



**National Institute of Technology,  
Tiruchirappalli-15  
OFFICE OF THE DEAN (STUDENTS WELFARE)**

**Tender Number: NITT/ Dean (SW)/ Students Insurance/ 2022-24 dated 30<sup>th</sup> March 2022**

**E-Tender Notice inviting for Group Mediclaim Insurance with add on benefits and  
Personal Accident Insurance (Under Two Bid System)**

**Chapter 1: Introduction**

- The National Institute of Technology, Tiruchirappalli (NITT) is a premier educational Institution for engineering studies.
- It is functioning under the control of Government of India, Ministry of Human Resources Development.
- At present, in NITT **over 7853 (Seven Thousand Eight Hundred Fifty-Three)** are pursuing their under graduate, post graduate and research studies in Engineering.
- Presently NITT is having a Group Mediclaim Insurance Policy and Personal Accident Insurance Policy for its students which are valid up to the end of April 2022.
- E-Tender Bids (CPPP Portal) are hereby invited from the interested IRDA registered **PUBLIC SECTOR INSURANCE COMPANIES** for providing Group Mediclaim Insurance with add on benefits.
- **No brokerage/agency/consultancy charges are allowed, as this will be a direct transaction between the Insurer and the NITT.**

**CHAPTER 2: BASIC ELIGIBILITY CRITERIA FOR SUBMITTING BIDS**

**The Bidder should enclose the Documentary evidence for the following eligibility criteria:-**

- 1. The Nationalized / Public Sector Insurance Insurance Company must be in the business of Group Mediclaim insurance for last consecutive 5 years.**
- 2. The Insurance Company should be registered with IRDA or enabled by the Central Legislation to undertake insurance related activities. The bidder applicant should attach proof of license as registration.**
- 3. The bidder should submit the Details of Sales and Claim Service network in Tamil Nadu including Third Party Administrators (TPA). List of Network Hospitals in Tamil Nadu, Tiruchirappalli as well as other places of India. The Insurance Company must have its fully functional branch at Tiruchirappalli.**
- 4. The bidders should have an average Annual Health Insurance business of Rupees One crore or more premium in the past three financial years (viz.,2018-19, 2019-20 and 2020-21) and at least two year experience in catering to Health Insurance to CFTI's (Centrally funded Technical Institutions) presence across nation such as IIT's, IIIT's, NIT'S for at least 5000 students or more under one group Health Policy/ Scheme in the last Five consecutive years. (Documentary evidence to be enclosed)**

5. The bidder should have a minimum Claim Settlement Ratio (as per IRDAI) of 90% during the last -3 financial years as on 31.03.2021, 31.03.2020 and 31.03.2019.
6. The bidder should have not been debarred/black listed/should have not been terminated /ceased without completing the entire duration of policy period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India during past five years from the last date of submission of bids. Declaration to be submitted in the letter head.

### Chapter 3: Procedure for submission of Technical Bid and Financial Bid

The E-Bid containing both Technical Bid and Financial Bid should be submitted in the CPPP Portal under two bid system.

***Technical Bid should contain:-***

1. Brief profile of the company
2. The scope of cover, benefits and exclusions
3. The names and address of the empanelled hospitals in Tiruchy and Chennai
4. The names of the cities where the company has operations
5. Details of any tie up
6. Specification mentioning benefits and exclusions
7. City wise list of hospitals with cashless facility
8. Turnover during last three years
9. Name and phone/ mobile number of the contact persons
10. List of clients (preferably educational institutions) where such group mediclaim policies are under operation.
11. Letter /undertaking to the effect that they agree to abide by the tender conditions
12. Certificate of registration with IRDA
13. Settlement procedure in detail including maximum period of time required for settlement.

**Financial Bid should be furnished: In the format stipulated in Chapter Number 7 of this Tender document through CPPP Portal.**

**“The Bids addressed for Group Mediclaim Insurance cum personal accident insurance for students – Kind attention: Dean (Students Welfare)”**

**The Director,  
National Institute of Technology,  
Thuvakkudi,  
Tiruchirappalli-15,  
Tamil Nadu**

## CHAPTER 4: PRE BID MEETING

*It is proposed to conduct a Pre - Bid meeting on **April 19 2022** at 11 a.m. (Venue: Administrative Building, NITT). The purpose of the meeting is to clarify our requirements and to answer the questions of the prospective bidders on technical and commercial terms and conditions of this tender.*

*View above, prospective bidders are advised to submit their doubts/ questions/ clarifications, if any, through Mail, (Mail ID: **dalley@nitt.edu**) before the date of Pre bid meeting. Further, on the date of the meeting, the questions/doubts/ clarifications may be given in writing.*

*In the opinion of the prospective bidders, if there is any technical error or omission in the tender document, the same may please be brought to our notice, through E Mail, on or before the pre bid meeting, so as to enable us to make corrective action.*

*Any modification of the bidding documents which may become necessary as a result of the Pre bid meeting shall be made known to all the prospective bidders by the Selection Committee through a notification of amendment in the website of the NITT. No clarifications will be entertained beyond the date of pre bid meeting. No extension of time will be given for submission of quotation on any account, beyond the last date for submission of tender.*

**Contact person for technical queries: Dalley Krishnan Students Activity and Sports Officer (Office of Dean Students Welfare) Land Line number: 0431 2503040.**

Last date for submission of Tender: **April 26th 2022 upto 3.00 P.M**

Opening of Tenders **April 27th at 3.00 P.M** at the Stores and Purchase Section

All are requested to quote the lowest possible amount for both the options.

## CHAPTER 5: INSURANCE SCHEME AND COVERAGE REQUIRED

1. For our students, Basic medical facilities are being provided at the in house NITT hospital. For focused treatment, students are referred to nearby BHEL Hospital and out of goodwill gesture, BHEL, a public sector undertaking is extending their medical facility to our students. Cases requiring advanced/ specialized / dedicated

treatment are referred to Private Hospitals. The proposed mediclaim coverage should take into account hospitalization at the BHEL Hospital and the Private Hospitals.

2. The Group Mediclaim Insurance Policy is for all regular students of NITT, subject to hospitalization only (for any duration).
3. The Insurance cover, with respect to hospitalization should be cashless. The list of empaneled hospitals covered under this policy should be provided.
4. Since the institute has students from other states also, the policy should also cover illness such as chicken pox, measles, jaundice (all types), for hospitalization since students affected cannot travel long distance for treatment at home.
5. The Policy should cover the accidental cases also for the Students of the NITT from other states also.
6. The claim procedure should be given in detail with the quotation.
7. The total students' strength as on date is around 7853. It may increase or decrease depending on number of students admitted during the academic year 2022-23. Data for inclusion of the new students in the Group Mediclaim policy will be provided to the Insurance Company on 1<sup>st</sup> September after admission in the academic year. Total number of students in NITT and their age profile are tabulated below:

Course	Number of Students	Approximate Age Band
Undergraduate courses	4442	17 - 21
Postgraduate Courses and MS	2062	22-26
Ph.D	1349	23-33
Total students (tentative)	7853	

The total number of students indicated in the tender is tentative and may vary as per the demand of the NITT at the time of placing the order. The age band may vary marginally.

8. In general, the maximum age limit for students to be covered under the policy shall be 33 years. However, 0.5% of the total enrolment of students may be beyond 33 years and they shall also be covered without charging any extra premium.
9. **It is proposed to take Mediclaim Policy with a sum assured of Rs.125000/- per student. (Excluding students to be covered in point number 9 below).**

**10. FOR A MAXIMUM OF 0.5 % OF THE TOTAL STUDENTS ENROLLED (i.e., FOR 30 STUDENTS), THE INSURANCE COVERAGE UNDER THE POLICY WOULD BE A MAXIMUM OF RS. 2 LAKH (TWO LAKH), ON FIRST COME FIRST SERVED BASIS. FOR COUNTING FIRST 30 STUDENTS, HOSPITALIZATION IN PRIVATE EMPANELED HOSPITALS ALONE SHOULD BE TAKEN INTO CONSIDERATION AND NOT HOSPITALISATION IN BHEL HOSPITAL.**

11. **The Policy should cover reimbursement of all hospital expenses in any hospital upto Rs.1,25,000 /- per student with cashless hospitalization facility at network hospitals in the country during the policy period. Reimbursement of all medical expenses including hospitalization charges at any hospital due to accidents upto Rs.1,25,000/- per student with cashless hospitalization facility in Network hospitals.**
12. The ADD ON BENEFITS required under the policy is tabulated under. The Premium rates for these add on benefits may be quoted separately.
13. Claim should be from the date of the Policy.
14. The room rent on hospitalization of the students would be restricted to a maximum of Rs. 1000 per day. The benefits of the policy on hospitalization are covered for any duration of hospitalization, subject to limit of sum insured for each student.
15. The claims would be processed without any TPA involvement.
16. Cashless facility 24 x 7
17. Periodic meeting to be held in the NITT campus, between officials of the Dean (Students Welfare) and the Insurance Company for review of cases / settlement of grievances.
18. Any other facilities that would be extended for the policy without additional premium may also be clearly stated in the bid.
19. The Policy should include should cover all the diseases i.e., both preexisting and post existing.
20. No separate or extra capping on overall doctor fees, medicine costs, surgeon fees.
21. If any additional conditions are applicable, the same may be specified in the quote
22. Cashless cards to all the students should be provided within one month of the start of the insurance cover.
23. Periodic monthly meeting to be held in Institute campus, between Dean (Students Welfare) and the Insurance Company for review of cases/settlement of grievances of the students. [same as 17]

---

<sup>11</sup> **Room rent Rs.1000 per day may likely to undergo revision, during the pre-bid meeting, after having discussion with the prospective bidders.** Prospective bidders are requested to advise us, about the impact of room rent, if any, on the premium.

## Chapter 6 : GENERAL TERMS AND CONDITIONS

1. The annual premium quoted should be inclusive of all applicable taxes and duties for all the items. It is hereby clarified that only service tax would be payable extra and the service tax should be mentioned in the column provided in the financial bid document. 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. Any claim for increase in premium rates during the policy period on account of any reason whatsoever will not be entertained. There is no provision for foreclosure of the policy.
2. **Period of Contract:** Initially for a period of 1Year. After the period of expiry of the policy, it can be extended for two more years annually on mutual consent. However, this option can be exercised only by NITT. This extension is subject to the mutual agreement for the annual premium amount payable for the extended period.
3. **Computation of L 1:** The total premium mentioned in the financial bid-Chapter-7 will be considered for computation of the lowest quoted (L 1) on overall lowest basis.
4. **Time is the essence of contract:** The Insurer shall carry out and provide the services / settle the claims, if any as per the specifications and standards laid out within the stipulated time. Hence provision of services/ settlement of claim as per quality in time is the essence of the contract.
8. **Conditional Tenders** are liable to be rejected. However, NITT 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.
9. The successful Bidder after placement of order is required to enter an MOU/agreement with NITT. The Terms and Conditions of the Tender also form part of the MOU/agreement.
12. The quotations should be valid for a period of 60 days from the date of Tender Opening.
13. In case of any dispute, efforts will be made to mutually settle the dispute. In this regard, the decision of the Director, NITT is final.
14. **Jurisdiction:** All matters pertaining to this shall be subject to the jurisdiction of the courts in Tiruchirappalli only.
15. **Selection of successful bidder:** The technical bids will be opened as per the schedule given above. After evaluation of bids, the bidder who is technically qualified will be informed for price opening. The lowest premium amount in total shall be declared as the successful service provider. In the event of receiving more than one financial bid quoting the same premium amount, the final selection of successful bidder shall be made in the

following manner.

- The one with the highest turnover during the last 3 years put together.
- If more than one bid having the same total turnover, then by “Draw of Lots”

***If the claim is not settled within the stipulated time penal interest @ 2% per month on the claim amount will be charged***

**Payment of claim should be settled for all kinds of deaths, within 1(one) month from the date of submission of request letter from NIT-Trichy with a Death Certificate only, by the family members and no other documents will be submitted.**

**The premium will be paid only on actual number of students enrolled. For addition/deletion during the insurance period, the additional/excess amount of premium will be paid/withdrawn on pro-rata basis**

Successful bidder is required to execute an agreement with **NIT-Trichy**

**Dean (Students Welfare)**



**CHAPTER 7 : PRESCRIBED FORMAT FOR SUBMITTING PRICE BID**

**(A) Providing Group Medclaim policy** for approximately 7500 students of NITT for the period from April 30<sup>th</sup> 2022- April 30<sup>th</sup> 2023 as per the details of the Insurance Scheme: -

<b>Option</b>	<b>Mediclaime Sum Insured per student</b>	<b>Premium Amount (Per Student)</b>	<b>Service Tax Amount (Per Student)</b>	<b>Total Premium (both in figures as well as in words) Including Tax</b>
Option 1	Rs.1,25,000			

**(B) Providing Personal Accident Insurance Policy** for approximately 7500 students of NITT for the period from April 30<sup>th</sup> 2022- April 30<sup>th</sup> 2023 as per the details of the Insurance Scheme

<b>Option</b>	<b>Personal Accident Sum Insured per student</b>	<b>Premium Amount (Per Student)</b>	<b>Service Tax Amount (Per Student)</b>	<b>Total Premium (both in figures as well as in words) Including Tax</b>
Option 1	Rs.1,25,000			

Certified that no Brokerage/Agency/Consultation Charges have been/will be paid against the rates as this is direct transaction with the NITT.

We agree with all the details of the Insurance Scheme and the Terms & Conditions of the Tender.

**Signature with Office Seal & Date**

**PROCESS COMPLIANCE/ACCEPTANCE OF TENDER CONDITIONS FORM**

**The Form has to be submitted in the Letter Head of the Firm/Company/Enterprises along with appropriate Sign & Seal)**

**The Director,  
National Institute of Technology,  
Trichy – 15**

Sub : Acceptance to the Process related & Terms and Conditions for the- E-tendering.  
Ref. : The Terms & Conditions for e-Tendering mentioned in Tender.  
No. : \_\_\_\_\_

Sir,

We hereby confirm the following,

The undersigned is authorized representative of the company. We have carefully gone through the NIT Tiruchirappalli, Tender Documents and the Rules governing the Tender along with this document. We have examined and have no reservations to the Bidding Documents, including addendum (if any). We offer to supply in conformity with the Bidding Documents and in accordance with the condition of contact specified in this tender document. We will honor the Bid submitted by us during the Tender. We give undertaking that if any mistake occurs while submitting the bid from our side, we will honor the same.

Bid Securing Declaration: - We accept that if we withdraw or modify Bids during the period of validity, or if we are awarded the contract and fail to sign the contract before the deadline defined in this bids document, we will be suspended / blacklisted / banned for contracts with National Institute of Technology, Tiruchirappalli.

We are aware that if NIT Tiruchirappalli has to carry out e-tender again due to our mistake, NIT Tiruchirappalli has the right to disqualify us for this tender when refloated. We confirm that NIT Tiruchirappalli shall not be liable & responsible in any manner whatsoever for my/our failure to access & submit offer on the E-tendering site due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, digital signature certificate or any other unforeseen circumstances etc. Our bid shall be valid for the period from the date fixed for the bid submission deadline & it shall remain binding upon us and accepted at any time before the expiration of bid validity period as per this tender.

We understand that this bid, together with your written acceptance thereof included in your notification of award/placement of order, shall constitute a binding contract between us. We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive. We accept that the competent authority in NIT Tiruchirappalli will have full right to reject any/all offer(s) without assigning any reason thereof and does not bind itself to accept the lowest or any other tender and full authority to postpone the tender issue date, submission /opening date or to alter any other condition of tender /cancellation of this tender, as per policy/committee recommendations of NIT Tiruchirappalli at any stage without assigning any reason thereof for which no claim from whomsoever will be entertained. I/We the undersigned have read the entire terms and conditions of this Tender document and we are fully agreeable to the terms and conditions mentioned herein. The decision of competent authority of NIT Tiruchirappalli with respect to this Tender-Result will be fully agreeable and binding on us.

This letter can be treated as signed and acceptance copy of tender documents and the forms submitted as signed by competent authority of firm submitting this tender and there is no need to submit separate signed copy of tender document.

Competent Authority of the Firm/Company/Enterprises to sign:  
Date with stamp & seal of organization:

Name  
Designation  
Contact Details