

# **Indraprastha Institute of Information Technology, Delhi**

*(A State University, established by Government of NCT Delhi)*

Okhla Phase-III, New Delhi-110020

Website: <http://www.iiitd.ac.in>

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## **Tender Document**

**Tender No.:** IIITD/SA/Student Health Insurance/001/2022-23

Sealed Tenders are invited from Medical Insurance Companies and Registered Broking firms/Intermediaries (Licensed and Registered with IRDA) dealing with Medical/Health Insurance for implementation of “**IIIT-Delhi Student’s Medical Insurance Scheme**”.

The Technical Bid and Financial Bid (containing the amount of the premium alongwith break up of taxes & any other charges) 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 with “Tender for Medical Insurance of Students’ of IIIT-D”. The Technical bids will be evaluated by the Technical Bid Evaluation Committee duly constituted by IIIT-Delhi. Criteria for evaluation of the Technical bid is available at Annexure-I. Following schedule will be observed in this regards:

1. Last date for submission of bid documents : 30<sup>th</sup> June, 2022 by 3:00 PM
2. Date of opening of Technical bids : 30<sup>th</sup> June, 2022 at 3.30 P.M.

Complete bid document should be submitted to Room no. A-107 Store & Purchase department, 1st floor old academic building, IIIT Delhi campus not later than **3.00 P.M.** Bids received later than the prescribed date and time will not be considered for evaluation. In this regard no request, whatsoever, shall be entertained.

TECHNICAL BID QUALIFICATION CRITERIA

**1. Qualifying Requirements for the Insurance Companies**

1.1 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 valid license to carry out Medical Insurance business on a Pan India basis.

1.2 The Insurance Company shall be in the Medical Insurance business in India at least for five years as on the scheduled date of tender opening.

1.3 The Insurance Company should be having Medical Insurance participation in a minimum of three major companies/institutions/ organizations etc. (Documentary evidence to be furnished).

1.4 Tenderer has to submit declaration along with Technical Bid 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 of being black listed by any of the Institutions, details of the same be furnished. Moreover, certification that no restraint order has been passed by the competent court of law may also be furnished.

2. Offers shall be submitted with proper documentary evidence to substantiate fulfillment of the qualifying requirements as specified above.
3. The Institute shall have absolute right to consider or not to consider any of the offerer/ Insurance Company.
4. The Technical bids of all the prospective bidders should also contain the list of empanelled hospitals.
5. **Scope of Work:** For providing “**IIT-Delhi Students Medical Insurance Scheme**”.  
The strength of the students may increase to around 3000 depending on number of students admitted during the academic year 2022-2023. The age bracket for 90-95 percent of students is between 18-25 years.  
The effective date of commencement of policy shall be the date on which a communication is made to the selected insurer.

6. **Payment of Performance Guarantee:** The Successful bidder shall furnish a bank Performance Bank Guarantee @ 3% of the total value which shall remain valid for a period of sixty days beyond the expiry of the overall contract from a nationalized bank to ensure the satisfactory performance for risk covered. The Performance Bank

Guarantee is to be submitted at the time of award of contract. In case the performance of service is not found satisfactory, the amount of Performance Bank Guarantee will be forfeited. ***Any circular or office order of IRDA mentioning exemption should be accompanied, if any.***

| Sr. No. | Required information  | Details to be given by the agency / firm / Company. |                 |
|---------|---|---|-----------------|
| 1       | Name of the firm / company  |   |                 |
| 2       | Address of the Head Office of firm / company (Submit proof).  |   |                 |
| 3       | Address of the firm / company of Delhi office (Submit proof).   |   |                 |
| 4       | Legal status - (individual, proprietary, partnership firm, limited company, corporation, etc.-Submit proof)             |   |                 |
| 5       | Name, designation, and telephone nos. of the contact person.<br>Fax No.<br>E-mail id                                    |   |                 |
| 6       | Date of establishment of firm / company (Submit proof)  |   |                 |
| 7       | Period from which accredited with Insurance Regulatory Development Authority of India (IRDAI)                           |   |                 |
| 8       | Annual Turnover for last 3 years  | Financial Year                                      | Annual Turnover |
|         |   | 2019-20   |                 |
|         |   | 2020-21   |                 |
|         |   | 2021-22   |                 |
| 9       | Cancelled Cheque (to be enclosed)   |   |                 |
| 10      | List of the Clients (with Contact persons, Mobile/Tel No, email) being served during the last three years (Top 10 only) |   |                 |
| 11      | Statutory details (Photocopies to be submitted ):   |   |                 |
|         | a) Registration number of the firm.   |   |                 |
|         | b) PAN  |   |                 |
|         | c) Service Tax – Registration number.   |   |                 |

## **SALIENT FEATURES OF THE MEDICAL INSURANCE POLICY**

1. The Policy shall cover all students of IIIT-Delhi.
2. For the prospective bidders of the companies, it is mandatory that they must submit the bifurcated quotation containing the amount of premium along with the taxes & any other charges separately against the Mediclaim Insurance coverage of *Rs.1.00 Lakh on cashless basis along with the following requirements*  
*PED/1<sup>st</sup> 30 days/Named Ailments-waived*  
*Room rent-2% for normal room and 4% for ICU*  
*Ambulance cover-Rs. 1000/per person for the policy period*  
*Day care procedures-144 or more procedures should be covered*  
These are the seeking requirements not the exhausted list.
3. Bid should contain all the features which will be provided to students in prescribed amount of Rupees One Lakh per student.
4. One dedicated executive to deal/guide the students in case of need.
5. The Policy shall cover hospitalization of all the students (as per point 1 above) in case of surgeries/procedures etc. alongwith any exigency which do not require hospitalization but are generally covered by Medical / Health Insurance policies as day care procedures.
6. It is expected that Insurance Company will have arrangements with an extensive network of reputed Hospitals all across the country for treatment with cashless facility (List of paneled hospitals should be enclosed).
7. It is clarified that depending on the satisfactory performance, the contract can be renewed at the discretion of IIIT-D for a period of one year and subsequently followed for maximum of three years. Renewal will be decided by IIIT-D on a year-to-year basis for a total of three years after initial one year.
8. 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.
9. The scheme has to necessarily cover all pre-existing illnesses of the insured students.
10. There will be no age limit on the insured covered by this scheme.
11. 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 involved. The students leaving before completing an academic year shall also enjoy the insurance coverage for the entire academic year.
13. In case, the insured obtains treatment from a non-network hospital during emergency, the claim shall be reimbursed under this policy scheme.
14. 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% p.m. on the reimbursement amount has to be paid by Insurance Company to the Student for any delay beyond this in reimbursement.

15. The Insurance Company shall arrange to issue membership card to each insured student directly at their cost. The Insurance Company needs to ensure that any student with their valid identity card issued by IIIT-D should get treatment for all emergency cases at various network hospitals without any difficulty.
16. Exclusions: **Exclusions, if any, should be clearly specified by the Insurance Company as part of the Technical Bid.**
17. No third party involvement in claim settlement.
18. In continuation to **S.No.14**, please explain the “settlement procedure” in detail including maximum period of time required for settlement in the Technical Bid.

### **Canvassing, Fraud and Corrupt practices**

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. “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; IIIT-D will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices. IIIT-D 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.

### **Disputes**

In respect of all tender conditions, and / or any matter connected therewith the decision of IIIT-D 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 Delhi courts only.

In case of dispute of any claim, a committee consisting of the representative of the insurance company and IIIT-Delhi 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”.

**Annexure II**

**Financial Bid  
Format**

| S.No. | Particulars | Amount of<br>Premium<br>(Rs.) | Taxes<br>(Applicable<br>as per<br>Govt.<br>norms<br>(Rs.) | Grand Total<br>(Rs.) |
|-------|-------------|-------------------------------|---|----------------------|
| 1     |             |                               |   |                      |