DELHI TECHNOLOGICAL UNIVERSITY
Shahbad Daulatpur, Bawana Road, Delhi 110 042
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F. DTU/Gen. Admn./132/2015-16

NOTICE INVITING TENDER FOR PROVIDING GROUP MEDICLAIM FACILITY TO DTU STUDENT.

E-tenders are invited under Two-Bid system from the leading non life public sector insurance companies which are registered with IRDA and are working in the field for last minimum five years, to provide insurance cover of GROUP MEDICLAIM Policy–cum-Group Personal Accident Policy for one year (One academic year) for about 7200 (Seven thousand Two Hundred) students including Undergraduate, Post graduate and Research Scholars

Last date for submission/receipt of tender(s) is **18.08.2015 at 2.30pm**

Last date for submission/receipt/ Uploading of tender(s) is **18.08.2015 at 14.30 Hrs**. and will be opened/ down loaded by the Tender Committee in the presence of tenderers or their authorized representatives who wish to remain present on the same day at **15.00 Hrs**. in the Office of DELHI TECHNOLOGICAL UNIVERSITY, DELHI. In case of any holiday on the day of opening, the tenders will be opened/ down loaded on the next working day at the same time but the last date and closing time shall remain same, as scheduled above. The tenders received after the above said scheduled date and time will not be considered. No tender by FAX will be entertained.

Designation of the Authorized Officer: **Registrar**

Name and Address of the Department: **Delhi Technological University**
Shahbad Daulatpur, Bawana Road,
Delhi-110 042.

INDEX

Sr. No.	Description	Page No.
1.	TENDER NOTICE	4.
2.	ELIGIBILITY CRITERIA	5.
3.	STUDENT STRENGTH	7.
4.	TERMS AND CONDITIONS	8.
5.	COMPUTATION OF L -1	10.
6.	CONFIDENTIALITY:	10.
7.	BREACH OF CLAUSE	10.
8.	SCOPE OF WORK	10.
9.	PROCEDURE FOR OPENING THE BIDS	13.
10.	EVALUATION OF OFFER	13.
11.	COMPANY PROFILE Annexure – 1	14.
12.	CHECK LIST OF DOCUMENT TO BE SUBMITTED Annexure -2	15.

Guidelines/Procedure to be followed in introduction of 'e'-procurement solution:

1. Payment of cost of Tender documents: The collection of cost of Tender documents is dispensed away with, as there is no physical supply of tender documents and also to have absolute anonymity of bidder participating in e-procurement solution. The bidders can view/download the tender documents from the : https://govtprocurement.delhi.gov.in.

2. Submission of bids: The bidders who are desirous of participating in 'e'- procurement shall submit their price bids in the standard formats prescribed in the Tender documents, displayed at : https://govtprocurement.delhi.gov.in. The bidder should upload the scanned copies of all the relevant certificates, documents etc. in the: https://govtprocurement.delhi.gov.in. in support of their price bids. The bidder shall sign on all the pages of tender document ,statements and certificates uploaded by him, owning responsibility for their correctness/authenticity and copies thereof may also be submitted in the office of the Asst. Registrar(GA), DTU. However documents of the bidders downloaded online or requisitioned subsequently only will form the basis for deciding the tender.

3. Price Bid Opening: The Price Bids will be opened online by the concerned officer/officers at the specified date & time and the result will be displayed on the: https://govtprocurement.delhi.gov.in. which can be seen by all the bidders who participated in the tenders.

4. Processing of Tenders: The concerned officer/officers will evaluate and process the tenders as done in the conventional tenders and will communicate the decision to the bidder online.

5. Payment of Performance Guarantee: The successful tenderer shall furnish a bank guarantee/FDR of the value starting from 05% of the cost of the item for a period of sixty days beyond one year from a nationalized bank to ensure the satisfactory performance of item supplied. The performance guarantee is to be submitted at the time of installation / demonstration of equipments. In case the performance of the item is not found satisfactory, the amount of bank guarantee will be forfeited & credited in university account.

6. Participation of Bidders at the time of opening of bids: Bidders have two options to participate in tendering process at the time of opening of Bids:

(i). Bidders can come at the place of opening of bids (electronically) as done in the conventional tender process. (ii). Bidders can visualize the process online.

7. Participation Financial Rules for e-procurement: The e-procurement system would be applicable for purchase of goods, outsourcing of services and execution of work as prescribed in GFRs.

ASSISTANT REGISTRAR (GEN. ADMN.)
DELHI TECHNOLOGICAL UNIVERSITY,
SHAHBAD DAULATPUR,
BAWANAROAD, DELHI – 110 042

Name of Work: **FOR PROVIDING GROUP MEDICLAIM FACILITY TO DTU STUDENTS**

1. ELIGIBILITY CRITERIA

1.1 The Public Insurance Company must be in the business of GROUP MEDICLAIM insurance for last five years.

1.2 The operations of the Public Insurance Company must at least be at the national level.

1.3 All above criteria should be strictly followed. Tenderer should quote only if he is eligible.

1.4 Validity period : The Tender shall remain valid for the period of nine months from the last date of submission of Tender document.

1.5 Tenderer should submit the Tender document on or before the date and time specified in the Tender document. Tenders sent by post or by other any means shall also reach within the stipulated time. DTU will not consider any postal delay.

1.6 All the information furnished and document produced with the Tender shall be in English language only. The Tender notice and Tender document shall form a part of contract agreement.

1.7 Issue and / or submission of Tender document does not mean that tennderer is qualified for awarding the work.

1.8 The tenderer shall not remove any page, Annexure etc. from the original tender.

1.9 The tenderer shall sign and put firm's stamp on each page of the tender.

1.10 The original tender document shall be submitted with all Annexure as per procedure for submission of tender on due date and time.

1.11 The conditional tenders will be rejected out rightly.

1.12 DTU reserves the right to reject/ accept any or all Tender without assigning any reason thereof.

1.13 TECHNICAL BID MUST CONTAIN

1.13.1 Brief profile of the insurance company

1.13.2 The scope of cover, benefits, exclusions.

1.13.3 The names of the cities where the Co. has operations,

1.13.4 Details of any tie-up,

1.13.5 Specification mentioning benefits and exclusions

1.13.6 City-wise list of hospitals with cash –less facility

1.13.7 Turn- over of last three years (2012-13, 2013-14 and 2014-15)

1.13.8 Name(s) and Phone/Cell Nos. of the contact person(s).

1.13.9 Certificate of registration with IRDA.

1.13.10 List of Universities/ Govt. departments where such group mediclaim policies are under operation.

1.13.11 Certificate of satisfactory report from clients as mentioned in point 1.15.10 above.

1.13.12 Letter/undertaking to the effect that they agree to abide by the clauses enumerated also therein with a copy thereof duly signed and stamped by a responsible Officer/ Official (not below the rank of General Manager).

1.14 The Bid must contain

1.14.1 (i) The amount of premium will be Rs. 500/- per student including all taxes as applicable. <u>However, the bidder who will quote highest assured amount will be considered for L-1 bidder.</u>

2 <u>STUDENT STRENGTH</u>

2.1 The total student strength as on date is 6000. It may increase or decrease depending on number of students admitted during academic year 2015-2016, which tentatively is as follows:

Course	No of students
Under Graduate	6000
Post Graduate	1000
Research Scholars	200

2.2 Procedure for Addition/Deletion of students:

2.3 Date for inclusion of the students in the GROUP MEDICLAIM policy will be provided to Insurance Company on 1st of August each year after admission in an academic year. In case any member enters in between in a month during academic year company will intimate the pro-rata premium amount to be paid.

2.4 The copy of the endorsement for addition of students will be sent to insurer for issuance of identity cards. It should reach to Insured's Office, within seven days.

2.5 Claim cheques shall be forwarded by the insurer to Individual student with in 30 days of the claim under intimation to insured of life.

2.6 Delay intimation to Insurance company for claiming on Reimbursement basis: Claim settlement assistance will require in reimbursement cases if student has not informed in advance to insurance company/ insurer.

3 TERMS AND CONDITIONS:

3.1 VAT/Cess, if any, must clearly be mentioned; non-mentioning thereof shall amount inclusive the same.

3.2 Settlement of claims within 15 (Fifteen) days from the date of submission thereof.

3.3 One dedicated executive to deal/guide the students in case of need.

3.4 Group of students may include 6000 (approx) students of Delhi Technological University

3.5 All disputes are subject to Delhi courts.

3.6 Arbitration clause may include (I) Nominee of DTU (as Chairman) (II) One nominee from Insurance Company (As member) and (III) One nominee as Co-opted by the Chairman and members (Nominee of the Insurance Company.)

3.7 The Competent Authority of the University has right to accept/reject any or all quotations without assigning any reasons.

3.8 The annual premium of Rs. 500/- be inclusive of all applicable taxes and duties for all the items.

3.9 It is clarified that depending on the satisfactory performance, the contract can be renewed at the discretion of DTU for a subsequent period of one year and on successful completion of the extended period of one year, for another period of one year. It is clarified that the interval of renewal will be decided by DTU on a year-to-year basis for a total of three years after initial one year.

3.10 Extension of appointment: As stipulated by DTU, after the period of expiry of the policy, it can be extended on mutual consent for a further period of one year or upto the period till new appointment comes in force. However this option can be exercised only by DTU.

3.11 This extension is subject to the mutual agreement for the annual premium amount payable for the extended period. The premium rate would remain unchanged for the first year of operation.

3.12 Right to place the order: DTU reserves the right to place the order to the highest assured amount quoted (L-1) Insurance Company on lump sum premium basis. However, DTU reserves the right to assign the work to more than one vendors at L-1 rates.

3.13 Any claim for increase in premium rates during the Policy period on account of any reason whatsoever will not be entertained.

3.14 No third party involvement in claim settlement.

3.15 Please explain the “settlement procedure” in detail including maximum period of time required for settlement.

3.16 Please confirm the exclusions.

3.17 Method of inclusions and the description of pre existing conditions.

3.18 Any other issues benefits you provide or restrictions you have with regard to this type of contracts.

3.19 List of your major clients (Universities/ Govt. departments/ PSUs) in Delhi along with the name and contact numbers of the focal points in each company so that the reference check may be done.

3.20 Company profile to be enclosed along with Claim settlement percentage against Mediclaim policies during the last 12 months.

3.21 Bids must be submitted in English language only..

3.22 The bidders must sign at the bottom of each page of the bid documents at the time of submission in token of unconditional acceptance of the terms and conditions, technical specifications etc.

3.23 Deviations in terms and conditions, Specification of material, Inspection clause etc. will not be accepted under normal conditions.

3.24 Canvassing in any manner shall not be entertained and will be viewed seriously leading to rejection of the bid..

3.25 Notice inviting tender, bid documents, prescribed Technical bid, price bid, terms & conditions will form the part of the tender.

3.26 All pages of the bid documents must be signed & sealed by the authorized person on behalf of the bidders.

3.27 Bids will be accepted & will be opened as per information mentioned in the notice-inviting tender. No receipt against submission of bid shall be issued by DTU.

3.28 Bid should be contained all the features which will be provided to students in prescribed amount of Rs.500/- per student.

3.29 False Information: In case if it is found that the company has not given the correct information and flouted any condition or the company does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these assignments then DTU reserves the rights to cancel the order issued to them and award the assignment in the manner as deemed fit. This can be done at any stage.

4 CONFIDENTIALITY:

4.1 The Insurance Company shall maintain strict confidentiality of all the tender, information, data coming in possession of the Insurance company as a result of awarding the contract and 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 DTU to claim damages apart from taking action under the appropriate Law.

4.2 Usage of data / tender / information : The Agency shall ensure that the tender , data, information etc are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by DTU. The confidential information will be safeguarded and the Insurance Company shall take all necessary actions to protect DTU, its students, and Government of Delhi's 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 DTU to claim damages from the vendor apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the Insurance Company is terminated with DTU.

5 BREACH OF CLAUSE:

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 DTU. Apart from the above, DTU shall have the right to proceed against the Insurance Company and/or its assigned person/s under appropriate law

6 SCOPE OF WORK:

6.1 **FOR PROVIDING GROUP MEDICLAIM FACILITY TO 6000 DTU STUDENTS.**. It may increase to appx. 7200 (6000 undergraduate, 1000 post-graduate and 200 research scholars, no. may vary) tentatively depending on number of students admitted during academic year 2014 as follows :

6.2 Schedule (Part-I)

S.No		
1	Sum mediclaimable for the period of coverage on indoor/ day-care expanses hospitalization due to any illness and Accident	Rs. 1,00,000/- (Rupees one Lakh only)
2	Corporate floater (equal to sum assured of an individual)	Rs. 5,00,000/- (Rupees Five Lakhs)
3	Sum payable to the parents/nominee of the deceased student. This is in addition to the amounts mentioned in term 1.	Rs. 2,00,000/-(Rs. Two Lakh only)

Explanation to above schedule:

1.	Sports and games etc.	Shall include for purpose of medical claim participation of the insured students in any Sports Activity **.**
2.	Premium coverage of the Students.	Any Student who is on roll of the Delhi Technological University on the day of payment to and acceptance of premium by the company shall be deemed to have been covered by the insurance policy whether he/she is registered or not in the record of the Company. Proof of he/she being enrolled in Delhi Technological University will however be provided to the Company required.
3.	Information through electronic means i.e. E-mail, Cell Phone, Landline Phone, SMS, etc.	The Prospective insurance Company should have provision for receipt and supply of information to designated officers/officials including the insured students of Delhi Technological University.
4.	Dedicated customer care service & public /student grievance redressal system including the well defined claim procedure.	The Prospective insurance Company shall have designate customer care service & or public/students grievance system including a team of Officer/Officials of Company
5.	Electronic Transaction	The prospective insurance Company may involve itself electronic transactions
6.	Free medical check-up	It will be desirable to have medical check-up of the insured students once in a year in one of prescribed/listed hospital in Delhi preferably in North Delhi. Free medical check-up will be at the discretion of the students.

6.3 Schedule(Part II)

Scope of cover and the basis for assessment of claim on account of following:

- Death Accidental
- Permanent Total Disablement (PTD).
- Permanent Partial Disablement (PPD).

6.4 The following covers are required.

6.4.1 Pre - Existing Diseases covered without any waiting period.

6.4.2 30 Days Waiting Period Waiver.

6.4.3 First, two years and four years waiting period waiver for exclusion of Diseases.

6.4.4 Pre and post Hospitalization for 30 and 60 days respectively.

6.4.5 Room Rent up to 1% in case of normal and 2% in case of ICU/ICCU Hospitalization is required. It is further clarified that these are the minimum standards and DTU here by gives the choice to the insurer to improve upon this minimum criteria.

6.4.6 Ambulance Charges- 1% of the sum Insured Subject to maximum of Rs.1,000/-. It is further clarified that this is the charge which should be payable by insurer, based on the actual expenses and DTU hereby gives the choice to the Insurer to improve upon this minimum criteria.

6.4.7 No Separate or extra capping on over all doctors fees, medicine cost, surgeon fees. It is further clarified that no other charges associated to Room Rent should be capped.

6.4.8 Internal Congenital diseases cover.

6.4.9 Cashless Facility 24 x7

6.4.10 Hospital Service Charges cover.

6.4.11 Dental treatment only in case of an Accident. It is further added that this only indicative and any Hospitalization or non Hospitalization claim resulting out of dental diseases should be covered by the insurer.

6.4.12 Cover for new joinee's dependents from date of joining of the student.

6.4.13 No other diseases - wise capping. It is further added that no other Ailment – wise capping.

6.4.14 Addition and Deletion of students on pro rata Basis.

7 PROCEDURE FOR OPENING THE BIDS

The procedure of opening of the bid shall be as under

7.1 First envelope TECHNICAL BID" shall be opened at the time & date mentioned in the bid notice by DTU representative/s in the presence of bidders, who opt to be present.

7.2 Second envelope containing Price bid shall be opened after evaluation of technical suitability of the offer. The date for opening of second envelope (Price bid) shall be communicated subsequently. Second envelope of only those bidders shall be opened who qualify in the technical bid. If necessary, the firms may be called for Technical Presentation of their product as per the time intimated by DTU.

8 . EVALUATION OF OFFER

The authority for the acceptance of the tender rests with the DTU. The tenders received will be evaluated designated by DTU Committee to ascertain the best acceptable tender in the interest of DTU.

However, DTU shall not be bound to accept the lowest or any other tender or to assign any reason for non-acceptance or rejection of a tender. DTU reserves the right to accept any tender in respect of the whole or any portion of the work specified in the tender paper.

Registrar, DTU

I/we have carefully read & understood the above terms & conditions of the bid & agree to abide by them

Signature of Bidder with Seal:

ANNEXURE - 1

COMPANY PROFILE

A} Information :	
Name of Company :	
Address of Head Office :	
Contact Person :	
Telephone :	
Telefax :	
E-Mail :	
No. of Branches and their address	
Address for Correspondence : (Delhi Branch)	
Contact Person :	
Telephone :	
Telefax :	
E-Mail :	
B} Business Organization : (Please tick wherever applicable & attach all supporting documents)	
Sole proprietorship	
Private Limited	
Limited Company	
Joint Venture	
Others (Please Specify Status)	
C} Business Management :	
Attach Corporate Organization Chart with Name	
D} Total Number of Employees Employed :	
1) At Head Office	
2) At Branch Office	
3) At Site	
E} Is Your Organization a Subsidiary of Another Company ?	**Yes/ No**
If Yes, of whom?	
F} Financial Capability :	
Annual Turnover Last 3 Years : Attach Balance sheets of last 3 years. Rs. In Lakhs	
Projected this year	
Last year	
One year before last year	
Two year before last year	
Three year before last year	
Four year before last year	
Name and address of the bankers with Contact person and contact numbers.	
If, yes which organization -	
G} Are there any Litigations/ Court cases against your company?	**Yes/ No**
If yes, give details :	
I} Any other information that you want to give	

Annexure -2.

CHECK LIST OF DOCUMENT TO BE SUBMITTED

Sr. No.	Description
1.	Cost of Tender of Rs. 500/- (Envelope-I)
2.	Technical bid (Envelope-II)
3.	All document as per Para 1.15 on page 6 of NIT
4.	Copy of NIT with all pages dully signed and stamped.

All above documents should be sealed in one envelope and superscribed as per Para-1.17 and dropped in Tender Box as per Para-1.18.