

NOTICE INVITING TENDER (NIT)
FOR
GROUP HEALTH
AND
PERSONAL ACCIDENTAL INSURANCE
FOR
IIM JAMMU EMPLOYEES

Tender Ref No: IIMJ/NIT/GHI-EMP/2023-24/21

Dated: 06.02.2024

Tender Document can be downloaded from following websites:

<http://www.iimj.ac.in/tender-and-notice>
<https://www.eprocure.gov.in/epublish/app>

Address To:

Chief Administrative Officer
Indian Institute of Management Jammu
Jagti, Jammu - 181221

Notice Inviting Tender (NIT) for Group Health and Personal Accidental Insurance policy for IIM Jammu Employees

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Education, Government of India invites tenders under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) from IRDA approved General Insurance Companies for Group Health and Personal Accidental Insurance policy for IIM Jammu Employees. **Public Sector Insurance Companies (PSU)** meeting the eligibility criteria as per tender document may submit their Bids complete in all respect.

The Important information related to tender schedule are as follows:

TENDER SCHEDULE:

S.No.	Particulars		Date and Time
1.	Date of Issue/Publishing	:-	06.02.2024
2.	Start date and time of submission of Bid	:-	07.02.2024 from 11 AM onwards
3.	Last Date and Time for Submissions of Bids	:-	15.02.2024 upto 4.00 PM
4.	Date and Time of Opening of Tender	:-	16.02.2024 at 11.30 AM
5.	Cost of Tender Document / Registration Fee	:-	Nil
6.	No. of Covers	:-	02
7.	Bid Validity days	:-	90 days (From last date of submission of tender)
8.	Contact detail	:-	Chief Administrative Officer 0191-2585837 cao@iimj.ac.in Purchase Department +91-7298076792 purchase@iimj.ac.in

Note:

TWO BID SYSTEM, Technical Bid (Part-I) & Financial Bid (Part-II) shall be followed for this tender. Bidders should take due care to submit tender in accordance with requirement in sealed covers. **Tenders not submitted as per the procedure of Two Bid System, as explained in tender document, will be summarily rejected.**

Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.

The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.

In case, the last date of receipt of tenders and / or the day of opening of tender is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.

Sd/-

**Chief Administrative Officer
IIM Jammu**

1. BACKGROUND

- 1.1 Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education, Government of India. The Institute imparts quality/ world class education in Management and conducts MBA program, IPM Program, Doctoral level programmes and executive training programs in all the functional areas of Management.
- 1.2 IIM Jammu is operating from its permanent campus at Jagti, the 200 acres of state-of-the-art campus at Jagti, 14 Kms. from Jammu City, about 16 Kms from Jammu Railway Station and 18 Kms. from Jammu Airport. The proposed Campus is a blissful mix of modern architecture, culture and heritage of Jammu and Kashmir.
- 1.3 IIM Jammu is also operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016.
- 1.4 IM Jammu is also operating its transit Satellite campus for Executive's Education Programs at Pohroo Chowk, Nowgam Bypass, Srinagar-190015 J&K.
- 1.5 The Indian Institute of Management (IIM) Jammu is making efforts to provide medical and health services to its employees within the overall framework of the institute. The risk of low level of health security is prevalent among employees of the institute due to their nature of work. The Group Health and Personal Accidental Insurance Plan could be a way of overcoming financial handicaps, improving access to quality medical care, and providing financial protection against high end medical expenses. The Group Health and Personal Accidental plan for the welfare of IIM Jammu Employees attempts to address such issues.

In view of this, the Institute invites bids **Public Sector Insurance Companies (PSU)** dealing with "Group Health and Personal Accidental Insurance Plan" for implementation for providing Accidental cover and Insurance plan to the Employees of IIM Jammu.

2. SCOPE OF WORK:

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

TABLE – A		
S. No	Category of Employees	Pay Level As per 7 th Pay Commission
1	Category A	Level 10 and above
2	Category B	Level 6 to 9
3	Category C	Level 5 and below

TABLE – B			
S. No	Category	Approx. Member Strength*	Sum Insured (SI) per member
1	Employee -Category A (+ their Dependents)	46 + 65 = 111	Rs. 5,00,000/-
2	Employee -Category B (+ their Dependents)	18 + 31 = 49	Rs. 5,00,000/-
3	Employee -Category C (+ their Dependents)	4 + 8 = 12	Rs. 5,00,000/-
	Total	172	

- Strength* of members may increase or decrease in due course of time due to joining / leaving of employees, if any.
- Total No of Lives (Incl. dependents of employees) as on date: 68 + 104 = 172 (Approx)

TABLE – C								
EMPLOYEE & DEPENDENTS STRENGTH*								
Age Band	No of Primary Members (Category wise)				No of Dependents (Employees Category wise)			
	A	B	C	Total	A	B	C	Total
0-25					24	12	2	38
26-30	3	3	1	7	4	3	1	8
31-35	18	7	2	27	8	5	1	14
36-40	11	6	1	18	3	1		4
41-45	7	2		9	1			1
46-50	5			5	4	1	1	6
51-55					3	1	1	5
56-60	1			1	3	1	1	5
61-65					4	3		7
Above 65	1			1	11	4	1	16
Total	46	18	4	68	65	31	8	104

2.2 Details of Coverage and Benefit Required under proposed policy:

i.	Type of Policy (Floater/ Individual):	Family floater for Employees and their dependent family members declared as per rule.
ii.	Sum Insured Band	Rs. 5,00,000/- for employees and their dependent family members.
iii.	Period of Policy	Initially for a period of one year. Renewal of policy extendable on mutual agreeable terms and conditions maximum up to three years subject to satisfactory performance of the insurer and approval of the competent authority IIM Jammu.
iv.	Corporate Buffer Insurance Coverage	Up to Rs. 1,00,00,000/-
v.	In-Patient Treatment including Critical Illness, Surgery and Treatment:	To be covered fully
vi.	Day Care Treatment: (Surgeries/ Treatments/ procedures which require less than 24 hours hospitalization as an inpatient due to subsequent advancement in technology)	To be covered fully
vii.	Reimbursement of Pre & Post Hospitalization Expenses:	30 Days Pre-Hospitalization expenses & 60 Days Post-Hospitalization expenses are to be covered fully
viii.	Domiciliary Hospitalization	To be covered fully
ix.	Waiting period of 30 days	To be waived fully

x.	Waiting period of 1 year, 2 years, 3 years, and 4 years	To be waived fully
xi.	Pre-existing Diseases:	To be covered fully; all pre-existing diseases will be covered from day one/ inception of the policy
xii.	Maternity Benefit and Newborn Baby:	To be covered fully: Nine months waiting period is waived off and newborn baby is covered from Day 1. If life threatening complication to mother and/or foetus arises requiring hospitalization during any stage of pregnancy, then overall family sum insured will apply.
xiii.	Sub - limits	a) Room Rent, boarding and nursing expenses as provided by the Hospital not exceeding 3%, 2% & 1% of SI (per day) for Category - A, B & C Employees respectively. b) Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses not exceeding 4%, 3% & 2% of SI (per day) for Category - A, B & C Employees respectively.
xiv.	Sub Limits on Medical Expenses/Illness/Surgeries/ Procedures	No Disease wise sub-limit is allowed
xv.	Co-Payment	No Co-Payment is allowed
xvi.	Cashless facility in Network Hospitals and Reimbursement in Non-network Hospitals	As applicable
xvii.	Hospitalization expenses of Organ donor's Treatment in case of Organ Transplant	To be covered fully
xviii.	Surgeon, Doctor, Anesthetist, medical practitioner, Consultants special fees per illness	No restriction
xix.	Anesthesia, Blood, Oxygen, OT Charges, Surgical Appliances, Medicines, Drugs, Diagnostic Material, X-Ray & Dialysis, Chemotherapy, Radiotherapy, cost of Pacemaker, Artificial Limbs, and cost of stent & Implant etc.	No restriction
xx.	Personal Accidental Insurance	Accidental Death Insurance, Permanent Total Disability, Partial Total Disability must be covered.
xxi.	Sub Limits on Medical Expenses / Illness / Surgeries / Procedures	No Disease wise sub-limit is allowed
xxii.	Sub limit on charges of Ambulance	Ambulance service not exceeding 3%, 2% & 1% of SI for Category - A, B & C Employees respectively, reasonably, and medically necessarily incurred for shifting any Insured person to Hospital for admission in Ward or ICU, or from one Hospital to another Hospital for better medical facilities, or Hospital to home.
xxiii.	Reimbursement / Cashless treatment (as applicable) of COVID19 disease	To be mandatorily incorporated in the policy.

3. Terms and Conditions:

- 3.1 The period of contract will be initially for a period of One year extendable on mutually agreeable terms and conditions. In case of extension, revised premium rates will be invited from the agency.
- 3.2 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.

- 3.3 The response time by the TPA at the time of admission shall be maximum up to 6hours.
- 3.4 Final cashless approvals during the time of discharge of members from Hospitals should be sanctioned within a maximum period of four (04) hours.
- 3.5 The Mediclaim ID cards of the members should be issued by the TPA within 15 days after submission of names by IIM Jammu.
- 3.6 The scheme should have provision for addition /deletion of employees on pro rata basis. Midterm inclusion/deletion of members are allowed subject to the confirmation of IIM Jammu Authority.
- 3.7 The mid joiner employee & declared dependents to be covered from day 1 (the date of joining) irrespective of immediate payment of premium (Addition & Deletion to be declared for each month and within 15 days of succeeding month). Premium for addition/deletion will be charged/refunded on pro rata basis.
- 3.8 No sub-limit/disease wise sub-limit/hidden charges/broker/agent or any service charges on medical bills are allowed under the proposed policy. Any such conditions will not be entertained, and bids of such bidders will be rejected straightway.
- 3.9 Cashless Access Service: The insurer must ensure that all the members are provided with adequate facilities so that they do not have to pay any deposits at the commencement of the treatment or at the end of the period in the network hospital of the Insurer subject to the allowable limit. In other cases, all reimbursement of claim must be settled within 30 days of submission of final bill. Queries against the submitted bill, if any must be raised within a week by the TPA and no incremental queries are allowed after claim submission.
- 3.10 24 x7 Cashless Facility will be given to the members for availing treatment from the network hospitals.
- 3.11 100% of admissible claim should be reimbursed irrespective of treatment taken in different zone within India.
- 3.12 If there is any reimbursement to the employees/beneficiaries of the scheme, the same should be paid directly to the employee within 10 days on receipt of bills and as per IRDAI guidelines, the service provider shall be responsible for ensuring the smooth process. In case of failure in settlement of claims within the time frame, the penalty will be enforced as per Institute norms.
- 3.13 Submission of claims should be allowed up to 30 days from the date of discharge from the Hospital / Nursing Homes.
- 3.14 Original Reports/papers are to be returned to the Institute/Employee after claim settlement.
- 3.15 In case of any unsatisfactory service, suitable penalty as deemed fit to be decided by the competent authority of IIM Jammu shall be levied after issuing one-month notice/ giving chance to the service provider for rectification.
- 3.16 The service provider should provide quarterly Claim/ Settlement MIS report to the institute to monitor the same.
- 3.17 The service provider shall not sublet the policy or transfer the policy to any other insurer/agency or person in any manner.
- 3.18 Modification After awarding of the contract, any changes in the modus of implementation can be agreed to mutually in writing.
- 3.19 Termination by IIM Jammu: IIM Jammu may terminate the Contract, by not less than thirty (30) days' written notice of termination to the Insurance Company, to be given after the occurrence of any of the events specified below in clauses:
 - i) If the Insurance Company commits breach of contract or do not remedy / rectify a failure in the performance of their obligations under the Contract.
 - ii) If the Insurance Company become insolvent or bankrupt.
 - iii) If IIM Jammu, in its sole discretion, decides to terminate this Contract.

In the event of termination on unsatisfactory service or in violation of any of the terms & conditions of contract, the Insurance Company will be blacklisted / debarred from participating in any tender of IIM Jammu.

- 3.20 **OTHER TERMS AND CONDITIONS:** Any changes in the terms and conditions of the document can only be made in writing and by mutual agreement. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of India for the time being in force.
- 3.21 Any notice, request or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person or sent by registered / speed post / courier to an authorized representative of the Party.
- 3.22 **OBLIGATIONS OF THE INSURANCE COMPANY:** The Insurance Company shall perform the Services and carry out their obligations with all due diligence, efficiency and economy in accordance with generally accepted professional techniques and practices and shall observe sound management practices. The Insurance Company shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisors to IIM Jammu.
- 3.23 The Insurance Company must not benefit from Commissions, Discounts, Recruitment Fee, etc. Neither the Insurance Company nor their Personnel shall engage, either directly or indirectly, in any such activities which conflict with their role under the assignment.
- 3.24 **INDEMNITY** The Insurance Company hereby agrees to keep indemnified and shall keep indemnified and hold harmless IIM Jammu and its Director, faculty members, officers and personnel from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with the implementation of this Contract or arising from any breach or non-compliance whatsoever by the Insurance Company or any of the persons deployed by it pursuant hereto of or in relation to any such matter as aforesaid or otherwise arising from any act or omission on their part, whether willful or not, and whether within or without the premises.
- 3.25 Insurance Company shall be liable to pay damages to IIM Jammu for any losses, costs and expenses incurred by IIM Jammu due to breach of any of the terms and conditions of this contract and failure to perform any of the obligations under the contract.
- 3.26 All transactions between the Insurance Company and third parties shall be carried out as between two principals without reference in any event to IIM Jammu. The Insurance Company shall also undertake to make the third parties fully aware of the position aforesaid.
- 3.27 **PAYMENTS TO THE INSURANCE COMPANY:** The Insurance Company will be paid at the accepted rates per family subject to the terms and conditions of the contract.

4. ELIGIBILITY CRITERIA:

- 4.1 The bidder (PSUs) should be registered with the Insurance Regulatory Development Authority of India (IRDAI) and have valid license to carry out group health insurance and Personal Accidental policy in India. Copy of valid registration certificate and license issued by the competent authority is to be enclosed as proof.
- 4.2 The bidder should have a registered Divisional Office / Branch Office in Jammu. Valid document in support of Divisional Office / Branch Office as well as the details of Point of Contract (POC) for the institute on behalf of the bidder is to be submitted by the bidder.
- 4.3 The bidder should have a valid PAN & GST registration number.
- 4.4 The bidder should have not been debarred / blacklisted / should have not been terminated / ceased without completing the entire duration of policy period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids.

[Bidders are requested to enclose copies of valid documents in support of fulfilling above eligibility criteria]

5. SUBMISSION OF BID

- 5.1 Bidders are required to submit their bids under **Two Bid System** Technical Bid (Part-I) & Financial Bid (Part-II). Both the bids (Technical and Financial) duly signed Authorised Signatory should be submitted in two separate sealed envelopes as described below:
- (a) **Envelope 1:** containing Technical Bid in **Annexure-II** duly completed in all respects all relevant documents and the envelope should be super-scribed in bold letters with the statements '**TECHNICAL BID FOR GROUP HEALTH AND PERSONAL ACCIDENTAL INSURANCE POLICY FOR IIM JAMMU EMPLOYEES**' with Reference No. of Tender.

- (b) **Envelope 2:** containing the Financial Bid, as prescribed in the **Annexure-V** and the envelope should be super-scribed in bold letters with the statements '**FINANCIAL BID FOR GROUP HEALTH AND PERSONAL ACCIDENTAL INSURANCE POLICY FOR IIM JAMMU EMPLOYEES**' with Reference No.
- (c) Finally, the above-mentioned envelopes should be kept in a single sealed cover/envelop and the envelope super-scribed in bold letters with the statements - '**TENDERFOR GROUP HEALTH AND PERSONAL ACCIDENTAL INSURANCE POLICY FOR IIM JAMMU EMPLOYEES**' with Reference No. and to be submitted at:

Chief Administrative Officer,
Indian Institute of Management Jammu,
Katra Road, NH 44, Jagti, Nagrota,
Jammu (J&K) – 181221

- 5.2 The bidder is expected to examine all instructions, Forms, Annexures, Terms & Conditions in the NIT document. Failure to furnish all information required by the NIT document or submission of an NIT not substantially responsive to the NIT document in every respect will be at the bidder's risk and may result in rejection of his bid.
- 5.3 No alterations should be made in any of the contents of the bid document by scoring out/removing any pages /editing the contents of the bid document etc. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms & conditions listed in this part are liable to be rejected.
- 5.4 The bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (**As per Annexure-I**) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the proposal will be considered incomplete and hence, summarily rejected.
- 5.5 The Technical Bid should be accompanied by the relevant documents duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.
- 5.6 Bids must reach on or before the closing time and date as indicated in the beginning of this document. Any bid received after the closing date/time shall not be considered.
- 5.7 Bids received by REGISTERED POST/SPEED POST/COURIER/BY HAND (dropped in the Tender Box kept in Reception of the Institute) will only be accepted. Bids received by any other mode like FAX, EMAIL etc will not be accepted. IIM Jammu will not be responsible for any postal delay.
- 5.8 Bids not submitted, as per the above Performa will be summarily rejected.
- 5.9 It shall be certified that the person signing the tender is empowered to do so on behalf of the Company.
- 5.10 The Bids only from the Insurance Company, registered with IRDAI shall be accepted. The Bid from the mediator agencies/ brokers shall not be accepted.
- 5.11 One Insurance Company can submit only one NIT. If any Insurance company submits more than one NIT, all the NITs submitted by that Insurance Company will be rejected.
- 5.12 The bid should be clear and without any condition. Conditional bids shall be summarily rejected.
- 5.13 The proposal shall be filled in by the Insurance Company neatly and accurately. Any corrections or overwriting would render the proposal invalid.
- 5.14 **Financial Bid:** The premium should be quoted in INR in the prescribed format as per **Annexure-V**. Goods and Service Tax has to be separately quoted.
- 5.15 The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected.
- 5.16 **Bid Validity:** The bids shall remain valid for a period of 120 days from the date of opening of technical bids. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
- 5.17 Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through the website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.

- 5.18 Application of Tender as submitted by a bidder shall become the property of IIM Jammu and IIM Jammu shall have no obligation to return the same to the bidder.
- 5.19 The application for tender does not entitle any bidder for automatic grant of award.
- 5.20 **List of documents to be submitted with the application (as applicable):** The Technical Bid and relevant documents should be as per sequence mentioned below, without which the tender will be considered incomplete and hence, summarily rejected.
- a) Index/ Compliance Sheet as per **Annexure-I**.
 - b) Technical Bid as per **Annexure-II**.
 - c) Tender Acceptance Letter as per **Annexure-III**.
 - d) Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.
 - e) Copy of GST Registration Certificate.
 - f) A copy of the Memorandum and Articles of Association of the Company.
 - g) Copy of valid registration certificate and license issued by the competent authority.
 - h) A valid document in support of Divisional Office / Branch Office as well as the details of Point of Contract (POC) for the institute on behalf of the bidder is to be submitted by the bidder.
 - i) Authorization Letter (on Letterhead of the Company) that the person signing the tender is empowered to do so on behalf of the Company.
 - j) Certificate of Chartered Accountant for Turnover of Last Three Financial Years.
 - k) Details of work experience (**as per Annexure-IV**) in support of Experience related eligibility criteria Along with the valid proof.
 - l) **Other documents to be enclosed along with the technical bid:**
 - (i) Procedure and flowchart for claim settlement as well as TAT for claim settlement.
 - (ii) Details of Sales and Claim Service network in India including Third Party Administrators (TPA).
 - (iii) List of Network Hospitals in Jammu as well as other places of India.
 - m) All other documents, as required in terms of the tender, to claim eligibility.

Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.

6. BIDOPENING & EVALUATION

- 6.1 The bids will be opened by a Tender Process Committee duly constituted for this purpose.
- 6.2 The Agencies may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process. Only one representative will be allowed to participate in the tender opening.
- 6.3 **Place for opening of Bids:** Indian Institute of Management Jammu, Katra Road, NH 44, Jagti, Nagrota (181221)
- 6.4 **The Technical bid** will be opened first and evaluated. In the primary screening, technical bid of only those who satisfy the eligibility criteria will be evaluated. **The Financial bid** of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The Financial bids of ineligible bidders will not be opened.
- 6.5 **Selection of successful bidder:** IIM Jammu will use Least Cost System (LCS) i.e., L1 shall be awarded based on the Financial Bid only. 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.
- 6.6 However, during evaluation, if the L1 bidder is found to be one of the Insurance Service Providers in the past and if its performance was not in conformity with the NIT during the previous policy period(s), IIM Jammu reserves the right to summarily reject the L1 bidder's bid without assigning any reason whatsoever and subsequently L2 bidder will be awarded the said contract based on eligibility and suitability.

- 6.7 In the event of receiving more than one financial bid quoting the same premium amount, IIM Jammu reserve the rights to award the contract to any of L-1 bidder, based on their highest turnover, claim settlement ratio, number of Group Health Insurance Policy issued to IIMs/ IITs etc. or any other criteria as decided by the competent authority of IIM Jammu.
- 6.8 IIM Jammu reserves the right to negotiate the quoted price, only with the successful bidder to arrive at the fair and reasonable price.
- 6.9 A Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.
- 6.10 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.
- 6.11 The Successful Bidder should accept the offer within 10 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
- 6.12 IIM Jammu reserves the right to award the contract/work in full or in parts to any Agency and also terminate the contract/work at any stage if the performance of the Agency is found to be Not Satisfactory.
- 6.13 The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counteroffer rate is offered to the bidders. IIM Jammu reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIM Jammu.
- 6.14 IIM Jammu reserves the right to accept /reject any bid(s) either in full or in part without assigning any reasons thereto. In the event of any ambiguity in the policy proposal with regards to any aspect, the interpretation of IIM Jammu shall be final and binding on the "Insurer". Acceptable bids will be evaluated on the basis of fulfilling eligibility criteria and valid quoted premium rates.
- 6.15 It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.
- 6.16 Proposal, who do not fulfill any of the above conditions, not in prescribed format, unsigned or are incomplete in any respect or conditional bids are liable for rejection.
- 6.17 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.

7. GENERAL TERMS & CONDITIONS

- 7.1 **Governing Language:** The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.
- 7.2 **Non-disclosure of Contract documents:** Except with the written consent of the Buyer, the Seller/Service provider/other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.
- 7.3 **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable to termination by default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 7.4 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.

- 7.5 Canvassing/marketing /offering promotional services etc. in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Insurance companies who resort to canvassing will be liable for rejection without any further reference.
- 7.6 IIM Jammu reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.
- 7.7 The decision of Competent Authority, IIM Jammu will be final in all matters relating. Indian Institute of Management Jammu reserves the right to reject any application without assigning any reason.
- 7.8 In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Jammu and the award of the Sole Arbitrator will be binding on both the parties. Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

Chief Administrative Officer
Indian Institute of Management Jammu

Name, Signature and Seal of Authorized Signatory of Bidder

INDEX / COMPLIANCE SHEET
(To be submitted on the letterhead of the Agency)

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Technical Bid as per Annexure-II				
2.	Tender Acceptance Letter as per Annexure-III				
3.	Copy of Permanent Account Number (PAN)				
4.	Copy of GST Registration Certificate				
5.	Copy of valid registration certificate and license issued by the IRDAI.				
6.	Valid document in support of Divisional Office / Branch Office as well as the details of Point of Contract (POC) for the institute on behalf of the bidder is to be submitted by the bidder.				
7.	Valid document in support of Registered/ Branch office/shop at Jammu.				
8.	Authorization Letter (on Letterhead of the Company) that the person signing the tender is empowered to do so on behalf of the Company.				
9.	Certificate of Chartered Accountant for Turnover of Last Three Financial Years.				
10.	Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria Along with the valid proof.				
11.	Other documents to be enclosed along with the technical bid:				
	(i) Procedure and flowchart for claim settlement as well as TAT for claim settlement.				
	(ii) Details of Sales and Claim Service network in India including Third Party Administrators (TPA).				
	(iii) List of Network Hospitals in Jammu as well as other places of India.				
12.	All other documents, as required to claim eligibility				

Place:

(Signature with stamp of the Agency)

Date:

TECHNICAL BID

(To be submitted on the letterhead of the bidder)

Copies of all supporting documents duly signed and stamped by the bidder in support of the particulars below must be attached along with this checklist.

1.	Name of the Insurance Company (In Block Letters)	::	
2.	Registered Office Address (With telephone no. & email address)	::	
3.	Address registered Divisional Office / Branch Office of Jammu (With telephone no. & email address) Please attach valid document in support of Registered/ Branch office/ at Jammu.	::	
4.	IRDA Registration / License Number, Date of issue and Validity Date	::	
5.	Authorized Signatory Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
6.	Details of Contact Person Other than Authorized Signatory:	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
7.	PAN No.	::	
8.	GST No. and Date of Registration under Goods & Service Tax Act.	::	
9.	Total No. of Year of Experience in providing Group Health Insurance and Personal Accidental Policy to the employees of Central or State Govt. Organizations / Institutions of National Importance such as IIMs/IITs/NITs etc. Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria).	::	
10.	Annual Business turnover for last three financial years, duly certified by the Chartered Accountant (in Crore)	::	FY 2022-23: Rs _____ (in Crore) FY 2021-22: Rs _____ (in Crore) FY 2020-21: Rs _____ (in Crore) Avg Turnover of Last Three Years: Rs. _____ (in Crore)
11.	Any other details the Firm would like to furnish	::	

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Signature of authorized signatory

Name:

Seal:

TENDER ACCEPTANCE LETTER

(On the letter head of the Agency)

To

Date:

Chief Administrative Officer,
Indian Institute of Management Jammu
Katra Road, NH 44, Jagti
Nagrota, Jammu and Kashmir 181221

Sub: Acceptance of Terms & Conditions of tender for 'Group Health and Personal Accidental Insurance Policy for IIM Jammu Employees' vide Tender Ref No: IIMJ/NIT/GHI-EMP/2023-24/21

Dear Sir,

I/We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the web site(s) namely as per your notice given in the above-mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this tender has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished, and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

DETAILS OF EXPERIENCE

To be submitted on the letterhead of the bidder)

Sr. No	Name of the organization/ Institute where Group Health Insurance was/is provided. Name of Contact Person, Contact No. & email id.	Number of Employees covered	Duration of contract		Sum Assured per employee (including dependents)	Whether it is academic institute (Yes/No)	Copy of Valid Proof (Yes/No)
			From (DD/ MM/ YYYY)	To (DD/ MM/ YYYY)			
1.							
2.							
3.							
4.							
5.							

Note: Bidders are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Bidders may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.

Signature of Bidder

Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

FINANCIAL BID

(To be submitted on the letterhead of the bidder)

Date:	
NIT for: GROUP HEALTH AND PERSONAL ACCIDENTAL INSURANCE POLICY FOR EMPLOEES OF IIM JAMMU	
NIT Ref. NO: IIMJ/NIT/GHI-EMP/2023-24/21	
Name of the Bidder/Insurer:	
Correspondence Address:	
Tel/Mob No.:	
Email Id:	

TABLE – A				
(a)	(b)	(c)	(d)	(e)
S. No	Particulars	No of Lives as on date (member + dependent)	Premium Amount Per Life	Total Premium Amount / Life [c*d]
1.	Premium for Employees (Category-A)	111	Rs. _____/-	Rs. _____/-
2.	Premium for Employees (Category-B)	49	Rs. _____/-	Rs. _____/-
3.	Premium for Employees (Category-C)	12	Rs. _____/-	Rs. _____/-
Total Premium				Rs. _____/-
GST%				Rs. _____/-
Grand Total				Rs. _____/-

Note:

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

Place & Date:

(Name & signature with stamp of the bidder)