



भारतीय प्रौद्योगिकी संस्थान इंदौर
Indian Institute of Technology Indore
सिमरोल, खंडवा रोड इंदौर – 453552
Simrol, Khandwa Road, Indore- 453552

E-PROCUREMENT MODE

Bidding Documents for Mediclaim Insurance Policy for Students

**Document to be submitted online
for**

(Technical & Financial Bid as per Schedule of requirement)



भारतीय प्रौद्योगिकी संस्थान इंदौर
सिमरोल, खंडवा रोड़ इंदौर – 453552
Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552

Tel.: 0731-6603580 Ext 3551
Email: mms@iiti.ac.in

TENDER DOCUMENT FOR E-PROCUREMENT

Online Tenders are invited by Indian Institute of Technology, Indore (IITI) in Two bid System from IRDA accredited Insurance companies.

Sl.No.	Description	NIT No.	EMD (in INR)
1.	Medical Insurance Policy for Students	662	Not applicable Ref. O.M. No. F.9/4/2020-PPD ,Dtd. 12/11/2020 Waived off upto 31/12/2021

Note:

- Tender Documents with the details of Terms & Conditions can be downloaded from any of the website:
http://www.iiti.ac.in/tender_mms.php
<https://eprocure.gov.in/eprocure/app>
- The pre-bid report will be uploaded on the website & Central Public Procurement Portal (CPPP) and the same will be a part of the tender document.
- All the details/document pertaining to the tender such as tender document, pre-bid report, corrigendum and any further updates will be available only on our website and also at Central Public Procurement Portal.
- Bids/Quotations may be submitted directly Authorized Agents with proof of authorization.

IITI shall not be responsible for non-receipt bid due to internet issues or any other reasons.

For any issues related to tender please contact Material Management Section at
Tel: +91-0731-6603546 Ext 3551/3580 Email: mms@iiti.ac.in

Administrative Officer (MM)

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Purchase of Mediclaim**

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Chapter-1
Schedule of Tendering

Sl. No.	Event	Date and Time/ Remarks
01	Downloading of Tender document online from CPPP	From April 21, 2021 https://eprocure.gov.in/eprocure/app & http://www.iiti.ac.in/tender_mms.php
02	Submission of Queries for Pre-bid meeting	April 28, 2021 Format for Submission of queries is enclosed as Part VI
03	Pre- bid meeting (online through Googlemeet or any other VC mode)	April 29, 2021 upto 03.00PM (IST)
04	Pre-bid Report publication (Pre-Bid Report will be finalized based on queries)	May 4, 2021 Please refer Tender Terms
05	Bid Submission Start Date	May 5, 2021
06	Last date & Time of Submission of Bids Online (Technical and Price Bid)	May 11, 2021 upto 05.30PM (IST) Please refer Tender Terms
07	Opening of Technical Bids Online	May 12, 2021 at 05.30 PM (IST) at IITI Please refer Tender Terms
08	All communications with respect to the tender shall be addressed to:	Administrative Officer (MMS), IIT Indore Forth Floor, Abhinandan Bhawan Khandwa Road, Simrol, Indore-453552 Tel.: 0731-6603546 Email: mms@iiti.ac.in
09	Submission of Bid Online	https://eprocure.gov.in/eprocure/app
10	For any assistance, please refer to	CPP Portal website: www.eprocure.gov.in CPP Portal Help Desk Toll Free No.:18002337315, 180030702232

Chapter-2 Instructions to the Tenderers

The tender shall be submitted in accordance with these instructions and any tender not conforming to the instructions as under, is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. 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 copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.
2. More information useful for submitting the online bids on the CPP Portal is available/obtained at URL:<http://eprocure.gov.in/eprocure/app>
3. For Registration: 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.
4. Foreign Bidders have to refer "DSC details for foreign Bidders" for Digital signature Certificates requirements which comes under Download Tab at <http://eprocure.gov.in/eprocure/app?page=StandardBiddingDocuments&service=page> and the remaining part is same as above and below.
5. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is also liable to be rejected.
6. IITI reserves the right to reject any tender/bid wholly or partly without assigning any reason.
7. The Technical Committee constituted by IITI shall have the right to verify the particulars furnished by the bidder independently.
8. Tenderer shall take into account all costs for Mediclaim policy as per Chapter-6 of this tender. In this regard no claim for any extra payment for any reason shall be entertained.
9. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
10. Interested bonafide and reputed insurance company may submit online bids for Mediclaim policy along with all requisite documents.
11. The Bidder(s) may note that **ONLY ONLINE BIDS** will be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded online at <http://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
12. The bidders may submit duly filled and completed bidding document **ONLINE** as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.

13. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened at the same time on the next working day. IITI reserves the right to accept or reject any or all the tenders.
14. For detailed instruction on online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link:-
<http://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page>

Administrative Officer (MM)

Chapter-3
List of Documents to be Uploaded with Technical Bid

The product shall comply with the specifications mentioned in **Chapter-6** of the tender and shall be of the latest offer. Following documents should be uploaded with the Technical Bid:

1. Self-declaration on their letter-head Cover-I of e-tender, along with the acceptance letter, list of tender documents, confirming that they have provided such type of insurance policy to atleast two Government Educational Institutes in the preceding two years.
2. Work Order and Experience/ Satisfactory completion letter from such Government Educational Institutes, as mentioned in Para 1 above. In case the documents are not it will be presumed that the tenderer does not possess such experience.
3. Valid authorized Distributorship / Dealership license from Original Insurance Company, in case of Authorized Distributor/ Authorized Dealer.
4. Xerox Copy of Income Tax Number, GST and PAN.
5. Bank/RTGS details on the Company's letterhead.
6. Registration details of the Firm/Company.
7. Detailed Technical and Commercial terms & conditions.
8. Any optional coverage, besides the standard coverage recommended for the better Medclaim policy, if offered, be provided with their full technical details including their use and advantage in a separate sheet with the tender documents.
9. Any additional information about competence, which is considered necessary for the offer.

No further information will be entertained after the bid is submitted. However, IITI reserves the right to call for any other documents whenever required.

Chapter-4 **Instructions for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant 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 useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>.

Registration

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal, which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
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.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any certifying authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
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 DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

Searching for Tender Documents

1. There are various search options built in 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. 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 Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
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.

Preparation of Bids

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of

documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. 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, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area 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.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

Submission of Bids

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected. **The vendor/firm should fill the complete details as mentioned in BOQ and exclusion of any cell of BOQ (Financial bid), the cost will be treated as inclusive of GST and other charges as mentioned in the BOQ column.**
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
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 of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), 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.

8. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Assistance to Bidders

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.
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.

General Instructions to Bidders

1. The tender can be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
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 web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
3. Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>

Online Bid Form. The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the goods to be supplied, a brief description of the goods, their country of origin, quantity and prices.

Online Bid prices. The Bidder shall indicate on the Price Schedule the unit price and total bid prices of the goods it proposes to supply under the Contract. To this end, the Bidders are allowed the option to submit the online bids for any one or more schedule specified in the "Schedule of Requirement" and to offer discounts for combined schedules. However, Bidders shall quote for the complete requirement of goods and services specified under each schedule on a single responsibility basis, failing which such bids (for the schedule in question) will not be taken into account for evaluation and will not be considered for award.

Prices indicated in the online price schedule shall be entered separately in the following manner.

I. For goods offered from within India:

- (a) The price service of the goods should be quoted along with GST as applicable after referring the attached GST Notification.
- (b) Any sales or other taxes/duties should be clearly mentioned, which will be payable on the goods in India if the contract is awarded.
- (c) Any element of cost, taxes, duties levies etc. not specifically indicated in the online bid, shall not be paid by the purchaser. **If GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST. No further communication will be entertained later or else the EMD will be forfeited.**

II. **Bid currencies**

- (a) For domestic goods prices shall be quoted in Indian rupees only. Commission for Indian Agent, if payable, shall also be quoted in Indian Rupees only.
- (b) For imported goods prices shall be quoted either in Indian rupees or may be quoted in foreign currency and the portion of the allied work and services, which are to be undertaken in India (like installation & commissioning of equipment) are to be quoted in Indian currency.

III. **Period of validity of online bids: Online Bids shall remain valid for acceptance for 180 days after the date of bid submission.**

Note – Non-compliance of the above may disqualify your offer for consideration.

Administrative Officer (MM)

CHAPTER-5
GENERAL TERMS AND CONDITIONS

1. **Delivery of Tender: Two-Bid through Online Mode.** IITI reserves the right to **ignore any tender which fails to comply** with the above instructions without giving any notice. **All the documents as mentioned in Chapter-3 should be attached with Technical Bid failing which, the tender is liable to be disqualified.**

Bidder: Tenders are invited only from **Insurance Company in India** registered with **Insurance Regulatory and Development Authority (IRDA)** OR their **authorized distributors/ dealers**. Insurance agencies/ vendors are requested to **attach proof** to show that they are the authorized dealers of the brand that they are quoting for the manufacturers of the product.

2. **Bid Security (EMD):** NA

3. **Period of the Insurance Cover :** The period of Medical Insurance Cover including Group Accident Cover shall be 02 (TWO) years with effect from the date of commencement of policy as mentioned in the Service Order on conclusion of the tendering process and award of contract. This may be extended for a suitable period subject to satisfactory performance at the discretion of the Institute.

4. **Period for which the offer will remain opened:**

- (a) Firms tendering should note the period for which it is desired that their offers should remain open for acceptance.
- (b) Quotations qualified by such vague and indefinite expressions such as "subject to immediate acceptance", "subject to prior sale", etc. will not be considered.

- ii. **Concession/Exemptions:** IITI being an academic Institute is entitled for availing Customs Duty exemptions in terms of Notfn. No. 51/96 dated 23.07.1996, Notfn. No. 28/2003- Customs dt. 01/03/2003, Notfn. No.43/2017- Customs dt. 30/06/2017 & notfn. No. 47/2017- Integrated Tax (Rate) dt. 14/11/2017, Notfn. No. 10/2018- Integrated Tax (Rate) dt.25/0/2018 and Notfn. No. 45/2017-Central Tax (rate) dt. 14/11/2017, Notfn. No. 45/2017-Union Territory Tax (Rate) dt. 25/01/2018 as amended from time to time. Presently this is valid till 31.08.2021 vide Order No. TU/V/RG-CDE (1145)/2016 Dt.28/02/2018 issued from DSIR-Min. of Sc.& Tech; Govt. of India. Please state clearly that this Certificate is required.

- iii. **Opening of Tenders:** Online tender opening as specified in schedule of requirement. The received bid will be opened online, and it will be evaluated by a technical committee which will decide the suitability as per our specification and requirement. The financial offer/bid will be opened only for the offer/bid which submits all the required necessary documents and verified by the technical committee as technically qualified bidder as per Tender.

- (a) **Award Criteria:** *The Purchaser will award the contract to the successful Bidder whose bid has been determined to be substantially responsive, technically qualified and has been determined to be the lowest responsive evaluated bid.*
- (b) **Purchaser's Right to vary Quantities at Time of Award:** *The Purchaser reserves the right at the time of Contract award to increase or decrease the quantity of goods and services originally specified in the tender without any change in unit price or*

other terms and conditions. The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract.

- (c) **Notification of Award:** *Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing by registered letter or e-mail that the bid has been accepted by way of a Purchase Order.*

- iv. **Place of Delivery & Schedule:** IIT Indore, Khandwa Road, Simrol, Indore – 453552 and should be delivered within schedule.
- v. **Right of Acceptance:** IITI does not pledge itself and reserves to itself the right of accepting the whole or any part of the tender or portion of the quantity offered and the firm shall supply the same at the rate quoted. The firm shall be at liberty to tender for the whole or any portion or to state in the tender that the rate quoted shall apply only if the entire quantity is taken from the firm.
- vi. Items supplied are subject to inspection and acceptance and the supplier should collect/replace the rejected items at his cost and risk.
- vii. **Proof of Registration OR Authorized distributor Certificate/ Sole Distributorship Certificate MUST be attached.**
- viii. **No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.**
- ix. **IITI reserves the right to call for techno-commercial/price negotiations. The company should depute competent representative for such discussion/negotiations whenever called for and he shall be competent to take on the spot decisions.**
- x. IITI does not bind itself to accept the lowest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IITI.
- xi. **Liquidated Damages:** As Time is the essence of an order, the date of delivery should be strictly adhered to, otherwise the delivery in full or in part may not be accepted and penalty for late delivery will be imposed @ 0.5% (Half Percent) per week subject to a maximum of 10% of the total value of supply order & beyond 10% subject to approval of IITI. In case of delay in installation and Commissioning, Inspection, Certification etc. also the same rate of penalty shall be leviable.
- xii. **Force Majeure:** Neither the contractor nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this control caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
- xiii. The firm may give any of their commercial term, if required, in their techno-commercial offer only, and price quotation should contain only price.

- xiv. Please inform the IITI in writing whether the owner of the firm or any of their partners/employees has close relations working with IIT Indore. This is for record only.
- xv. **IITI reserves the right to modify/alter/Insertion or deletion on any part of the tender document to ensure fulfillment of its service requirement at any stage.**
- xvi. The instructions about bidding given in this advertisement and the Tender Documents should be read thoroughly before bidding. IIT Indore reserves the right to accept or reject any or all quotations at any stage without assigning any reason whatsoever it may be.
- xvii. **Cancellation:** IITI reserves the right to accept or reject or cancel any or all enquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, no compensation will be paid towards progress of order/procurement.
- xviii. **Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.
- xix. For any dispute, the place of jurisdiction shall be Indore, India only.

CHAPTER-6
TECHNICAL BID

(Bidder should submit compliance matrix along with Technical Bid)

Scope of work for Medical Insurance of Students of IITI are as mentioned below:

Sl. No.	Details	No. of Students	Compliance Yes/No	Deviations, if any
1.	Medical Insurance policy for the students of the Institute for a period of one year. Sum Insured per student – Rs. 2.5 lakhs	2036		
2.	Group Personal Accident Cover of Rs. 5 lakhs for Student which includes: (a) Death (b) Permanent Total Disability (PTD) (c) Permanent Partial Disability (PPD)	2036		

Scope of work for Medical Insurance of Students of IITI

1. Room rent will be 2% of the sum insured.
2. Accident – All kind of accidents including accidental self-injury.
3. Pre-existing diseases to be covered with commencement of the policy.
4. Claim - Settlement Period.
5. Service Charge/Surcharge/ Nursing Charge/Registration Charge shall be reimbursed.
6. Admission charges are covered in the policy and payable by Insurance company.
7. No age limit for policy coverage for students of IIT Indore.
8. Beneficiary e-card to be issued to students at registration desk in **July 2021**.
9. Following major clauses are waived off under policy.

Clause no.	Remarks
4.1	All diseases/injuries, which are pre-existing when the cover incepts for the first time.
4.2	Any disease other than those stated in Clause 3, contracted by the Insured Person during the first 30 days from the commencement date of the policy.
4.3	During the first 2 years of the operation of the policy the expenses incurred on treatment of diseases such as Cataract, Benign Prostatic Hypertrophy, Hysterectomy for Menorrhagia or Fibromyoma, Hernia Hydrocele Congenital Internal Disease, Fistula in anus, Chronic fissure in anus, Piles, Pilonidal Sinus, Sinusitis, Stone disease of any site, Benign Lumps/growths in any part of the body, CSOM (Chronic Suppurative Otitis Media), joints replacements of any kind unless arising out of accident, surgical treatment of Tonsils, Adenoids and deviated nasal septums and related disorders are not payable.

10. The policy should provide coverage for:

- a. Death
- b. Permanent Total Disability (PTD)
- c. Permanent Partial Disability (PPD)

Other Terms & Conditions:

1. Class of Insurance will be "Group Mediclaim Policy".
2. Policy will be "Tailor Made" as per the mutually agreed terms and conditions.
3. The no. of students may vary from time to time depending on the time of admission and course of the individual by this Institute and in these cases the premium paid to the insurer will be as per prorata basis based on the number of days.
4. Firm/ Company should credit balance amount of medical policy premium paid as advance for graduated/left students in the Institute account within fifteen days of intimation to the Firm/Company.
5. Geographical limits of applicability will be within the territory of India.
6. All reimbursements should be credited to Institute's official account instead of student account.
7. Discharge procedure must have to be completed within two hours.
8. The Insurance agency/Firm shall be responsible for coordinating with the TPA/hospitals for prompt discharge (within two hours) and transfer of the student to another hospital having the required facility in case of any non-admissible treatments.
9. Firm/ Company to give presentations on the quarterly basis to educate the students about the features of the policy.
10. All types of investigation (blood test, MRI, X-Ray etc.) prescribed by the Institute Medical Officer, irrespective of whatever is the outcome of the investigation.
11. Policy should cover root canal and dental treatment (Optional).

Product: The policy should cover hospitalization expenses (cashless) necessarily incurred for treatment of illness/disease or injury contracted/sustained during the policy period. The policy should also cover 140+ day care procedures / surgeries, expenses for 30 days of pre-hospitalization and 60 days of post hospitalization.

Coverage: Inpatient hospitalization – Expenses for hospitalization for more than 24 hrs should be covered including the following:

- (a) Room & Boarding charges including Nursing Care, RMO charges, Administration charges for IV fluids/ Blood Transfusion / Injection.
- (b) Fees of Medical Practitioners, Surgeon, Anesthetist, Consultants and Specialists.
- (c) Anesthesia, Blood, Oxygen, OT Charges, Surgical Appliance, Medicine, Drugs, Implants, Diagnostic Tests, Organ Donors Expenses.
- (d) Ambulance Charges
- (e) Day care procedures – Expenses for 140+ day care procedures should be listed in the policy, which require less than 24 hours hospitalization.
- (f) Pre and Post Hospitalization – Expenses related to medical diagnosis or procedure that resulted in hospitalization and incurred during the period upto 30 days prior to hospitalization and upto 60 days after discharge from hospital. Pre & post hospitalization expenses will be considered as part of hospitalization claim.
- (g) Ayurveda and homeopathy.

Good Health Incentives:

- (a) **Hospitalization options:** The policy should provide for cashless facility and /or reimbursement of hospitalization expenses for treatment of disease, illness or injury. Cashless facility is available in network hospitals, if opted for TPA service, subject to prior approval by the TPA. The list may be made available to IIT Indore.

Note:

- All exclusions from the policy should be clearly mentioned.
- Kindly get the quote separately for three consecutive years
- Firm Should quote separately for each item as per BOQ.

The bidder should submit his acceptance against each column as YES/NO and if No, bidder should specify the deviation.

(Signature of the Bidder, with Official Seal)

Conditions for Techno-Commercial Bids**Technical**

1. Give brief description of Medclaim insurance service being offered. In case specifications offered are different, separate comparative offer specifications sheet shall be attached with details such as service offer, special condition and offered deviations if any, and remarks. Any product brief, test certificates available may be enclosed.
2. Any option, if offered, be provided with their full technical details including their use and advantage.

Commercial

1. Payment will be released through wire transfer/bank RTGS transfer after arrival, testing, inspection, installation of the item(s) and if found satisfactory with regard to quality, quantity and specifications ordered. The payment will be released after statutory deductions. For the payment, the firm has to submit bill(s), challans(s), warranty certificate, bank details/cancelled cheque, installation report, performance bank guarantee (if required) etc. to the Deputy Registrar (MM), IIT Indore. The payment will be released within 30 days after receiving of the bills as mentioned above and from the date of received, tested/inspected/commissioned and found satisfactory with regard to quality, quantity and specifications ordered. In case of import, the payment term may be 100% through Letter of Credit (LC)/Wire Transfer - 80% against dispatch documents and balance 20% after successful delivery & installation.
2. Give details of installation and commissioning except price which will be only in price bid (if applicable).
3. Warranty may be quoted as per the Standard Manufacturer Terms or **as mentioned in Chapter-6**.
4. Delivery desired is within **as mentioned in Chapter-6** from the date of releasing the supply order. Policy document should be delivered only on working days (Monday to Friday) during office Hours only i.e. between 10.00 a.m. to 04.00 p.m.
5. In case of delayed supplies, liquidated damages at the rate of 0.5 percent per week of delay with a maximum of 10 percent of contract/order value will be levied.
6. The firm has to submit a performance security of 10% of the total order value to be submitted from an Indian Scheduled Bank before release of final payment and after successful installation and commissioning of the equipment in the form bank guarantee valid for 2 months beyond the warranty period. No interest will be payable by the Purchaser on the Performance Security deposited. In case supplier fails to provide satisfactory after sale service within the warranty period, the Performance Security submitted by the firm is liable to be forfeited. PBG format.
7. Please note clearly that faxed, mailed and opened quotations are liable to be rejected.

(Signature of the Bidder, with Official Seal)

Chapter-7
Price Bid

PRICE BID - Schedule of price bid in the form of BOQ format:

1. The below mentioned Financial Proposal/Commercial bid format is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>
2. **Bidders are advised to download this BoQ.xls** as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
3. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD shall be forfeited.
4. Any element of cost, taxes, duties levies etc. not specifically indicated in the BOQ, shall not be paid by the purchaser. **If GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST. No further communication will be entertained later or else the EMD will be forfeited.**
5. The tender shall remain valid for acceptance for **180 days**, from the date of tender opening.

Other Conditions for Price Bids

1. No unilateral revision in price will be admissible.
2. INCOTERMS (in case of imported item) should be clearly mentioned on the bid
3. Rates should be quoted in the accounting units (A/U) mentioned in this tender. Rates must be quoted clearly on free delivery basis at IIT Indore and total value is also indicated in words.
4. Any optional indicated in techno-commercial bids must be priced separately.
5. In case spares/accessories are applicable, their list and price should be clearly indicated separately.
6. The price must be stated for each item separately. The percentage of reduction, in the unit price should also be quoted, should an order to that extent be placed with you.

Signature of the Tenderer

Name of the Firm:

Contact No.:

Email:

Seal:

Chapter-8
Tender Acceptance Letter
(To be produced on Company Letter Head)

To,

IIT Indore,
Simrol,
Khandwa Road,
Indore, M.P. - 453552

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No:

Name of Tender / Work: - _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our firm rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until **180 days** and shall be bound to supply/commission/install the equipment and dispatch the same within the specified period.
8. I/We agree to supply and commission/install the equipment and complete the whole of the work and hand over to the purchaser within the stipulated period, after receipt of intimation regarding acceptance of this tender/receipt of supply/service order.
9. **I/We agree that in case if we fail to deliver the goods/complete the work within the specified period, then institute shall be liable to claim liquidated damages from me/us by invoking EMD.**
10. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Chapter-9
Pre-Bid Query Form

Sl. No	Reference of the Clause No. of the Tender Document	Query/Clarification/ Deviation sought	Clarification/ Response from IIT I
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

CHAPTER- 10

Bid Security Declaration
(On Firm Letter Head)

To,
The Joint Registrar
Materials Management Division
I.I.T. Indore,
Simrol, Khandwa Road
Indore – 453 552.

Date :

Sub: NIT No. IITI(MM)/SA/9/9C/662/SS/2021-2022 dtd. April 21, 2021 for “Medical Insurance of Students”

Sir,

We, the undersigned, declare that

- II. We understand that, according to your conditions, bid must be supported by a Bid Securing Declaration.
- III. We accept that we will be automatically suspended from being eligible for bidding in any contract with the Institute for the period of 3 Years starting from the bid closing date, if we are in breach of our obligation(s) under the bid conditions, because we:
 - 1. Have withdrawn our bid during the period of bid validity specified in the letter of bid; or
 - 2. Having been notified of the acceptance of our bid by the institute during the period of bid validity, (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the performance security, in accordance with the tender conditions.

Yours faithfully,
(Signature of the bidder)
Printed Name
Designation
Seal
Date :
Business Address :