

INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD

Tender No. SW-INS-CPPP-003-24-25

Date: 19.07.2024

E-TENDER NOTICE

The Indian Institute of Technology (Indian School of Mines) Dhanbad invites Bids from eligible, qualified, and capable manufacturer/dealer/suppliers for “**Student Health and Life Insurance Policy**”, according to the requirements as defined in the Tender document.

Sl. No	Tender No.	Particulars	No. of Students	Amount of EMD
1.	SW-INS-CPPP-003-24-25	“Student Health and Life Insurance Policy”	7500 students (Approx.)	Rs.2,00,000

Earnest Money Deposit (EMD) in form of Demand Draft should be drawn in favour of Registrar, IIT (ISM) Dhanbad payable at Dhanbad. EMD can also be deposited in the form of a Term Deposit Receipt/Fixed Deposit Receipt/Bank Guarantee drawn in favour of Registrar, IIT (ISM) Dhanbad. A scanned copy of EMD should be uploaded on www.eprocure.gov.in along with the technical bid.

The hard copy of the same in the original is to be sent to the address mentioned below duly super scribing the Tender Number and Name on the envelope and the same must reach in the IIT (ISM) Dhanbad on or before the due date and time for the opening of technical bid. If not received within due date the bid will be rejected summarily.

Sl. No.	Description	Date	Time
1	Tender publication date	19.07.2024	06:45 PM
2	Pre-bid meeting date and time	22.07.2024	11:00 AM
3	Bid submission start date and time	22.07.2024	05:30 PM
4	Bid submission end date and time	27.07.2024	05:30 PM
5	Technical Bid opening date and time	29.07.2024	10:00 AM
6	Financial Bid opening	Technically qualified bidders will be informed about date and time of opening of financial bids through CPPP.	

IIT (ISM) Dhanbad reserves the right to accept or reject the tenders without assigning any reason.

The original EMD should be sent to:

Deputy Registrar (Purchase and Stores)
IIT (ISM) Dhanbad,
Distt. Dhanbad – 826004
Jharkhand.

Deputy Registrar (Purchase and Stores)
IIT (ISM) Dhanbad

Instructions to the bidders for online bid submission

The bidders are required to submit 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 to prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in>.

1. Registration:

- (a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in>) 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 addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (d) 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, with their profile.
- (e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSC's to others which may lead to misuse.
- (f) 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.

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/E-mail 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.

3. Assistance to bidders:

- (a) 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.
- (b) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

4. **Submission of the bid:**

All interested eligible bidders are requested to submit their bids online through CPP Portal: <http://eprocure.gov.in> as per the criteria given in this document:

- a. Technical Bid should be upload (one single pdf containing all technical documents, duly filled and signed Annexures, copy of EMD etc) online in cover-1.
- b. Financial Bid should be upload online in cover-2.

Both Technical and Financial Bid covers should be placed online on the CPP Portal <http://eprocure.gov.in>.

(A) Technical bid:

Signed and Scanned copies of the Technical bid documents must be submitted online on CPP Portal: <http://eprocure.gov.in>.

List of Documents to be scanned and uploaded with Technical Bid (Under Cover-1).

- (i) Scanned copy of EMD deposited in the form of Demand Draft, Term deposit receipt/Fixed deposit receipt drawn in favour of Registrar, IIT (ISM) Dhanbad.
- (ii) A scanned copy of the certificate mentioning the status of the Firm/Agency/Company/proprietary/ partnership (as applicable) from the competent authority.
- (iii) Scanned copy of the certificate from the competent authority indicating that the Firm/Agency/Company/proprietary/partnership authorized/registered to sale/ supply the tendered items.
- (iv) Scanned copy of Annual Turnover Certificate of last three Financial Years (2020-21, 2021-22 and 2022-23) issued by Chartered Accountant along with relevant pages of Audited Balance Sheets in support thereof.
- (v) Scanned copy of PAN Card (as applicable to the type of tenderer) and Goods and Services Tax Registration Certificate.
- (vi) Scanned copy of duly filled **Annexure-A, Annexure-B, Annexure-C, Annexure-D, Annexure-E and Annexure-F.**

Note: (a) **All the above-mentioned documents must be scanned and merged as a single PDF along with the Technical Bid. This single PDF of Technical Bid should be uploaded under Technical Cover in CPP Portal.**

(b) The Technical Bid may be summarily rejected, if these documents are not attached.

(c) For the tender value up to Rs. 10 Crores, Self-Certificate for local content, and for the tender value above Rs. 10 Crores, Certificate for local content from Statutory Auditor/Cost Auditor/Cost Accountant/CA, must be attached.

(B) Financial bid:

In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.xls” format i.e. Price Bid Excel sheet attached as ‘.xls’ with the tender and based on the scope of work, service conditions and other terms of the Tender document.

5. Other instructions:

- (a) The detailed tender documents may be downloaded from <http://eprocure.gov.in> till the last date of submission of the tender. The tender can only be submitted online through CPP Portal <http://eprocure.gov.in>
- (b) Bids will be received only online mode through www.eprocure.gov.in up to the date & time mentioned in the E- TENDER NOTICE. No tender/bid will be accepted in physical form and any tender/bid received in such manner will be treated as non-bonafide tender/bid.
- (c) Bid will be opened on the scheduled date and time in the presence of tenderers/bidders or their authorized representatives (if any), who have uploaded their quotation/ bid and who wish to be present at the time of opening the bids.
- (d) All the bids must be valid for a period of 180 days from the last date of submission.
- (e) Bidders are requested to go through the instructions regarding filling and submission of the tender attached herewith. Bidders may forward their points on tender documents and/or depute their technical representative for discussion on tender/drawing and to clarify doubts, if any, on the stipulated pre-bid date.
- (f) Bidders shall upload a scanned copy of the Earnest Money Deposit (EMD) mentioned in the Notice of Tender and shall ensure the receipt of a hard copy of the same in the Purchase and Stores Section, IIT (ISM) Dhanbad, Distt. Dhanbad - 826004, Jharkhand, on or before the scheduled date of opening of bid.
- (g) In view of delays due to system failure or other communication related failures, it is suggested that the tender/bid be uploaded sufficiently in advance of the last due date and time fixed.
- (h) If any alterations to any of the condition, specifications laid down in the tender documents are found or any new condition is mentioned by the tenderer, in the tender document, such tender/bid will be rejected.
- (i) IIT (ISM) Dhanbad reserves the right to cancel the tender at any point of time without assigning any reason.

Annexure-II

TENDER FOR “Student Health and Life Insurance Policy”

Indian Institute of Technology (ISM), Dhanbad, is a fully residential premier technical institute under the Ministry of Education (GOI), invites tenders, through CPPP, from the reputed **insurance companies serving in India for at-least past 7 years, and must have its branch office in Dhanbad, Jharkhand**, for providing cashless Student Insurance policies for all its registered students and research scholars (except part-time Ph. D.s and Three years Executive M. Tech./Executive MBA) during the academic sessions of 2024-25 and 2025-26 with the following terms and conditions. The **average annual turnover of the insurance company** during the last three financial years, i.e., (2020-21, 2021-22 & 2022-23) should have been **Rs 3.5 crore or higher**. Audited financial statements are to be submitted with the tender document.

Terms and Conditions for Students Insurance Policy

1. The bidder should be a registered Indian insurer in accordance with the Insurance Act, (registered and licensed by IRDA (Insurance Regulatory Development Authority) as medical or health insurer, and have a license to carry out medical insurance business on a PAN India basis. Guidelines issued by IRDA/TAC from time to time with regard to insurer's responsibility & liability towards insured shall be automatically applicable to this insurance contract to the extent stipulated by IIT(ISM), Dhanbad.
2. The coverage of Rs. 5.00 (five) lakh and cost of study in the event of accidental death/permanent disability/ loss of two eyes/two limbs of the **paying Parent/Guardian**. The cost of study includes total study fees and mess charges for the balance period on an actual basis, i.e., Rs. 1,27,000/- per semester, approx., or may vary as per the institute policy.
3. The coverage of Rs. 5.00 (Five) lakh to the family of the student in the case of his/her (insured) accidental death or incapacitation/permanent disability.
4. **Cashless Medical Coverage:** Rs. 2,50,000/- as medical expenses per annum for student (indoor/inpatient treatment, any type of accidental treatment/test required, followed by/following hospitalization). Cashless hospitalization is “facility in empanelled hospitals”. All the leading hospitals in & around Dhanbad (Asarfi Hospital, Jalan Hospital, PMCH, JIMS etc.), Bokaro, Asansol, Durgapur (Mission Hospital, City Hospital, Disha Eye Hospital etc.) should be empanelled with the insurer for providing medical facilities to the students as per the terms & conditions of this agreement. All types of diseases, including Eye, Ear, and pre-existing diseases, shall also be covered. It is mandatory and responsibility of the bidder/insurance company to provide **cashless facilities** to the insured students in the empanelled hospitals.
5. The Bidder/Insurance company must submit the list of their Empanelled-Hospitals/Pathology in Jharkhand (also in Dhanbad), Bihar, & West-Bengal with the Technical-Bid of this tender document.
6. For non-empanelled hospitals where cashless facilities cannot be availed of by the student, reimbursement of claim up to Rs.2,50,000/- for hospitalization in any hospital/nursing home in the country shall be covered by the bidder.
7. Rs 40,000/- as the cover for loss of laptop of student during the transit to and fro from home, bonafide travel for Industrial training /field visit/project etc. or during stay at Hostel/Institute premises.

8. Rs 10,000/- as the cover for loss/damage of baggage of the student during transit to and fro from home, bonafide travel for Industrial training /field visit/project etc. or during stay at Hostel/Institute premises.
9. **The bidder will ensure that 3% (three percent) of students among the insured shall be covered under OPD treatment for an amount of Rs. 25, 000/- for each student per annum.**
10. Irrespective of any of the clauses followed by the insurance company, if a student is admitted / discharged within 24 hours, it shall be treated as an OPD/IPD case, and reimbursement/cashless facilities will be applicable.
11. The representative of the successful bidder/insurance company/TPA must visit the Office of Dean (Students' Welfare), Indian Institute of Technology (ISM), Dhanbad at least once a week from 09.00 AM to 06.00 PM (most preferably Wednesday) to collect the insurance claims (in cases where students were unable to avail cashless facilities) as submitted by the insured students/research scholars. If the successful bidder is not able to comply with the same, then it will be treated as a violation of the terms & conditions.
12. However, for the rest of the days, the insurance company or its TPA should provide a 24x7 telephone facility to cater to all the students. **The bidder will also submit the ESCALATION MATRIX with the dedicated name of the person, their designation, and contact number/email address in this tender bid document.**
13. During the validity of the current policy, no revision in premium shall be considered by IIT (ISM) on the basis of actual claim ratio or any enhancement in the premium pointed out by any statutory or other authority. The premium includes the cost of services offered by the Third Party-Administrator (TPA) for all claims settled by the insurance company.
14. The period of insurance contract will be for **two years**, i.e., initially expected to be one year from the effective date of contract award, which may be further extended by one more year at the discretion and review of the competent authority of the institute.
15. Premiums shall be paid on an annual basis. If students join in between the academic year (AY), then their premium will be reduced on a pro-rata basis.
16. For all claims of insured students (other than cashless ones), the claim would be expected to be submitted to the insurance company by the student through the Office of DSW. All claims should be settled **within 30 days of submission, and payment** will be made directly to the insured.
17. Any dispute, for whatever reason, that arises between the hospitals and the insurance company will be settled only by the insurance company or by the representatives of the insurance company. The Institute will not be liable for any involvement whatsoever. The insurance company will be solely liable for the same.
18. **Period of insurance coverage:**
 - i) The admission of new entrants (first year) will be in the third/fourth week of July and may be later on as per the institute norms.
 - ii) The contract will be for two years. The expected date of the insurance policy will cover the period from 01.08.2024 to 31.07.2025 (for the purpose of insurance coverage in 2024–25, i.e., 12 months.) and be further extended for a period from 01.08.2025 to 31.07.2026 (for the purpose of insurance coverage in 2025–26, i.e., 12 months.).
 - iii) Actual payment will be made for the actual number of students registered.
19. All students will be deemed to be covered from the first date of reporting for physical registration in the academic calendar. The insurance company or bidder must presume that the coverage of Student Insurance will be effective from the date of physical reporting

of students in the institute. The list of students, along with the actual premium amount, will be paid by the institute to the bidder later on.

20. **Penalty Clause:** Any violation of clauses, defaults, or negligence towards NIT will attract a penalty as decided by the Institute/Competent Authority.
21. **Yearly Premium:** The same rate of the insurance premium is applicable for the 2nd year, which is also to be paid on a yearly basis as per the student's insurance policy. The premium should be quoted on the basis of per student per year in view of the facts mentioned in point no.18. The payment of premiums to the insurance company shall be made on the basis of the actual number of students to be insured under the policy.
22. Any tender bid submitted with any deviation from the terms and conditions mentioned in this tender document will not be accepted.
23. Expected number of total registered students/research scholars: 7500 (approx.), and the number of students may vary depending upon the actual number of students admitted to admission/registration during the respective academic years. The bid shall be made on yearly basis, & the payment shall also be released on yearly basis.
24. Physical & online delivery of the insurance card: The bidder/Insurance or insurance company will ensure that the online & physical delivery of the insurance card will be delivered to the students within 15 days of receiving the details of insured students from the Office of DSW. ***It is the sole duty and responsibility of the insurance company to deliver the online cards to the institute email IDs of the respective students, and the insurance company will delegate their staffs/employees/manpower for the distribution of physical cards to the individual students.*** In any case, the institute will be liable for the distribution of physical cards to students.
25. The clause and other terms of condition mentioned in the document shall stand valid irrespective of the practices being followed by the insurance company in this regard.
26. The bidder must certify all the NIT/Tender documents with a seal and signature.
27. Room, Board & Nursing Charge as provided by the Hospital is upto 01% of the sum insured per day and if admitted into Intensive Care Unit (ICU) upto 02% of the sum insured per day.
28. Dental care will only be entertained in accidental case.
29. Premium against the inclusion of students in mid-term will be charged on Pro-rata basis by the bidder.
30. Details of Claim Dump:-

S.No	Session	Claim count	Claim Amount
01	2022-23	280	72,26,577/-
02	2023-24 (Till 20 th May 2024)	357	90,53,646/-

31. Details of students course wise:-

S.No.	ROW LABELS	LIVE-COUNT	Avg. Fee / Semester (Approx.)	Duration of Course
1	B.TECH	3900	Rs 1,31,425/-	08
2	INT.M.TECH	439	Rs 1,31,425/-	10
3	JRF	964	Rs 40,425/-	10
4	M.SC	295	Rs 39,425/-	04
5	M.SC.TECH	307	Rs 39,425/-	06
6	M.TECH	740	Rs 39,425/-	04
7	MA	6	Rs 39,425/-	04
8	MBA+ MBABA	89+43	Rs 1,06,425/-	04
	GRAND TOTAL	6783*		

*The strength of the students may vary and goes up to 7500.

32. The tenderer should not have been debarred or blacklisted by any Central / State Government. A self-attested certification to that effect must be uploaded with the technical bid in the prescribed format. The proforma of the certificate is enclosed with the tender as **Annexure-A**.
33. All the bids must be valid for a period of 180 days from the last date of submission. In, exceptional circumstances, prior to expiry of the original time limit, the Institute may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 180 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.
34. **EMD Exemption:** EMD exemption shall be given to those bidders who are registered with the Central Purchase Organization or NSIC or MICRO and Small Enterprises (MSEs) as defined in MSME Procurement Policy issued by the Department of Micro and Small Enterprises (MSME). To claim the exemption, the bidder must be offering goods manufactured by themselves or providing relevant services. Exemption will not be granted in case the bidder is acting as an agent for some other vendor. Bidders are required to upload necessary certificates to claim EMD exemption.
35. **Instruction to the bidder of countries which share land border with India (Rule 144(xi) GFRs).**
Any bidder from a country that shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT). As per Office Memorandum No. F.7/10/2021-PPD (1) dated: 23.02.2023 issued by the Department of Expenditure (Ministry of Finance), Govt. of India, the bidder is required to submit an undertaking as per **Annexure-C**
36. **MII & Purchase Preference:**
The MII compliances shall be as per Govt. of India guidelines. Only Class-I local suppliers and Class-II local suppliers are eligible to participate in the tender. As per the Ministry of Commerce and Industry Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 preference shall be given to Make in India products for which bidders must declare Country of Origin of goods and percentage of Local contents in the product. The purchase preference shall be as per Govt. of India guidelines. All the bidders must upload undertaking as per **Annexure-B** with the Technical Bid.
37. **Evaluation Procedure:**
Phase-I: Technical Evaluation
Technical evaluation will be done on the basis of documents submitted by the bidder in the technical bid. Hence bidders are required to enclose all relevant documents along with the technical bid. Discrepancy in relevant supporting documents shall lead to the rejection of technical bids.
Phase-II: Financial Evaluation
a. Financial bids of technically qualified bidders shall only be opened.
b. The tender will be awarded to the L-1 bidder.

38. **Performance security**

- a. To ensure due performance of the item, performance security is to be furnished by the successful tenderer.
- b. The performance security should be furnished within 21 days of the award of supply order.
- c. Performance security should be for an amount of **five percent (5%)** of the value of the supply order.
- d. Performance security may be furnished in the form of a Demand Draft/ Fixed Deposit Receipt / Bank Guarantee from a commercial bank in favour of Registrar IIT (ISM) Dhanbad, payable at Dhanbad.
- e. Performance security should remain valid for a period of sixty days beyond the date of the guarantee/warranty. The performance security will be refunded without any interest, provided that the performance is satisfactory.

39. **Refund of EMD**

- a. EMD will be refunded without any interest to the successful tenderer on receipt of performance security.
- b. The tenderer, who are not qualified for the tender either in technical bid or on any other grounds, their EMD will be refunded within 30 days from the award of the contract.
- c. If supply order is placed and the successful tenderer fails or refuses to supply the item, in such case the EMD will be forfeited.

40. **Cancellation of tender**

IIT (ISM) Dhanbad reserves the right to cancel the tender at any point of time without assigning any reason.

41. **Legal**

Any dispute with regard to the meaning, effect or interpretation of any clause of this contract/agreement shall be referred to the sole Arbitrator i.e. Director, IIT (ISM) Dhanbad who would act as the sole Arbitrator and proceedings of such arbitration shall be conducted in accordance with the provisions of the Indian Arbitration Act, 1940 or any statutory modification thereof. The venue of Arbitration shall be IIT (ISM) Dhanbad only and the language shall be English only. In case of litigation, if any, the District Court of Dhanbad (Jharkhand) shall have the jurisdiction for any such litigation.

SELF-CERTIFIED DECLARATIONS FOR TAKING PART IN TENDER

- a. Regarding blacklisting / debarring
- b. Insolvency

1. I / We _____ (Tenderer) hereby declare that the firm / agency / Company, namely M/s _____ has not been declared as **insolvent** by the Central/State Government or any other Organization.

AND

2. I / We _____ (Tenderer) hereby declare that the firm / agency / Company, namely M/s _____ has not been **blacklisted or debarred** in the past by the Central/State Government or any other Organization from taking part in Government tenders in India.

OR

I / We _____ (Tenderer) hereby declare that the Firm/Agency/Company, namely M/s _____ was **blacklisted or debarred** by _____ (Name of organization) from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is expired and now the Firm/Agency/Company is entitled to take part in Government tenders.

In case the above information is found to be false at any point of time, I / We am/are fully aware that the IIT (ISM) Dhanbad can cancel the purchase order and forfeit the EMD. Further, I will not claim any payment for any supplied item against cancelled purchase order.

Date:

Place:

Signature: _____

Name: _____

Address: _____

Stamp:

Declaration for Local Content

(To be given on Company Letter Head)- For the item value below Rs.10 Crores)
(To be given by the Statutory Auditor/Cost Auditor/Cost Accountant/CA for the item value above Rs.10 Crores)

Date: _____

To,
 The Director,
 IIT (ISM) Dhanbad.

Sub: Declaration of Local content.

Tender No: **SW-INS-CPPP-003-24-25**Name of Tender: **“Student Health and Life Insurance Policy”**

In accordance with the order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020, I hereby declare that

- i) I am aware of the Order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020 and abides by the same.
- ii) I declare that for this tender, I am a **Class-I local supplier / Class-II local supplier / Non-local supplier** (Strike out whichever is not applicable) and classification is based on local content of goods/services/work offered by bidder in this tender.
- iii) **Local content (in percentage) for offered item is: _____%**
Whereas ‘Local Content’ means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- iv) The local content for all inputs which constitute the said goods/services/works has been verified and bidder is responsible for the correctness of the claims made therein. I am fully aware that false declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- v) Details of items, amount and location(s) at which the local value addition is made:

Sl. No.	ITEM (S)	AMOUNT	LOCATION(S)
1.			
2.			
3.			
4.			
5.			

Yours Faithfully,

(Signature)

Seal

Certificate by the bidder
(To be given on Company Letter Head)

Date: _____

To,
The Director,
IIT (ISM) Dhanbad.

Subject: Undertaking regarding type of bidder.

Reference: Office Memorandum No. F.7/10/2021-PPD (1) dated: 23.02.2023 issued by Department of Expenditure, Ministry of Finance, Govt. of India.

Tender No. **SW-INS-CPPP-003-24-25**

Name of Tender: **"Student Health and Life Insurance Policy"**

Sir,

1. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority is attached.]
2. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all the requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority is attached.]"

Yours Faithfully,

(Signature of the Bidder)

Seal

Tender Acceptance Letter
(To be given on Company Letter Head)

To,
The Director,
IIT (ISM) Dhanbad.

Subject: Acceptance of Terms & Conditions of Tender.

Tender No. **SW-INS-CPPP-003-24-25**

Name of Tender: **“Student Health and Life Insurance Policy”**

Sir,

1. I / We hereby certify that I/we have read the entire tender document including all annexures. I/we have read all the terms and conditions of the tender documents. I/we hereby undertake that I/we shall abide by the terms/conditions/clauses mentioned in the tender document.
2. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality/entirety.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
5. I / We certify that all information furnished by me/our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the Earnest Money Deposit.

Yours Faithfully,

(Signature of the Bidder)
Seal

Technical-Bid for Students Insurance Policy-2024*(To be filled and signed by the bidder/Tenderer)*

S.No	Specifications & Parameters	Desired Information	Documents Enclosed & Compiled (Yes/No)	Page No. as per the NIT Tender documents.
01.	Registered with the Insurance Act, (registered and licensed by IRDA (Insurance Regulatory Development Authority) as medical or health insurer and should have a license to carry out Medical insurance business on a Pan India basis)	Registered with the Insurance Act, (registered and licensed by IRDA (Insurance Regulatory Development Authority) as medical or health insurer and should have a license to carry out Medical insurance business on a Pan India basis)		
02.	Letter of undertaking for “Cashless hospitalization facilities in empanelled hospitals”. All the leading hospitals in & around Dhanbad (Ashrafi hospital, Jalan Hospital, PMCH, JIMS etc.), Bokaro, Asansol, Durgapur (Mission Hospital, City Hospital, Disha Eye Hospital etc.) should be empanelled with the insurer for providing medical facilities to the students as per the terms & conditions of this agreement. All types of diseases, including Eye, Ear, and pre-existing diseases, shall also be covered. It is mandatory and the responsibility of the bidder/insurance company to provide cashless facilities to the insured students in the empanelled hospitals.”	The bidder shall provide in writing the letter of undertaking as per clause no. Sl. No.2 of Column No. 02 of the Technical Bid.		

03.	Submit the list of their Empaneled-Hospitals/Pathology in Jharkhand (also in Dhanbad), Bihar, & West-Bengal with the Technical-Bid of this tender document.	Enclose the list of empanelled hospitals/pathology.		
04.	Letter of undertaking for “The representative of the successful Bidder/Insurance company/TPA must visit the Office of Dean (Students’ Welfare), Indian Institute of Technology (ISM), Dhanbad at least once in a week from 09.00 AM to 06.00 PM (most preferably Wednesday) for collecting the insurance claims (in cases where students were unable to avail cashless facilities) as submitted by the insured students/research scholars. If the successful bidder is not able to comply with the same, then it will be treated as violation of the terms & conditions.	Submit the letter of undertaking as per the clause mentioned in Sl. No.04 of Column No. 2 of the technical bid.		
05.	Letter of undertaking for “However, for the rest of the days, the insurance company or its TPA should provide a 24x7 telephone facility to cater to all the students. The Bidder will also submit the ESCALATION MATRIX with the dedicated name of persons with their designation and contact number/email address in this tender bid document. ”	Submit the letter of undertaking as per the clause mentioned in Sl. No.05 of Column No. 2 of the Technical Bid & Escalation Matrix.		

06.	Letter of undertaking for “For all claims of insured students (other than cashless ones), the claim would be expected to be submitted to the insurance company by the student through the Office of DSW. the claims should be settled within 30 days of submission, and payment will be made directly to the insured. Any violation of clauses, defaults, or negligence towards NIT will attract penalty as decided by the Institute/Competent Authority.”	Submit the letter of undertaking as per the clause mentioned in Sl. No.06 of Column No. 2 of the technical bid.		
07.	Average Annual turnover of the Insurance Company during last three financial years, i.e., (2020-21, 2021-22, & 2022-23) should have been Rs 3.5 crore or higher . Audited financial statements are to be submitted with the tender document.	Annual Turnover 2020-21 = Rs Annual Turnover 2021-22 = Rs Annual Turnover 2022-23 = Rs Average Turnover = Rs		
08.	Number of years serving as Insurance Company in PAN India.	Nos. of years_____ .		

Note:-

- The Bidder will full-fill all the details completely in Technical Bid.
- No conditional bid will be accepted.
- The bidder must mention the Page no. in the dedicated column in the technical bid.
- The bidder must enclose/submit all the relevant documents as per the requirements of technical bid.
- The price bid or financial Bid will be opened only for those successful bidders who are technically qualified.

Details of bidder/Tenderer:

- a. Name of the Insurance Company:_____
- b. Name of the contact person _____
- c. Date of commencement Insurance policy in India_____
- d. Postal Address (Dhanbad Branch)_____
- e. Telephone No. _____
- f. FAX No. _____
- g. Mobile No. _____
- h. Email id _____
- i. Bank A/C No. and Name of the Bank _____
- j. Postal Address of Head office _____
- k. Name & mobile no Regional Head _____