

**NOTICE INVITING E-TENDER FOR CUSTOM MADE GROUP HEALTH INSURANCE POLICY
FOR THE EMPLOYEES AND THEIR FAMILY MEMBERS OF IIT SRI CITY, CHITTOOR**

[Technical bid and Price bid system – e-Procurement mode]

NIT Tender No: IITS/Medical Insurance/2022/09/01 Dated 5 September 2022



Indian Institute of Information Technology Sri City, Chittoor

(An Institute of National Importance under an Act of Parliament)

630, Gnan Marg, Sri City, Tirupati District, Andhra Pradesh

INDIAN INSTITUTE OF INFORMATION TECHNOLOGY SRI CITY CHITTOOR

Indian Institute of Information Technology Sri City, Chittoor invites online bids (e-tender) from Insurance Companies having Certificate of Registration and License issued by IRDAI (Insurance Regulatory and Development Authority of India) dealing with Health Insurance, valid as on the last date of submission of bids, in two bid systems for the Custom Made Group Health Insurance Policy for the employees and their family members of IIIT Sri City Chittoor

TENDER SCHEDULE

Name of the Work	Custom Made Group Health Insurance Policy for the employees and their family members of IIIT Sri City Chittoor
Tender Enquiry No.	IIITS/Medical Insurance/2022/09/01
Submission of offer	E-tendering through https://mhrd.euniwizarde.com
Bid Issue Date	September 5, 2022
Pre-Bid Meeting	September 15, 2022 @ 14:00 Hrs
Last Date for submission of e-bids	September 26, 2022 @ 14:00 Hrs
Opening of Technical bid	September 26, 2022 @ 14:10 Hrs
Earnest Money Deposit (EMD)	Rs.5,000/- (Rupees Five Thousand only) in the form of Bank transfer through NEFT at the following account should be submitted.

INDIAN INSTITUTE OF INFORMATION TECHNOLOGY SRI CITY CHITTOOR

1. ABOUT IIIT SRI CITY, CHITTOOR

Indian Institute of Information Technology Sri City, Chittoor known as IIIT Sri City (IIITS) was established in 2013 by Ministry of Education, Government of India as an Institute of National importance by an Act of Parliament. IIITS is one among the 20 Institutes across India, focusing on Information Technology education, research and development.

The institute is located in Sri City (www.sricity.in) located about 60 KMs from Chennai on the Nellore Highway. The nearest airports are Chennai (70 KMs) and Tirupati (70 KMs).

IIITS The Institute was setup by the Government of India along with Government of Andhra Pradesh and Industry Partners represented by Sri City Foundation as a Public-Private-Partnership (PPP) institution. The Institute is governed by the Board of Governors consisting of eminent personalities from the Government, Industry and Academia. IIITS offers B. Tech, M.Tech, M.S. and Ph. D. programmes in the areas of Computer Science & Engineering and Electronics & Communications Engineering.

2. SCHEDULE OF REQUIREMENT

Technical details	
Name of the Institute	Indian Institute of Information Technology Sri City, Chittoor
Location	630, Gnan Marg, Sri City, Chittoor District, Andhra Pradesh
Start Date of the policy	From the date of award of contract
Claim Ratio	Not Applicable
Existing Policy Details	Not Applicable
Insured Group Details	
Employee Strength As on	05.09.2022
No. of employees (Appx)	75
No. of Dependents (Appx)	80
TOTAL NOS. OF LIVES	Details of employees and their family members is attached (Appendix -1)
Family Definition	Employee (Self), Spouse and children wholly dependent upon the employee and are normally residing with the employee. In case of a son, the coverage will be till he starts earning or he attains the age of 25 years, whichever is earlier. In case of a 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

Floater/Individual	Floater
Sum Insured	Rs.5,00,000/- per family (floater) tentatively
Additional coverage	Option 1 – per family (floater) Option 2 –per family (floater)
Coverage and Benefits Details	
Domiciliary Hospitalization	To be Covered
Coverage of Pre Existing diseases from Day 1	To be Covered
Cashless facility	Preference will be given for Cashless facility. In no event cashless treatment in listed hospitals can be withdrawn unilaterally /stopped / delayed / terminated by the agency or hospitals involved. A penalty clause will be included in the Agreement in this regard. Applicable in all network hospitals of which (At least in 3 major hospitals near to Sri City. Names of such hospitals to be provided by the Insurance Company)
30 days waiting Period	To be Waived
1st Year and 2 years	To be Waived
Exclusions	
30 days Pre and 60 days post-hospitalization Expenses covered	To be Covered
Maternity Benefit / Newborn	To be covered up to the amount of Sum Insured
Baby from Day 1 Sub Limits for Disease / Room Rent Capping / Ambulance Charges	Room-Rent – Rs.10,000 per day (Max.) per person ICU Rent– Rs.15,000/- per day (Max.) per person Ambulance Charges - Rs.10,000/- (Max) per admission
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. Institute would inform the Insurance company through email about all such additions/separations twice a month.

	Addition and deletion in the family of existing employees would not have any financial implications for the institute.
TPA	TPA Services Involved (if any) and Name and contact details to be submitted. List of Network of Authorized hospitals to be provided.
Any Service	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.

3. DETAILS OF EARNEST MONEY DEPOSIT:

- i. The Earnest Money Deposit amounting to Rs.5,000/- (Rupees Five thousand only) must be credited in the form of NEFT/RTGS to “IIIT Sri City Chittoor Opex Account” (A/c.No.38329375681, IFSC Code.SBIN0016527, (16527) - Sri City (Mallavaripalem), 115, Peepul Boulevard Sri City, Chittoor District, AP-517 646.
- ii. EMD of all unsuccessful bidders (if any) will be returned after the finalization of the tender.
- iii. The amount of EMD (if any) is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to complete the order
- iv. No interest will be paid on the EMD (if any) deposited/remitted
- v. The details pertaining to EMD (if any) are to be filled as per Annexure-I
- vi. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.
- vii. The bidders who seek exemption from EMD as per clause no. 3 (vii) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

4. ELIGIBILITY CRITERIA

4.1 Eligibility to participate in the tender

Any Firm, called Insurer, registered and approved with the Insurance Regulatory and Development Authority (IRDA), who is authorized to issue Group Health Insurance Policies.

4.2 STATUTORY DOCUMENTS:

Documents in support of the below mentioned points are to be attached along with the technical bid

- a. Firm Incorporation Certificate, PAN details, TIN/CST/ST etc. details are to be provided.
- b. The Bidder should give a self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per Annexure-I.
- c. The firm 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 to this effect is to be submitted as per Annexure-II.
- d. The firm should have a valid registration certificate issued by IRDAI on the last date of submission of the tender. A duly sealed & signed valid certificate to be submitted to this effect.
- e. The Bidder should have experience in providing Group Health Insurance continuously of at least 300-500 employees for the last two years from the last date of submission of the tender . The details of the same along with supporting documents/copy of insurance policy are to be submitted. The details of the same along with supporting documents are to be submitted as per Annexure-III.
- f. The Bidder has to upload the list of TPAs along with supporting documents
- g. The bidder should not have a record of poor performance such as abandoning of any contract, inability to complete any contract, unreasonable delay in settlement of claims.
- h. The bidder should have a minimum Claim Settlement Ratio (as per IRDAI) of 90% during the last -2 years as on 31.03.2020 and 31.03.2021. (Undertaking on the company's financial letter head)
- i. Total premium collection should be more than INR 1 Crore for the last two financial years
- j. The Bidder should not have been black listed by any Government or its organizations in the past three years.

4.3 Technical Criteria

Bidders required to fully comply with the Technical bid and sealed & sign of each page of the technical bid and submit as per Annexure-V. Unsigned technical bids or bids not in the prescribed format will be rejected without assigning any reason.

5. DETAILS OF FINANCIAL BID / PRICE BID

Financial bid given with tender to be submitted after filling in all relevant information. The Financial bid should be submitted strictly as per the Excel format up loaded with the tender document failing which the offer is liable for rejection.

6. TIME SCHEDULE

Bid Issue Date	September 5, 2022
Pre-Bid Meeting	September 15, 2022 @ 14:00 Hrs
Last Date for submission of e-bids	September 26, 2022 @ 14:00 Hrs
Opening of Technical bid	September 26, 2022 @ 14:10 Hrs

7. AVAILABILITY OF TENDER

The tender document with complete details including experience required, scope of work and terms and conditions can be downloaded from the website MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>) and www.iiits.ac.in. Bidders are advised to read tender documents and check their eligibility before participating in the bid.

8. BID VALIDITY PERIOD

The bid will remain valid for **90 days** from the date of opening as prescribed by IIIT Sri City Chittoor. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION:

- i. **TWO BID SYSTEM** shall be followed for this tender. Bidders should take due care to submit a tender in accordance with the requirement of MHRD e-Wizard portal. Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. All the terms and conditions stated in the Bid Document are final in nature and requests for any subsequent alterations/modifications will not be entertained. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respects as per the specified terms and conditions. Submission of the bids amounts to acceptance of all terms and conditions mentioned therein.
- ii. Bidders are advised to visit the website (<https://mhrd.euniwizarde.com> and www.iiits.ac.in) frequently to find any addendum/ Corrigendum issued or extension of due date for submission, etc. No separate intimation will be issued / advertised in this regard. Bidders are advised to keep checking the website before submitting the final tender.
- iii. The interested bidders shall submit their technical and financial bids through online mode in <https://mhrd.euniwizarde.com> only before the due date and time as mentioned in bid specifications. No other mode of submission is acceptable. The bidder must submit their financial bid in the prescribed format and no other format is acceptable.

- iv. Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions.
- v. The bidder should be neither blacklisted by any government department nor should there be any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per the Annexure.
- vi. For any queries related to the Tender, you may please contact procurement@iiits.in

10. BID OPENING

- a) Technical Bids will be opened on September 26, 2022 @ 14:10 Hrs
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for the opening of Financial Bids will be announced later.
- c) If more than one bid from the same company shall disqualify the insurance provider.
- d) Bids should be summarily rejected,
 - i. if a tender is submitted other than through online
 - ii. If EMD Fee is not submitted within stipulated date/time.
 - iii. If the Financial Bid is attached with Technical Bid

11. BID EVALUATION

- a) The Technical Evaluation Committee (TEC) constituted by the Director, IIIT Sri City Chittoor will open the technical bid to decide the technical suitability of their service based on the pre-laid terms and conditions. After the evaluation of the technical aspects of the bid, the committee will give suitable recommendations about the shortlisted bidders who qualify in the Technical Evaluation. The recommendation of the TEC shall be final and binding on all the parties. The TEC reserves the right to negotiate the prices quoted by the Bidders. Further, the TEC may seek additional information from the existing users at IIIT Sri City Chittoor or from other Institutes.
- b) In case any BIDDER is silent on any clause mentioned in this tender document, IIIT Sri City Chittoor shall construe that the BIDDER has accepted the clauses as per the invitation to tender. No further claim will be entertained.
- c) No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.
- d) Final Evaluation of Tender: Bidders may be called for justification of rates quoted during the processing of the price-bid. If the rate is found to be unjustified, the bidder may be rejected without any reasons assigning thereof.

12. CONTRACT PERIOD

The policies shall be issued for a period of 1 (one) year and will be renewable annually for up to three (3) years on mutual agreement based on the satisfactory performance. The performance would be reviewed by the Committee at any time during contract period. The employees' policy shall be effective from the date of receipt of work order. Upon satisfactory performance of the Insurer, the policies may be extended for further periods on mutually acceptable terms. If an employee resigns during the period of policy, the benefit of coverage will be valid upto the expiry of such annual period.

13. AGREEMENT

The selected Bidder shall sign an agreement with the Institute.

14. PAYMENT TERMS

- a) The premium shall be paid by IIIT Sri City Chittoor immediately on submission of bill / proforma Invoice and as per the list of employees and their dependents to be insured along with the work order to the successful bidder.
- b) The coverage of the mid joiners shall be from Day-1 (Date of joining) irrespective of immediate payment of premium. The premium shall accordingly be calculated on pro rata basis and will be deposited in the following month. The coverage for the mid leavers shall be till the date of leaving the Institute. The premium shall accordingly be calculated on pro-rata basis. The excess premium paid by the Institute shall be refunded by the Insurance Company for the mid leavers.

15. PERFORMANCE BANK GUARANTEE (PBG)

The successful bidder has to submit a Performance Guarantee Bond for 5% of the work order value and the same will be valid for one year plus 60 days from the date of issue of work order. Performance Guarantee Bond may be submitted within 15 days from the date of order acknowledgment as successful bidder.

16. ORIENTATION/AWARENESS FOR THE EMPLOYEES:

The employees of the institute shall be oriented on the Group Health Insurance Scheme upon issuance of the contract.

17. SINGLE POINT OF CONTACT (SPoC):

The Insurance Company to whom the contract is awarded shall deploy a SPoC with whom all the technical/claim related issues will be taken up by the institute. The SPoC shall visit the institute at least once in every month/ as and when required to get updated on the matters pertaining to Group Health Insurance Scheme.

18. CASHLESS IDENTITY CARDS:

Identity Cards/E-Cards are to be issued to all the persons covered under the policy as early as possible, but not later than 15 days from the date of payment of premium. Till then the IIIT Sri City Chittoor of the employees has to be honoured in all the listed hospitals.

19. PERFORMANCE MONITORING

The insurer shall submit quarterly statement to IIIT Sri City with the following details:

- (a) the claims made by the individuals of the group
- (b) the date-wise settlements
- (c) the respective amounts, and
- (d) details of grievances received, disposed and pending under the policy.

20. GRIEVANCE REDRESSAL AND TERMINATION:

In case of grievances due to non-compliance or non-satisfactory performance with any of the terms contained in the agreement to be signed with the Insurer or the scope of group health insurance or any other relevant terms and conditions, IIIT Sri City may adopt the options given below.

- a) Grievance Machinery: Submit the matter to the Grievance Machinery of the Insurer by lodging the grievance on the portal of IRDA.
- b) Ombudsman: IIIT Sri City may approach the Insurance Ombudsman and get the grievance redressed.
- c) Consumer forum: IIIT Sri City may approach the Consumers Forum.
- d) Premium refund: The Insurer shall be asked to return a proportion of premiums (corresponding to the unexpired period of insurance) of individuals in the group against whom no claims are made.
- e) PBG shall be forfeited.
- f) The agreement shall be terminated by giving 30 days' notice to the Insurer.
- g) Any other action as deemed fit by the competent authority of IIIT Sri City.

TERMINATION FOR INSOLVENCY:

- a) IIIT Sri City, Chittoor may at any time terminate the Contract by giving written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.
- b) The courts of Tirupati alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Chittoor Court shall have jurisdiction in the matter

21. FORCE MAJEURE:

Should any force majeure circumstances arise, each of the contracting parties are excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations if the affected party within 15 days of its occurrence informs in a written form the other party.

Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

22. ARBITRATION & JURISDICTION:

- a) That in case of any dispute between the party of the first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to the arbitration of a sole arbitrator to be appointed by the Director, IIIT Sri City, Chittoor. The award of the said arbitrator shall be binding on both parties.
- b) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIIT Sri City, Chittoor shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- c) The courts at Tirupati, Andhra Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

23. OTHER CONDITIONS:

- a) The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.
- b) IIIT Sri City, Chittoor reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- c) IIIT Sri City, Chittoor reserves the right to relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) IIIT Sri City, Chittoor reserves the right to modify / change/delete / add any further terms and conditions prior to the issue of purchase order
- e) In case the bidders / successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money / Performance Security shall be forfeited
- f) Conditional tenders will not be considered in any case
- g) IIIT Sri City, Chittoor shall not be responsible for any transaction delay i.e., non-receipt of the EMD amount.

PART A
ANNEXURE – I

To
The Registrar
Indian Institute of Information Technology Sri City, Chittoor
630 Gnan Marg, Sri City - 517646

Undertaking

NIT Tender No: IIITS/Medical Insurance/2022/09/01 Dated 5 September 2022
(Notice Inviting Tender for Group Health Insurance Policy for IIIT Sri City, Chittoor Employees and their Family Members)

Sir,

1. I/we hereby submit our bid in response to *Notice Inviting Tender for Group Health Insurance Policy for IIIT Sri City, Chittoor Employee and their Family Members*, along with other required documents.
2. I/ We enclosed herewith the following in favour of Indian Institute of Information Technology Sri City, Chittoor towards EMD..

Particulars	Amount (Rs.)	Payment Details (UTR No.)	Payment Date	Supporting documents are to be attached along with the Annexure-I
EMD				

3. I / We hereby reconfirm and declare that I / We have carefully read, understood & complying with the above referred tender document including instructions, terms & conditions, the scope of work, schedule of quantities and all the contents stated therein. I / We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc., applicable as of date.
4. I/we have gone through all terms and conditions of the tender document before submitting the same.

Date:

Name:
Place:

Authorized Signatory
Designation:
Contact No.:
Seal

ANNEXURE – II
CERTIFICATE

(to be provided on letterhead of the firm)

I hereby certify that the above firm is neither blacklisted by any Central / State Government / Public Undertaking / Institute and Hospitals in Sri City nor is any criminal case registered/pending against the firm or its owner/partners anywhere in India.

I also certify that the above information is true and correct in every respect 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 blacklisted.

Date:
Place:

Authorized Signatory
Name:
Designation:
Contact No.:
Seal

ANNEXURE – III

Work Order Details:

Evaluation Criteria	Year	Name of the Client	Policy details	Amount	Remark
List of Purchase Order / Work Order/Policy where the similar type of Work executed by you during the last 2 years as on the last date of bid submission	2020				Supporting documents are to be attached along with the Annexure-III
	2021				

Date:
Place:

Authorized Signatory
Name:
Designation:
Contact No.:

Seal

ANNEXURE-IV

List of Hospitals in and around Sri City (within 100 kms radius from IIIT Sri City) in which
Cashless hospitalization is available compulsorily (at least three hospitals)

Sl.No.	Name of the Hospital, Address with contact details
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	

(The list of hospitals may be attached if more cashless facility hospitals are available)

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:

Seal

ANNEXURE – V

In the event of any claim becoming admissible under this scheme, the company will pay through TPA to the Hospital / Nursing Home or insured person the amount of such expenses as would fall under different heads mentioned below and as are reasonably and necessarily incurred thereof by or on behalf of such insured person but not exceeding the Sum Insured in aggregate mentioned in the schedule hereto.

- a. A. Room, Boarding and Nursing expenses as provided by the Hospital/Nursing Home not exceeding 1% of the sum insured per day or the actual amount whichever is less. This also includes nursing care, RMO charges, IV Fluids/Blood transfusion/injection administration charges and similar expenses.
- b. Intensive Care Unit (ICU) expenses not exceeding 2% of the sum insured per day or actual amount whichever is less.
- c. Surgeon, Anaesthetist, Medical Practitioner, Consultants, Specialists Fees
- d. Anaesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, orthopaedic implants, infra cardiac valve replacements, vascular stents, relevant laboratory/diagnostic tests, X-ray and such similar expenses that are medically necessary.
- e. Hospitalisation expenses (excluding the cost of organ) incurred for/by the donor in respect of organ transplant to the insured.

DOMICILIARY HOSPITALISATION: Domiciliary Hospitalisation means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances:

a) The condition of the patient is such that he/she is not in a condition to be removed to a hospital
or

b) The patient takes treatment at home on account of non-availability of room in a hospital.

GRACE PERIOD: Grace Period means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a policy in force without loss of continuity benefits such as waiting periods and coverage of pre-existing diseases. Coverage is not available for the period for which no premium is received.

HOSPITAL/NURSING HOME:

A Hospital means any institution established for in-patient care and daycare treatment of illness and/or injuries and which has been registered as a Hospital with the local authorities under the Clinical establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under - Has qualified nursing staff under its employment round the clock. - Has at least 10 in-patient beds in towns having a population of less than 10 lacs and at least 15 in-patient beds in all other places; - Has qualified medical practitioner(s) in charge round the clock; - Has a fully equipped Operation Theatre of its own where surgical procedures are carried out; - Maintains

daily records of patients and makes these accessible to the insurance company's authorized personnel.

HOSPITALIZATION:

Hospitalization means admission in a Hospital/Nursing Home for a minimum period of 24 consecutive hours of inpatient care except for specified procedures/treatments, where such admission could be for a period of less than 24 consecutive hr.

ILLNESS:

Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and required medical treatment.

INJURY:

Injury means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.

IN-PATIENT CARE:

In-patient care means treatment for which the insured person has to stay in a hospital for more than 24 hours for a covered event. I

INTENSIVE CARE UNIT:

Intensive Care Unit means an identifies section, ward or wing of a hospital that is under the constant supervision of a dedicated medical practitioner(s) and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.

MATERNITY EXPENSES:

Maternity expenses/treatment shall include: a) Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization). b) Expenses towards lawful medical termination of pregnancy during the policy period.

MEDICAL ADVICE:

Any consultation or advice from a medical practitioner/doctor including the issue of any prescription or repeat prescription.

MEDICAL EXPENSES:

Medical expenses-Medical Expenses means those expenses that an Insured person has necessarily and actually incurred for medical treatment on account of illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

MEDICALLY NECESSARY:

Medically necessary treatment is defined as any treatment, test, medication or stays in hospital or part of a stay in a hospital which

RENEWAL:

Renewal defines the terms on which the contract of insurance can be renewed on mutual Consent with a provision of grace period for treating the renewal continuous for the purpose of all waiting periods.

ROOM RENT

Room rent shall mean the amount charged by a hospital for the Occupancy of a bed on per day (24 hours) basis and shall include associated medical expenses.

SUBROGATION:

Subrogation shall mean the right of the insurer to assume the rights of the insured person to recover expenses paid out under the policy that may be recovered from any other source.

SURGERY:

Surgery or Surgical Procedure means manual and/or operative procedure(s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a hospital or daycare centre by a Medical Practitioner.

THIRD-PARTY ADMINISTRATOR TPA means a Third Party Administrator who holds a valid license from the Insurance Regulatory and Development Authority to act as a THIRD-PARTY ADMINISTRATOR and is engaged by the Company for the provision of health services as specified in the agreement between the Company and TPA. UNPROVEN/EXPERIMENTAL TREATMENT Unproven/Experimental treatment is treatment, including drug Experimental therapy, which Is not based on established medical practice in India. The bidders must disclose the details of the third-party administrators as applicable.

COVERAGES:

Expenses on Hospitalisation for a minimum period of 24 hours are admissible. However, this time limit is not applied to specific treatments, such as

CONTRACT:

The Proposal form, Prospectus, Pre-acceptance Health check-up and the Policy issued shall constitute complete Contract of Insurance. Every notice or communication regarding hospitalization or claim to be given or made under this Policy shall be delivered in writing at the address of the TPA office as shown in the Schedule. Other matters relating to the policy may be communicated to the policy issuing office. The premium payable under this Policy shall be paid in advance. No receipt for Premium shall be valid except on the official form of the company signed by a duly authorised official of the company. The due payment of premium and the observance and fulfilment of the terms, provisions, conditions and endorsements of this Policy

by the Insured Person in so far as they relate to anything to be done or complied with by the Insured Person shall be a condition precedent to any liability of the Company to make any payment under this Policy. No waiver of any terms, provisions, conditions and endorsements of this policy shall be valid unless made in writing and signed by an authorised official of the Company. Notice of Communication: Upon the happening of any event which may give rise to a claim under this Policy notice with full particulars shall be sent to the TPA named in the schedule immediately and in case of emergency hospitalization within 24 hours from the time of Hospitalisation/Domiciliary Hospitalisation All supporting documents relating to the claim must be filed with TPA within 15 days from the date of discharge from the hospital. In case of post-hospitalisation, treatment (limited to 60 days), all claim documents should be submitted within 7 days after completion of such treatment.

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:

Seal

Indian Institute of Information Technology Sri City, Chittoor
Appendix-1

Employee strength as on 5th September, 2022

No. of Employees : 75

No. of Dependents : 80

Total No. of Lives : 155

Name and Signature of Authorized Person

Seal

ANNEXURE –VI

Company Profile

Name of the Party		
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	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Full Address:

Indian Institute of Information Technology Sri City, Chittoor

PART B- PRICE BID

I. For coverage of Sum Assured as per the given table for employees of IIIT Sri City.

Sl.No.	Sum Assured	Yearly premium per employee			Total Yearly premium per employee Rs. (In words)
		Basic	GST	Total	
1	3 Lakhs				
2	4 Lakhs				
3	5 Lakhs				
4	10 Lakhs				

Price Bid/Financial Bid: This should contain only the price information which should remain valid for a minimum of THREE (3) months along with commercial terms and conditions.

1. Price Bid should be filled in and submitted through MHRD ewizard portal only (<https://mhrd.euniwizarde.com>). If the Price Bid is attached with Technical Bid, the bid will be summarily rejected.
2. The Price bids of the bidders shortlisted in technical bid evaluation shall be considered for further processing.
3. The Price bid should clearly contain the details as mentioned in the form.
4. The price quoted in price bid shall be considered firm and no price escalation will be permitted during the entire period of the contract.
5. The actual GST percentage, if any, should be specified clearly.
6. Price bids, which are incomplete and are not submitted in the prescribed format, will be summarily rejected.
7. Other conditions mentioned in the evaluation procedure

INSTRUCTIONS FOR VENDORS

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>).

1. REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b) The bidders choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal. After registration send **User ID** for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
- c) Bidders register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
- d) 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 DSCs to others which may lead to misuse.
- e) 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.

2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, Estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) 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 ‘Interested tenders’ folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. BID PREPARATION

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

- c) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

4. BID SUBMISSION

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- d) 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, 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.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.**

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the [Institute department](#) reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. ASSISTANCE TO BIDDERS

- a) 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.

- b) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is
- **Gagan (8448288987/eprochelpdesk.01@gmail.com)**
 - **Vijay (8448288989/eprochelpdesk.03@gmail.com)**
 - **Suriya (8448288994/eprochelpdesk.06@gmail.com)**
 - **8448288992, 8448288984, 8448288986, 8448288982, 8448288988**
7. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
8. The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.