



INDIAN INSTITUTE OF MANAGEMENT INDORE

PRABANDH SHIKHAR, RAU-PITHAMPUR ROAD, INDORE – 453 556

PHONE: +91-731-2439630/2439631; FAX: +91-731-2439800

IIMI/Tender/2015-16/23

Dated: 19-10-2015

NOTICE INVITING TENDER FOR GROUP HEALTH INSURANCE POLICY FOR IIM INDORE EMPLOYEES AND THEIR FAMILY MEMBERS

Indian Institute of Management, Indore established in 1996, is the sixth in the prestigious IIM family of management schools. The institute was chosen to be set up in Indore to give an impetus to management education in Central India and has ever since been acting as the pioneer in the field of management, interfacing with the industry, government sectors and PSUs. Situated atop a scenic hillock, the beautiful 193 acre campus provides an ideal backdrop for some of the brightest minds in the country to work their best to become the best they can be. To back this up, IIM Indore has a solid infrastructure ranging from a very beautiful campus and hostels to a strong IT backbone and the latest in teaching aids. The geographical proximity to the fastest growing industrial belt in India and the presence of Special Economic Zones around Indore provide the right environment for both giving hands-on experience to the students and in enabling the industry to make use of the wealth of management expertise available in the institute.

The Institute invites sealed Expression of Interest from **IRDA accredited Insurance companies** for Group Health Insurance policy for the employees and their family members of IIM Indore. Interested companies may submit sealed Tender as per the attached format.

Important Dates & Time

| S N | Particulars | Date | Time |
|-----|---|--|---------|
| 1. | Last date & time for submission of tender | 04-11-2015 | 4:00 pm |
| 2. | Date & time of opening of Technical Bids | 04-11-2015 | 4:30 pm |
| 3. | Date & time of opening of Financial Bids | Will be intimated to the technically qualified bidders at a later date | |

The bids/offers received after the due date and time mentioned above will not be entertained under any circumstances. Incomplete and unsigned bids or the bids not in prescribed format will be rejected without assigning any reason. The bids / offers should be complete in all respects and submitted to:-

The Stores & Purchase Officer

Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439630/631
Email: stores@iimidr.ac.in

सत्यनाथन

Stores and Purchase Officer





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Email: stores@iimidr.ac.in

Stores and Purchase Officer

Terms and conditions:

1. Procedure for submission:

Sealed envelopes A & B (as stated below) to be placed in a single cover (sealed) and superscribed as "Tender for Group Health Insurance Policy for IIM Indore Employees and their Family Members". The sealed envelope should be dropped in the tender box placed in the office of Stores and Purchase Officer before the due date and time. Those who send the tender documents by post, have to ensure that the documents reach before the prescribed time & date. The Institute will not take any responsibility under any circumstances for courier/postal delays.

ENVELOPE 'A':

This envelope should contain the following

- (a) Duly completed covering letter as per *Annexure-II* on official letter head.
- (b) Technical Bid as per *Annexure-I, Annexure-III and the terms and conditions duly signed.*
- (c) Relevant supporting documents of technical bid, if any.

ENVELOPE 'B':

This envelope should contain only the financial bid as per *Annexure- IV*

2. One authorised representative of the bidder can be present while opening the tender.
3. Financial bids of technically qualified parties shall be opened at a later date.
4. The Technical Evaluation Committee of the Institute constituted for the purpose shall assess the ability of the agencies to render the requisite services based on the company profile, rating and on such other criteria as it may fix and the Financial Bids of only those firms qualifying the technical evaluation will be considered.
5. The tenderer should sign on each page of the tender documents.
6. All the regular and contractual employees of the IIM Indore and their family members irrespective of age group should be eligible to join the scheme. At present the retirement age for faculty is 65 and for the rest of the Employees it is 60.
7. Bids which are late/vague/conditional/incomplete/not confirming to the laid down procedure in any respect will be rejected.
8. Tenders sent by fax & e-mail will not be accepted.
9. In case of differences arising in the terms and conditions of the tender documents with the firm(s), the decision of IIM Indore shall prevail.
10. The scheme should have provisions for new entrants in service to get coverage within 24 hours of communication from IIM indore.
11. The successful Company shall at its own cost comply with the provision of orders and notifications issued by IRDA and Government from time to time.
12. In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.
13. In case of failure in settlement of claims within the time frame, the penalty will be enforced as per Institute norms.
14. The period of contract will initially be for one year extendable on mutually agreed terms and conditions, which is liable to be terminated with one month's notice, if any lapse or unsatisfactory performance of the Company/firm is noticed.
15. The Courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the bidders and the Institute arising out of this service. It is specifically agreed that no court outside and other than Court in Indore shall have jurisdiction in the matter.

16. IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of agreement
17. Arbitration- All dispute and differences which may arise between the IIM Indore and the Insurance Company shall be referred to Director, IIM Indore whose decision shall be binding on all concerned.

Special Terms and Conditions:

1. Cashless facility should be provided in at least four major multi-speciality hospitals located in Indore. Details of such Hospitals are to be provided. All transactions with these hospitals should be totally cashless.
2. There should be a dedicated helpline (24 x 7) from the TPA of Insurance Company available and the contact details should be furnished in the tender. Contact details of the TPA should be provided by the Insurance Company including the name of the contact person, contact numbers and postal & email address.
3. Door-step reimbursement facility for cases of reimbursement to individual and reimbursement amount can be made directly to the members only preferably within 15 days from the date of submission of required documents. The response time by the TPA at the time of admission should be maximum of six hours.
4. Reports including the claims of individuals and the details of settlement are to be furnished to the Institute on monthly basis or as and when required by the Institute.
5. Admission and discharge to and from the hospital preferably on 24x7 basis.

The Company/ Agency should also furnish the copies of following documents in addition to the documents asked for in the tender document:

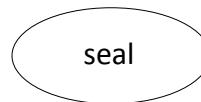
1. IRDA Accreditation Certificate
2. List of Government/Semi-Government/ Govt. of India Undertaking/Autonomous Body or Private Body for which such Insurance Scheme has been provided along with the proof
3. Details of the TPA
4. A dummy copy of Group Health Insurance policy with detailed terms and conditions.

(Signature of the Authorized Person)

Date:

Name _____

Mobile No. _____



Eligibility Criteria

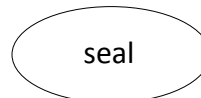
| Technical Requirements | Complied Yes / No. | Supporting documents to be enclosed. Yes/No |
|--|-----------------------|---|
| IRDA Accreditation Certificate | | |
| Adequate experience in providing Group Insurance during past 10 years | | |
| Tender documents duly signed on each page | | |
| Cashless treatment in at least 4 major Hospitals located in Indore. Name of such Hospitals to be provided. | | |
| 24X7 helpline of TPA along with contact details of TPA | | |
| A dummy copy of Group Health Insurance policy | | |
| Disease wise capping as per Appendix - 3 | | |

(Signature of the Authorized Person)

Date:

Name _____

Mobile No. _____



(On office letter head)

Date. _____

To

The Stores & Purchase Officer
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore-453556

Dear Sir,

Sub: Notice Inviting Tender for Group Health Insurance Policy for IIM Indore Employees and their Family Members

Ref: Tender No. – IIMI/Tender/2015-16/23 dated 19-10-2015

With reference to the above, I am/ We are enclosing our Notice Inviting Tender for Group Health Insurance Policy for IIM Indore.

I / We hereby reconfirm and declare that I / We have carefully read and understood the above referred Tender document including instructions, terms & conditions and all the contents stated therein and all subsequent corrigendum published on Institute website.

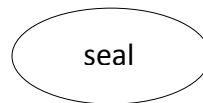
Thanking you

Yours faithfully,

(Signature of the Authorized Person)

Name _____

Mobile No. _____

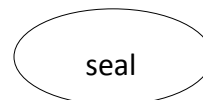


TECHNICAL BID FOR GROUP HEALTH INSURANCE POLICY FOR IIM INDORE EMPLOYEES AND THEIR FAMILY MEMBERS

| Technical details | | | Remarks |
|----------------------------------|---|--------|--|
| Group Name | Indian Institute of Management Indore. | | A copy of existing insurance policy document is attached for reference (Appendix-1) |
| Location | Indore | | |
| Commencement Date | 28 Nov,2015 | Period | |
| Insured Group Details | | | |
| Employee Strength As on | 08 October 2015 | | Details of employees and their family members is attached (Appendix -2) |
| No. of employees | 201 | | |
| No. of Dependents | 527 | | |
| TOTAL NOS. OF LIVES | 728 | | |
| Family Definition | Employee, Spouse, parents, sisters, widowed sisters, widowed daughters, brothers, children, step children, divorced/separated daughter and step mother wholly dependent upon the employee and are normally residing with the employee | | 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 bands | Option-1 Rs. 10.00 Lakh Option-2 Rs. 5.00 Lakh plus Super top-up of additional Rs. 5.00 Lakh | | |
| Primary member (Self) + Age Band | Rs.10.00 Lakh | | |
| 0-25 | 2 | | |
| 26-30 | 26 | | |
| 31-35 | 48 | | |
| 36-40 | 40 | | |
| 41-45 | 32 | | |
| 46-50 | 22 | | |
| 51-55 | 22 | | |
| 56-60 | 6 | | |
| 61-65 | 3 | | |
| TOTAL | 201 | | |
| Dependents Age Band | | | |
| 0-25 | 206 | | |
| 26-30 | 29 | | |
| 31-35 | 45 | | |
| 36-40 | 38 | | |
| 41-45 | 21 | | |

| 46-50 | 30 | |
|---|--|--|
| 51-55 | 23 | |
| 56-60 | 35 | |
| 61-65 | 20 | |
| more than 65 | 80 | |
| TOTAL | 527 | |
| Coverage & Benefits Details | | Remarks |
| Domiciliary Hospitalization | Covered | |
| Coverage of Pre Existing diseases | Covered | |
| Exclusions | Applicable | To be specified |
| Cashless facility | Applicable | |
| 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 / New Born Baby | Covered. | Limit up to Sum Insured |
| Corporate Buffer | Rs 20,00,000/- Limit up to Sum Insured. | |
| Co-Payment | Not Applicable | |
| Sub Limits For Disease or Room Rent Capping | Applicable. Cap should not be lower than as mentioned in Appendix -3 . | 1. Room-Rent –Rs.7500 per day (Max.) 2. ICU – Rs.15,000/- per day (Max.) 3. Minimum cap on diseases subject to Sum Insured should not be below as specified in the list attached. (Appendix -3) |
| Other Conditions | New Employees shall be included in policy from date of joining and resigned /terminated employees shall be deleted from date of resignation/termination. | |
| | Monthly declarations will be given for Additions and Deletions by end of the following month | |
| | Pro rata Premium to be charged/Refund in case of Addition and Deletion | |
| 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 Charges on Medical Bills | Should not be deducted from the individual Claim. | |

Name and Signature of Authorised Person



INDIAN INSTITUTE OF MANAGEMENT INDORE

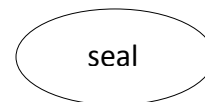
Appendix-2

| | |
|-------------------------|------------|
| Employee strength as on | 08-10-2015 |
| No. of Employees | 201 |
| No. of Dependents | 527 |
| Total No. of Lives | 728 |

| Primary member (Self) + Age Band | No. of Employees |
|----------------------------------|------------------|
| 0-25 | 2 |
| 26-30 | 26 |
| 31-35 | 48 |
| 36-40 | 40 |
| 41-45 | 32 |
| 46-50 | 22 |
| 51-55 | 22 |
| 56-60 | 6 |
| 61-65 | 3 |
| TOTAL | 201 |

| Dependents Age Band | No. of dependents |
|---------------------|-------------------|
| 0-25 | 206 |
| 26-30 | 29 |
| 31-35 | 45 |
| 36-40 | 38 |
| 41-45 | 21 |
| 46-50 | 30 |
| 51-55 | 23 |
| 56-60 | 35 |
| 61-65 | 20 |
| more than 65 | 80 |
| TOTAL | 527 |

Name and Signature of Authorised Person



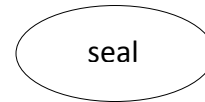
INDIAN INSTITUTE OF MANAGEMENT INDORE

Appendix-3

DISEASE-WISE CAPING

| Sr. No. | Diseases | Metro Locations | Non-metro Locations |
|---------|--|-----------------|---------------------|
| 1 | Appendix | 50,000/- | 35,000/- |
| 2 | Eye Related | 60,000/- | 50,000/- |
| 3 | Gall Bladder | 60,000/- | 50,000/- |
| 4 | Hernia | 50,000/- | 40,000/- |
| 5 | Hydrocele | 25,000/- | 20,000/- |
| 6 | Hysterectomy | 50,000/- | 40,000/- |
| 7 | Piles | 45,000/- | 35,000/- |
| 8 | Kidney Stone (including DJ stent removal for same stone) | 70,000/- | 60,000/- |
| 9 | Joint Replacement including Vertebral joints | 2,00,000/- | 1,60,000/- |

Name and Signature of Authorised Person





भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

FINANCIAL BID
FOR
GROUP HEALTH INSURANCE POLICY FOR IIM INDORE
EMPLOYEES AND THEIR FAMILY MEMBERS

OPTION - 1

| S.No. | Particulars | Total Premium |
|-------|---|---------------|
| 01 | Premium for coverage of Rs.10.00 Lakh per family for a period of one year | |
| | Taxes (if any) | |
| | Total in figures | |
| | Total in words | |

OPTION - 2

| S.No. | Particulars | Total Premium |
|-------|---|---------------|
| 01 | Premium for coverage of Rs.5.00 Lakh per family for a period of one year | |
| 02 | Additional Coverage- Super Top-up of Rs.5.00 Lakh per family over and above the cover of Rs.5.00 lakhs for a period of one year | |
| | Taxes (if any) | |
| | Total in figures | |
| | Total in words | |

Note:

- All terms & conditions as stated in the Tender Document.
- Conditional bids are not acceptable.
- Bids submitted in the above format is only acceptable

Name and Signature of Authorised Person