

National Institute of Technology Meghalaya
Bijni Complex, Laitumkhrah, Shillong 793003
Meghalaya, India

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Ref. No.- GEM/2024/B/4818159

Dated:- 26.03.2024

NOTICE FOR INVITING EXPRESSION OF INTEREST (EOI) FOR GROUP MEDICAL INSURANCE SCHEME (GMIS) FOR THE STUDENTS OF NIT MEGHALAYA

NIT Meghalaya invites expressions of interest (EOI) for GROUP MEDICAL INSURANCE SCHEME (GMIS) FOR STUDENTS OF NIT MEGHALAYA as per details at ANNEXURE-IV in single sealed envelopes.

BID INSTRUCTION:

01. The bid will have to be submitted in SINGLE BID. The address of the firm submitting the bid and the officer to whom the bid is addressed must appear distinctly on sealed covers. Further, on the sealed cover, the following are to be written:

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02. **Submission of compliance certificate:** Duly filled and signed compliance certificates (as per formats in Annexures II, III, IV) should be submitted.

03. **Bid not transferable:** The bid documents are not transferable, and the seal and signature of the authorized official of the firms must appear on all the papers and envelopes submitted.

04. **Interested vendors may contact Dr. Gitish Kishor Dutta @ 9485177036 and email gitish.dutta@nitm.ac.in for any queries.**

EOI TERMS & CONDITIONS:

1. The bidder should ensure direct settlement of bills and claims with hospitals and medical service providers.

2. All the students of NIT Meghalaya, irrespective of their age, shall be eligible to join the scheme. At present, the minimum entry age of students is 16 years, and the maximum age for the scheme is 45 years.

3. The scheme should have provisions for the new entry of students. NIT Meghalaya admits new students during June - July every year.

4. The qualified service provider shall comply with the provisions of orders & notifications issued by IRDA and the Government from time to time at their own cost.

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5. The period of contract shall be initially for 1(one) year, extendable further on mutually agreed terms and conditions for another 1(one) year. The policy will commence at 00:00:00 AM on 01.08.2024 till midnight on 31.07.2025.
6. There is no waiting period for any disease/treatment covered under the GMIS. The policy will be effective from day one. Further, all pre-existing diseases should be covered.
7. The rate of premium must be inclusive of all taxes, stamp duty, etc. However, the goods and services tax has to be quoted separately. No subsequent increase in premium rates (except Taxes) will be allowed under any circumstances during the period of the policy. Wherever applicable, rates are to be quoted up to three decimal points.
8. The bidder needs to provide the membership card to each of the insured students without any cost for the card. The card should be issued within 7 days after the submission of names by NIT Meghalaya.
9. The bidder needs to ensure that students with valid identity cards can get **cashless treatment** in networked hospitals without any difficulty.
10. A detailed report regarding the statistics of the Insurance claimed by the students needs to be provided by the insurance company on every month of the contract period.
11. All terms, conditions, and exclusions, if any, should be clearly specified by the insurance company.
12. If there is any delay in the settlement of reimbursement claims / providing final cashless approvals, wherein there is no deficiency of documents, escalated billing amounts or any other reasonable grounds for delay, a penalty @ 0.05% on the net premium paid will be imposed to the insurance provider by NIT Meghalaya.
13. The bidder should furnish all the details, including the contact person's name, contact numbers, and postal/email address.
14. Suppose there is any reimbursement to the student beneficiaries of the scheme. In that case, the same should be paid directly to the students within 15 working days, and the service provider shall be responsible for ensuring a smooth process.
15. The Insurance premium will be paid as per the guidelines of the insurance company.
16. The selected insurance company should arrange an interactive session with the students about the benefits of the policy.
17. In case the insured obtains treatment from a non-network hospital during an emergency, the claim shall be reimbursed as per the terms of the contract.
- 18. Helpline: A dedicated helpline (24×7) from the service provider needs to be made available, and the contact details, including the name of the contact person, contact numbers, and postal/email address, shall be furnished in the EOI.**
19. Once assigned the Medical Insurance for any given period, the insurance company shall have no right to unilaterally terminate the operation of the policy during this period. In case the insurance company fails to provide the service to the community as per the terms of the agreement, NIT Meghalaya reserves the right to levy a penalty of 100% on all premiums paid.
20. The coverage for the mid-leavers shall be till the date of leaving the Institute. The premium shall accordingly be calculated on pro-rata basis.

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21. There shall not be any clause of "Medical Test" in the policy.

EVALUATION CRITERIA

1. The bidder must be a registered Indian Insurer in accordance with the Insurance Act, registered and licensed by IRDA (Insurance Regulatory Development Authority).
2. **The bidder shall be in the medical insurance business in India for at least five years.**
3. The bidder needs to have Medical/ Group Insurance participation in the Government/ Semi-government/ PSU/Govt. Undertaking/ Autonomous bodies/ Premium educational Institutes etc. in the past. **(Documentary evidence to be provided).**
4. The authorized person of the Insurance company should be present (virtual/physical) to give the presentation on the benefit and scheme of the policy before the evaluation committee if required.
5. The final selection of the insurance company shall be based on the reliability of service, benefits offered to the students/institute, and the insurance premium amount to be paid per student. The decision of the Institute Authority will be final in awarding the contract.

Additional Terms and Conditions

- 01 Bidders shall indicate their rates in the clear/visible figures as well as in words and shall not alter/overwrite/make cutting in the quotation. In case of a mismatch, the rates written in words will prevail. The rates shall be inclusive of all cost + GST.
- 02 The validity period of the offer should be clearly specified. It should be at least 180 days from the last bidding submission date.
- 03 **Conditional offers not acceptable:** All the terms and conditions mentioned herein must be strictly adhered to by all the bidders. Conditional offers shall not be accepted on any ground and shall be rejected straightway. Conditions mentioned in the tender bids submitted by vendors will not be binding on NIT Meghalaya.
- 04 **Late and delayed bidding:** Late and delayed bidding will not be considered. In case any unscheduled holiday occurs on the prescribed closing/opening date, the next working day shall be the prescribed date of closing/opening.
- 05 **Performance Bank Guarantee (PBG):** The successful bidder shall furnish an unconditional PBG (as per format at Annexure III) for 3% of the order value from a Nationalized/Scheduled Bank of India, before the release of the payment. Else 3% of the billed amount will be deducted as the security deposit.

The PBG shall guarantee against the failure of the bidder to meet obligations in the contract.

The PBG shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder.

- 06 **Enquiry during the course of evaluation not allowed:** No enquiry from the bidder(s) shall be entertained during the course of evaluation of the bid till a final decision is conveyed to the

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successful bidder(s). However, the committee or its authorized representative may make enquiries/seek clarification from the bidders. In such a case, the bidder must extend full co-operation. The bidders may also be asked to arrange a demonstration of the offered items, in a short period of notice.

07. At any time prior to the date of submission of bid, NIT Meghalaya may, for any reason, either of its own or in response to a clarification from a prospective bidder, modify, alter, cancel the bidding documents by an amendment / corrigendum. **Any such amendment / corrigendum will be duly notified through the Institute's website only.** Prospective bidders are advised to check the Institute's website every now and then for any amendment / corrigendum. In order to provide reasonable time to take the amendment into account in preparing the bid, NIT Meghalaya may extend the date and time for submission of bids.
08. The acceptance of the bidding will rest solely with the **Director, NIT Meghalaya**, who in the interest of the Institute is not bound to accept the lowest quotation and reserves the right to himself to reject or partially accept any or all the quotations received without assigning any reasons.
09. Important documents to be furnished in the bids:-
 - i. Certified copy of IRDA accreditation certificate.
 - ii. List of Government/ Semi-government/ PSU/Govt. Undertaking/ Autonomous bodies/ Premium educational institutes, etc. for which such type of group insurance scheme has been provided along with the contact details of such organizations.
 - iii. A sample copy of the Group Insurance Policy with terms and conditions.
 - iv. Signed and sealed copy of Expression of Interest.
 - v. Particulars/declaration of the firms/companies in Annexure I to IIV
 - vi. Price bid as per the format
 - vii. Certified copy of GSTN registration

10. Force Majeure:

If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under no obligation to perform the agreement under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:

- i. Any law, statute or ordinance, order action or regulations of the Government of India,
- ii. Any kind of natural disaster, and
- iii. Strikes, acts of the Public enemy, war, insurrections, riots, lockouts, sabotage.

11. Applicable Law:

- (a) The contract shall be governed by the laws and procedures established by Govt. of India and subject to exclusive jurisdiction of Competent Court and Forum in Shillong / India only.
- (b) Any dispute arising out of this bidding shall be referred to the Director NIT Meghalaya, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, to be appointed by the

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Director of the Institute. The decision of such Arbitrator shall be final and binding on both the parties.

Sd/-
Registrar

Encl.: ANNEXURE-I, ANNEXURE-II, ANNEXURE III, ANNEXURE IV

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Annexure -I

(TO BE PRINTED ON OFFICIAL LETTERHEAD)

To
The Registrar
NIT Meghalaya, Bijni Complex
Laitumkhrah 793003, Shillong, Meghalaya

Sub: Undertaking for the implementation of Group Medical Insurance Scheme (GMIS) for the students of NIT Meghalaya

Dear Sir,

In reference to above, I/We are enclosing our irrevocable Expression of Interest (EOI) and financial bid for the Group Medical Insurance Scheme (GMIS) to cover the students of NIT Meghalaya. I/we hereby declare that I/we have carefully read and understood the above referred EOI document, including instructions, terms and conditions, and all its contents stated there in and accordingly, we are showing our interest for providing the said services.

Further, I/we declare that, our company has not been Black-Listed/De-listed or are put to any holiday by any Indian Institutional Organization/Government Department/Public Sector Undertaking since our existence.

Thanking you

Yours sincerely,

Signature of the authorized person

Name.....

Designation.....

Contact/Mobile no.....

Seal

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Annexure -II

COMPLIANCE CERTIFICATE FOR EOI

TERMS AND CONDITIONS (To be enclosed in the bid)

Sl. No.	EOI Terms and Conditions	Yes/No
01	Rate quoted as per instruction	
03	Validity of quoted rate for 180 days agreed	
04	Undertaking (Annexure -I)	
05	PBG term agreed	
06	Payment term agreed	
11	Dealership /distributorship certificate (in case of dealers/agents) provided	
12	Details service to other Institutes/Organizations provided	
16	Applicable law terms agreed	
17	All other terms and conditions mentioned in the EOI agreed	

Signature with Seal:.....

Vendor: M/s.....

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ANNEXURE-III

**PERFORMANCE BANK
GUARANTEE**

To
The Director,
National Institute of Technology Meghalaya
Bijni Complex, Laitumkhrah, Shillong-793003, Meghalaya

WHEREAS (Name of bidder)
Herein after called "Bidder" has undertaken, in pursuance of Contract No.....dated,.....20 to
provide (Description of item) herein after called "the order".

AND WHEREAS it has been stipulated by you in the said order that the bidder shall furnish you with a
Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the
bidder's performance obligations in accordance with the order.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the
service provider, up to a total of (Amount of the
Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand
declaring the bidder to be in default under the order and without cavil or argument, any sum or sums
within the limit of.....
(Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for
your demand or the sum specified therein.

This guarantee is valid until the.....day of.....20.....

Signature and Seal of Guarantors

.....
.....
.....
Date.....20....
Address:.....
.....
.....

All correspondence with reference to this guarantee shall be made at the following Address:

The Director,
National Institute of Technology Meghalaya
Bijni Complex, Laitumkhrah,
Shillong-793 003, Meghalaya

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Annexure -IV

Group Name	NIT Meghalaya		Acceptance / Comments of the Bidders
Initial period	One Year		
Insured Group Details			
Commence Date & Student strength.	No. of Students	Date of Commencement of Policy	
	Existing 599	01-08-2024	
	New Entry 220 (aprox.)	01-08-2024	
Total no. of individuals to be insured	As above (±10% variation)		
Minimum age for coverage	15 Years		
Maximum age for coverage	45 Years		
Type of policies	Group Medical Insurance		
Sum insured	2 Lakhs Hospitalization (IPD)		
Coverage and Benefit Details			
Domiciliary hospitalization	Covered		
Coverage of pre-existing diseases	Covered with no exclusion for any particular disease		
Type of treatment covered	Inpatient (including hospital diet), all types of Diagnostic facilities, Surgery, Artificial Ailment, etc.		
Policy cover	Medical/ Health Insurance (Self)		
Cashless facility	Mandatory (Valid all over India)		
Pre-& Post hospitalization expenses	30 days Pre and 30 days post-hospitalization expenses covered		
Waiting period	Waived		

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Limits for disease	No disease-wise sub-limit	
Room rent capping	Applicable: 2% of the sum assured per day (maximum) ICU: Rs. 4% (or more) per day (maximum)	
Ambulance charges	Covered (Up to 2% of the sum assured)	
Other conditions	1. New students shall be included in the policy from the date of joining the institute/ students leaving the Institute shall be deleted from the date of leaving 2. Quarterly declarations will be given for additions or deletions by the end of the following month 3. Pro-rate premium are to be charged/ refund in case of addition or deletion	
Service charges on medical bills	Should not be deducted from the claim or charged to the claim	

Signature with Seal:.....

Vendor: M/s.....

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