

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG
Umsawli, Shillong-793018**

Website: www.iimshillong.ac.in

Tender No: V1-1601/10/2022-SPO/24-25/06

Dated 13 Sept 2024



Notice Inviting e-Tender (NIeT)

For

**GROUP HEALTH INSURANCE POLICY FOR STUDENTS OF IIM
SHILLONG**

INDEX

SECTION NO	DESCRIPTION	PAGE NO
	DETAILED NOTICE INVITING E-TENDER	3
1.0	INSTRUCTIONS FOR ONLINE BID SUBMISSION	5
2.0	GENERAL TERMS AND CONDITIONS	6
3.0	ELIGIBILITY CRITERIA	8
4.0	SCOPE OF WORKS	9
5.0	SPECIAL TERMS & CONDITIONS AND PAYMENT TERMS/ SCHEDULE.	10
6.0	CHECKLIST OF SUBMITTED DOCUMENTS AS PER ELIGIBILITY CRITERIA & TECHNICAL SPECIFICATIONS	10
7.0	FINANCIAL BID	11
8.0	PROFORMA FOR SUBMISSION OF OFFER LETTER OF E -TENDER DOCUMENT, DECLARATION AND BIDDER DETAILS- ANNEXURE -I	13
9.0	TECHNICAL DETAILS FOR GROUP HEALTH INSURANCE POLICY FOR THE STUDENTS OF IIM SHILLONG- ANNEXURE- II	15

DETAILED NOTICE INVITING e-TENDER

Online tenders, in two bid system are invited on behalf of Director, IIM Shillong from eligible, experienced agencies /vendors for **Group Health Insurance Policy for Students Of IIM Shillong**

NIT No	V1-1601/10/2022-SPO/24-25/06
Name and Location of Work	Group Health Insurance Policy For Students Of IIM Shillong
Date of Completion of the Work	365 days from the date of issue of LoI/ Work Order.
Date of Issue/e-Publishing at CPPP website https://eprocure.gov.in/eprocure/app	13.09.2024 at 17.00 Hrs
Document Download Start Date and time at CPPP website https://eprocure.gov.in/eprocure/app	13.09.2024 at 17.00 Hrs
Document Download End Date and Time at CPPP website https://eprocure.gov.in/eprocure/app	26.09.2024 at 15.00 Hrs
Tender Queries should reach by	Latest by 20.09.2024 till 15:00 Hrs. Tender queries received later than the date and time as mentioned above shall not be entertained. Pre-Bid queries should only be emailed to spo@iimshillong.ac.in
Last Date and Time for receipts of Tender online at CPPP website https://eprocure.gov.in/eprocure/app	26.09.2024 till 15.00 Hrs
Date and Time for opening of Tender at CPPP website https://eprocure.gov.in/eprocure/app	27.09.2024 at 15.00 Hrs
Date and Time for Financial Evaluation at CPPP website https://eprocure.gov.in/eprocure/app	To be declared after successful evaluation of technical bid documents.

No. of Bids	02 (Two bids) {Technical and Financial}
Bid Validity days	90 days (From the date of opening of financial bid)
Address for correspondence	Store and Purchase Office, IIM Shillong, Umsawli, East Khasi Hills, Shillong-793018, Meghalaya Office Contact No : 0364-2308012/2308070 Email: spo@iimshillong.ac.in

Sd/-

Chief Administrative Officer
IIM Shillong

1.0 INSTRUCTIONS FOR ONLINE BID SUBMISSION :

- 1.1 Bidders would be required to register on the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app> using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
- 1.2 Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
- 1.3 Bidders can download the bid document from Central Public Procurement Portal website at <https://eprocure.gov.in/eprocure/app> and required to submit the bid online by scanning and uploading all the relevant documents through the online Portal only.
- 1.4 Tender information is also available in the Institute's website at <https://www.iimshillong.ac.in/tender-notice/>. Any further detail regarding Amendment /Addendum /Extension/ Corrigendum (if any) will be upload online only at both the given websites.
- 1.5 The bid submitted shall become invalid if-
 - i The bidder doesn't upload all the relevant testimonials as mentioned in this tender document.
 - ii The Bidders will be required to produce the original copies of the eligibility criteria documents along with other document mentioned in the tender whenever needed at the various stages of tendering {if required}. Any discrepancy is noticed in the uploaded documents with reference to the original documents, the bid will be treated as invalid.
- 1.6 The tender document shall be uploaded in two parts as follows:
 - 1.6.1 **"TECHNICAL BID"**: This stage shall contain the Techno-Commercial Bids comprising along with list of the documents.
 - 1.6.2 **"FINANCIAL BID"**: This stage shall contain only the Price Bids
- 1.7 Payment to the vendor for supply of items/services at IIM SHILLONG shall be made through E-payment.

Sd/-

Chief Administrative Officer
IIM Shillong

2.0 GENERAL TERMS & CONDITIONS:

2.1 INSTRUCTIONS TO BIDDERS

General Conditions of Tendering

- 2.1.1 **Tender document:** One set of tender documents along with one set of BOQ are uploaded in the CPPP portal along with the drawings/ specifications/brochures etc (if any). Bidder shall download the tender documents and are advised to read the instructions carefully to ensure that his response complies fully before participating in the CPPP portal along with their offer letter.
- 2.1.2 **Tender validity:** Tender shall remain valid for a period of 90 **days** from the date of opening of the financial bid. The bidder shall not be entitled during the said period to revoke or cancel his tender or to vary the tender given. In case of bidder revoking or cancelling his tender, the Institute will forfeit the earnest money paid by him along with the tender. Bids shall be revalidated for extended period as required by Institute and will be published in CPP Portal and Institute's website.
- 2.1.3 **Tender submission:**
1. Bidders must upload their documents by the time and date mentioned in the Notice Inviting e-Tender in the CPP Portal (www.eprocure.gov.in), within stipulated time. Bidder may go through the given special instruction before participation in e-Tendering.
 2. The tender and all details submitted subsequent to the tender shall be e-signed by any one, legally authorised to enter into commitment on behalf of the bidder.
 3. If bidders have a relative or relatives or in the case of a firm or a company, one or more of its shareholders or a relative or relatives of the shareholder(s) employed in IIM SHILLONG, the authority inviting tenders shall be informed of the fact at the time of submission of the tender, failing which the tender may be disqualified or, if such fact subsequently comes to light, the Institute reserves the right to take any other action as it deems fit in accordance with any applicable law, rules, regulations or the like in force for the time being.

2.2 Bidder's responsibility for bid & Clarification:

- 2.2.1 The details presented in this tender document consisting of conditions of works/ supply/ service contract, scope of work, technical specifications/ requirements have been compiled with due understanding of the requirement, it is also the bidder's responsibility to ensure that the information provided are clearly understood.
- 2.2.2 The bidder shall be deemed to have inspected, examined and understood the site of / supply/ service and including surroundings and other information in connection therewith and to have satisfied himself before submitting his/her tender as to all the prevailing conditions and deemed to have obtained all necessary information as to the risks, contingencies and other circumstances which may influence or effect his/her tender. Bidder's quote is the responsibility of bidder and no relief or consideration can be given for errors and omissions.

2.2.3 Bidder may request clarification at any time up to the mentioned last date of seeking Clarification. Such clarification requests shall be addressed to the **Store & Purchase Officer, IIM Shillong (Email: spo@iimshillong.ac.in)**

2.3 **Pre-Bid meeting** :Techno-commercial discussion with the Bidders will be arranged {if required}. The bidder shall depute his representative(s) with authority for attending the discussion.

2.4 **Amendments.**

Institute may issue clarifications/ amendments in the form of addendum/ corrigendum during the tendering period. For the addendum/ corrigendum issued during the tendering period, bidders are required to check CPP Portal (<https://eprocure.gov.in/eprocure/app>) and the Institute's website (www.iimshillong.ac.in) for details. No other mode of notice will be given.

2.5 **Scope of Tender**

The complete scope of works/ supply/ service has been defined in the tender document. Only those Bidders who undertake total responsibility for the complete scope of works/ supply/ service in line with basic scheme and scope as defined in the tender document shall be considered.

2.6 **Deviations in terms and condition**

Bidders are required to submit offers strictly as per the terms and conditions and specifications given in the tender document and not to stipulate any deviations/ exceptions. **Conditional tenders are liable to be summarily rejected.**

2.7 **Institute's right**

Institute reserves the right to accept a tender other than the lowest and to accept or reject any tender in whole or in part, or to reject all tenders with or without notice or reasons. Such decisions by Institute will bear no liability whatsoever consequent upon such decisions.

2.8 **Tender requirement**

2.8.1 **Technical and Price Bid**

2.9.1.1 The technical bids will be opened online by a committee duly constituted for the purpose at the time and date as specified in the tender document. All required documents against Notice Inviting e-Tendering documents need to be uploaded at CPP Portal as per checklist at Annexure II by the bidders and verified by the Digital Signature Certificate (DSC). The same will be downloaded for technical evaluation and the result of technical bid evaluation will be displayed on <https://eprocure.gov.in/eprocure/app> in which can be seen by all bidders who participated in the tender.

2.9.1.2 It is important that bidder clearly demonstrates his ability, giving to Institute a high level of confidence that the bidder will be able to perform the works/ supply/ service within the schedule and

meeting the other requirements listed in the tender document. Failure to do so may result in disqualification of the tender.

2.9.1.3 Priced bid of Technically qualified bidders will be opened on designated date.

2.9 Completion Certificate:

Upon satisfactory completion of contract/supply/work, a Completion Certificate will be issued by the Institute.

2.10 Liquidated Damages for delayed completion/ supply:

If the successful bidder fails to perform within the stipulated time then penalty at the rate of 0.5% per week or part thereof subject to a maximum of 10% of the Work/ contract/ supply order value will be levied and deducted from the payment due to the firm.

2.13 Work/ Purchase at Risk and Cost

The institute reserves the right to get the whole or part of the work/ purchase executed by some other agency at the risk and cost of the bidder to whom the contract has been awarded if it is found that the quality and/or the progress in respect of whole or part of the Work/ contract/ supply is not satisfactory.

2.14 Indemnity

The bidder shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property.

2.16 Jurisdiction

Any dispute or difference which may arise shall be referred to the Director IIM Shillong for settlement whose decision shall be final and binding. Any dispute are subject to Shillong court's jurisdiction only.

3. ELIGIBILITY CRITERIA

Bidders/Tenderers need to scan and upload the required documents along with the with Techno-commercial bid

- a. GST registration
- b. PAN Number/Card
- c. Certified copy of IRDA accreditation certificate
- d. Details of Third Party Administrators (TPA),
- e. A draft copy of Group Health Insurance Policy
- f. Valid document regarding the existence and registration of the firm along with the with Techno-commercial bid

4. SCOPE OF WORK

Key features for health insurance plan includes:

1. Health Insurance Scheme would be for about 900 students approximately (+- 10%) variation
2. Premium for insurance coverage: IIM Shillong will pay a regular insurance premium for Health Insurance during the coverage period.
3. Direct billing to service providers: The Insurer will ensure direct settlement of bills and claims with hospitals and medical service providers i.e cashless facility
4. Accessibility to health insurance services. The administrative set-up should ensure access to health insurance information and services to all the beneficiary students of IIM Shillong
5. The scheme.-The scheme will include the participation of all public & private sector health service insurance providers licensed and registered with IRDA.
6. All the students of IIM Shillong irrespective of their age shall be eligible to join the scheme. At present, the minimum entry age for IIM Shillong students is 19 years and the maximum age is 50 years.
7. The scheme should have provision for new entry of students. Presently IIM Shillong takes admission of new students during June- July every year.
8. The qualified company service provider shall have at its own cost, comply with the provisions of orders & notifications issued by IRDA and Government of India from time to time.
9. The period of contract shall be initially for one year, extendable further on mutually agreed terms and conditions. The contract is also liable to be terminated in case of any unsatisfactory services or lapses of any kind with one month notice.
- 10. If there is any delay in settlement of reimbursement claims / providing final cashless approvals, wherein there is no deficiency of documents, escalated billing amounts or any other reasonable grounds for delay, a penalty @ 0.05% on net premium paid will be imposed to the insurance provider by IIM Shillong.**
- 11. Reimbursement of claims/ cashless facility should be provided to beneficiary students if admitted to any hospital in the country.**
- 12. The Mediclaim ID cards of the students should be issued within 15 days after submission of names by IIM Shillong.**

5. SPECIAL TERMS & CONDITIONS AND PAYMENT TERMS/ SCHEDULE

1. There shall be a dedicated helpline (24 x 7) and a Customer care from the TPA of Insurance Company available and the contact details including the name of contact person, contact numbers and postal/email address, shall be furnished in the tender document.
2. If there is any reimbursement to the students beneficiaries of the scheme, the same should be paid directly to the students within 10 days or receipt bills, the service provider shall be responsible for ensuring the smooth process.
3. The response time by the TPA at the time of admission shall be maximum up to 3 hours.
4. Reports including claim of the students and the details of settlement are to be furnished to the institute on monthly basis or as and when required by the Institute.

6. CHECKLIST FOR SUBMITTED DOCUMENTS AS PER ELIGIBILITY CRITERIA & TECHNICAL SPECIFICATIONS

Technical Requirement	Compiled	Supporting Documents enclosed
Tender document duly signed on each page	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Cashless treatment in at least 3 major hospitals located in Shillong (Name of such hospitals to be provided)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
24x7 helpline of TPA along with contact details of TPA (Details to be enclosed)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
A dummy copy of Group Health Insurance Policy. (Copy to be enclosed)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
IRDA Registration Certificate (Details to be enclosed)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

7. FINANCIAL BID

1. The bidders should download the BOQ.xls from CPP Portal and fill in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same BOQ in .xls format. The Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
2. A sample BOQ is placed herewith in excel sheet format.
3. If any column is not applicable, keep the sheet as it is or quote '0'. The BOQ is in excel sheet, as such only number will be taken calculable.

Sample Financial Bid for Group Health Insurance Policy For Students Of IIM Shillong

Tender Inviting Authority:									
Name of Work:									
Contract No:									
Name of the Bidder/ Bidding Firm / Company :									
PRICE SCHEDULE									
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)									
NUMBER #	TEXT #	NUMBER #	TEXT #	TEXT #	NUMBER #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Quoted Currency in INR / Other Currency	BASIC RATE RATE Excl. Taxes In Figures To be entered by the Bidder in Rs. P	GST Amount in Rs.	TOTAL RATE AMOUNT Without Taxes in Rs. P	TOTAL RATE AMOUNT With Taxes	TOTAL RATE AMOUNT In Words
1	2	4	5	12	13	14	53	54	55
1.01	Group Health Insurance Policy For Students Of IIM Shillong	900	students	INR			0.00	0.00	INR Zero Only
Total in Figures							0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only							

**PROFORMA FOR SUBMISSION OF OFFER LETTER OF E -TENDER DOCUMENT,
DECLARATION AND BIDDER DETAILS**

(THIS "OFFER LETTER" TO BE SUBMITTED IN BIDDER'S LETTER HEAD)

Ref no.

Date:

To
The Chief Administrative Officer
IIM SHILLONG
Umsawli, Shillong - 793 018.

Sub:

" _____
_____." against Tender No: ___ Dated ___/___/___

1. In reference to above, I/We are enclosing our irrevocable tender for execution of the work " _____." as per tender document within the time schedule mentioned therein and accepted by me/us, at the value quoted by me/us for the whole works/ supply/ service in accordance with terms and conditions, specifications as detailed in the tender document. Having examined the detail given in Tender Notice and Bid Document for the above works/supply/service, I/We hereby submit the relevant information.
2. I/ We had read entire tender documents and unconditionally accept all the terms and conditions laid down in the Tender document.
3. I/We enclose herewith documentary evidence of my/our experience of execution of work/ supply/ service of similar nature and magnitude carried out by me/us as per the eligibility criteria along with the other documents mentioned in the tender document.
4. I/ We confirm and declare that we are not blacklisted/ debarred/ de-registered by any Government department/ Public Sector Undertaking/ Autonomous bodies or any other agency for which we have executed/ undertaken the works/ supply /services during the last 5 years.
5. It is certified that all the information given hereby as well as in the enclosed eligibility bid documents are correct to the best of my knowledge and believe. It is also understood that I/We shall be liable to be debarred, disqualified in case any information furnished by me/us found to be incorrect.

Date.....day of.....2022

Name of the Bidder with Address:

Name:

Address:

Signature of Bidder(s), with the seal of Firm

BIDDER's DETAILS

1.	Name of the Firm/Agency	
2.	Full address with Pin code, Telephone No/Mobile No. E-mail. Address Telephone/ Mobile no.: Email id:	
3.	Name & Designation of Contact Persons Name Designation Telephone/ Mobile no.: Email id:	
4	Registration Details for Constitution of the Firm/ Agency (if any) (Attached copy)	
5	Nature of Business:	
6	a. GSTIN: b. PAN:	
7	Bank Account Particulars: Name of the Beneficiary Bank Account Number Bank's Branch IFS code: Account type (SB/ CA) Name of the Bank Branch name & Address (Please attached a copy of cancelled cheque)	

Signature of the bidder with seal

ANNEXURE- II**Technical Details for Group Health Insurance Policy for the Students of IIM Shillong**

Group Name	IIM Shillong
Location	Shillong
Preferred Commencement date	19 Oct 2024
Initial Period	One year
Insured Group Detail	
Students Strength	900 Students approx. (+-10% variation)
Total No. of Lives to insured	As above
Minimum age for coverage	19 Years
Maximum age for coverage	50 Years
Type of Policy	Group
Sum insured Bands (proposed)	upto Rs 3 lakhs per individual
Coverage & Benefit Details	
Domiciliary hospitalization	Covered (Details of Hospitals that will be covered to be enclosed)
Coverage of pre-existing diseases	Covered (Details of diseases covered to be enclosed)
Exclusions	Applicable (To be specified)
Policy Cover	Group Health Insurance
Cashless facility	Mandatory
30 days pre and 60 days post hospitalization expenses covered	Covered
Corporate Buffer	Upto Rs. 10 Lakh or the sum assured
Limits for disease wise capping in metro and non- metro locations	Applicable (Details to be enclosed)
Limits for room rent capping	Applicable (Details to be enclosed)
Other conditions	1. New students shall be included in the policy from the date of joining the institute. After the lapse of the current policy, student leaving the institute shall be deleted from the date of leaving. 2. Prorate premium are to be charged refund in case of addition or deletion.
TPA	Applicable (Details to be enclosed)
Service charge on medical bills	Should not be deducted from the claim or charged to the claim.

(Signature and Seal of the
Authorised Person)