



**INDIAN INSTITUTE OF MANAGEMENT BODH GAYA**

**Uruvela, Prabandh Vihar  
Bodh Gaya – 824234, India**

Tender No: IIMBG/2020-21/Student Insurance/08

Date: 22 May 2020

**Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya  
MBA/Ph.D Participants**

Issued By  
IIM Bodh Gaya (Bihar)

**(e-Tender mode only)**

**Chief Administrative Officer (CAO)  
IIM Bodh Gaya (Bihar)  
Tender Inviting Authority (TIA)**

**Phone: 0631-2200238, 8839292756, 9313159741 Mail Id : [cao@iimbg.ac.in](mailto:cao@iimbg.ac.in)**

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Tender document and other details can be obtained from <https://mhrd.euniwizarde.com>,  
<http://www.iimbg.ac.in> & CPP Portal website: [www.eprocure.gov.in/epublish/app/epublish/app](http://www.eprocure.gov.in/epublish/app/epublish/app)

Registration with M/s ITI Ltd: - Intending bidders are requested to register themselves with M/s ITI Ltd (if not registered earlier) through <https://mhrd.euniwizarde.com> for obtaining user-id, by paying a registration fee (As given in the e-portal), and online tender processing fee (As given in the e-portal), etc. Bidders are also required to obtain Class-III (Signing + Encryption) Digital Signature for participating in the e-tender.

E-Tender Processing Fee – Rs (As given in the e-portal) pay to “ITI LTD. Through e-payment gateway.

For participating in the e-Tendering process of IIM Bodh Gaya (Bihar), the contractor shall have to get them registered on the site <https://mhrd.euniwizarde.com> by making required payment through only online payment mode so that they will get user ID and Password. This will enable them to access the website, <https://mhrd.euniwizarde.com> with the help of Class-III (Signing + Encryption) Digital Signature by which they can participate in e-Tender of IIM Bodh Gaya.

For this intending bidder may contact following e-Wizard Helpdesk numbers.

1. E-Wizard Helpdesk Patna  
1st floor, M-23, Road No. - 25,  
Near SBI Sri Krishna Nagar, Patna-800001.  
Phone No.: 0612-2520545 or 8448288982, 8448288984, 8448288985, 8448288986  
MAIL ID – ewizardhelpdesk@gmail.com
2. E-Wizard Helpdesk  
New Delhi -110001, Phone No. 011-49606060

**NOTICE INVITING TENDER FOR GROUP HEALTH INSURANCE POLICY FOR IIM BODHGAYA MBA/Ph.D**

**PARTICIPANTS**

**(e-Tender mode only)**

Indian Institute of Management, Bodhgaya, Bihar (IIM Bodhgaya) invites bids from IRDA accredited Insurance companies in two bid systems, as per details given below.

Tender document and other details can be obtained from <https://mhrd.euniwizarde.com>, <http://www.iimbg.ac.in> & CPP Portal website: [www.eprocure.gov.in/epublish/app/epublish/app](http://www.eprocure.gov.in/epublish/app/epublish/app)

Bid has to be submitted through online mode only.

**Critical Dates of Tender:**

<b>Sl. No</b>	<b>Particulars</b>	<b>Date</b>	<b>Time</b>
1	Date and Time of online Publication/Download of Tender	22/05/2020	9.00 am
2	Bid Submission close date & time	14/06/2020	6.00 pm
3	Opening of Technical Bids	15/06/2020	11.00 am
4	Opening of Financial Bids	15/06/2020	After Technical Bid Evaluation

## 1. ABOUT IIM BODHGAYA

Indian Institute of Management Bodh Gaya is an Institution of National Importance under the Indian Institutes of Management Act, 2017.

## 2. SCHEDULE OF REQUIREMENT

Technical details	
Group Name	Indian Institute of Management, Bodhgaya.
Commencement Date	<b>01-Sep-2020 (Tentative)</b> Subject to Govt. orders on COVID 19 Management
Period of coverage	<u>Two Years. Should coincide with the academic calendar of the institution.</u>
Insured Group Details	
Participants Strength As on	<b>01-Sep-2020 (Tentative)</b> Subject to Govt. orders on COVID 19 Management
Total number of lives	<b>190 approx. students/participants</b>
Floater/Individual	Individual
Sum Insured bands	Rs. 2,00,000/- (Rs. Two Lakh Only)per students/participants
Coverage & Benefits Details	
Domiciliary Hospitalization	Covered
Coverage of Pre Existing diseases	Covered
Day Care Surgeries/Treatment	Covered
Cashless facility	Applicable
30 days waiting Period	Waived
1st Year and 2 years exclusions	Waived
30 Days Pre and 60 Days post hospitalization Expenses coverage	Covered
Room Rent Limit per day	2% of the sum assured maximum, i.e. Rs.4000/- per day
ICU Rent Limit per day	4% of the sum assured maximum, i.e. Rs. 8000/- per day
Corporate Buffer	Rs 10,00,000/- Limit up to Sum Insured.
Other Conditions	New students/participants joining the Institute become automatically covered under the scheme from their date of joining the Institute and the premium amount will be paid by the Institute. There is no internal ceiling of treatment except room/ICU rent.
Claim Settlement Facility	List of network of authorized hospitals to be provided.
Cashless Facility	<p>1. Cashless treatment to be provided at least in the three of the following major Hospitals located in Gaya &amp; Patna:</p> <p><b>a) Abhay Institute Of Medical Sciences Pvt Ltd, Gaya</b>  <b>b) Kumar Multi-specialty Hospital, Gaya</b>  <b>c) Paras HMRI Hospital, Patna</b>  <b>d) Ford Hospital and Research Center, Patna</b>  <b>e) Jagdish Memorial Hospital, Patna</b>  <b>f) Any other major hospitals.</b></p>

	<p>2. No deposit/treatment charges to be levied on the participants at the time of admission.</p> <p>3. Treatment should be initiated immediately after admission in the hospital on producing the insurance ID card/student ID from the Institute without waiting for any other documents/confirmation from the Insurance company / Institute.</p> <p>4. No amount to be retained by the hospital at the time of discharge. Students/participants are to be provided with medical treatment on their arrival at the hospital.</p>
<b>Annual Health Check-ups</b>	<b>Included</b>
<b>Personal Accident Policy</b>	<b>Should cover all type of accident (both major &amp; Minor) Besides fatality, it should also cover total or partial disability</b>
<b>Coverage for COVID 19</b>	<b>No Restrictions</b>
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.

### 3. OID, ELIGIBILITY CRITERIA & TECHNICAL CRITERIA

#### 3.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, TIN/CST/ST etc. details are to be provided.

#### 3.2 Eligibility Criteria

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the **Annexure-I**.
- b) 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. nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India during past five years from the last date of submission of bids. A duly completed certificate to this effect is to be submitted as per **Annexure-II**.
- c) The firm should have valid accreditation certificate with IRDA on the date of submission of the tender. A duly sealed & signed valid certificate submitted to this effect.
- d) Bidders should have experience in providing Group Health Insurance for last five years from the date of submission of the tender. The details of the same along with supporting document/copy of insurance policy are to be submitted.

- e) Procedure and flowchart for claim settlement as well as TAT for claim settlement.
- f) Details of Sales and Claim Service network in India including Third Party Administrators (TPA).
- g) List of Network Hospitals in Bodh Gaya & 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]**

### **3.3 Technical Criteria**

Bidders required to sealed & signed of each page of technical bid and submit as per **Annexure-III**. Unsigned technical bid or the bids not in prescribed format will be rejected without assigning any reason.

### **4. FINANCIAL BID DETAILS**

Financial bid given with tender to be submitted after filling all relevant information. The priced bid should be submitted strictly as failing which the offer is liable for rejection.

### **5. AVAILABILITY OF TENDER**

The tender document other details can be obtained from <https://mhrd.euniwizarde.com>, institute website: <http://www.iimbg.ac.in> and at the e-publishing window of the Central Public Procurement (CPPP) portal <http://eprocure.gov.in/epublish/app>

### **6. BID VALIDITY PERIOD**

The bid will remain valid for 150 days (Five Months) from the date of opening as prescribed by IIM Bodhgaya. A bid valid for a shorter period shall be rejected, being non-responsive.

### **7. BID SUBMISSION**

#### **7.1 Instruction to Bidder**

**Two bids system will be followed i.e. Technical & Financial Bids should be submitted Online only.**

- a. Technical bid compliance as per the **Annexure III** should be confirmed in writing and uploaded.
- b. Copies of Statutory Documents to be uploaded as per **Annexure IV**
- c. Financial Bid should be uploaded as per the **Annexure V**

#### **7.2 MODE OF SUBMISSION OF BID**

**The Bidder must ensure that the bids should be submitted online before or by due date.**

##### **a) Technical Bid (COVER-1)**

**The Technical Bid (COVER-1) should contain Annexures I to IV.** Bidders should comply with the specification of the tendered item in all respect, no deviations are acceptable.

**b) Financial Bid (COVER-2)**

Financial bid by the tender is to be submitted after filling all relevant information. The cost factors should be mentioned clearly as per format given at **Annexure-V** available with the tender, failing which the offer is liable for rejection. **Kindly quote your offer for all the stipulated service sought for IIM Bodh Gaya (inclusive of all taxes and charges).** The final rates quoted should be inclusive of all applicable charges.

**8. BID OPENING**

- a) Technical Bids will be opened on 15-06-2020 at 11:00 AM.
- b) Bids should be summarily rejected, if all required documents (mentioned in clause 9) are not submitted within stipulated date / time.
- c) Financial bids of technically qualified parties/firms shall be opened on 15-06-2020

**9. BID EVALUATION**

The Technical Evaluation Committee of the Institute constituted for the purpose shall assess the ability of the agencies to render the requisite services based on the company profile, rating and on such other criteria as it may fix and the Financial Bids of only those firms qualifying the technical evaluation will be considered.

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.

**10. LIQUIDATED DAMAGES**

- a) In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.
- b) In case of failure in settlement of claims within the time frame, the penalty will be enforced as per Institute norms.

**11. CONTRACT PERIOD**

The policy will be issued for two years coinciding with the academic calendar of the institution.

**12. COMMENCEMENT SCHEDULE**

**The successful bidder has to commence the service w.e.f. 01 Sep 2020 (subject to Covid 19 management).**

**13. TERMS AND CONDITIONS**

**13.1 General Terms & Conditions:**

- a) The bidder has to submit the relevant & readable documents only as indicated in the tender documents. In case of any irrelevant or non-readable documents, the bid may be rejected.
- b) IIM Bodhgaya reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- c) IIM Bodhgaya reserves the right to relax / amend / withdraw any of the terms and conditions contained in the tender document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) IIM Bodhgaya reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) Conditional tenders will not be considered in any case.
- f) Tenders sent by fax & e-mail will not be accepted.
- g) In case of differences arising in the terms and conditions of the tender documents with the firm(s), the decision of IIM Bodhgaya shall prevail.
- h) The Courts of Bodhgaya alone will have the jurisdiction to try any matter, dispute or reference between the bidders and the Institute arising out of this service. It is specifically agreed that no court outside and other than Court in Bodhgaya shall have jurisdiction in the matter.
- i) Arbitration- All dispute and differences which may arise between the IIM Bodhgaya and the Insurance Company shall be referred to Director, IIM Bodhgaya whose decision shall be binding on all concerned.
- j) Bids which are late/vague/conditional/incomplete/not confirming to the laid down procedure in any respect will be rejected.
- k) IIM Bodhgaya may issue corrigendum to tender documents before due date of submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Bodhgaya. The bidder is not to modify the tender document.
- l) 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.
  - The one with the highest turnover during the last 3 years put together.
  - If more than one bid having the same total turnover, then by "Draw of Lots".

### **13.2 Special Terms and Conditions:**

- a) Cashless facility should be provided in at least three of these major multi-specialty hospitals located in Bodhgaya and Patna as stated in the technical bid. All transactions with these hospitals should be totally cashless. No deposit/treatment charges to be levied on the participants at the time of admission and no amount to be retained by the hospital at the time of discharge. Students/participants are to be provided with medical treatment on their arrival at the hospital.
- b) All MBA/Ph.D participants of IIM Bodhgaya irrespective of age group should be eligible to join the scheme. New students/participants joining the Institute become automatically covered under the scheme and the premium will be paid by the Institute.
- c) There should be a dedicated helpline (24 x 7) / TPA from the Insurance Company and the contact details should be furnished in the tender. Contact details of the claim settlement person should be provided by the Insurance Company including the name of the contact person, contact numbers and postal & email address.
- d) Door-step reimbursement facility for cases of reimbursement to individual and reimbursement amount can be made directly to the members only preferably within 15 days from the date of submission of required documents.
- e) Reports including the claims of individuals and the details of settlement are to be furnished to the Institute on monthly basis or as and when required by the Institute.
- f) Admission and discharge to and from the hospital preferably on 24x7 basis.
- g) The successful agency/firm/bidder shall at its own cost comply with the provision of orders and notifications issued by IRDA and Government from time to time.
- h) Provide/access to retrieve the update Claim Dump / MIS in MS Excel Format only with each and every claim details on quarterly basis.
- i) 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.
- j) The response time by the TPA at the time of admission shall be maximum up to 6 hours.
- k) The Mediclaim ID cards of the members should be issued by the TPA within 15 days after submission of names by IIM Bodh Gaya.
- l) 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.
- m) Submission of claims should be allowed up-to 30 days from the date of discharge from the Hospital / Nursing Homes.



**ANNEXURE – I**

To,

**Indian Institute of Management Bodh Gaya  
Uruvela, Prabandh Vihar  
Bodh Gaya- 824234, Bihar  
India**

**Sub: - Self Declaration Certificate**

**Ref: - IIMBG/2020-21/Student Insurance/08 Date: 22 May 2020**

( Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya MBA/Ph.D Participants).

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids towards the for Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya MBA/Ph.D Participants, I / We hereby reconfirm and declare that I / We have carefully read, understood and complying the above referred tender document including instructions, terms and conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc, applicable as on date and are for Indian Institute of Management Bodh Gaya, Uruvela, Prabandh Vihar, Bodh Gaya- 824234, India.

**Date:**

**Authorized Signatory**

**Place:**

**Name:**

**Designation:**

**Contact No.:**

**Email ID:**

**CERTIFICATE**  
**(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

**Date:**

**Authorized Signatory**

**Name:**

**Place:**

**Designation:**

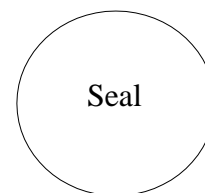
**Contact No.:**

## TECHNICAL BID

Technical details	
Group Name	Indian Institute of Management Bodhgaya.
Commencement Date	<b>01-Sep-2020 (Tentative) Subject to Govt. Order on COVID 19 Management</b>
Period of coverage	<u>Two Years. Should coincide with the academic calendar of the institution.</u>
Insured Group Details	
Participants Strength As on	<b>01-Sep-2020 (Tentative) Subject to Govt. Order on COVID 19 Management</b>
Total number of lives	<b>190 approx. students/participants</b>
Floater/Individual	Individual
Sum Insured bands	Rs. 2,00,000/- (Rs. Two Lakh only) per students/participants
Coverage & Benefits Details	
Domiciliary Hospitalization	Covered
Coverage of Pre-Existing diseases	Covered
Day Care Surgeries	Covered
Cashless facility	Applicable
30 days waiting Period	Waived
1st Year and 2 years exclusions	Waived
30 Days Pre and 60 Days post hospitalization Expenses coverage	Covered
Room Rent Limit per day	2% of the sum assured maximum, i.e. Rs.4000/- per day
ICU Rent Limit per day	4% of the sum assured maximum, i.e. Rs.8000/- per day
Corporate Buffer	Rs 10,00,000/- Limit up to Sum Insured.
Other Conditions	New students/participants joining the Institute become automatically covered under the scheme from their date of joining the Institute and the premium amount will be paid by the Institute. There is no internal ceiling of treatment except room/ICU rent.
Claim Settlement Facility	List of network of authorized hospitals to be provided.
Cashless Facility	<ol style="list-style-type: none"> <li>1. Cashless treatment to be provided at least in three of the following major Hospitals located in Gaya &amp; Patna: <ol style="list-style-type: none"> <li>a) <b>Abhay Institute Of Medical Sciences Pvt Ltd, Gaya</b></li> <li>b) <b>Kumar Multispeciality Hospital, Gaya</b></li> <li>c) <b>Paras HMRI Hospital, Patna</b></li> <li>d) <b>Ford Hospital and Research Center, Patna</b></li> <li>e) <b>Jagdish Memorial Hospital, Patna</b></li> <li>f) Any other major hospitals.</li> </ol> </li> <li>2. No deposit/treatment charges to be levied on the participants at the time of admission.</li> </ol>

	<p>3. Treatment should be initiated immediately after admission in the hospital on producing the insurance ID card/student ID from the Institute without waiting for any other documents/confirmation from the Insurance company / Institute.</p> <p>4. No amount to be retained by the hospital at the time of discharge. Students/participants are to be provided with medical treatment on their arrival at the hospital.</p>
<b>Annual Health Check-ups</b>	<b>Included</b>
<b>Personal Accident Policy</b>	<b>Should cover all type of accident (both major and Minor) Besides fatality, it should also cover total or partial disability</b>
<b>Coverage for COVID 19</b>	<b>No Restrictions</b>
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.

**Name and Signature of Authorized Person**



**Statutory Documents (Copies of documents to be enclosed)**

<b>Name of the Party</b>		
<b>Date of Incorporation / Establishment</b>		<b>Supporting documents are to be attached along with the Annexure-IV</b>
<b>PAN Number</b>		
<b>GST Registration Number</b>		
<b>Turnover during last three years ending on 31st March, 2018 (Copies of P&amp;L Account and Balance Sheet duly certified by a Chartered Accountant should be attached with the bid):</b>  <b>FY 2018-19 Rs</b> _____  <b>FY 2017-18: Rs</b> _____  <b>FY 2016-17: Rs</b> _____		
<b>Registered Office Address</b>		
<b>Authorized Signatory Details</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	
<b>Details of Contact other than Authorized Signatory</b>	<b>Name</b>	
	<b>Designation</b>	
	<b>Email</b>	
	<b>Phone</b>	

Name in Block Letter:

Contact no.:

Designation:

Full Address:

Signature and Seal of the Tenderer

**FINANCIAL BID (COVER-2)****FINANCIAL BID**

(To be submitted on the letterhead of the bidder)

Date:	
Notice Inviting Tender (NIT) For Group Health Insurance Policy For IIM Bodhgaya MBA/Ph.D Participants Tender Ref. NO: IIMBG/2020-21/Student Insurance/08	
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 Expected Members	Premium Amount Per Member	Total Premium Amount [C*D]	In Words
1.	Premium for Member	190	Rs._____/-	Rs._____/-	Rupees_____
2.	GST as applicable is EXTRA		_____%	_____%	

Note:

1. Premium amount quoted above will remain unchanged throughout the policy period.
2. GST will be extra as per 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 tender document.

Place &amp; Date:

(Name &amp; signature with stamp of the bidder)