacemaker, Artificial Limbs and cost of stent & Implant etc.	No restriction
xviii.	Personal Accidental Insurance	Accidental Death Insurance, Permanent Total Disability, Partial Total Disability must be covered.
xix.	Sub Limits on Medical Expenses/Illness/Surgeries/Procedures	No Disease wise sub-limit is allowed

xx.	<p>Sub- limits on Room Rent, boarding, nursing expenses and Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses as provided by the Hospital.</p> <ul style="list-style-type: none"> Room Rent, boarding and nursing expenses as provided by the Hospital must be as per following table: <table border="1" data-bbox="571 315 1185 483"> <thead> <tr> <th>Sr No</th> <th>Category of Employees</th> <th>Ward Entitlement</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>Category A</td> <td>Private Ward</td> </tr> <tr> <td>02</td> <td>Category B</td> <td>Semiprivate Ward</td> </tr> <tr> <td>03</td> <td>Category C</td> <td>General Ward</td> </tr> </tbody> </table> Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses as per actual. Room rent will include charges for occupation of bed, diet for patient, charges of water and electricity supply, linen charges, nursing charges and routine upkeeping. Private ward is defined as a hospital room where single patient is accommodated which has attached toilet (lavatory and bath). Semiprivate ward is defined as a hospital room where two or three patients are accommodated, and which has attached toilet facilities and necessary furnishings. General ward is defined as a hall that accommodate four to ten patients. Normally the treatment in higher category of accommodation than the entitled category is not permissible. However, in case of emergency when the entitled category accommodation is not available, admission in immediate higher category may be allowed till the entitled category accommodation becomes available. 		Sr No	Category of Employees	Ward Entitlement	01	Category A	Private Ward	02	Category B	Semiprivate Ward	03	Category C	General Ward
Sr No	Category of Employees	Ward Entitlement												
01	Category A	Private Ward												
02	Category B	Semiprivate Ward												
03	Category C	General Ward												
xxi.	Sub limit on charges of Ambulance	Ambulance service not exceeding 3%, 2% & 1% of SI for Category - A, B & C Employees respectively, 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.												
xxii.	<p>Other conditions:</p> <ol style="list-style-type: none"> There shall be a dedicated helpline (24 x7) from the TPA of Insurance / In house TPA available and the contact details including the name of contact person, contact numbers and postal/email address, shall be furnished. However In-house TPA will be preferred. No extra payment is to be made by the institute to the Insurer for engaging a TPA. The response time by the TPA at the time of admission shall be maximum up to 6 hours. The Medclaim ID cards of the members should be issued by the TPA within 15 days after submission of names by IIM Bodh Gaya. The scheme should have provision for addition/deletion of students on pro rata basis. Midterm inclusion/deletion of members are allowed subject to the confirmation of IIM Bodh Gaya Authority. The mid joiner employee & declared dependents to be covered from day 1 (the date of joining) irrespective of immediate payment of premium (Addition & Deletion to be declared for each month and within 15 days of succeeding month). Premium for addition/deletion will be charged/refunded on pro rata basis. Any bonafide mistake of additions/deletions in monthly statement will be rectified as per institute's records. No sub-limit/disease wise sub-limit/hidden charges/broker/agent or any service charges on medical bills are allowed under the proposed policy. Any such conditions will not be entertained, and bids of such bidders will be rejected straightway. 													

	<p>h) Cashless Access Service: The insurer must ensure that all the members are provided with adequate facilities so that they do not have to pay any deposits at the commencement of the treatment or at the end of the period in the network hospital of the Insurer subject to the allowable limit. In other cases, all reimbursement of claim must be settled within 30 days of submission of final bill. Query against the submitted bill if any must be raised within a week by the TPA and no incremental queries are allowed after claim submission.</p> <p>i) 100% of admissible claim should be reimbursed irrespective of treatment taken in different zone within India.</p> <p>j) If there is any reimbursement to the employees/beneficiaries of the scheme, the same should be paid directly to the employee within 10 days on receipt of bills, the service provider shall be responsible for ensuring the smooth process. In case of failure in settlement of claims within the time frame, the penalty will be enforced as per Institute norms.</p> <p>k) Submission of claims should be allowed up-to 30 days from the date of discharge from the Hospital / Nursing Homes.</p> <p>l) Original Reports/papers are to be returned to the Institute/Employee after claim settlement.</p> <p>m) In case of any unsatisfactory service, suitable penalty as deemed fit to be decided by the competent authority of IIM Bodh Gaya shall be levied after issuing one-month notice/ giving chance to the service provider for rectification.</p> <p>n) The service provider should provide quarterly Claim/ Settlement MIS report to the institute to monitor the same.</p>
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3. Criteria to participate in the RFP:

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 and Personal Accidental 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 Divisional Office / Branch Office in Bodh Gaya. Valid document in support of Divisional Office / Branch Office as well as the details of Point of Contract (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 not been debarred/black listed/should have not been terminated /ceased without completing the entire duration of policy period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids.

3.2 Other documents to be enclosed along with the technical bid:

- a) Procedure and flowchart for claim settlement as well as TAT for claim settlement.
- b) Details of Sales and Claim Service network in India including Third Party Administrators (TPA).
- c) List of Network Hospitals in Bodh Gaya as well as other places of India.

[Bidders are requested to enclose copies of valid documents in support of fulfilling above eligibility criteria mentioned in Para 3.1 and 3.2]

4. General Terms and Conditions:

- I. **Submission procedure:** Technical bid and Financial bid should be kept and sealed in a separate cover / envelope. The two envelopes are to be put in a bigger envelope, sealed and super-scribed as “**Bid for Group Health and Personal Accidental Insurance Policy for IIM Bodh Gaya Employees**” with Reference No. of RFP.
- II. Technical bid comprises the documents in support of eligibility criteria as per Para No. 3 (3.1 & 3.2) above and as per Annexure- I.
- III. Financial Bid: The premium should be quoted as per the Format in Annexure- IV only. The bidders are advised to quote their premium in Indian Rupees (INR) only. The bidder shall not tamper/modify manner, RFP will be completely rejected. Goods and Service Tax has to be separately quoted. The Financial Bids of only those firms qualifying the technical evaluation will be considered.
- IV. Tender forms containing 'over written' or 'erased' rate or rates and amount not shown in figures and words in English are liable to rejection.
- V. The bidder should sign on each page of the document.
- VI. Proposal which is not in conformity with the requirement of the institute shall be rejected, without assigning any reason whatsoever.
- VII. Proposal sent by FAX or mail shall not be considered for evaluation.
- VIII. No subsequent increase in premium rates (Except Taxes) will be allowed under any circumstances during policy period of one year.
- IX. The bidder is expected to examine all instructions, Forms, Annexures, Terms & Conditions in the RFP document. Failure to furnish all information required by the RFP document or submission of a RFP not substantially responsive to the RFP document in every respect will be at the bidder’s risk and may result in rejection of his bid.
- X. 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 & conditions listed in this part are liable to be rejected.
- XI. The bid document and the enclosures as well as all correspondence and documents shall be written in English language. All the columns of the RFP 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.
- XII. No alteration shall be made by the bidder in the RFP.
- XIII. More than one bid from the same company shall disqualify the insurance provider.
- XIV. Joint Ventures are not allowed to bid.
- XV. 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.
- XVI. The bidders may depute their authorized representatives to remain present during the bid opening process subject to submission of valid authorization letter in the name of the representative to attend the bid opening process.

- XVII. Selection of successful bidder: Both the technical and financial bids will be opened on same date/time as per the schedule given above. After evaluation of bids, the bidder who is technically qualified as well as quotes 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 by “Draw of Lots”.**
- XVIII. The bid shall remain valid 90 (Ninety) days from the date of opening of bids.
- XIX. IIM Bodh Gaya reserves the right to accept /reject any bid(s) either in full or in part without assigning any reasons thereto. In the event of any ambiguity in the policy proposal with regard to any aspect, the interpretation of IIM Bodh Gaya shall be final and binding on the “Insurer”. Acceptable bids will be evaluated on the basis of fulfilling eligibility criteria and valid quoted premium rates.
- XX. Proposal, who do not fulfil any of the above conditions, not in prescribed format, unsigned or are incomplete in any respect or conditional bids are liable for rejection.
- XXI. The service provider shall not sublet the policy or transfer the policy to any other insurer/agency or person in any manner.
- XXII. Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- XXIII. Canvassing/marketing /offering promotional services etc. in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Insurance companies who resort to canvassing will be liable for rejection without any further reference.
- XXIV. IIM Bodh Gaya reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.
- XXV. The application for tender does not entitle any tenderer for automatic grant of award.
- XXVI. Tender documents as submitted by a tenderer shall become the property of IIM Bodh Gaya and IIM Bodh Gaya shall have no obligation to return the same to the tenderer.
- XXVII. Dispute Resolution: In the event of any dispute or differences arising under this RFP, the decision of the Director, Indian Institute of Management Bodh Gaya shall be final and binding on both the parties. The decision of IIM Bodh Gaya will be the final in all respect.
- XXVIII. Applicable Law: The Court of Jurisdiction shall be Bodh Gaya for all such purposes.

Chief Administrative Officer
Indian Institute of Management Bodh Gaya

Name, Signature and Seal of Authorized Signatory of Bidder

TECHNICAL BID

(To be submitted on the letterhead of the bidder)

Date:		
RFP for : GROUP HEALTH AND PERSONAL ACCIDENTAL INSURANCE POLICY FOR EMPLOYEES OF IIM BODH GAYA		
RFP Ref. NO: IIMBG/RFP/Health Insurance Employees/2020-21/01		
Name of the Bidder/Insurer:		
Correspondence Address:		
Tel/Mob No.:		
Email Id:		
Contact Person Name:		
Mobile No (Contact Person):		
Copies of all supporting documents duly signed and stamped by the bidder in support of below particulars must be attached along with this checklist		
Sr.No.	Particulars	Details/ Compliance (Y/N)
1.	The bidder should be registered with the Insurance Regulatory Development Authority of India (IRDAI) and have valid license to carry out Group Health and Personal Accidental insurance policy of India. Copy of valid registration certificate and license issued by IRDAI is to be enclosed as proof.	
2.	The bidder should have a registered Divisional Office / Branch Office in Bodh Gaya. Valid document in support of Divisional Office / Branch Office in Bodh Gaya as well as the details of Point of Contact (POC) for the institute on behalf of the bidder is to be submitted by the bidder.	
3.	The bidder should have valid PAN & GST registration number.	
4.	The bidder should have not been debarred/black listed/ should have not been terminated/ ceased without completing the entire duration of policy period by 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. (Annexure-III)	
5.	Turnover during last three years ending on 31 st March, 2018 (Copies of P&L Account and Balance Sheet duly certified by a Chartered Accountant should be attached with the bid): FY 2018-19 Rs _____ FY 2017-18: Rs _____ FY 2016-17: Rs _____	

6.	Bid Forwarding Letter as per Annexure-II	
7.	Power of Attorney/Authorization Letter, if bid is submitted by the authorized representative of the firm (on the Letterhead of the bidder)	
8.	Duly signed and stamped of the entire bid document along with its addendum/corrigendum, if any	

Declaration

I/we.....(Name of the Authorized Representative of Bidder) of.....(Name of the bidder/insurer) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in RFP document.

Place & Date:

(Name & signature with stamp of the bidder)

BID FORWARDING LETTER
(To be submitted on the letterhead of the bidder)

Date: _____

To

Chief Administrative Officer
Indian Institute of Management Bodh Gaya
Uravela, Pravandh Vihar, Bodh Gaya
Gaya-824234, India

Sub: RFP for Group Health and Personal Accidental Insurance Policy for Employees of IIM Bodh Gaya, RFP Ref. NO: IIMBG/RFP/Health Insurance Employees/2020-21/01.

Sir,

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

I/We also keep the offer open for 90 (Ninety) days from the date of opening of bids.

Yours faithfully

(Name & signature with stamp of the bidder)

SELF-DECLARATION ABOUT NON BLACK-LISTING
(To be submitted on the letterhead of the bidder)

Date: _____

To

Chief Administrative Officer
Indian Institute of Management Bodh Gaya
Uruvela, Pravandh Vihar, Bodh Gaya
Gaya-824234, India

Sub: RFP for Group Health and Personal Accidental Insurance Policy for Employees of IIM Bodh Gaya, RFP Ref. NO: IIMBG/RFP/Health Insurance Employees/2020-21/01

Sir,

In response to RFP under reference, I/we hereby declare that presently our company 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 RFP if any to the extent accepted may be cancelled.

Yours faithfully

(Name & signature with stamp of the bidder)

FINANCIAL BID

(To be submitted on the letterhead of the bidder)

Date:	
RFP for : GROUP HEALTH AND PERSONAL ACCIDENTAL INSURANCE POLICY FOR EMPLOEES OF IIM BODH GAYA RFP Ref. NO: IIMBG/RFP/Health Insurance Employees/2020-21/01	
Name of the Bidder/Insurer: Correspondence Address: Tel/Mob No.: Email Id:	

TABLE – A					
(a)	(b)	(c)	(d)	(e)	(f)
Sr.No	Particulars	No of Members as on 03/04/2020	Premium Amount Per Member	Total Premium Amount [C*D]	In Words
1.	Premium for Employees		Rs. _____/-	Rs. _____/-	Rupees _____ _____ _____
2.	GST as applicable is EXTRA			_____ %	

Note:

1. Premium amount quoted above will remain unchanged throughout the policy period.
2. In case of extension of policy for less than one year, premium will be charged on pro data basis.
3. GST will be extra as per rules.

DECLARATION

I/we.....(Name of the Authorized Representative of Bidder) of.....(Name of the bidder/insurer) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in RFP document.

Place & Date:

(Name & signature with stamp of the bidder)