



**REQUEST FOR QUOTATION [RFQ]  
FOR  
PROVIDING**

**[a] GROUP MEDICAL INSURANCE COVERAGE FOR EMPLOYEES, PENSIONERS  
AND STUDENTS**

**[b] GROUP PERSONAL ACCIDENT INSURANCE COVERAGE FOR EMPLOYEES  
AND STUDENTS**

**ALL POLICIES ARE REQUIRED UNDER ONE BOUQUET FROM ONE INSURER**

**Note : Prospective bidders should mandatorily furnish the email id of the  
Authorized person who will be attending the pre-bid meeting which  
will be done online.**

**IIMB/T&C/11/HR/Insurance RFQ/24-25**

**HR Department**

Indian Institute of Management Bangalore

Bannerghatta Road, Bangalore-560 076

[tenders@iimb.ac.in](mailto:tenders@iimb.ac.in)

The RFQ Document contains Pages from 01 to 21

06.05.2024

## **DISCLAIMER**

The information contained in this Tender document or subsequently provided to Tenderers, whether in document or verbal or any other form by or on behalf of Indian Institute of Management, Bangalore (IIMB) by any of its employees or advisors, is provided to Tenderers on the terms and conditions set out in this Tender document and such other terms and conditions subject to which such information is provided.

The purpose of this Tender document is to provide interested parties with information that may be useful to them in eliciting their quotations pursuant to this Tender document. This Tender document may not be appropriate for all persons, and it is not possible for the Institute, its employees, or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender document.

This Tender document includes statements which reflect various assumptions and assessments made by the Institute in relation to the Contract. Such assumptions, assessments and statements do not purport to contain all the information that each Tenderer may require.

The assumptions, assessments, statements, and information contained in this Tender document may not be complete, accurate, adequate, or correct. Each Tenderer should, therefore, conduct his/her own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements, and information contained in this Tender document and obtain independent advice from appropriate sources.

Information provided in this document to the Tenderer(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Institute accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. In the event of any ambiguity or doubt as regards the Tender Documents or inconsistency or conflict as between the provisions of the Tender Documents, the interpretation placed by IIMB shall be final and binding on the Bidders / Tenderer.

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**Indian Institute of Management Bangalore**

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## 1. INTRODUCTION

The Indian Institute of Management Bangalore (IIMB) is a leading graduate school of Management in Asia. Under the IIM Act of 2017, IIMB is an Institute of National Importance.

IIMB has highly experienced and renowned faculty and a distinguished Board of Governors. The institute has outstanding infrastructure and provides a distinctive learning environment with a strong focus on research and academic excellence. IIMB's two-year Post-Graduate Programme [PGP] in Management is ranked #2 in India and #32 globally by the QS Master's in Management Ranking [2024].

IIMB has around 110 full time faculty members, more than 1500 students across various degree/diploma granting programs and nearly 5000 annual Executive Education participants. Our logo carries a proclamation in Sanskrit, तेजस्वि नावधीतमस्तु (tejasvi navadhitamastu), which translates as 'let our study be enlightening'.

Located in India's high technology capital, we are in close proximity to some of the leading corporate houses in the country, ranging from information technology to consumer product companies, giving us the added advantage of integrating classroom knowledge with practical experience.

On the anvil are plans to develop our second campus and have larger batch sizes of existing programs. We are on an exciting trajectory of expansion and growth and we welcome you to join us on this journey.

## 2. SCOPE OF THE TENDER

Indian Institute of Management Bangalore (IIMB) (hereinafter referred to as the "Institute"), an Educational Institute of National Importance, invites E- bids on open tender two bids system from Insurance Regulatory and Development Authority of India (IRDAI) approved Insurance Companies **for providing Group Health insurance coverage and Personal Accident Insurance to employees, pensioners & students.** The tender document can be downloaded from the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) and on Institute website at URL Link: [https://www.iimb.ac.in/tender\\_notices](https://www.iimb.ac.in/tender_notices). The submission of e-Bids will be only through the e-Tender portal <https://eprocure.gov.in/eprocure/app> . Bids will not be accepted in any other form.

## 3. ELIGIBILITY CRITERIA

All the Bidders must fulfil the following eligibility criteria and submit the scanned documents and declarations (duly self-attested) in support of their claim along with the Technical Bid . The Technical Bids not meeting the Eligibility Criteria stated below and not accompanied with the requisite documents as sought below shall be treated as incomplete and will be rejected.

Sl. No	Eligibility Criteria	Supporting Documents to be submitted
a.	Should have been registered as an Insurance company with IRDAI under the Health Insurance/General insurance	Copy of valid license/registration with IRDAI under the Health /General Insurance.
b.	The Bidder should be in the Health/ General Insurance business for a minimum period of 5 years as on 31.03.2024	Copies of the Licenses/ registration issued by IRDAI for the period.
c.	The bidders must have at least three years of experience in Health Insurance business with annual turnover in terms of Premium earned of Rs. Five Crores or more in each of the past three financial years (viz. 2020-21, 2021-22 and 2022-2023)	Copy of a duly signed certificate from Chartered Accountant clearly showing financial year-wise turnover. Also submit copies of duly audited financial statements- profit & loss and balance sheet for the requested period.

d.	Bidders must have at least three years' experience in catering to Health Insurance of 500 or more insured families under one group Health Scheme in each of the last three financial years (viz. 2020-21, 2021-2022 and 2022-2023) for reputed organizations-Govt. or Private.	Copies of the Contracts/ Work orders/Insurance Policies clearly stipulating the group size should be attached for each of the last three financial years (viz. 2020-21, 2021-2022 and 2022-2023)
e.	The bidder should have not been debarred/blacklisted/should have not been terminated /ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past three years from the last date of submission of bids.	A Self-declaration to this effect on the Company letter head duly signed to be as per <b>Annexure III</b>
f.	PAN, GST Registration No	Copies of PAN & GST Registration Certificate
g.	The bidder should have an Office(Regional/Divisional/Branch/Zonal) in Bangalore, Karnataka as on 31.03.2024.	Copy of the address proof like Tax Receipt/Water Charge Bill/Electricity Bill/Telephone Land Line Bill/copy of building rental or lease agreement should be enclosed.
h.	List of three Third Party Administrator(TPA)	Name, Address and Credentials of the TPA

**Note: Only Insurance Companies(General/ Health Insurance) registered with IRDAI should submit their bids directly. Bids submitted through intermediaries will be summarily rejected.**

#### 4. PRE-BID MEETING

Pre-bid meeting will be held on **13.05.2024** at **1100 Hrs.** online through Zoom platform to address the queries of the bidders regarding the Tender. Interested bidders may send their queries on or before 12.05.2024 by 1700 Hrs. to the email id [tenders@iimb.ac.in](mailto:tenders@iimb.ac.in). The prospective bidders interested in participating in the Prebid meeting must send the email IDs to which the meeting link has to be shared to the mail id [tenders@iimb.ac.in](mailto:tenders@iimb.ac.in). The replies to the queries will be uploaded on the CPP Portal / IIMB Website.

#### 5. TENDER SCHEDULE

<b>Publish Date</b>	06.05.2024 at 1800 hrs	<b>Bid Opening Date</b>	28.05.2024 at 1030 hrs
<b>Document Download / Sale Start Date</b>	06.05.2024 at 1815 hrs	<b>Document Download/Sale End Date</b>	27.05.2024 at 1000 hrs
<b>Pre-Bid Meeting</b>	13.05.2024 at 1100 hrs		
<b>Bid Submission Start Date</b>	06.05.2024 at 1815 hrs	<b>Bid Submission End Date</b>	27.05.2024 at 1000 hrs

Note:

- i. If the bid opening date is declared an Institute holiday, the bids will be opened on the next working day.
- ii. IIMB may at its discretion extend/ change the schedule of any activity and intimate the prospective bidders by notifications through CPP Portal/IIMB Website
- iii. IIMB reserves the rights to accept or reject any bids or accept all bids either in part or in full or to split the order, or to annul the bidding process without assigning any reasons thereof.

## 6. DETAILS OF THE INSURANCE SCHEME

<b>6.1. Group Medclaim Insurance (Employees)</b>	
Insured	Indian Institute of Management – Bangalore
Insured's Communication Address	Bannerghatta Road, Bengaluru
Current Insurer	TATA AIG General Insurance Company Ltd
Policy Period	<b>01-06-2024 to 31-05-2025</b>
Claims as on 31.03.2024	Refer enclosed Claims Dump
No of Employees at Inception	<b>218</b>
No. of Lives at Inception	<b>531</b>
Inception Premium excl. GST	<b>INR 4964831</b>
No. of Employees for Renewal	<b>185</b>
No. of Lives for the Renewal	<b>494</b>
Coverages	As is basis
Family Definition	Self + Spouse + 2 Dependent Children up to 25 years age
Policy Type (Floater/Non-Floater)	Floater
Age Band	As per attached active list
Sum Insured	INR 5 Lakhs
Super Top-up as per criteria of Insurer	INR 3 Lakhs and 5 Lakhs
Cashless Facility	Covered
Pre-Existing Ailments	Covered
Waiver of 30 days waiting period	Waived Off
Exclusions 4.1,4.2 and 4.3	Waived Off
Waiver of 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> year excl.	Covered
Newborn baby Covered from day one	Covered up to the Family SI
Maternity Benefit	INR 1,00,000 for normal & INR 1,25,000 for C-Section
Waiver of 9 months waiting period for maternity	Yes
Pre and Post Natal hospitalization	Up to INR 5,000
Infertility Care	Covered within SI limits
Room Rent / Ward Charges	<b>Staff:</b> 1.5%of SI for Normal and 3% for ICU or twin sharing basis whichever is lower (Including Nursing charges) <b>Officers:</b> 2% of SI for Normal and 4%of SI for ICU or Single Room whichever is lower (Including Nursing charges)
Ambulance Cover	INR 1,500 per event
Day Care Procedure	Covered [As per IRDAI Guidelines]
Corporate Buffer	INR 50 Lakhs applicable as per the discretion of the IIMB Competent Authority, subject to maximum limit of INR 10 Lakhs per case
Pre and Post Hospitalization	30 and 60 days respectively
Limits	On any one diseases or ailment -No capping on surgeon, anesthetic, stent/implant, OT Theatre, doctors etc.- No capping Major/critical surgery – No capping
Psychiatric ailment	Covered within SI limits

Cyber knife treatment or Stem Cell Transplant	Covered with 50% Co-pay
Oral Chemotherapy	Covered up to INR 25,000 per event subject to a maximum of INR 1,00,000
Cochlear Implant Treatment	Covered up to SI
Nasal Sinus Surgery	Covered as per SI
Cataract	Covered up to INR 50,000 per eye
Lasik Surgery	Covered beyond -5 / +5
Joint Replacement surgery	Covered up to SI
External congenital diseases	Covered
Internal congenital diseases	Covered
Hospitalization due to terrorism	Covered
Anti-Rabies Vaccinations with Immunoglobulin's	Covered
Intravitreal Injections	Covered
Mirena insertion	Covered
Yag Laser	Covered
Any biopsy for diagnostic and therapeutic purpose	Covered
All cancer related chemotherapy drugs/injections including immunotherapy	Covered
Biological treatments /medicines for rheumatoid arthritis	Covered
New approved therapies recognized by IRDAI.	Covered
Cystoscopy	Covered
Intra articular visco supplements for OA	Covered
Endoscopy both therapeutic and diagnostic	Covered
TAVI	Covered
Sleep apnea and its complications	Covered
Liver and Renal Transplantations	Covered
Any other treatments, apart from the above, permitted by IRDAI from time to time.	Covered
Reimbursement for Ayush treatment	Up to 20% of the sum insured, if the treatment is taken in a government hospital or any institute recognized by the government, excluding health rejuvenation procedures.
Claim intimation	No Claims intimation required for reimbursement claims & Day Care procedure claims
Claim submission	Claim reporting /submission period within 45 days from the Date of Discharge
External TPA	Required

<b>6.2. Group Medclaim Insurance (Pensioner)</b>	
Insured	Indian Institute of Management – Bangalore
Insured's Communication Address	Bannerghatta Road, Bengaluru
Current Insurer	TATA AIG General Insurance Company Ltd
Policy Period	<b>01-06-2024 to 31-05-2025</b>
Claims as on 31.03.2024	Refer enclosed Claims Summary

No of Pensioners at Inception	<b>355</b>
No. of Lives at Inception	<b>600</b>
Inception Premium excl. GST	<b>INR 13234907/-</b>
No. of Pensioners for Renewal	<b>350</b>
No. of Lives for the Renewal	<b>590</b>
Coverages	As is basis
Family Definition	Self +Spouse
Policy Type (Floater/Non-Floater)	Floater
Age Band	As per attached active list
Sum Insured	INR 5 Lakh
Super Top-up as per criteria of Insurer	INR 3 Lakhs ( Per person Premium for the year 23-24; Rs.22184/-) and 5 Lakhs (( Per person Premium for the year 23-24 ; Rs.33418/-)
Cashless Facility	Covered
Pre-Existing Ailments	Covered
Waiver of 30 days waiting period	Waived Off
Exclusions 4.1,4.2 and 4.3	Waived Off
Waiver of 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> year excl.	Covered
Maternity Benefit, New-born baby Covered from day one, Waiver of 9 months waiting period for maternity, Pre and Post Natal hospitalization, Healthy Baby Expenses/Well Baby care Expenses, Infertility Care	Not Applicable
Room Rent / Ward Charges	The retired employee is eligible to avail Room category as per his/her entitlement at the time of retirement. Room rent/ward charges will be 1% of SI or actual whichever is lower for Normal and 2 % of SI or actual whichever is lower for ICU.
Ambulance Cover	INR 1,500 per event
Day Care	Covered [As per IRDAI guidelines]
Corporate Buffer	No Buffer
Pre and Post Hospitalization	30 and 60 days respectively
Limits	On any one diseases or ailment -No capping on surgeon, anesthetic, stent/implant, OT Theatre, doctors etc.- No capping Major/critical surgery – No capping
Psychiatric ailment	Covered within SI limits
Cyber knife treatment or Stem Cell Transplant	Covered with 50% Co-pay
Oral Chemotherapy	Covered up to INR 25,000 per event subject to a maximum of INR 1,00,000
Cochlear Implant Treatment	Covered up to SI
Nasal Sinus Surgery	Covered up to INR 50,000
External congenital diseases	Covered
Cataract	Covered up to INR 50,000 per eye
Lasik Surgery	Covered beyond -5 / +5
Joint Replacement Surgery	Covered up to SI



Internal congenital diseases	Covered
Hospitalization due to terrorism	Covered
Anti-Rabies Vaccinations with Immunoglobulin's	Covered
Intravitreal Injections	Covered
Mirena insertion	Covered
Yag Laser	Covered
Any biopsy for diagnostic and therapeutic purpose	Covered
All cancer related chemotherapy drugs/injections including immunotherapy	Covered
Biological treatments /medicines for rheumatoid arthritis	Covered
New approved therapies recognized by IRDAI.	Covered
Cystoscopy	Covered
Intra articular visco supplements for OA	Covered
Endoscopy both therapeutic and diagnostic	Covered
TAVI	Covered
Sleep apnea and its complications	Covered
Liver and Renal Transplantations	Covered
Any other treatments, apart from the above, permitted by IRDAI from time to time.	Covered
Reimbursement for Ayush treatment	Up to 20% of the sum insured, if the treatment is taken in a government hospital or any institute recognized by the government, excluding health rejuvenation procedures.
Claim intimation	No Claims intimation required for Reimbursement claims & Day Care procedure claims
Claim submission	Claim reporting /submission period Within 45 days from the Date of Discharge
External TPA	Required

### 6.3. Group Mediclaim Insurance (Students, AA, RA & Post Doc RA)

Insured	Indian Institute of Management – Bangalore
Insured's Communication Address	Bannerghatta Road, Bengaluru
Current Insurer	TATA AIG General Insurance Company Ltd
Policy Period	<b>01-06-2024 to 31-05-2025</b>
Claims as on 31.03.2024	Refer enclosed Claims Summary
No of Students at Inception	<b>1393(1328+ 65)</b>
/No. of Lives at Inception	<b>1393</b>
Inception Premium excl. GST	<b>INR 1513944</b>
No. of Students, AA, RA & Post Doc RA for Renewal	<b>1496 (1413+83)</b>
No. of Lives for the Renewal	<b>1496</b>
Coverages	As is basis
Family Definition	Self
Policy Type (Floater/Non-Floater)	Floater
Age Band	As per Attached List

Sum Insured	<b>INR 2,00,000</b>
Cashless Facility	Covered
Pre-Existing Ailments	Covered
Waiver of 30 days waiting period	Waived Off
Exclusions 4.1,4.2 and 4.3	Waived Off
Waiver of 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> year excl.	Covered
Newborn baby Covered from day one	Not Applicable
Maternity Benefit	Not Applicable
Waiver of 9 months waiting period for maternity	Not Applicable
Pre and Post Natal hospitalization	Not Applicable
Healthy Baby Expenses/Well Baby Care Expenses	Not Applicable
Infertility Care	Not Applicable
Room Rent / Ward Charges	3% of SI for Normal and 5% of SI for ICU or twin sharing basis, whichever is lower [Incl. Nursing charges]
Ambulance Cover	INR 1,500 per event
Day Care	Covered [As per IRDAI guidelines]
Pre and Post Hospitalization	30 and 60 days respectively
Limits	On any one diseases or ailment -No capping on surgeon, anesthetic, stent/implant, OT Theatre, doctors etc.- No capping Major/ <b>critical surgery</b> – No capping
Psychiatric ailment	Covered up to SI.
Cyber knife treatment or Stem Cell Transplant	Covered with 50% Co-pay
Oral Chemotherapy	Covered up to INR 25,000 per event subject to a maximum of INR 1,00,000
Cochlear Implant Treatment	Not Applicable
Nasal Sinus Surgery	Covered up to INR 50,000
Cataract	Not Applicable
Lasik Surgery	Covered beyond -5 / +5
External congenital diseases	Covered
Internal congenital diseases	Covered
Hospitalization due to terrorism	Covered
Anti-Rabies Vaccinations with Immunoglobulin's	Covered
Intravitreal Injections	Covered
Mirena insertion	Covered
Yag Laser	Covered
Any biopsy for diagnostic and therapeutic purpose	Covered
All cancer related chemotherapy drugs/injections including immunotherapy	Covered
Biological treatments /medicines for rheumatoid arthritis	Covered
New approved therapies recognized by DGCA.	Covered
Cystoscopy	Covered
Intra articular visco supplements for OA	Covered
Endoscopy both therapeutic and diagnostic	Covered

TAVI	Covered
Sleep apnea and its complications	Covered
Liver and Renal Transplantations	Covered
Any other treatments, apart from the above, permitted by IRDAI from time to time.	Covered
Reimbursement for Ayush treatment	Up to 20% of the sum insured, if the treatment is taken in a government hospital or any institute recognized by the government, excluding health rejuvenation procedures.
Corporate Buffer	INR 15 lakhs with a per student limit of INR 1 lakh
Claim intimation	No Claims intimation required for Reimbursement claims & Day Care procedure claims
Claim submission	Claim reporting /submission period Within 45 days from the Date of Discharge
External TPA	Required

<b>6.4. Group Personal Accident( Employees, Students, AA, RA &amp; Post Doc RA)</b>	
Insured	Indian Institute of Management – Bangalore
Insured's Communication Address	Bannerghatta Road, Bengaluru
Current Insurer	TATA AIG General Insurance Company Ltd
Policy Period	<b>01-06-2024 to 31-05-2025</b>
Claims as on 31.03.2024	No Claims
No of Employees at Inception	366
No of Students at Inception	1393
No. of Lives at Inception	1759 (1393+366)
Inception Premium for Employees excl. GST	<b>INR 513585</b>
Inception Premium for Students excl. GST	<b>INR 10286</b>
No. of Employees for Renewal	<b>341</b>
No of Students, AA, RA & Post Doc RA for Renewal	<b>1496</b>
No. of Lives for the Renewal	<b>1837 (341+1496)</b>
Coverages	Existing
Sum Insured per employee/student	5 Times of Annual CTC (For Employees), INR 1 Lakh for Students
Death Cover	Covered
Permanent Total Disability	Covered
Permanent Partial Disability	Covered
TTD	1% of CSI or INR 5,000/- or actual whichever is less up to 104 weeks. TTD is not applicable for students
Child Education	INR 10,000 per child for a max of 2 children
Carriage of Dead body	2% of SI subject to a maximum of INR 2,500/-
Terrorism	Covered

## **7. BID VALIDITY PERIOD**

The bid must be valid for 90 days from the date of opening of Technical Bids. A bid valid for a shorter period shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.

## **8. INSTRUCTIONS FOR ONLINE BID SUBMISSION**

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

### **8.1 Registration**

- a. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- d. Only one valid DSC should be registered by a bidder. Please note that the bidders a responsible to ensure that they do not lend their DSC's 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.

### **8.2 Searching for Tender Documents**

- a. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 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 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- c. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **8.3 Preparation of Bids:**

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- b. Bidder to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c. 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 / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

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

#### **8.4 SUBMISSION OF BIDS**

- a. **Language of bid:** Bids and all related documents as well as all subsequent correspondence between the Bidder and IIMB shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case for purpose of interpretation of the bid, the translation in English shall prevail.
- b. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- c. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d. Bidders are requested to note that they should necessarily submit their financial bids in the BoQ format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- e. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- f. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized

persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- g. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.
- i. **The bid should be submitted in two Bid System**

**A. Technical Bid:**

- (a) Copies of the documents supporting Eligibility Criteria **Clause 3 a. to h.**
- (b) Annexures I, II and IV

**B. Financial Bid:** Bidders are requested to note that they should submit their financial bid in the BoQ format provided and no other format is acceptable.

A Screenshot of the BoQ is as below:

Sl. No.	Item Description	Premium In Figures To be entered by the Bidder in Rs. P	GST	GST Amount	TOTAL AMOUNT With Taxes in Rs.	TOTAL AMOUNT In Words
1	2	13	14	15	53	55
<b>PART -B</b>						
1	Super Top-up for each Employee-INR 3,00,000 (Floater)			0.00	0.00	Zero Only
2	Super Top-up for each Employee-INR 5,00,000 (Floater)			0.00	0.00	NR Zero Only
3	Super Top-up for each Pensioner-INR 3,00,000 (Floater)			0.00	0.00	NR Zero Only
4	Super Top-up for each Pensioner-INR 5,00,000 (Floater)			0.00	0.00	NR Zero Only
<b>Note:</b>						
1. The minimum members for each of the above categories will be Five.						
2. Should mandatorily quote for all line items.						

**This is for reference only and not to be filled and submitted along with the Technical Bid.**

for PART – 'A'	
i	The L-1 will be decided based on the total of Annual Premium quoted by the Bidder (Total of Part - 'A') including GST.
ii	Should mandatorily quote for all line items.
for PART – 'B'	
iii	Should mandatorily quote for all line items.
iv	The Institute reserves the right to operate (Part-B) as quoted by the successful bidder either fully or partly or not to operate as deemed fit.

**8.5 ASSISTANCE TO BIDDERS**

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the email id [tenders@iimb.ac.in](mailto:tenders@iimb.ac.in) on or before 12.05.2024 1700 hrs.
- b. Any queries relating to the process of online bid submission or queries relating to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk numbers.

## **9. OPENING OF BIDS**

Technical Bids will be opened on 28.05.2024 at 1030 Hrs.

Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be intimated through CPP Portal.

## **10. EVALUATION OF BIDS**

### **TECHNICAL BID EVALUATION:**

#### **a) Eligibility Criteria evaluation**

The technical bids consisting of all documents indicated in clause 8.4 (i) A, meeting all the eligibility criteria submitted the documents for the same will be considered for further evaluation. Bids not meeting the eligibility criteria will be rejected and not considered for further evaluation. The Financial Bids of only those bidders who are technically qualified will be opened under intimation.

#### **b) Financial Bid Criteria and Evaluation**

Financial Bid Evaluation on total value-wise basis i.e., total premium for all the categories in Part 'A' of the BOQ. The Institute will award the Contract to the successful Bidder whose quote has been determined to be substantially responsive and has quoted the lowest total premium amount.

Please refer clause 8.4.

## **11. AMENDMENT/ CANCELLATION OF TENDER DOCUMENT**

At any time prior to the deadline for submission of quotations, Institute may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer modify the Tender Document by issuing an addendum/corrigendum. Any Addendum/corrigendum thus issued shall become a part of the Tender Document and will also be posted on the website of the Institute. To provide reasonable time to the prospective Tenderers to take an addendum into account while preparing their quotations, the deadline for submission of quotations may be extended, at the discretion of IIMB, if required.

## **12. AWARD OF CONTRACT AND COMMENCEMENT OF OPERATIONS**

The IIMB will award the Contract to the successful Bidder whose has quoted the total lowest annual premium, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract. Please refer Clause 10 above.

A letter of award will be issued to the successful bidder who should commence the service from 1st June 2024.

## **13. TERM/PERIOD OF CONTRACT/POLICY**

The contract is for a period of one year from 1st June 2024. The policy will remain in force for the entire policy period. The Insurance Company/Bidder will not cancel the policy mid-way till its expiry.

#### 14. GENERAL TERMS & CONDITIONS

- a. The annual premium quoted should be inclusive of all applicable taxes and duties for all the items. Only GST would be payable extra, and the GST should be mentioned in the column provided in the BOQ. Other taxes/ cess, if any, would have to be included in the premium. It is also clarified that any change in the GST (increase/decrease) would be dealt with at actual.
- b. Any claim for increase in premium rates during the policy period on account of any reason whatsoever will not be entertained.
- c. Third Party Administrator (TPA) – Selection of TPA is at the discretion of IIM, Bangalore. However, the insurance agency may give the references/recommendation for at least three TPAs, who are dependable for better services.
- d. There should be a dedicated helpline (24x7) from the TPA/Insurance company available and the contact details should be furnished after the finalization of the policy. The login ID for review of the claim to be made available immediately to the Institute. The claim form are to be provisioned for reimbursement.
- e. If there is any reimbursement to the employees by the TPA/Insurance Company, the same should be paid to Staff/Pensioner within 15 days.
- f. The response time by the TPA at the time of admission should be maximum six hours.
- g. Reports including the claims of individuals and the details of settlement are to be furnished to the Institute on monthly basis.
- h. Confidentiality: The Insurance Company shall maintain strict confidentiality of all the tender information and data coming in the possession of the Insurance company as a result of awarding the contract. Also, any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Insurance company. Any violation of the same will be liable for action under the law which shall entitle IIMB to claim damages apart from taking action under the appropriate Law.
- i. Usage of data/tender/information: The agency shall ensure that the tender, data, information etc is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by IIMB. The confidential information should be safeguarded, and the Insurance Company shall take all necessary actions to protect IIMB and its employees' interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle IIMB, to claim damages from the Insurance company apart from taking action under the appropriate Law. This is an irrevocable condition, and it will continue to be in force even after the agreement between the Insurance Company and IIMB., ceases.
- j. Breach of terms and conditions: In the event of any breach or threatened breach of any clause by the Insurance Company and / or individual assigned by the Insurance Company for the Performance of the services, the Insurance Company shall be liable to



pay damages as may be quantified by IIMB. Apart from the above, IIMB., shall have the right to proceed against the Insurance Company and / or its assigned person/s under appropriate law.

- k. Time is the essence of contract: For Processing of claims the Insurance Company shall carry out and provide the services/ settle the claims, within reasonable time.
- l. Conditional Tenders are liable to be rejected. IIMB reserves the right to either accept or reject any of the quotations or conditions in the quotations submitted by the bidders without assigning any reasons thereof.
- m. The successful Bidder, after placement of order is required to enter into an MOU/agreement with IIMB. The Terms and Conditions of the Tender also form part of the MOU/agreement.
- n. In case of any dispute, efforts will be made to mutually settle the dispute. In this regard, the decision of the Director, IIMB is final. IIMB has absolute right to accept or reject any bid or offer at any stage.
- o. If a bidder has been given order and later on it is found that its services are not satisfactory, then IIMB has absolute right to cancel / terminate the order and in such case, the bidder has to refund back all the premium paid. Decision of IIMB in this regard will be final and binding.
- p. Jurisdiction: All matters pertaining to this shall be subject to the jurisdiction of the courts in Bangalore Karnataka only.
- q. IIMB reserves the right to cancel the RFQ wholly or partially without assigning any reason whatsoever.
- r. The successful bidder will be awarded all the insurances on a whole bouquet basis.
- s. IIMB shall not be bound to accept the lowest bid and reserves the right to reject any or all the bids without assigning any reason.

**Annexure-I**

**Bidder Information Form**

(On Company Letter-head)

Bidder's Name:

[Address and Contact Details]

Tender Document No. Tender No./ xxxx;

Date:

Tender Title:

*Note: Bidder's wrong or misleading information may result in bid being rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.*

**1) Bidder/ Contractor particulars:**

(a) Name of the Company:

(b) Legal Entity of Bidder (Proprietorship /Partnerships /Private Company /Government Institutions:

(a) Place of Registration/ Principal place of business/ manufacture:

(b) Complete Postal Address:

(c) Pin code/ ZIP code:

(d) Telephone nos. (with area codes):

(e) Mobile Nos.:

(f) Contact persons/ Designation:

(g) Email IDs:

**2) Taxation Registrations:**

(a) PAN number:

(b) GSTIN number:

**3) Bidder's Authorized Representative Information**

(a) Name:

(b) Address:

(c) Telephone/ Mobile numbers:

(d) Email Address:

(Signature)  
(Name, designation, and seal of company)

**ANNEXURE – II**

**Undertaking**

To  
Chief Human Resources Officer,  
Indian Institute of Management Bangalore  
Bannerghatta Road  
Bangalore-560076  
Tender Ref. No:

**(Request For Quotation [RFQ] for providing Group Health insurance coverage and Personal Accident Insurance to employees, pensioners & students.)**

Sir,

1. I /We hereby submit our bid for **RFQ for providing Group Health insurance coverage and Personal Accident Insurance to employees, pensioners & students**, along with other required documents.
2. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself / ourselves abide by the said terms and conditions.
3. Our bid is valid for 90 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)  
(Name, designation, and seal of company)

Date:

**ANNEXURE – III**

**Self Declaration**

To  
Chief Human Resources Officer  
Indian Institute of Management Bangalore  
Bannerghatta Road  
Bangalore-560076

Sir,

In response to the RFQ dated\_\_\_\_\_, I, Mr./Ms\_\_\_\_\_ ,as a\_\_\_\_\_, hereby declare that I/our firm/our company\_\_\_\_\_ am/is (a) not insolvent; (b)there is no vigilance and / or court case pending against me/our firm /our company ; (c) no inquiry or investigation is pending against me our firm/ our company from any statutory regulatory and / or investigation agency(d) I/our firm/our company have/has not been blacklisted by any Government body/ PSB/PSU neither indefinitely or in the last three years and (e)I/our firm/our company have/has all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business.

(Signature)  
(Name, designation, and seal of company)

Date:

**Annexure-IV**

**VENDOR BANK DETAIL FORM**

(Please submit this in your letter head with technical bid)

The Indian Institute of management Bangalore  
Bannerghatta Road  
Bangalore – 560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

Sl. No.	Particulars	Details
1	Name of the Agency /Company	
2	Complete Address	
3	Name of the Contact Person	
4	Contact Numbers and Email ID	
5	Savings /current Account No.	
6	Name of the Bank	
7	Name of the branch with complete address	
8	IFSC Code	
9	PAN Number	

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

***Please find enclosed a cancelled cheque for your reference.***

Authorized Signatory:

Signature Attested by Banker

Name:

Name:

Designation:

Designation:

Date:

Date: