

National Health Systems Resource Centre
NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067
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NHSRC WEBSITE: www.nhsrcindia.org

Tender Ref: NHSRC/2015-16/HR/INSURANCE

Date: 24 July 2021

Sub: HIRING OF INSURANCE COMPANY FOR PROVIDING CASHLESS MEDICLAIM POLICY**REQUEST FOR PROPOSAL**

1. On behalf of the Executive Director, NHSRC, the Indenter, Tenders are invited for hiring in a TWO BID SYSTEM for “Hiring of Insurance Company For Providing Cashless Mediclaim Policy” strictly subject to the Terms and Conditions of the Contract as notified in the tender document available on the official NHSRC website www.nhsrcindia.com NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067. Eligible and interested organisations may send their proposal by Speed Post/Registered Post/Courier or may drop it in the tender box kept at reception by 1500 hrs on 10th September 2021, addressing it to **The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi – 110067**

2. Schedule to the Invitation of Tender

1.	Tender document download/Sale date/time	:	1000 Hrs. On 24 th July 2021
2.	Pre bid meeting	:	Virtual meeting to be held on 6 th August 2021. Link will be uploaded on the NHSRC website.
3.	Tender document download/sale end date/time	:	1400 Hrs. On 10 th September 2021
4.	Last date and time for receipt of bids	:	1500 Hrs. On 10 th September 2021
5.	Date and time for opening of Prequalification-cum-technical bid	:	1600 Hrs. On 10 th September 2021
6.	Date and time for opening of financial bid	:	1600 Hrs. On 13 th September 2021
7.	Service to be provided	:	Hiring of Insurance Company for Providing Cashless Mediclaim Policy
8.	Period / Extension of Contract	:	One year from the date of Award of contract
9.	Validity of tender offers	:	180 days from date of opening of prequalification-cum-technical bid
10.	Performance Security total cost of Bid (for Finalised Bidder only)	:	3% of contract value or Rs. 50,000/- whichever is higher
11.	For Requirement of Data of Age, etc. of NHSRC Personnel, email may be sent to	:	insurance.nhsrc@gmail.com

Scope of work: To Provide Cashless Mediclaim Policy to the Personnel Working with NHSRC

Duration: The duration of the contract will be one year from the date of award of contract to the successful bidder. The contract will be renewable subject to terms and conditions of the agreement between successful bidder and NHSRC.

ELIGIBILITY OF THE BIDDER

- (a) The bidder should provide cashless Medclaim policy to 114 NHSRC personnel for Rs. 5 lacs of sum insured (*As per Annexure A*).
- (b) The bidder shall have minimum 5 years of experience in execution of similar job.
- (c) The bidder should have pan India presence, including all North Eastern states.
- (d) The bidder should have strong network of hospitals across the country including North Eastern states and should provide a list of empanelled hospitals along with the proposal.
- (e) The bidder should provide coverage of all pre-existing diseases / conditions from day 1.
- (f) The bidder should provide maternity benefits from day 1.
- (g) The bidder should ensure that there is no disease-wise capping.
- (h) The bidder should provide coverage of all communicable and non-communicable diseases.
- (i) The bidder should provide room rent details vis-à-vis. normal as well as ICU.
- (j) The bidder should provide monthly addition and deletion of NHSRC personnel to the medi-claim policy on account of new joining's and exits.
- (k) The bidder should specify process of availing cashless benefit.
- (l) The bidder should provide individual cards to NHSRC personnel to be used for availing cashless services.

TAX DEDUCTION AT SOURCE

TDS and GST on TDS or any other Tax deduction at source shall be governed as per GOI prevailing rules. Exemptions regarding TDS, etc, if any, needs to informed well in advance, else NHSRC will make the deductions as per government rules.

TERMS AND CONDITIONS

1. Purchase after/ downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise, the bid will be rejected.
2. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit/ the entire signed and stamped document.
3. The date & time of opening the tender is mentioned in the 'Schedule to the Invitation of Tender'. In case the date of opening of tenders is declared on a public holiday or non-working day inadvertently, the tenders shall be opened at the same time on the next working day.
4. All documents submitted by the bidder should be self-attested with seal of the bidder.
5. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed, and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
6. Bidders are requested to check the website www.nhsrcindia.org regularly before due date of submission for any probable corrigendum which could be uploaded subsequently to this tender.
7. The tender Bids containing terms and conditions can be downloaded from the website www.nhsrcindia.org Tenders may be sent by registered post/or may be dropped in Tender Box at the

NHSRC office by or before 1500 Hrs on 10th September 2021. NHSRC shall not be responsible for any postal delays.

8. Tenders shall be opened in the presence of tenderers or their authorised representatives. Only one representative from each bidder will be allowed during opening of the tender. If no representative of the bidder is present during the opening of the tender, then it will not be considered as disqualification of the bidder.
9. NHSRC shall not deal with any broker / agent regarding the payment of insurance premium or claims and would deal directly with the insurance company for any premium or claim related issues.
10. Original/downloaded tender document shall be duly filled in, signed and stamped by the bidder or his authorized representative.
11. Telegraphic/ Telex/ Fax/ Email and letterhead quotations are not acceptable and will be rejected.
12. It shall be presumed that the terms & conditions mentioned in the tender document have been duly accepted by bidder while submitting the bid. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document. Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvas for the work will prejudice the bidder quotation.
13. NHSRC reserves the right to reject, withdraw/ revoke/ cancel whole or any part of tender at any stage without assigning any reason.
14. Conditional Bids shall not be accepted.
15. The bid will be accepted in Two Separate Sealed envelopes super scribed -
 - (a) **FINANCIAL BID** containing Price Schedule, and
 - (b) **TECHNICAL BID** containing with all the required documents.Both the envelope should be enclosed in a separate sealed envelope super scribed, as “TECHNICAL & FINANCIAL PROPOSALS FOR HIRING OF INSURANCE COMPANY FOR PROVIDING CASHLESS MEDICLAIM POLICY” addressed to PAO, NHSRC, NIHFV Campus, Baba Gangnath Marg, Munirka, New Delhi-110067 on the bottom left-Hand Cover.
16. If the address, Telephone, email, or any information of two or more different bidders are found same or any similarity found during evaluation, the quotation provided by both the bidders will not be considered and both the bidders will be disqualified.
17. Annexures to this tender are not separate. Annexures to be considered part of this tender notice.

INSTRUCTION TO THE BIDDERS

Before submitting a bid, bidders are expected to examine the Bid documents carefully, fully inform themselves of existing conditions and limitations including all items in the Bid documents. No consideration will be granted for any alleged misunderstanding or the materials to be furnished, work to be performed or actual considerations to complete all work and comply with conditions specified in the Bid document.

Any qualified deficiency, errors, discrepancies, omissions, ambiguities or conflicts in the Bid documents, or there be any doubts as to the meaning of a provision or requirement shall immediately brought to notice of tendering department in writing not less than 07 days prior to bid closing date.

A bidder can submit only one Bid.

BID SECURITY DECLARATION

The bidder in view of the office memorandum by Ministry of Finance, dated 12th November 2020, is not required to submit any Earnest Money Deposit.

In view of the said notification the bidder shall sign a “Bid Security Declaration” accepting that if the bidder withdraws or modifies their bid during the period of the validity of the bid, or if the L1 bidder is awarded the contract and bidder fails to sign the contract, or to submit a performance security before the timeline defined in the request for proposal document, the bidder will be suspended for future bids for a period of two years.

PERFORMANCE SECURITY:

1. The successful bidder shall furnish the 3% performance security of contract value or Rs. 50,000/- whichever is higher (as required under the Rule 171, General Financial Rules, 2017).
2. The successful bidder shall furnish Performance Security for an amount as indicated above to ensure due performance of the contract within fifteen days (15) or earlier from the date of receipt of communication from NHSRC informing ‘Acceptance of Bid’.
3. The Performance Security shall be furnished in form of a Demand draft/ Pay order /Bank Guarantee/Fixed Deposit Receipt (FDR) in favour of “National Health Systems Resource Centre”.
4. In case the Performance Security is submitted in form of Bank Guarantee/Fixed Deposit Receipt (FDR) shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the work order.
5. Failure of the bidder to submit the above-mentioned Performance Security shall constitute sufficient grounds for the annulment of the award.
6. The Performance Security as mentioned in the sub-para (i) above shall be released on satisfactory completion of all contractual obligation.

COMMUNICATION OF ACCEPTANCE

Acceptance of tender by the Indenter will be communicated by registered letter/ speed post/ cable/ telex/ fax/e-mail or a formal letter of ‘Acceptance of Bid’ or ‘Work Order’. The award of work order, when issued to successful bidder, constitutes the contract with collateral supports from terms and conditions of the tender limitation notices as well as formal agreement on non-judicial stamp paper if any, all of which finally form the contractual obligations to be adhered to / performed by the bidder. Non-performance of any such obligations make the bidder liable for consequential effects.

The contract / agreement on a non-judicial stamp paper of Rs. 100/-, will be signed by the successful bidder within 15 days from the date of issue of the ‘Acceptance of Bid’ or Work Order.

ANNULMENT OF AWARD

Failure of the successful bidder to comply with the terms and conditions of the contract/work order shall constitute sufficient ground for the annulment of the award in which case NHSRC may award the contract to any other bidder at its own discretion or call for new bids.

SIGNING OF CONTRACT

The successful bidder shall execute an agreement for providing satisfactory cashless Medclaim policy.

CONFIDENTIALITY

The bidders will maintain total confidentiality and promise to not enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications & subsidiary contracts.

DISCLAIMER

The close relatives of NHSRC personnel are prohibited from participation in this tender. The close relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family.

- (b) The one is related to the other in the manner as wife or husband, father, mother, sons(s), son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother (s) and brother's wife (Sister-in-law), sister(s) and sister's husband (brother-in-law)

- (c) A declaration to this effect will be given by the bidder.

INDEMNIFICATION

The Bidder shall, at its own expense, defend and indemnify the owner against all third-party claims.

The Bidder shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. The Indenter shall not pay any compensation to a third-party claim, the Bidder shall be fully responsible for the same, with all expenses inclusive of court and legal fees.

CRITERIA FOR EVALUATION OF TENDER

The Evaluation of the Tenders will be made (i) on the basis of Technical Information (Annex I) and (ii) then on the basis of Commercial/Financial Information (Annex II). The Commercial Bid of such firms found valid based on technical parameters will only be opened on the date/time and venue announced after opening of the Technical Bid only.

TECHNICAL BID

BIO-DATA AND DETAILS OF EXPERIENCE ETC.

- 1. A) Name and address of Insurance company
- B) Address of Office
- C) Telephone / Fax No. (Office).....
- D) Telephone/fax No. (Res.).....
- E) E-mail address.....
- 2. a) Whether firm is Prop./Partnership//Pvt. Ltd./ Ltd.....
- b) PAN/TAN No.....
- c) Name of contact person for this Bid with his/her/their
Telephone Nos.....Mobile No.....
- d) E-mail address of Person concerned.....
- 3. Date of commencement of business (Minimum experience should be 5 yrs.)
- 4. Number of offices in India
 - a) Own offices
 - b) Franchise (Name of companies)
 Please enclose list of offices/addresses.
- 5. Turnover during last 3 Financial Years:-
 - A) 2017-18
 - B) 2018-19
 - C) 2019-20
- 6. Name and address of leading customers including Public Sector undertaking (Please submit proof of the same.)_____

7. Whether registered with Goods and Services Tax Authority?

IF YES, GST No.....

8. Whether Income Tax Payee? If so, Income Tax Return filed for the last 3 years should be submitted.

DATE:..... SIGNATURE_____

Name.....Address.....

With Rubber stamp.....

FINANCIAL BID

	Upto 114 Personnel
A. Annual Insurance Premium (in Rs.)	
B. Discount (in %)	
C. GST (as applicable, in %)	

SIGNATURE

NAME

ADDRESS

SEAL