

**About IIM Indore**

With the objectives of imparting high quality management education and training, the Department of Higher Education, [Ministry of Education, Government of India](http://mhrd.gov.in/iims) established Indian Institute of Management Indore as Institutions of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.

Established in 1996, Indian Institute of Management Indore (IIM Indore) has been a leader in the field of management education, interfacing with the industry, government and PSUs. It is promoted and nurtured by the Ministry of Education, Government of India and is an institute of national importance under the Indian Institutes of Management Act 2017.

Situated atop a scenic hillock, the 193-acre campus of IIM Indore provides an ideal backdrop for contemplative learning. IIM Indore has the latest in teaching aids, rich learning resources, a strong IT backbone, state-of-the-art sports complex and hostels as well as contemporary infrastructure.

**Objective of this Bid**

Indian Institute of Management Indore invites online bids (in Two packet Bid System) from the Insurance Companies having Certificate of Registration issued by Insurance Regulatory and Development Authority of India (IRDA) for the Group Health Insurance Policy for IIM Indore Employees (including Retired Employees) and their Family Members.

Through this tender we intend to procure a Group Health Insurance policy covering 224 families (consisting of 834 members in total as on date i.e. 26 November 2024).

Bidders are advised to quote for a total of 224 families, per family insurance premium will be derived as under:

Total Price quoted by the bidder for the Bid

224

Per family insurance derived as above will be considered for the subsequent addition/ deletion of the employees and their respective dependents.

**Eligibility Criteria**

To apply for this tender, the intending bidders must fulfil the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

1. The Bidder must have the valid PAN, GST Registration and Firm/ Company incorporation certificate as on the date of submission of the bid.
2. The bidder must have a valid registration certificate issued by IRDA, the registration must be valid as on the date of submission of the bid.
3. Bidders must submit the Undertaking for Tender Terms & Conditions Acceptance as per the annexure given in this tender document.
4. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate of the Clean Track Record to this effect is to be submitted as per Annexure given in this tender document.
5. Bidder must submit the Certificate of Declaration for Confirmation of IRDA Guidelines as per the annexure given in this tender document.
6. Bidders must have prior experience in providing Group Health Insurance policy in the last two years (from the date of publishing of this tender) in any Govt. /Semi Govt. /Centrally Funded Technical Institutes/ Large reputed organizations. Also, the details of the same along with supporting document/copy of insurance policy are to be submitted as per the Annexure given in this tender document.

**Scope of Work/ Schedule of Requirement**

The required Group Health Insurance Policy with detailed specifications is given below:

|  |  |
| --- | --- |
| **Technical details** | |
| Group Name | Indian Institute of Management Indore. |
| Location | Indore and Mumbai |
| Tentative Commencement Date | 28-12-2024 |
| Period | One year and extendable up to a maximum of two more years (one year at a time) on mutually agreed terms and conditions |
| **Insured Group Details** | |
| Total No. of Employees including retired  (as on 26 November 2024) | 224 |
| No. of Retired Employees | 07 |
| Total No. of Lives | 834 (Details of Employees and their family members are provided in the Xls file in the tender). |
| Family Definition | Employee, Spouse, parents/ in law parents, sisters, widowed sisters, widowed daughters, minor brothers (except for differently abled), children, stepchildren, divorced/separated daughter and stepmother wholly dependent upon the employee. Retired employees along with their spouse will continue to be covered under the policy.  In case of son, the coverage will be till he starts earning or he attains the age of 25 years, whichever is earlier. In case of daughter, the coverage will be till she starts earning or gets married, whichever is earlier irrespective of the age limit.  Dependency and other criteria to be decided as per Government of India Medical Attendance Rules. |
| Maximum Age | Not Applicable |
| Floater/Individual | Floater |
| Sum Insured | ₹ 5.00 Lakh per family (floater) |
| **Coverage and Benefits Details** | |
| Domiciliary Hospitalization | Covered |
| Coverage of Pre-Existing diseases from Day 1 | Covered |
| Cashless facility | As Applicable **(At least in 8 major hospitals in Indore from the attached Annexure A)** |
| 30 days waiting Period | Waived |
| 1st Year and 2 years exclusions | Waived |
| 30 Days Pre and 60 Days post hospitalization Expenses covered | Covered |
| Maternity Benefit / Newborn Baby from birth itself | Covered up to the amount of Sum Insured |
| Modern Treatment Procedures | Covered up to the amount of Sum Insured including corporate buffer (if any) |
| Corporate Buffer | ₹ 40 Lakh (with additional benefit upto the amount of initial Sum Insured per family) |
| Co-Payment (Claimed Amount) | Not applicable |
| Sub Limits for Disease / Room  Rent Capping / Ambulance Charges | 1. Room-Rent – ₹ 10,000 per day per person for non-metro city and ₹ 12,500 per day (Max.) for metro city 2. ICU Rent– ₹ 20,000/- per day per person for non-metro city and ₹ 25,000/- per day (max) per person for metro city. 3. Ambulance Charges- ₹ 5,000/- (Max) per admission   Package charges/Capping’s including Room/ICU rent per person should be as specified in the **Annexure B.** Waiver of capping applicable on Modern Treatment procedures should be covered upto Sum Insured including corporate buffer (if any). |
| Other Conditions | * New Employees along with their dependents shall be included in policy from their date of joining the Institute; and resigned / terminated / employees along with their dependents shall be deleted from their date of relieving from the Institute. Accordingly, pro rata Premium to be charged/refunded in case of addition and deletion @ per family premium rate agreed upon. The reconciliation regarding charge/ refund of premium will be done once in a quarter. * Institute would inform the Insurance company through e-mail about all such additions/separations once in a month/week/as and when informed. * The Insurance company and/or the empaneled TPA will be required to provide all the relevant documents/ (not limited to detailed bills, prescriptions, medical reports etc.) to the insured as and when required. * All X rays, ECG, MRI, scan and other reports will be returned to the employee after processing the claim, if requested by the employee. * Addition and deletion in the family of existing employees would not have any financial implication for the institute. |
| TPA (if any involved) | Full details of the TPA. Details of Contact persons of TPA, their phone numbers and e-mails in case of 1st, 2nd and 3rd level Escalation of Complaints. List of Network of Authorized hospitals to be provided. |
| Any Service Charges on Medical Bills | Should not be deducted from the individual Claim. |
| Time Limit for Reimbursement Cases | 45 days from the submission of required documents. Additional 10 days would be provided from the date of submission of additional documents in case of any query/additional requirement of documents. |
| Claim Settlement (provision for  Penal Interest) | In case of the delay in the settlement the reason has to be informed to IIM Indore in writing, if reasons are not found justified, the Insurance company shall be liable to pay interest as per the IRDA guidelines/ notifications. |
| Health Insurance policy card | Health Insurance policy card for availing cashless facility to be provided within 15 days for the date of the issue of the policy. |

**ANNEXURE-A**

|  |  |
| --- | --- |
| **Sn** | **List of Hospitals in Indore from which Cashless hospitalization**  **arrangement/tie-up is compulsory in at least eight hospitals at**  **the time of submission of bids.** |
|  | Apollo Hospital Indore, Scheme No. 74 C, Sector D, Vijay Nagar, Indore |
|  | Bombay Hospital Eastern Ring Rd,Ring Rd, IDA Scheme No.94/95, Tulsi Nagar, Vijay Nagar,  Indore |
|  | Unique Hospital Opp Dussehra Maidan, Annapurna Road, Indore |
|  | Choithram Hospital Manikbagh Road, Indore |
|  | CHL Hospital A B road, Near LIG Square, Indore |
|  | Shalby Hospital Part 5 & 6, R S Bhandari Marg, Janjeerwala Square, Indore |
|  | Medanta Hospital Plot No:8, PU 4, Scheme no 54, Vijaynagar Square, AB Road, Indore |
|  | Bhandari Hospital and Research Centre 21-23 GF, Scheme No.54, Opp. Meghdoot Garden, Indore |
|  | Sri Aurobindo Institute of Medical Sciences Indore-Ujjain State highway, Near MR 10 Crossing, Indore |
|  | Synergy Hospital Scheme No.74, Vijay Nagar, Indore |
|  | Gokuldas Hospital 11, Sarju Prasad Marg, Indore |
|  | Vishesh Jupiter Hospital Near Teen Imli Square Indore |
|  | Dolphin Hospital & Research Center Near Chappan Dukan, Indore |
|  | Kokilaben Dhirubhai Ambani Hospital and Medical Research Institute No 1, BCM Estate, Sri. Badalchand Mehta Marg, Tulsi Nagar, Nipania, Indore |

**Annexure B**

**Package Charges/Capping’s including Room/ICU rent per person**

**Waiver of capping applicable on Modern Treatment should be covered upto Sum Insured including corporate buffer (if any)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Procedures / Surgeries** | **Metro Locations** | **Non-metro Locations** |
| 1 | Appendectomy | 1,50,000/- | 1,00,000/- |
| 2 | Cholecystectomy | 1,50,000/- | 1,00,000/- |
| 3 | Hernia | 1,55,000/- | 1,25,000/- |
| 4 | Hydrocele repair | 1,50,000/- | 1,00,000/- |
| 5 | Hysterectomy | 1,60,000/- | 1,25,000/- |
| 6 | Piles related | 1,50,000/- | 1,00,000/- |
| 7 | Kidney stone removal (including DJ stent removal for the same stone) | 2,00,000/- | 1,50,000/- |
| 8 | Joint Replacement (Unilateral) | 3,50,000/- | 2,50,000/- |
| 9 | Coronary Artery Bypass Grafting (CABG) | 5,00,000/- | 4,00,000/- |
| 10 | Cataract | 60,000/- | 40,000/- |

**Annexure-I**

**BIDDER’s PROFILE**

|  |  |  |
| --- | --- | --- |
| Name of the entity |  | |
| Date of Incorporation /  Establishment |  | |
| PAN Number |  | |
| GST Registration Number |  | |
| Bank Details | Account Number |  |
| IFSC Code |  |
| Bank Name |  |
| Branch Name |  |
| Office Address for Postal Communication |  | |
| Authorized Signatory Details | Name |  |
| Designation |  |
| Email |  |
| Phone |  |

**Date: Authorized Signatory**

**Name:**

**Place: Designation:**

**Contact No.:**

**Annexure-II**

**Undertaking**

**To,**

**Indian Institute of Management Indore**

**Prabandh Shikhar, Rau-Pithampur Road**

**Indore - 453556, Madhya Pradesh, India**

Sir,

* + - 1. I /we hereby submit our Bid along-with all required documents as per the GeM Bid.
      2. I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the bid document including instructions, terms & conditions, Scope of work / Technical Specifications, Additional Terms & Conditions (ATC), Eligibility Criteria and all the contents stated therein.
      3. I /we have gone through all terms and conditions of the tender document before submitting the same.

**Date: Authorized Signatory**

**Name:**

**Place: Designation:**

**Contact No.:**

**Annexure-III**

**SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD**

I hereby certify that we (including our affiliates or subsidiaries or constituents) Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organization or its Ministry/ Department from participation in its Tender Processes and are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings as on the bid submission date.

In the event of any such proceedings against the firm in the past, it should be duly reported with the necessary supporting documents.

I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm will be debarred/blacklisted as decided by the Competent authority of IIM Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM Indore, will not be responsible to pay the bills for any Partial/ Full supply of the items/

services.

**Date: Authorized Signatory**

**Name:**

**Place: Designation:**

**Contact No.:**

**Annexure-IV**

**WORK EXPERIENCE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sn** | **Name of the Client/ buyer** | **Order No.** | **AMOUNT** | **Remarks** |
| 1. |  |  |  | Supporting documents like Purchase Order/ Work Order/ Order Completion certificate from client/ etc. |
| 2. |  |  |  |
| 3. |  |  |  |
| 4. |  |  |  |
| 5. |  |  |  |

**Date: Authorized Signatory**

**Name:**

**Place: Designation:**

**Contact No.:**

**Annexure-V**

**Average Annual Turnover Details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation Criteria** | | | **Remark** |
| The annual financial turnover of the bidder, ending on 31st March of the year. | **Financial Year** | **Turnover in Rs.** | **Supporting Documents (CA certificate with UDAIN etc.) are to be submitted** |
| **2023-24** |  |
| **2022-23** |  |
| **2021-22** |  |
| **2020-21** |  |

**Date: Authorized Signatory**

**Name:**

**Place: Designation:**

**Contact No.:**

**Annexure-VI**

**Compliance of the Required Policy**

|  |  |  |
| --- | --- | --- |
| **Technical details** | | **Complied**  **(Yes/ No)** |
| Group Name | Indian Institute of Management Indore. |  |
| Location | Indore and Mumbai |  |
| Tentative Commencement Date | 28-12-2024 |  |
| Period | One year and extendable up to a maximum of two more years (one year at a time) on mutually agreed terms and conditions |  |
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| Maximum Age | Not Applicable |  |
| Floater/Individual | Floater |  |
| Sum Insured | ₹ 5.00 Lakh per family (floater) |  |
| **Coverage and Benefits Details** | |  |
| Domiciliary Hospitalization | Covered |  |
| Coverage of Pre-Existing diseases from Day 1 | Covered |  |
| Cashless facility | As Applicable **(At least in 8 major hospitals in Indore from the attached Annexure A)** |  |
| 30 days waiting Period | Waived |  |
| 1st Year and 2 years exclusions | Waived |  |
| 30 Days Pre and 60 Days post hospitalization Expenses covered | Covered |  |
| Maternity Benefit / Newborn Baby from birth itself | Covered up to the amount of Sum Insured |  |
| Modern Treatment Procedures | Covered up to the amount of Sum Insured including corporate buffer (if any) |  |
| Corporate Buffer | ₹ 40 Lakh (with additional benefit upto the amount of initial Sum Insured per family) |  |
| Co-Payment (Claimed Amount) | Not applicable |  |
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| Other Conditions | * New Employees along with their dependents shall be included in policy from their date of joining the Institute; and resigned / terminated / employees along with their dependents shall be deleted from their date of relieving from the Institute. Accordingly, pro rata Premium to be charged/refunded in case of addition and deletion @ per family premium rate agreed upon. The reconciliation regarding charge/ refund of premium will be done once in a quarter. * Institute would inform the Insurance company through e-mail about all such additions/separations once in a month/week/as and when informed. * The Insurance company and/or the empaneled TPA will be required to provide all the relevant documents/ (not limited to detailed bills, prescriptions, medical reports etc.) to the insured as and when required. * All X rays, ECG, MRI, scan and other reports will be returned to the employee after processing the claim, if requested by the employee. * Addition and deletion in the family of existing employees would not have any financial implication for the institute. |  |
| TPA (if any involved) | Full details of the TPA. Details of Contact persons of TPA, their phone numbers and e-mails in case of 1st, 2nd and 3rd level Escalation of Complaints. List of Network of Authorized hospitals to be provided. |  |
| Any Service Charges on Medical Bills | Should not be deducted from the individual Claim. |  |
| Time Limit for Reimbursement Cases | 45 days from the submission of required documents. Additional 10 days would be provided from the date of submission of additional documents in case of any query/additional requirement of documents. |  |
| Claim Settlement (provision for  Penal Interest) | In case of the delay in the settlement the reason has to be informed to IIM Indore in writing, if reasons are not found justified, the Insurance company shall be liable to pay interest as per the IRDA guidelines/ notifications. |  |
| Health Insurance policy card | Health Insurance policy card for availing cashless facility to be provided within 15 days for the date of the issue of the policy. |  |

**Date: Authorized Signatory**

**Name:**

**Place: Designation:**

**Contact No.:**