



भारतीय प्रबन्ध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

CORRIGENDUM-I

Dated: 23/09/2022

SUB: CORRIGENDUM IN TECHNICAL BID.

REF: NIT NO. - IIML/SA Insurance/12/2022-23 Dated September 21, 2022
General Health Insurance Policy for all PGP/ABM Students at IIM
Lucknow.

With reference to NIT NO. **IIML/SA Insurance/12/2022-23 Dated September 21, 2022**, it is informed that 'No Earnest Money (EMD)' is required for participation in the tender. The EMD amount mentioned on the first page of the above referred NIT may be read as 'NIL'.

While submitting the bid on eProcurement portal, in EMD part, the bidders may upload this corrigendum as proof of submission of EMD and proceed further for submission of bids.

Others terms and conditions of NIT remains the same.

-s/d-
Administrative Officer
PURCHASE & STORES



भारतीय प्रबन्ध संस्थान, लखनऊ
INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW
Prabandh Nagar, IIM Road, Lucknow-226013

NIT NO. IIML/SA_Insurance/12/2022-23

September 21, 2022

Notice Inviting Tender (NIT)

Subject: General Health Insurance Policy for all PGP/ABM Students at IIM Lucknow

The Indian Institute of Management Lucknow (hereinafter referred to as "IIML") invites tenders under "TWO BID SYSTEM" from *Recognized General Insurance Company* for providing Health Insurance Policy for the Students of IIM Lucknow. Interested eligible Insurance Companies (**Agents / broker are not permitted to bid**) may submit the bids through Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. A free view NIT is also available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. Interested Insurance Company are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature.

The tender documents comprise of technical and financial bid. It is requested to download the tender by accepting the terms and conditions. The technical and financial bid duly filled may be uploaded on E-Portal of Govt. site i.e. <http://eprocure.gov.in> using Digital Signature before the last date and time of submission as mentioned below.

The credentials as listed ahead shall be uploaded online. The bids are to be uploaded on <http://eprocure.gov.in> along with supporting documents. The bids shall be signed by a person duly authorized on behalf of the participating Insurance Company.

IMPORTANT DATES	
Estimated Annual Tender Value / Existing Premium	9,00,000/-
Last date for submission of bids	01 st October 2022 upto 03:00 PM
Date and time for Opening of technical bid	03 rd October 2022 at 11:00 AM
Date and time for Opening of financial bid	To be communicated by on CPP portal
Performance Security	Nil
EMD/Security deposit	Rs. 10,000/- (Approx.)
Tender/ NIT issuing Authority	Chief Administrative Officer Indian Institute of Management Lucknow Prabandh Nagar, IIM Road, Lucknow-226013 Phone No. +91-522-669 6917/02 Email id: purchase@iiml.ac.in

ELIGIBILITY CRITERIA TO BE TECHNICALLY QUALIFIED:

The bidders meeting the following eligibility criteria and submitting documents in support of their claims will be declared as 'Technically Qualified bidders' and the 'Financial Bid' of only technically qualified bidders will be opened:

1. The bidder must submit the following forms:
 - (a) Filled, signed & stamped Annexure-I & III of this document.
 - (b) The Company must be registered with IRDA for providing General Health Insurance (enclosed valid certificate with Annexure-I)
 - (c) The bidder must be registered with GST (enclose GST Registration certificate) and Income Tax Department (enclose PAN Card)

1	Policy to be issued in favor of	Indian Institute of Management Lucknow
2	Address	<i>Indian Institute of Management Lucknow Prabandh Nagar, IIM Road, Lucknow 226013</i>
3	Period	For Group A: From 10th Oct 2022 to 31 st May 2023 For Group B: For One year from 10 th Oct 2022 It may be noted that for Group-A, existing policy expires on 9th Oct 2022 Claim Settlement ratio for last 2 years (available) is attached.
4	Policy Type	General Health Insurance
5	Sum Insured	INR 1, 00,000/- Per Student,
6	Policy conditions/ coverages	a) 3% of the sum insured for both room & ICU i.e. Rs.3,000/- per day b) Pre-existing : to be covered c) Maternity: Not to be covered d) Pre & Post hospitalization: To be covered for 30 days & 60 days respectively e) Domically Hospitalization: Not covered f) Waiting period: Exempted g) Addition & deletion of lives: Yes h) Co-pay of any kind: No i) TPA: Raksha or Medi Assist or equivalent j) E-cards: Yes k) Covid-19 coverage: yes
7.	Claim settlement procedure	The insurance company shall be liable to settle the cashless claims instantly whereas, the reimbursement claims within a maximum turn-around time of fifteen (15) days after submission of documents and in case of the delay reasons has to be informed to IIML in writing. If reasons are not found justified, the Insurance Company shall be liable to pay interest as per IRDA notification.
8.	Payment of premium	100% premium quoted by the successful bidder (the technically-qualified insurance company quoting the lowest premium) will be released by the Institute (IIML) in advance. The successful bidder will be required to issue the provisional policy immediately on receipt of premium amount and original policy within 3 days.

GENERAL TERMS AND CONDITIONS:

1. No changes shall be made in this document.
2. All the pages of document along with the proposals should be duly signed & stamped by the insurance company as a token of acceptance of the terms & conditions of document.
3. Proposals if not signed & stamped by the insurance company will not be entertained.
4. Medi-claim Policy Cards for availing Cashless facility by all the Students to be provided within 10 days from the date of issue of the Policy.
5. The Insurance Company should also confirm that, they have not been blacklisted/debarred by any organization, department etc.
6. Proposals received after the closing date will not be considered.

- 7.** Return of original documents: In some cases, after the claims are submitted along with the original documents for reimbursement, where the patient is in need of the original documents after the verifications are over by the TPA/Insurer, the same should be returned on furnishing a request towards the same by the concerned student after the settlement of the case.
- 8.** Periodic meeting to be held in Institute campus between the Institute and the TPA/Insurance Company for review of cases/settlement of grievances of the students.
- 9.** Any other facilities that would be extended for the policy without any additional premium may also be stated.
- 10.** No additional terms and conditions shall be applicable.
- 11.** The response time by the TPA at the time of admission should be maximum six hours.
- 12.** Payment shall be released by NEFT / RTGS.
- 13.** The Institute reserves the right to accept or reject any proposal in full or part without assigning any reason thereof. The decision of IIML in this regard shall be final and binding on the proposer.
- 14.** In the event of dispute, Director, IIM Lucknow shall be the sole arbitrator and his decision shall be final and binding on both the parties.

ANNEXURE - I
(ON THE LETTER HEAD)

No. IIML/SA_Insurance/12/2022-23

Sl. No.	Particulars	Details
1.	Name of the Insurance company	
2.	Full particulars of the office	
	a) Address	
	b) Telephone No.	
	c) E-Mail address	
3.	IRDA Reg. No. (enclose valid certificate)	
4.	PAN No. (enclose valid certificate)	
5.	GST Reg. No. (enclose valid certificate)	
6.	Full particulars of the Third Party Administrators (if any). If more than one is available, all TPAs may be indicated.	Number of TPAs: _____ List enclosed as Annexure- _____
7	Enclose the Certificate of Declaration for Confirmation of IRDA guidelines (Refer Annexure-III)	Dully signed and stamp
8	Bank detail of the Insurance Company (enclosed cancelled cheque or statement showing name & account number)	Bank Account No : _____ IFSC No: _____ <i>It may be noted that premium will be transferred to this bank account of the selected insurance company.</i>

DECLARATION

I have carefully read and understood all the terms and conditions of the DOCUMENT and hereby accept the same.

The information/document furnished along with the above application is true and authentic to the best of knowledge and belief.

Date:

Signature of the authorized person

Place:

Company Seal

(ON THE LETTERHEAD)

NIT No. IIML/SA_Insurance/12/2022-23

FINANCIAL BID (SUM ASSURED)- FORMAT FOR REFERENCE ONLY**(PLEASE QUOTE YOUR BID ON BOQ SHEET AVAILABLE ON EPROCUREMENT PORTAL)**

1. Providing group Medi-claim Policy for the Group A and B:

S. No.	Sum insured per Student	Premium Amount (In Rs.)	Total in Figures (In Rs.)	Total in Words (In Rupees)
01	Group-A PGP37/ABM18 Policy Period (10th Oct 2022 to 31st May 2023) Rs. 1,00,000/- (Rupees One Lakh Only) For Age Group 20-25 Years-347 Students 26-30 Years-209 Students 31-35 Years-04 Student Total-560 Students			
02	Group-B PGP38/ABM19 Policy Period (One year from date of issuance of the policy) Rs. 1,00,000/- (Rupees One Lakh Only) For Age Group 20-25 Years-451 Students 26-30 Years-123 Students 31-35 Years-02 Student Total-576 Students			

Note:

1. The Lowest bidder will be decided based on total quoted rate/premium for the plan opted by the Institute.
2. GST WILL BE EXTRA AS APPLICABLE.

We agree with all the details of the Insurance Scheme and the Terms and Condition of tender document, against which we have quoted our premium and the quoted premium is valid for 60 days from the last date of submission of this bid.

Date:

Signature of the authorized person

Place:

Company Seal

ANNEXURE - III
(ON THE LETTERHEAD)

CERTIFICATE OF DECLARATION FOR CONFIRMATION OF IRDA GUIDELINES

1. I/We, _____

_____ hereby certify that our offer submitted against NIT no. _____

dated _____ does not amount to any breach of IRDA guidelines. I further confirm that in the event of disclosure at a later stage that the same are not in line with IRDA Guidelines and IIML is put to any disadvantage or face cancellation of the Policy or any claim becomes substandard/untenable, the whole liabilities arising out of this shall lie squarely on us.

2. I/We----- herby undertakes that in case of any violations to the above declarations at any stage of the contract, IIML reserves the sole right to cancel the contract and recover the full value of the contract from us.
3. I/We, further certify that I am the duly authorized representative of the Insurer and competent to agree as above.
4. /We----- herby also declare that our company has not been blacklisted/debarred by any organization, PSU, department etc.
5. I/We----- hereby accept all the terms and conditions of the document and premium quoted considering the terms and conditions of the document.

Date:

Signature of the authorized person

Place:

Company Seal

Claim Settlement Ratio: 2020-21 (It may noted that students are only for 2 years PG course):

ICICI Lombard General Insurance Company
 Insured Name : INDIAN INSTITUTE OF MANAGEMENT - LUCKNOW
 Policy Number : 4015/X/ /000

ICICI Lombard Health Care
 Claims & Wellness Management

Policy Summary Aug-21

Particulars	Aug-21
Premium	379,206
Earned Premium	338,588
Loss Amt Paid	43,614
Loss Amt O/S	100,000
HIT (LOSS)	143,614
Claim Cost	4,650
Gross Incurred Cost	148,264
Loss Ratio(+IBNR)*	47%
Loss Ratio	44%

Claims Status Summary

Status	No of Claims	Claim/O/S Amt	Settl.Amt/O/S Amt
Paid	2	177,981	43,614
Closed	-	-	-
Reject	-	-	-
Sent for Payment	-	-	-
AL Approved	1	100,000	100,000
Claim WIP	-	-	-
Query	-	-	-
Grand Total	3	277,981	143,614

Month on Month Intimations

The Policy Summary is as on 31-Aug-2021
 The Claims Summary is as on 31-Aug-2021
 All amounts are in INR
 AL Approved - Cashless Requests Approved, documents pending
 * Loss Ratio = ((Gross Incurred Cost * 100)/Earned Premium) + IBNR)

ICICI Lombard
 NBhaye Vaade

ICICI Lombard General Insurance Company Limited
 Registered Address: Ground and 4th Floor, Interface 11, Office Number 401 and 402, New Link Road, Malad (West)
 Director: This stationery is not valid if used for any other purpose.

Claim Ratio: 2021-22

Family Health Plan Insurance (TPA) Limited FHPL-MI-FT-01		
Corporate Name : Indian Institute Of Management Lucknow		
Policy No : 0239084738 00		
Policy Plan Period	10-Oct-21	9-Oct-22
Claim Analysis	Report As on :	6-Sep-22
STATUS	NUMBER	AMOUNT
REPORTED	8	885,587
SETTLED	7	397,900
OUTSTANDING	1	30,744
Intimation	-	-
Registration	-	-
For Bill Entry	-	-
For Adjudication	-	-
Under Query	-	-
For Investigation	-	-
Sent for Audit	-	-
For Audit	-	-
Audit Return	-	-
For Payment	1	30,744
For Settlement	-	-
CS Response	-	-
Enrollment Response	-	-
From CRM	-	-
Insurer Authorization	-	-
Insurer Response	-	-
Investigation Done	-	-
Query Response	-	-
Query to Insurer	-	-
Received Requests	-	-
Refer to CRM	-	-
Refer to CS	-	-
Refer to Enrollment	-	-
Refer to Insurer	-	-
Cashless Approved	-	-
REJECTED & CLOSED	-	-
MAIN MEMBERS Vs DEPENDANTS		
MEMBER TYPE	NUMBER	AMOUNT
MAIN MEMBER	8	428,644
DEPENDANT	-	-
TOTAL	8	428,644
GENDER WISE ANALYSIS		
GENDER	NUMBER	AMOUNT
FEMALE	2	130,744
MALE	6	297,900
TOTAL	8	428,644
RELATION WISE ANALYSIS		
RELATION	NUMBER	AMOUNT
Self	8	428,644

Spouse	-	-
Son	-	-
Daughter	-	-
Father	-	-
Mother	-	-
Others	-	-
TOTAL	8	428,644
AGE WISE ANALYSYS		
AGE	NUMBER	AMOUNT
0 to 10	-	-
11 to 20	-	-
21 to 30	8	428,644
31 to 40	-	-
41 to 50	-	-
51 to 60	-	-
61 to 70	-	-
> 70	-	-
TOTAL	8	428,644
CLAIM TYPE ANALYSIS		
CLAIM TYPE	NUMBER	AMOUNT
Reimbursement	4	294,247
Cashless	4	134,397
TOTAL	8	428,644
INCURRED CLAIMS RATIO		
STATUS	NUMBER	AMOUNT
PAID	7	397,900
OUTSTANDINGS	1	30,744
PRORATA PREMIUM		344,138
ICR		124.56%
TOTAL PREMIUM		379,487
ICR		112.95%
DISEASE WISE ANALYSIS		
DISEASE	NUMBER	AMOUNT
Certain conditions originating in the perinatal period	-	-
Certain infectious and parasitic diseases	-	-
Codes for special purposes	-	-
Congenital malformations, deformations and chromosomal abnormalities	-	-
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	-	-
Diseases of the circulatory system	-	-
Diseases of the digestive system	3	98,871
Diseases of the ear and mastoid process	-	-
Diseases of the eye and adnexa	-	-
Diseases of the genitourinary system	2	66,270
Diseases of the musculoskeletal system and connective tissue	-	-
Diseases of the nervous system	1	78,332
Diseases of the respiratory system	-	-

Diseases of the skin and subcutaneous tissue	-	-
Endocrine, nutritional and metabolic diseases	-	-
External causes of morbidity and mortality	-	-
Factors influencing health status and contact with health services	-	-
Injury, poisoning and certain other consequences of external causes	2	185,171
Mental and behavioural disorders	-	-
Neoplasms	-	-
Pregnancy, childbirth and the puerperium	-	-
Symptoms, signs and abnormal clinical and laboratory findings, not else where classified	-	-
Others	-	-
TOTAL	8	428,644

Note: Claim - Resettlement & pre/post claims are not considered as separate claims count, but amounts are considered.