

Guru Ghasidas Vishwavidyalaya

(A central University)

Koni, Bilaspur, 495009 (C.G.) India

Website: www.new.ggu.ac.in Phone: 07752-, 260381, 9433378801 FAX: 07752-260154,
260148



Tender Ref. No.: 06/EOI/Insurance Service/Student/ STORE/GGV/2024, DATE: 01/10/2024

EoI Tender Notice

(Student's Insurance Service): 2nd call

Guru Ghasidas Vishwavidyalaya, Bilaspur (A Central University), invites "Expression of Interest (EOI)" from the reputed distributors/dealers (under two bid-three packet system) for the **Insurance Service for students of GGV** through e-tender. Details & formats regarding the EOI can be obtained from the websites:- <https://eprocure.gov.in/epublish/app> or <http://www.new.ggu.ac.in/> Interested bidders are requested to send sealed envelope containing Tender cost Rs. 2,000 in form of DD (Non-Refundable) and EMD of Rs. 20,000 in form of DD/FDR (refundable) and tender documents (separate envelope) to the **Registrar, Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur (C.G.), 495009** through registered/speed post/courier service only, on or before 14/10/2024 **up to 03:00 PM**. The University reserves all the rights to accept/reject any or all offers without assigning any reason thereof in favor of the university.

(NOTE: THOSE WHO HAVE PARTICIPATED IN 1ST CALL, THEY DON'T NEED TO SEND THE TENDER FEES OF RS 2000/-. HOWEVER, A PHOTOCOPY OF PREVIOUSLY SUBMITTED DD MAY BE ENCLOSED FOR REFERENCE)

Registrar (Acting)

EoI Cum E-Tender

**EXPRESSION OF INTEREST CUMM E-TENDER FOR
Insurance Service for students of GGV**

Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.) invites EoI from reputed authorized distributors or dealers for the **Insurance Service for students of GGV**. The prospective bidder must quote price rate (including GST) in hard copy and **SOFT-COPY (in pen drive in excel file)** in the prescribed format as annexure III (**to be submitted Offline only**). The bidders are required to submit the technical bid as detailed in the open-Tender Document. Incomplete or conditional tender will be summarily rejected.

Please send your sealed bid only by Registered/Speed Post/Courier service to the following address.

To

The Registrar

**Guru Ghasidas Vishwavidyalaya (A Central University, NAAC A++ Grade),
Koni, Bilaspur (Chhattisgarh) - 495009**

SALIENT DATES

- | | |
|---|--------------------------|
| 1. Last Date of submission (Hard copy/Soft copy)
Bid Fee Rs 2,000/-(Original), EMD Rs 20,000/-(Original) | 14/10/2024 upto 03:00 PM |
| 2. Opening of Technical Bid | 14/10/2024 at 04:00 PM |
| 3. Financial Bid | 15/10/2024 at 05:00 PM |

*Any Changes of the date for the opening of financial bids if required will be notified through <https://eprocure.gov.in/epublish/app> and university web-portal new.ggu.ac.in. Bidders are advised to visit the above sites for updated information on regular basis.

1. Mode of Payment of Tender Cost and EMD:

Tender cost and EMD must be submitted in original before the scheduled last date through speed post/registered post/courier service to the Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur 495009 (C.G).

1.1 Tender Cost

Tender cost of Rs 2,000 (non-refundable) should be in the form of DD in favour of “Registrar, Guru Ghasidas Vishwavidyalaya”, payable at Bilaspur (C.G), from any nationalized bank. (NOTE: Those who have participated in 1st call, they don't need to send the tender fees of Rs 2000/-. However, a photocopy of previously submitted DD may be enclosed for reference)

Earnest money deposit (EMD)

An EMD of Rs. 20,000/- (refundable as per terms & condition of the EoI) should be in the form of FDR/TDR in favor of “Registrar, Guru Ghasidas Vishwavidyalaya”, payable at Bilaspur (C.G), from any nationalized bank.

For the particular tender the exemption in depositing EMD shall be given to all the firms/bids as per letter dated 10.04.2014 issued by general Insurance Company.

The following shall be noted related to EMD:

- The EMD (without any interest) for all those bidders who are found not eligible shall be returned back to the bidder through registered post/speed post/Courier Service.
- The EMD without any interest shall be refunded /returned to remaining bidders only after signing of agreement / MoU with the successful bidder.
- No exemption from depositing the EMD shall be allowed to any participating bidder. However, GoI norms/standards will be applicable.
- Validity of EMD shall be six (6) months from the last due date of submission of E-Tender / EoI.
- The earnest money deposit (EMD) shall not carry any interest.
- EMD shall be forfeited in the following cases:

If any information or document furnished by the bidder turns out to be misleading or untrue in any material respect; and if the successful bidder fails to execute the contract/ agreement within the stipulated time or any extension thereof provided by GGV.

A. SCOPE OF WORK

1. To facilitate financial access to health services through Insurance for around 10,000 (plus) students of the University. The university is procuring this type of service for the first time. The number of current enrolled students in various programs of the University are given below.

Sl. No.	Name of Programs/Courses	Number of students enrolled (approx.)
1.	Certificate/ Diploma (Age 18-25 years)	120
2.	UG (Age 18-25 years)	6737
3.	PG/ 5 Years Integrated Course/ M. Tech. (Major strength: Age 18-25, Minor strength: age 26-30)	2861
4.	Ph.D. (Major strength: Age 26-30, Minor strength: age 31-35, Very few above age 35 years)	617
	Total Approx.	10335

2. The Insurance Provider must be capable of implementing and managing a transparent, efficient, cost effective and sustainable Group Insurance coverage including Hospitalization due to Accident & Emergency Treatments, Accidental Death of Insured person.
3. The Insurance Company should have arrangements with an extensive network of reputed Hospitals all across the country for treatment with cashless facility. In the case, empaneled hospitals are not available, the actual expenses of hospitalization or the upper limit of sum insured amount to be reimbursed to the beneficiary directly.
4. The Insurer will ensure direct settlement of bills and claims with hospitals and medical service providers.
5. The Competent Authority reserves the right to reject any or all the Bids without assigning any reasons thereof.

6. The EMD shall be refunded to all unsuccessful bidders after signing the agreement with the successful bidder.
7. EMD of successful bidder shall be refunded preferably within thirty days of after signing the agreement.
8. The successful bidder has to deposit a security money @ of 10 % of the total premium amount within 15 days of the award of the contract.

B. ELIGIBILITY CRITERIA

1. The Bidder must send tender fees of Rs. 2000/- in form of DD
2. The bidder must be a registered Indian Insurer in accordance with the Insurance Act, (registered and licensed by IRDA (Insurance Regulatory Development Authority)). Self-attested copy of Registration issued by IRDA /Certificate containing date of inception on the letter head of IRDA must be enclosed.
3. The Insurance Company shall have at least five (05) years' experience in providing such Insurance Schemes. Supporting document in this regard must be enclosed.
4. The Insurance Company shall produce claim settlement report of last five (05) years
5. The Insurance Company should have adequate experience for providing such Insurance services to University / Institute / College during the last five years. A list of clients in proof of the above along with Certificates of satisfactory performance issued by the competent authority of such establishments and from such clients must be in variably furnished along with the EoI as in **Annexure-II**.
6. The Company should have the Registered/Branch Office at Bilaspur/Raipur (Chhattisgarh). Supporting document in this regard must be enclosed. In case there is no branch office then firm shall open it within 30 days from the date of allotment of the tender and an affidavit on 100/- non-judicial stamp paper shall be submitted regarding the same.
7. Each paper of Bid Document must be signed by the competent authority of the Bidder. Any document/ sheet not signed shall tantamount to rejection of Bid.
8. The bidders must submit declaration as in Annexure -IV in 100 rupees non-judicial stamp paper.

C. GENERAL TERMS AND CONDITIONS

1. The bidder must be eligible as per terms and conditions mentioned in the Eligibility Criteria. In absence of required supporting documents the bid shall be summarily rejected.
2. The bidder must furnish the desired information along with supporting documents as per Annexure I.
3. The bid must reach the prescribed address on or before the last date.
4. Documents to be furnished in the bid envelope as per this EoI document. Details of Third-Party Administrators (TPA), if any should also be provided.
5. The bidder must quote the Premium per Student (with detailed T&C) as per the Table provided in Evaluation Criteria, without which, the EoI shall be automatically rejected.
6. Conditional tenders will not be accepted.
7. VALIDITY PERIOD: The validity period of the offer should be clearly specified. It should be at least for 180 days from the last date of submission of quotations.
8. PAYMENT: Insurance premium will be paid as per the guidelines of the insurance Company.
9. The final selection of the Service Provider will be based on a weighted criteria system to be devised by the Committee after taking judicious assessment of all related aspects especially to the aspects of providing maximum and reliable service to the student community in the Institute. The decision of the University Authority will be final in awarding the contract.
10. The Notification of Award will be issued with the approval of the Tender Accepting Authority. The terms of Agreement will be discussed with the representatives of the successful Insurance Company and the Company is expected to furnish a duly signed Agreement proposed by the Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.) within 7 days of declaration of award of contract, failing which the contract may be offered to the next bidder in order of merit.
11. The GGV reserves the right to accept or reject or cancel any or all enquiries or quotations at any stage without assigning any reason thereof.
12. In case the insured obtains treatment from an on-network hospital during emergency, the claim shall be reimbursed as per terms of the contract.
13. The insurance company shall arrange to issue membership card to each insured person directly at their cost.
14. The insurance company needs to ensure that any student with their valid identity card issued by GGV should get treatment for all emergency cases/ accidents at various network hospitals without any difficulty.

15. Before the end of contract, the insurance company must give a detailed report with the statistics of the insurance claimed by the students.
16. Exclusions, if any, should be clearly specified by the insurance company
17. Disputes: In respect of all tender conditions, and/or any matter connected there with the decision of the Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.) shall be final and binding. In the event of any dispute arising out of the tender, such dispute would be subject to the jurisdiction of the Bilaspur (C.G.) High- court of Chhattisgarh.
18. Helpline: There shall be a dedicated helpline (24 x 7) from the TPA of Insurance Company available and the contact details including the name of contact person, contact numbers and postal/email address, shall be furnished in the EOI.
19. Reimbursement: If there is any reimbursement to the students/beneficiaries of the scheme, the same should be settled and paid directly to the students within 30 days on receipt of bills, the service provider shall be responsible for ensuring the smooth process.
20. Action against the Bidder: Furnishing incorrect information in the offer, failure to act according to tender condition, non-fulfilment of any or whole of the contract may entail black listing of Insurer in addition to taking other appropriate action against the Insurer.
21. Tenure of the contract: The period of insurance contract will be for one year from the effective date of award of contract which may further be extended by one more year on the discretion and review of the competent authority of the Institute. In case the insurance company wants to modify the premium for the extended period, beyond one year, it has to give a notice of at least 4 months prior to the expiry of the current contract period. The terms and conditions regarding the premium may be reviewed in parlance with the norms applicable and enforced by IRDA and regulatory bodies.
22. The insurance company will have no right to reject membership of a student as defined by the GGV whose membership has been approved by Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.).
23. 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 (implying reimbursements) to the community at large (not referring to odd individual disputed claims) for a period of time of say two months as per the terms of this agreement, GGV reserves the right to levy a penalty of 100% on all premiums paid.
24. **Jurisdiction:** the courts at Bilaspur (C.G.) alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this EOI/contract. It is specifically agreed that no Court outside and other than Bilaspur (CG) court shall have jurisdiction in the matter

D. EVALUATION CRITERIA

1. The Bid shall be rejected if the tender fees and EMD of desired amount as mentioned in the bid document is not received by the University as per the prescribed date and time.
2. Financial Bids of only those bidders will be opened whose technical bids qualify the bid eligibility criteria and are found suitable. The Bid shall be rejected if supportive documents as required in the eligibility criteria are not enclosed by the bidders.
3. The University reserves the right to accept or reject any or all of the bids without assigning any reason.
4. The final selection of the Insurance Company shall be based on Lowest Insurance premium amount (L1 bidders) to be paid per student as in the Financial Bid as per the following coverage per student.

Sr. No	Description of Cover	Cover (Rs.)
1.	Death (Accident)	2,00,000/-
2.	Permanent Total Disability	2,00,000/-
3.	Medical expenses due to accident	50,000/-
4.	Partial Disability	Up to One Lakh

5. The decision of the evaluation committee and University administration with regard to the student's insurance service will be final and binding to the service provider.

E. PROPOSED SILENT FEATURES OF GROUP INSURANCE POLICY

1. The following general features should cover in the policy.

Group Name	Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.)
Initial Period	One Year
Insured Group Details	
Commence Date & Student Strength	
Existing Students	10335 (Approx.)
Total No of lives to be Insured	As above
Minimum Age for Coverage	15 Years
Maximum Age for Coverage	40 Years
Type of Policies	Individual
Sum Insured Band (Proposed)	2.0 lac per Individual
Coverage and Benefit Details	
Domiciliary Hospitalization	Covered (accidental case only)
Type of treatment covered	In patient all types of diagnostic facilities (accidental case only).
Policy cover	<ul style="list-style-type: none"> • Emergency Medical Insurance due to accident (Self) • Accidental Insurance (Self) • Risk covers up to permanent partial • Disability which includes death and total permanent disability

Cashless facility	Applicable for in patients, Valid all over India
Waiting period	Waived
Post Hospitalization Expenses (Accidental case only)	Covered, up to 60 days post hospitalization expenses
Limits for room rent Capping	Applicable, should not be lower than standard rooms on twin sharing basis
Other Conditions	<ul style="list-style-type: none"> • New students shall be included in the policy from the date of joining the University/ students leaving the University shall be deleted from the date of leaving • Quarterly declarations will be given for additions or deletions by the end of the following month • Prorate premium are to be charged/refund in case of addition or deletion
TPA	TPA service Provider (if any) and the details should be submitted at the time of final placement and the list of network hospitals are to be submitted along with EoI
Service Charges on Medical Bills	Should not be deducted from the claim or charged to the claim.

2. The Insurance premium amount shall be based on the following coverage to be paid per student:

S. No	Description of Cover	Cover (in Rs.)
1.	Death (Accident only)	2,00,000/-
2.	Permanent Total Disability (Accident only)	2,00,000/-
3.	Medical Expenses (In case of accident emergency only)	50,000/-
4.	Partial Disability	Up to One Lakh

3. For the new students who may join the University from time to time, identical coverage has to be made available from the day one of joining though the premium paid may be based on the fractional period involved.

ANNEXURE-I

(On company's letter head)

INSURER PROFILE

S. N.	Particulars	To be filled in by the Insurer
1.	Name of the Agency/insurer	
2.	Date of incorporation/establishment of the company/ firm	
3.	Registered Office address of the Company/firm with Office Telephone Number, Email ID, Fax Number	
4.	Name of the Contact person with Telephone Number, Email ID, Fax Number	
5.	Address of the branch office at Bilaspur/Raipur, Chhattisgarh	
6.	Details of Registration with IRDA	
7.	Attach the detailed terms and conditions of Student Insurance Provided by Insurer	
8.	Claim Settlement Ratio during last Five Year	
9.	Claim Settlement Amount during last Five years	
10.	Details for procedure for entry, exit and claim for Students of University (Enclose separate sheet)	
11.	Key features of the insurance scheme Provided by the insurer (Enclose separate sheet)	

Note: Insurers are requested to provide documentary proof in respect of the information furnished above.

Signature of the Authorized Representative

Company Stamp

ANNEXURE-II

(On company's letter head)

**LIST OF University / Institute / College FOR WHICH SUCH GROUP INSURANCE
SCHEME HAS BEEN PROVIDED DURING THE LAST TEN YEARS**

S. No.	Name and Address of the Client (also indicate whether Government/Semi-Government / Autonomous Body/Private Body)	Amount Insured/Details of Scheme provided	No. of Students insured/ covered	Remarks, if any

Note: Insurers are requested to provide documentary proof in respect of the information furnished above.

Signature of the Authorized Representative

Company Stamp

ANNEXURE-III

FINANCIAL BID

The final selection of the eligible Insurance Company/bidder shall be based on the minimum insurance premium quoted (L-1) including GST per student as per the following coverage:

Sr. No	Description of Cover	Cover (in Rs.)	Price Quoted Included GST (Rs)
1.	Death (Accident only)	2,00,000/-	
2.	Permanent Total Disability (Accident only)	2,00,000/-	
3.	Medical expenses (Accident only)	50,000/-	
4.	Partial Disability (Accident only)	Up to One Lakh	
Premium per Student (To be quoted by the vendor with detailed T&C)			

Signature of the Authorized Representative

Company Stamp

Key Information

1. Downloading of the EoI cum E-Tender:

The bid document consisting of scope of work and the set of terms and conditions of the contract to be complied with and other necessary documents may be seen and downloaded from websites <https://eprocure.gov.in/epublish/app> or www.new.ggu.ac.in

2. Submission of the Bids

TECHNICAL BID: Following duly signed documents are to be submitted by the bidder:

- a. All relevant certificates, undertakings, documentary evidence in support of the information furnished by the bidder.
- b. Signed and scanned copies of Tender Cost and EMD.
- c. Signed copy of the tender/EoI document without any alteration.

3. HARD COPY TO BE SUBMITTED IN A SEALED ENVELOPE TO THE

**“REGISTRAR (STORE), GURU GHASIDAS VISHWVISDYALAYA,
KONI, BILASPUR (C.G.), 495009**

- a. All tender related documents for technical evaluation
- b. Financial bid (signed hard copy and soft copy in pen drive in excel file)
- c. Original copies of Tender Cost and EMD.

4. FINANCIAL BID:

Financial bid must be sent via speed post/Registered post/courier etc. within the period of bid submission their tender. The Financial Bids (Both Hard copy and soft copy in Pen drive) in prescribed format as in Annexure III) as per format available on the **website** <https://eprocure.gov.in/epublish/app> or <http://www.new.ggu.ac.in/>) within the period of bid submission.

(NOTE: The Bidders are requested to strictly quote the financial bid as per Annexure-III)

5. PACK MUST INCLUDE THE FOLLOWING:

Sealed Envelope – I (ENTITLED TENDER FEES): Tender fees Rs 2,000/- in form of DD

Sealed Envelope – II (ENTITLED TECHNICAL BID): All bid related technical documents seal and signed as requested

Sealed Envelope – III (ENTITLED FINANCIAL BID): Signed hard copy and soft copy of financial bids as per Annexure -III in excel in a pen drive

All the above sealed envelopes (I-III) should be packed in one large envelope

Annexure IV

DECLARATION

2. I,.....Son /Daughter of Shri
3. Proprietor/ Partner/ Director/ Authorized Signatory of the bidding firm M/s. -----
----- and I am competent to sign this declaration and execute this EOI document.
4. I have carefully read and understood all the terms and conditions of the EOI and I hereby convey my acceptance and compliance of the same.
5. The information/ documents furnished along with this EoI/Bid application are true and authentic to the best of my knowledge and belief.
6. I/ we am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law, and my EMD may also be forfeited.
7. My/Our firm is neither blacklisted by any Government Department/PSUs/PSEs nor is any Criminal Case registered against the firm or its owner or partners or directors anywhere in India.
8. I/We have read and understood all the terms and conditions and are acceptable to the firm.
9. I/we will obey/comply/abide by all the terms and conditions of this EoI cum Tender, if the contract is awarded to my firm.
10. Total number of pages (including signed copy of EoI documents) being submitted in this bid is.

Dated:

Signature of Bidder.....

Name.....

Designation.....

Firm' seal.....

- Note :**
1. The above declaration, duly signed and sealed by the authorized signatory of the firm/company, should be enclosed with the EOI document.
 2. Certificate as per above must be submitted only on non-judicial stamp paper of Rs.100/