

**INDIAN INSTITUTE OF MANAGEMENT KASHIPUR**

(Set up by Ministry of HRD, Govt. of India)  
Kundeshwari, Kashipur-244713 (Uttarakhand)  
Ph- 05947-262174/76/116 Fax: 262820, Website: <http://iimkashipur.ac.in>

**INVITING EXPRESSION OF INTEREST (EOI) FOR  
GROUP HEALTH INSURANCE POLICY FOR IIM KASHIPUR EMPLOYEES**

No. IIMKPV/Employee/ Insurance/2022-23

Date: 28/02/2023

The Indian Institute of Management Kashipur is set up with the objective of imparting quality management education while sensitizing employees towards the needs of the society. IIM Kashipur commenced operations from July 2011.

The institute boasts of being located in one of the densest industrialized regions in the country with over 180 industries having set up their plants in and around the region and many more lining up.

IIM Kashipur is making efforts to provide medical and health services to its employees within the overall framework of the institute. The risk of low level of health security is prevalent among employees of the institute due to their nature of work. The Group Health Insurance Plan could be a way of overcoming financial handicaps, improving access to quality medical care and providing financial protection against high end medical expenses. The Group Health plan for the welfare of IIM Kashipur Employees attempts to address such issues.

In view of this, the Institute invites Expressions of Interest (EoI) from the insurance companies (licensed and registered with IRDA) or Agencies (enabled by central legislation to undertake Insurance related activities) dealing with "Group Health Insurance Plan" for implementation for providing cover to the employees of IIM Kashipur.

Interested companies may submit sealed quotations as per enclosed format and following schedule:

**Schedule:**

→ Last date for submission of Bids	▶	<u>20/03/2023</u>	<u>3:00 PM</u>
→ Date and time of opening of Bids	▶	<u>20/03/2023</u>	<u>3:30 PM</u>

- The bids/proposals received after the above deadline will not be considered.
- Incomplete and unsigned bids or the bids not in prescribed format will be rejected without assigning any reason.
- The bids/proposals should be complete in all respects and submitted to:
- All policies / offer should be priced without any agent/ broker commission loaded into the rates.

Chief Administrative Officer  
Indian Institute of Management Kashipur  
Kundeshwari, Distt. Udham Singh Nagar  
Kashipur-244713 (Uttarakhand)

Chief Administrative Officer

## 1. Key Features

The Key features for health insurance plan includes:

- 1.1. Health Insurance Scheme would be for about 88 employees + dependents approximately ( $\pm 10\%$  variation).
- 1.2. Premiums for insurance coverage: IIM Kashipur will pay a regular insurance premium for Health insurance during the coverage period.
- 1.3. Direct billing to service providers: The Insurer will ensure direct settlement of bills and claims with hospitals and medical service providers.
- 1.4. Accessibility to health insurance services: The administrative set-up should ensure access to health insurance information and services to all the beneficiaries of IIM Kashipur.
- 1.5. The scheme: The scheme will include the participation of all public & private sector health service providers.

## 2. Terms and Conditions

- 2.1. **Submission procedure:** Sealed envelope (as mentioned below) sealed and superscribed as “**Bid for Group Health Insurance Policy for IIM Kashipur employees**”.

The envelop should contain:

- i. Duly completed covering letter as per Annexure-II on official letter head
  - ii. Technical Bids as per Annexure-I, Annexure-III (Option-A and B) and the terms and conditions duly signed
  - iii. Relevant supporting documents of technical bid, if any.
  - iv. The financial bid as per Annexure-IV.
- 2.2. The sealed envelope should be dropped in the tender box placed in the office of **Chief Administrative Officer** by the deadline. Those who send the tender documents by post have to ensure that the documents reach before the prescribed time and date. The Institute will not take any responsibility under any circumstances for courier / postal delays:
  - 2.3. One authorized representative of the bidder can be present while opening the EOI.
  - 2.4. Financial bids of technically qualified parties shall be opened on the same date.
  - 2.5. The technical evaluation committee of the institute constituted for the said purpose shall assess the ability and credential of the service provider, before deciding on the EOI and financial documents will be issued to only those firms who will be recommended by the said committee for the said purpose.
  - 2.6. The bidder should sign on each page of the document.
  - 2.7. EOI which are not in conformity with the requirement of the institute shall be rejected, without assigning any reason whatsoever.
  - 2.8. EOI sent by FAX or mail shall not be considered for evaluation, subject to compelling grounds.
  - 2.9. All the employees of IIM Kashipur irrespective of their age shall be eligible to join the scheme.
  - 2.10. The scheme should have provision for addition / deletion of employees to the employees throughout the year on prorata basis.
  - 2.11. The qualified company/ service provider shall have at its own cost, comply with

the provisions of orders & notifications issued by IRDA and Government, from time to time.

- 2.12. In case of any unsatisfactory service, suitable penalty as deemed fit to be decided by the competent authority of IIM Kashipur shall be levied after issuing notice/ giving chance to the service provider for rectification.
- 2.13. In case of any failure for settlement of any claim as agreed upon by the service provider, within a reasonable time frame to be decided by the competent authority of IIM Kashipur, suitable penalty shall be instituted. The period of contract shall be initially for one year extendable further on mutually agreed terms and conditions, which is also liable to be terminated in case of any unsatisfactory services or lapses of any kind, with one months' notice.
- 2.14. IIM Kashipur reserves the right to modify/change/alter any terms and conditions prior to signing of the agreement.
- 2.15. The Insurance Company shall have to continue the policy till the policy completion date without asking any additional premium, except addition of members on pro rata basis.
- 2.16. In event of any dispute or difference arising out of or in connection with the Contract including the interpretation of its clauses or any other matter arising out of the Contract between the Parties, the same shall be resolved by mutual discussion and if any dispute or difference arising out of this Contract or interpretation of the Contract or any other matter related to it. If the contract still remains unresolved; it shall be then referred to the Sole Arbitrator who shall be appointed by the Director, IIM Kashipur alone. And the arbitral proceedings shall be conducted strictly in accordance with the Arbitration and Conciliation Act, 1996, as amended up-to-date (including the statutory modifications thereof). The place of conducting Arbitration / seat of Arbitration shall be Kashipur, Uttarakhand and the arbitral proceedings shall be conducted in English language only. The cost of arbitration shall be shared equally by both the parties and the decision/ interim orders passed by the Sole Arbitrator shall be final and binding on both the Parties.
- 2.17. Any dispute are subject to Kashipur jurisdiction only.

### **3. Special terms and Conditions**

- 3.1. There shall be a dedicated helpline (24 x7) 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.
- 3.2. If there is any reimbursement to the employees/beneficiaries of the scheme, the same should be paid directly to the employees within 30 days on receipt of bills, the service provider shall be responsible for ensuring the smooth process.
- 3.3. The response time by the TPA at the time of admission and discharge shall be maximum upto 6 hours.
- 3.4. Reports including claim of the employees and the details of settlement are to be furnished to the institute on monthly basis or as and when required by the institute

### **4. Documents to be furnished along with the EOI**

- 4.1. Details of Third-Party Administrators (TPA)
- 4.2. A draft copy of Group Health Insurance Policy.

## Annexure-I

**Documents to be Submitted with the EOI**

EOI Requirements	Compiled	Supporting documents enclosed
Tender document duly signed on each page	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Cashless treatment in atleast 2 hospitals located in Kashipur. Name of such hospitals to be provided.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
24x7 helpline of TPA along with contact details of TPA	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
A dummy copy of Group Health Insurance Policy	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Age-wise Premium Chart along with applicable Loading and discount offered.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

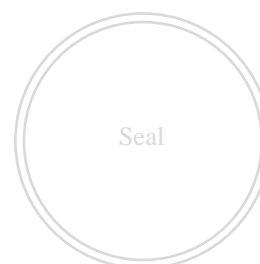
(Signature of the Authorised Person)

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Conatc / Mob No. \_\_\_\_\_



**Annexure-II**

(To be printed on office letter head)

To

Chief Administrative Officer  
Indian Institute of Management Kashipur  
Kundeshwari, Distt.-Udhamsingh Nagar  
Kashipur-244713, Uttarakhand

**Sub: Expressions of Interest for implementation of Group Health Insurance cover to  
Employees of IIM Kashipur**

Dear Sir

In reference to above, I/We are enclosing our irrevocable Expression of Interest (EOI) for Group Health Insurance cover to Employees of IIM Kashipur.

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.

Thanking you,

Yours sincerely

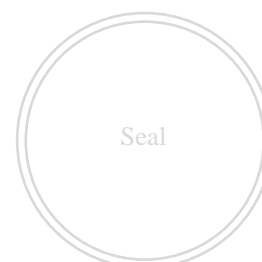
(Signature of the Authorised Person)

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Conatc / Mobile No. \_\_\_\_\_



## Annexure- III

**TECHNICAL BID FOR GROUP HEALTH INSURANCE POLICY FOR  
IIM KASHIPUR  
EMPLOYEES AND THEIR FAMILY MEMBERS**

Technical details			Remarks
Group Name	Indian Institute of Management		
Location	Kashipur		
Commencement Date	01/04/2023	Period	
Insured Group Details			
Employee Strength As on	February 2023		Details of employees and their family members is attached <b>(Appendix -1)</b>
No. of employees	88		
No. of Dependents	217		
<b>TOTAL NOS. OF LIVES</b>	<b>305</b>		
Family Definition	Employee, Spouse, parents, sisters, widowed sisters, widowed daughters, brothers, children, step children, divorced/separated daughter and step mother wholly dependent upon the employee and are normally residing with the employee		In case of son, the coverage will be till he starts earning or he attains the age of 25 years, whichever is earlier. In case of daughter, the coverage will be till she starts earning or gets married, whichever is earlier irrespective of the age . Dependency and other criteria to be decided as per Government of India Medical Attendance Rules.
Maximum Age	Not Applicable		
Floater/Individual	Floater		
Sum Insured bands	Rs. 5.00 Lakh (Family Floater)		
Coverage & Benefits Details			Remarks
Domiciliary Hospitalization	Covered		
Coverage of Pre Existing diseases	Covered		
Exclusions	NIL		
Cashless facility	Applicable		
30 days waiting Period	Waived		
1st Year and 2 years exclusions	Waived		
30 Days Pre and 60 Days post hospitalization Expenses covered	Covered		
Maternity Benefit / New Born Baby	Covered		Up to Sum Insured
Baby day 1 cover	Covered		Up to Sum Insured

Day Care Expenses	Covered	Insurer shall pay for Day Care expenses incurred on advanced technological surgeries and procedures requiring less than 24 hours of hospitalization
Ambulance charges	Covered	Up to 1% of sum insured
Coverage for Ayurvedic, Homeopathic and Unani medicine	Covered	
Corporate Buffer	Rs 20,00,000/- IIM Kashipur up to Sum	
Co-Payment	Not Applicable	
Room Rent Capping	Applicable. Cap should not be lower than as mentioned in corresponding table	1.Room-Rent –Rs.7500 per day (Max.) 2.ICU – Rs.15,000/- per day(Max.)
Other Conditions	New Employees shall be included in policy from date of joining and resigned /terminated employees shall be deleted from date of resignation/ termination.	
	Monthly declarations will be given for Additions and Deletions by end of the following month	
	Pro rata Premium to be charged/Refund in case of Addition	
TPA	TPA Services Involved (if any) and Name and contact details to be submitted.	List of Network of Authorized hospitals to be provided.
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.	

Name and Signature of Authorized Person


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*Annexure-IV*

**INDIAN INSTITUTE OF MANAGEMENT  
KASHIPUR**

**FINANCIAL BID FOR  
GROUP HEALTH INSURANCE POLICY FOR IIM KASHIPUR  
EMPLOYEES AND THEIR FAMILY MEMBERS**

S.No.	Particulars	Total Premium
01	Premium for coverage of Rs.5.00 Lakh per family for a period of one year	
	Taxes (if any)	
	<b>Total in figures</b>	
	<b>Total in words</b>	

Note:

- All terms & conditions as stated in the Tender Document are accepted.
- Conditional bids are not acceptable.
- Bids submitted in the above format is only acceptable

**Name and Signature of  
Authorized Person**

Seal



## Appendix-1

**INDIAN INSTITUTE OF MANAGEMENT  
KASHIPUR**

Employee strength as on	February 2023
No. of Employees	88
No. of Dependents	217
Total No. of Lives	305

Primary member (Self) + Age Band	Rs.5.00 Lakh
0-15	0
16-20	0
21-25	0
26-30	2
31-35	29
36-40	22
41-45	20
46-50	5
51-55	8
56-60	1
61-65	1
<b>TOTAL</b>	<b>88</b>
Dependents Age Band	Floater
0-15	70
16-20	10
21-25	9
26-30	13
31-35	20
36-40	22
41-45	10
46-50	6
51-55	7
56-60	7
61-65	11
66-70	16
71-75	13
76-80	2
81-85	1
<b>TOTAL</b>	<b>217</b>

Name and Signature of Authorized Person


 Seal

Appendix - 2

**Details of Last Three Year Claim Ratio and Integrated Claim Ratio**

1-253801/48/2021/8 ----- (01/04/2020 to 31/03/2021)

Claim Ratio = 21.51%

ICR% = 21.51%

2-253801/48/2022/11----- (01/04/2021 to 31/03/2022)

Claim Ratio = 105.62%

ICR% = 105.62%

3-253801/48/2023/4 ----- (01/04/2022 to 31/03/2023) Data required up to 15/02/2023)

Claim Ratio = 74.81%

ICR% = 84.80%