



GOVERNMENT OF NCT OF DELHI
DELHI TECHNOLOGICAL UNIVERSITY

(General Administration)

Bawana Road, Delhi 110 042

Tel: +91-11-27294673 www.dtu.ac.in, Email: ga@dtu.ac.in

NOTICE INVITING TENDER FOR PROVIDING GROUP MEDICLAIM FACILITY TO THE STUDENT'S OF DELHI TECHNOLOGICAL UNIVERSITY

E-tenders are invited under two bid system from the Government Company/ Public Sector Undertaking Insurance Companies working in the insurance field **since last five years**, to provide insurance cover of GROUP MEDICALIM Policy-cum-Group Personal Accident Policy for about 9000 (Nine thousand only) students of **Undergraduate, Postgraduate Students and Research Scholars** of Delhi Technological University, **Shahbad Daulatpur, Bawana Road, Delhi 110042** for a period of one year from **01 August 2018 to 31 July 2019** i.e. Academic Year and may be extendable to subsequent years.

The interested tenderers should upload duly signed tender form and their bids along with scanned copies of all the relevant certificates, documents etc. in support of their technical & price bids—all duly signed on the: <https://govtprocurement.delhi.gov.in> latest by **10 May 2018 up to 2.00 P.M.** An index prepared after pagination of all documents may also be uploaded. For participation in the tender through e-procurement solution, the tenderers are required to have a digital certificate and get registered with application Service Provider NIC. Only the bids uploaded through e-procurement portal of Delhi Govt. NCT of Delhi at <http://govtprocurement.delhi.gov.in> will be considered for their evaluation. No tender by FAX /POST will be entertained.

Tender document is also available for viewing on the website of Delhi Technological University, Delhi at www.dtu.ac.in.

Bid Schedule

Date of start and downloading tender	10 May 2018
Last date and submission of tender	10 May 2018 at 2:00PM
Date and Time of Opening Bid	10 May 2018 at 3:00PM
Designation of the Authorized Officer and Address for Communication	Officer-in-Charge (General Administration) Delhi Technological University Shahbad Daulatpur, Bawana Road, New Delhi - 110042

Officer In-charge
(General Administration)
Delhi Technological University, Delhi



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Annexure-I

**Guidelines/Procedure to be followed in the introduction of 'e'-
procurement Solution**

- 1. Payment of Cost of Tender Document:** The collection of cost of Tender documents is dispensed away with, as there is no physical supply of tender documents and also to have the 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. on the <https://govtprocurement.delhi.gov.in> in support of their price bids. The bidder shall sign on all the pages of the 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 **Officer-in-Charge (General Administration), UNIVERSITY**. 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. 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.
- 6. 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.

**OFFICER-IN-CHARGE
(GENERAL ADMINISTRATION)
DELHI TECHNOLOGICAL UNIVERSITY
SHAHBAD DAULATPUR,
BAWANA ROAD, DELHI – 110 042**



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DETAILED TENDER INFORMATION

1. **Name of Work** – For Providing Group Mediclaim facility to UNIVERSITY students for the year 2018-19 (01 August 2018 to 31 July 2019) having tentative 9000 students as follows: -

Type of Students	Tentative Age Bracket	No of Students (Approximate)
Under Graduate	18-23	7000
Post Graduate	22-26	1100
Research Scholars	24-60	500

2. **ELIGIBILITY CRITERIA**

- 2.1 The bidder must be a Government Company/leading public sector insurance companies which are registered with IRDA in the business of GROUP MEDICAL INSURANCE SCHEME for minimum five years.
- 2.2 All Insurance Companies has operations at National Level.

3. **EVALUATION CRITERIA FOR TECHNICAL BID**

Technical bid must contain the following information documents:

- 3.1 Brief profile of the insurance company including Name(s) and Phone/Cell Nos of the persons(s) contact).
- 3.2 Proof of claim settlement percentage against medical claim policies for the last one year.
- 3.3 The scope of cover, benefits, exclusions.
- 3.4 The names of the cities where the company/agency has operations.
- 3.5 Details of any tie-up with leading organizations.
- 3.6 City-wise list of hospitals with cashless facility.
- 3.7 Turnover of last three years (2014-15, 2015-16 & 2016-17)
- 3.8 Valid Certificate of registration with IRDA.
- 3.9 List of Universities/Govt. Departments where such group Mediclaim policies are under operation.
- 3.10 Certificate of a satisfactory report from clients (minimum two) for the financial year 2016-17 as mentioned above.
- 3.11 Letter/undertaking to the effect that they agree to abide by the clauses enumerated herein with a copy thereof duly signed and stamped by responsible officer/official (not below the rank of General Manager).
- 3.12 Certificate of satisfactory report from clients as mentioned in Point No 3.7.
- 3.13 Affidavit to the effect that the insurance company is in the business of group medical claim insurance for the last five years and that the operations of the insurance company are at the national level.



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4. PROCEDURE FOR EVALUATION OF BID

4.1 The criteria to shortlist the vendor will be based on the highest sum offered on medi-claimable for the period of coverage on indoor/day-care expenses of hospitalization due to any illness and Accident in the premium of Rs 500/- (Rupees five hundred only) per student including all applicable taxes. In case of a tie of two or more, the following criteria will be considered on the basis of giving priority I, II & III so on) to finalize the vendor by the designated committee: -

A) The Policy shall cover of Accidental Death, Permanent Total Disablement (PTD), Permanent Partial Disablement (PPD) and clarification as: -

“Permanent Total Disablement including – loss of two Limbs/Loss of one Limb due to accident. This policy will also cover transport cost of insured’s dead body (death due to accident only) to the place of residence subject to a maximum of 2% of the Capital Sum Insured or Rs 1000/- whichever is lower.”

B) The highest sum payable to the parents/nominee of the deceased student. This is in addition to the amount mentioned in term plan.

C) Having the highest turnover.

5. FINANCIAL BIDS. In case of tie, the criteria mentioned in Clause 4.1 will be followed to finalize the insurance company/agency.

6. OTHER TERMS & CONDITIONS

6.1 Specification mentioning benefits and exclusions: -

- a) Coverage required from day one for all pre-existing diseases and congenital diseases.
- b) Minimum sum assured quoted should not be less than Rs. 1, 50,000/- for Group Medclaim Cover (GMC) under Hospitalizations and Rs.2, 00,000/- per student under personal death benefit under (GPA), Permanent Total Disablement (PTD) and Permanent Partial Disablement (PPD).
- c) Daily Room Charges should be 1% and ICU charges 2% of the sum assured by GMC.
- d) The corporate buffer should be double of the sum assured.

6.2 The copy of bids should be in envelopes containing (Technical Bids) and envelopes must be super-scribed as **“TENDER FOR PROVIDING GROUP MEDICALIM FACILITY TO THE UNIVERSITY STUDENTS”**. If the envelope is not superscribed then there are chances of misplacement, therefore, it is advised that the envelope be superscribed as above and deposited in the box kept for the purpose in **Office of the Officer-in-Charge, General Administration Branch, Administrative Building, Delhi Technological University.**



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- 6.3 All disputes are subject to Delhi Courts.
- 6.4 An arbitration clause may include the following: -
 - (a) Nominee of UNIVERSITY (as Chairman).
 - (b) One nominee from Insurance Company (as a member).
 - (c) One nominee as Co-opted by the Chairman and members (Nominee of the Insurance Company).
- 6.5 The Competent Authority of the University has right to accept/reject any or all quotations without assigning any reasons.
- 6.6 It is clarified that depending on the satisfactory performance, the contract can be renewed at the discretion of UNIVERSITY for a subsequent period of one year and on successful completion of the extended period of one year, for another period of one year on the performance.
- 6.7 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.
- 6.8 Any claim for an increase in premium rates during the policy period on account of any reasons whatsoever will not be entertained.
- 6.9 Bids must be submitted in English language only.
- 6.10 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.
- 6.11 Deviations in terms and conditions, Specification of material, Inspection clause etc. will not be accepted under normal conditions.
- 6.12 Canvassing in any manner shall not be entertained and will be viewed seriously leading to rejection of the bid.
- 6.13 Bids will be accepted & will be opened as per information mentioned in the document. No receipt against submission of a bid shall be issued by University.
- 6.14 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 University 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.
- 6.15 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 University to claim damages apart from taking action under the appropriate Law.



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- 6.16 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 University. The confidential information will be safeguarded and the Insurance Company shall take all necessary actions to protect University, 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 University to claim damages from the company 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 University.
- 6.17 Validity period: The tender shall remain valid for the period of six months from the last date of submission of tender documents.
- 6.18 All the information furnished and the document produced with the tender shall be in English language only. The tender notice and tender document shall form a part of the contract agreement.
- 6.19 Submission of the tender document does not mean that Tenderer is qualified for awarding the work.
- 6.20 The Tenderer shall not remove any page, Annexure etc. from the original tender.
- 6.21 The Tenderer shall sign and put firm's stamp on each page of the tender.
- 6.22 The original tender document shall be filled and uploaded with all Annexure as per procedure for submission of tender on due date and time.
- 6.23 The conditional tenders will be rejected outrightly.
- 6.24 University reserves the right to reject/accept any or all tender without assigning any reason thereof.
- 6.25 Agency shall cover Pre-Hospitalization expenses for 30 days and post-Hospitalization expenses for 60 days are covered.
- 6.26 Any student who is on rolls of the PEC on the day insurance premium is made to the insurance company shall be deemed to have been covered by the insurance policy whether he/she is registered or not in the insurance record of the company. Proof of the student being enrolled in PEC will however be provided to the company by the institute.
- 6.27 Insurance company shall provide staff (TPO) to prepare Student Mediclaim Card in University complex till completion after awarded.
- 6.28 The insurance company shall provide one dedicated executive to deal/guide the students.
- 6.29 The insurance company shall settle all claims within 30 days from the submission of the claims.

7. BREACH OF CLAUSE

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



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

8. SCOPE OF COVER

8.1 – Mediclaim shall be covered for Hospitalization for illness, diseases or accident under the following clauses: -

- (a) Room, Boarding expenses as provided by the Hospital/Nursing Home.
- (b) Nursing expenses.
- (c) Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees.
- (d) Anesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical appliances (any disposable consumables subject to upper limit of 10% of Sum Insured), Medicines & Drugs, Diagnostic Materials and X-Ray, Dialysis, Chemotherapy, Radiotherapy, Cost of pacemaker, Artificial Limbs and cost of Stents and implants.

Note: Hospitalization expenses of person donating an organ during the course of organ transplant will also be payable subject to the sub limits under “4” above applicable to the insured person within the overall sum insured of the insured person.

Exclusions:

Pre-existing diseases for first four years, first 30 days exclusion, first two years exclusions for specified diseases such as cataract, benign prostatic hypertrophy, hysterectomy for menorrhagia or fibromyoma, hernia, hydrocele, congenital internal disease, fistula in anus, chronic fissure in anus, piels, Pilonidal sinus, sinusitis, stone disease of any site, benign lumps/growths in any kid unless arising out of accident, surgical treatment of tonsils, adenoids and deviated nasal septum and related disorders are not payable. War exclusion: plastic surgery other than as may be necessitated due to an accident or as part of any illness: the cost of spectacles and contact lenses hearing aids; any dental treatment or surgery which is corrective, cosmetic or aesthetic procedure, including warts and tear, unless arising from accidental injury and which requires hospitalization for treatment; convalescence general debility; congenital external diseases or defects or anomalies, sterility, venereal disease, intentional self-injury and use of intoxicating drugs/alcohol, rehabilitation therapy in any form: HIV related exclusions; nuclear weapons exclusions; pregnancy related; naturopathy treatment.

Signature of Bidder with Seal



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PRICE BIDS

S. No.	Type of students (Approximate No. of Students)	The amount of premium per student per annum (inclusive taxes) (in Rs)	Total sum assured under GMC
1.	Under Graduate (7000), Post Graduate (1100), Research Scholar (500)	500/-	

The work order will be issued to the agency on the basis of highest sum assured amount. In case of a tie of two or more, the criteria mentioned in point No 4.1 under “**Procedure for evaluation of bids**” will be followed to finalize the Insurance Company.

INSTRUCTIONS

1. All columns shall be filled legibly.
2. Clear and precise information shall be given against each column in the space provided.
3. If any column is left blank or not properly replied to or the application is not accompanied with required documents, the application is liable to be rejected summarily.
4. The agency granted is liable to be cancelled forthwith, if it is found that the applicant had given wrong or false information in the application for the issue of authorization.
5. Only those bidders who qualify the Pre-Qualification cum Technical Stage (As per the requirement of Technical Bid) shall be considered for Price (Financial) Bid Evaluation.
6. ***Any clarifications regarding NIT to the bidders can be done in the pre bid meeting.***