
 Delhi Tenders		eTendering System Government of NCT of Delhi				
Tender Details						
Date : 07-Feb-2023 03:13 PM						
 Print						
Basic Details						
Organisation Chain	Delhi Technological University					
Tender Reference Number	DTU/GA/130/19-20/1004/VOL.3					
Tender ID	2023_DTU_236164_1					
Tender Type	Open Tender	Form of contract	Empanelment			
Tender Category	Services	No. of Covers	2			
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No			
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No			
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No			
Payment Instruments			Cover Details, No. Of Covers - 2			
Offline	S.No	Instrument Type	Cover No	Cover	Document Type	Description
	1	Demand Draft	1	Fee/PreQual /Technical	.pdf	NIT
			2	Finance	.xls	BOQ
Tender Fee Details, [Total Fee in ₹ * - 0.00]			EMD Fee Details			
Tender Fee in ₹	0.00	EMD Amount in ₹	83,700	EMD through BG/ST or EMD Exemption Allowed	Yes	
Fee Payable To	Nil	Fee Payable At	Nil	EMD Fee Type	fixed	
Tender Fee Exemption Allowed	No			EMD Percentage	NA	
				EMD Payable To	REGISTRAR, DELHI TECHNOLOGICAL UNIVERSITY	
				EMD Payable At	DELHI	
Click to view modification history						
Work / Item(s)						
Title	NIT FOR EMPANELMENT OF INSURANCE COMPANIES (IRDA APPROVED) OR THEIR AUTHORIZED SERVICE PROVIDERS					
Work Description	NIT FOR EMPANELMENT OF INSURANCE COMPANIES (IRDA APPROVED) OR THEIR AUTHORIZED SERVICE PROVIDERS					
Pre Qualification Details	PLEASE REFER TENDER DOCUMENTS					
Independent External Monitor/Remarks	NA					
Show Tender Value in Public Domain	No					
Tender Value in ₹	0.00	Product Category	Miscellaneous Services	Sub category	NA	
Contract Type	Empanelment	Bid Validity(Days)	120	Period Of Work(Days)	365	
Location	DELHI TECHNOLOGICAL UNIVERSITY	Pincode	110042	Pre Bid Meeting Place	Office of Deputy Registrar, General Administration	

Pre Bid Meeting Address	Office of Deputy Registrar, General Administration, DTU	Pre Bid Meeting Date	13-Feb-2023 03:30 PM	Bid Opening Place	Office of Deputy Registrar, General Administration
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	07-Feb-2023 03:30 PM	Bid Opening Date	24-Feb-2023 03:30 PM
Document Download / Sale Start Date	07-Feb-2023 03:30 PM	Document Download / Sale End Date	24-Feb-2023 03:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	07-Feb-2023 03:30 PM	Bid Submission End Date	24-Feb-2023 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	NIT	580.86

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	NITstudentinsurance.pdf	NIT	568.61
	2	BOQ	BOQ_307350.xls	BOQ	345.50

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	aksrivastava@dce.ac.in	Amit Srivastava	AMIT KUMAR SHRIVASTAVA
2.	admin6@gmail.com	A K PANDEY	Ashok Kumar Pandey
3.	pradeepkteotia@yahoo.com	Pradeep Kumar Teotia	PRADEEP KUMAR TEOTIA
4.	aedtudelhi@gmail.com	Mohit Tyagi	Mohit Tyagi

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Show Bids Details	Yes
BoQ Comparative Chart model	Normal	BoQ Compative chart decimal places	3
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

Tender Inviting Authority

Name	DE
Address	GENERAL ADMINISTRATION, DTU

Tender Creator Details

Created By	Mohit Tyagi
Designation	Assitant Engineer Civil
Created Date	07-Feb-2023 03:02 PM

TENDER DOCUMENT

**NOTICE INVITING TENDER FOR
EMPANELMENT OF INSURANCE
COMPANIES (IRDA APPROVED) /
OR THEIR AUTHORIZED
SERVICE PROVIDERS**



DELHI TECHNOLOGICAL UNIVERSITY
(Formerly Delhi College of Engineering)
Govt. of NCT of Delhi
Shahbad Daulatpur, Bawana Road, Delhi 110 042
Tel: +91-11-2729 4673, e-mail: ga@dtu.ac.in



INDEX/ LIST OF DOCUMENTS

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		From	To
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NOTICE INVITING TENDER (NIT) FOR EMPANELMENT OF INSURANCE COMPANIES or THEIR AUTHORIZED SERVICE PROVIDERS

1. Delhi Technological University (Formerly Delhi College of Engineering) is a premier institute of Higher Learning with over 15000 students (approx.) enrolled in various courses (UG, PG, Programmers, etc.) situated at Shahbad Daulatpur, Main Bawana Road, Delhi 110042.
2. DTU through its NIT invite leading insurance companies (IRDA approved) / or their authorized service providers for DTU’s Insurance policies for its students and subsequent claims settlement, This NIT includes the following:
 - A. Terms & Conditions
 - B. Scope of Work
 - C. Claims Management
 - D. Miscellaneous Services
 - E. Eligibility Criteria
 - F. Bid Evaluation – The bidders qualifying the eligibility criteria will be assessed w.r.t. assessment criteria for Technical Bids.
3. The “NOTICE INVITING TENDER (NIT)” is available on University’s website (<https://www.dtu.ac.in>) in Tenders section and on e-procurement website of Delhi Govt. (<http://govtprocurement.delhi.gov.in>). They have to submit the required documents strictly as per provisions of the NIT document. The schedule of the bidding process is as under:
4. Last date for submission/receipt of tender(s) is **24.02.2023 at 03:00 PM** and will be opened by the Tender committee in the presence of tenderers or their authorized representatives who wish to be present on the same day at **03:30 PM** in the Office of Deputy Registrar (General Administration), DTU, Government of NCT of Delhi. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time **but the tender box will be sealed on same day and time, as scheduled above**. The tenders received after the above said scheduled date and time will not be considered. Only the bids uploaded through e-procurement portal of Delhi Govt. NCT of Delhi at <http://govtprocurement.delhi.gov.in> will be considered for their evaluation. No tender by FAX will be entertained.

5. Bid Schedule-

Date of start and downloading tender	07.02.2023 at 03:30 PM
Pre-Bid Meeting	13.02.2023 at 03:30 PM
EMD (Earnest Money Deposit)	Rs. 83,700/- (Rupee Eighty Three Thousand Seven Hundred Only)
Last date and submission of tender	24.02.2023 at 3:00 PM
Date and Time of Opening Bid	24.02.2023 at 3:30 PM
Designation of the Authorized Officer and Address of Communication	Deputy Registrar (General Administration) Delhi Technological University Shahbad Daulatpur, Bawana Road, New Delhi - 110042

**Deputy Registrar,
(General Administration)**



Guidelines/Procedure to be followed in introduction of 'e'-procurement Solution:

1. **Payment of Cost of Tender Document.** The collection of cost of Tender documents is dispensed away with, as there is no physical supply of tender documents and also to have absolute anonymity of bidder participating in e-procurement solution. The bidders can view/download the tender documents from the <https://govtprocurement.delhi.gov.in>
2. **Submission of Bids.** The bidders who are desirous of participating in 'e'-procurement shall submit their price bids in the standard formats prescribed in the Tender documents, displayed at: <https://govtprocurement.delhi.gov.in>. The bidder should upload the scanned copies of all the relevant certificates, documents etc. in the <https://govtprocurement.delhi.gov.in> in support of their price bids. The bidder shall sign on all the pages of tender document, statements and certificates uploaded by him, owning responsibility for their correctness/authenticity.
3. **EMD (Earnest Money Deposit).** The EMD of an amount of Rs. 83,700/- shall be in the form of DD/Pay Order of scheduled bank issued in favor of Registrar, Delhi Technological University, Delhi. Xerox copy of the DD/PO is to be scanned and uploaded along with the bid, and the original DD/PO shall be sent to the Office of Deputy Registrar, General Administration, DTU so as to reach before the date and time of closing of the bid. Failure to furnish the original DD/PO before the closing of the bid will entail rejection of bid.
4. **Remuneration of the Insurance Company or their Authorised Service Providers.** DTU shall not pay any fee/expenses/remuneration to the companies of their service providers for any activity carried out by them in connection with insurance work before, during or after the period of engagement. Thus, there shall be no cost to DTU.
5. **Processing of Tenders.** The concerned officer/officers will evaluate and process the tenders as done in the conventional tenders and will communicate the decision to the bidder online.
6. **Participation of Bidders at the time of opening of bids:** Bidders have two options to participate in tendering process at the time of opening of Bids:
 - (a) Bidders can come at the place of opening of bids.
 - (b) Bidders can visualize the process online.
7. **Payment of Performance Guarantee:** The successful tenderers shall furnish a Bank Guarantee / FDR of the value of 3% of the estimated cost of work or Rs. 1,25,550/- whichever is higher. It shall be for a period of sixty days beyond one year from a nationalized bank to ensure the satisfactory performance. The performance guarantee is to be submitted at the time of award of work. In case the performance of the of the work is not found satisfactory, the amount of bank guarantee will be forfeited & credited in University account.
8. **Participation Financial Rules for e-procurement:** The e-procurement system would be applicable for purchase of goods, outsourcing of services and execution of work as prescribed in GFRs.
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DEPUTY REGISTRAR (GENERAL ADMINISTRATION)
DELHI TECHNOLOGICAL UNIVERSITY,
SHAHBAD DAULATPUR,
BAWANA ROAD, DELHI – 110042



ANNEXURE – A

TERMS AND CONDITIONS

1. The Policy shall cover all students of Delhi Technological University which includes Undergraduate, Postgraduate and Research Scholars.
2. The tender should be accompanied with EMD
3. The insurance companies (IRDA approved) / or their authorized service providers who is awardee this NIT shall sign a formal Agreement on a non-judicial stamp paper worth **Rs 100/- (Rupees one hundred only) (at his cost) within seven days from award of the work.**
4. The tenderers should go through the complete tender document including all terms and conditions and scope of work already fixed by the Delhi Technological University before tendering.
5. The bidder is advised to mention serial number of all the pages of NIT as per Index/list of documents, enclosures annexure and complete list of documents accordingly before uploading the same.
6. DTU shall not pay any fee/expenses/ remuneration to the insurance companies (IRDA approved) / or their authorized service providers for any activity carried out by them in connection with insurance work before, during or after the period of engagement. **Thus, there shall be no cost to DTU.**
7. One dedicated executive to deal/guide the students in case of need.
8. The engagement of insurance companies (IRDA approved) / or their authorized service providers will be initially for 12 months. During the period of engagement, the performance of the insurance companies (IRDA approved) / or their service providers will be evaluated on the basis of their ability to optimize premium outgo, improve the Claim settlement, carrying out Risk inspection. If the performance of the selected insurance companies (IRDA approved) / or their authorized service providers is found to be satisfactory, then the above engagement may be extended for another 12 months on the same terms & conditions.
9. The Insurance companies (IRDA approved) / or their authorized service providers will not disclose any information related to DTU without the prior consent of the DTU officials.
10. DTU Group Medical Insurance policy & Accidental policy should be from insurance companies which are registered with IRDA and are working in the field for the last minimum five years.
11. Hon'ble Vice-Chancellor reserves the right to accept or reject any bid and to annul the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders. No claim whatsoever will be entertained / paid by the university to the bidder(s).
12. **The L1 will be chosen and the contract will be awarded on the basis of total price quoted by bidders for both GMC and GPA policy.**



ANNEXURE – B

SCOPE OF WORK

1. **Providing Insurance Facility to DTU Students covering but not limiting to:**
 - **Group Mediclaim (GMC) Policy of Rs. 1 lakh.**
 - **Group Personal Accident (GPA) Policy of Rs. 1 lakh.**
 - a) Death only
 - b) Loss of limbs, eyes
 - c) Permanent total disablement from injuries other than those named above
 - d) Permanent partial disablement
 - e) Temporary total disablement
 - COVID to be covered
 - Pre- existing diseases/ Illness are covered from day one.
 - Waiver of 30 days waiting period.
 - 30/60 days pre & post hospitalization to be covered.
 - Addition & Deletion to be charged on pro rata basis. Premium will be paid on pro rata basis with a clause for free entry and exit.
 - Timeline for Submission of documents: within 60 days from the date of discharge.
 - No intimation clause subject to submission of documents within 60 days.
 - Deficient Documents submission within 60 days from the day of receipt of email from TPA.
 - Room Rent Restriction: 2% for Normal Room and 4% for ICU on sum insured.
 - Disease Capping is not applicable.
 - Ambulance Charges is 1500/-.
 - Terrorism cover
 - Critical Illness needs to be covered
 - In case of any specialized treatment/robotics surgery is required the, Insurance company should be liable to pay the same under mediclaim policy.
 - Professional sports and games etc. shall include for purpose of medical claim participation of insured students in any sports activity wherein the students represent DTU.
 - Students age between 18-40 years.
2. **Premium coverage of the students:**

Any student who is on rolls of the DTU on the day insurance premium is made to the insurance company shall be deemed to have been covered by the insurance policy whether he/she is registered or not in the insurance record of the company. Proof of student being enrolled in DTU will however be provided to the company by the institute.
3. The prospective insurance company shall provide information to designated officers/officials including the insured students of DTU regarding insurance details & contact person in case of any eventually to students through electronic means i.e. e-mail, cell phone, landline, SMS.
4. Dedicated customer care service & public/student grievance redressed system including the well-defined claim procedure: The prospective insurance company shall have designate customer care service & or public/student grievance system.
5. Electronic transaction: The prospective insurance company may involve itself electronic transactions.
6. Free medical checkup: Free medical checkup of the insured students shall be organized Once/ Twice in a year at Delhi Technological University. Free medical checkup will be at the discretion of the students.
7. (i) If a student leaves DTU name is struck off by DTU during Academic Year then that student shall not be Under insurance cover from the date such on eventually happens.



(ii) Student shall be provided insurance cover even if student may meet accident (Total/Non-fatal) during Academic Year in DTU campus or off DTU campus i.e. even when a student is away from campus with/without availed leave/intimation to their respective Dean/HOD, DTU.

CLAIM MANAGEMENT

1. Coordinating and ensuring realization of any claims arising during the policy period.
2. Assisting in speedy realization of premium refunds.
3. Coordinating with insurers for immediate intimation and survey by appointed surveyor.
4. Documentation of claims: The insurance companies (IRDA approved) / or their authorized service providers would assist to arrange all documentation from DTU offices for lodging claims.
5. Resolving various queries of Students during claim processing.
6. Guidance in relation to interpretation of policy wordings/conditions, warranties, deductibles etc. during claims processing.

Miscellaneous Services

1. Technical Assistance in any insurance policies in addition to the DTU Group Mediclaim policies & Group Accidental Policies as and when required.
2. Keeping DTU informed of the latest IRDA regulations and guidelines.
3. Advising DTU from time to time, on developments in the insurance industry having impact on the company.
4. Any other Advisory services related to the Insurance Portfolio of DTU.
5. Service provider will depute their personnel for the distribution of physical mediclaim cards to students of DTU and the softcopies of same will be emailed to the students within 10 working days from the date students are endorsed in the policies.



ANNEXURE - C

MINIMUM ELIGIBILITY CRITERIA

1. Have accreditation with the IRDA (Provide copy of Latest Company License)
2. Hold the category of Insurance companies (IRDA approved) / or their authorized service providers (General) licensed by IRDA
3. Have minimum experience of operating as Direct Insurance companies (IRDA approved) / or their authorized service providers for 5 consecutive years as on 31.3.2021
4. Have its Registered / Corporate Office/ Branch Office in New Delhi.
5. Net worth of the bidder must be positive consecutively for the last 3 completed financial years up to 31.3.2021 (financial statements attested by CEO/Principal Officer of the company to be submitted along with the bid)
6. Claim department at the insurance companies (IRDA approved) / or their authorized service providers should be headed by person having an overall experience of more than 3 years.
7. Claim settlement ratio must be above 90%. Self-Attested proof/undertaking needs to be enclosed/uploaded with tender.

Note:

1. Documentary evidence in support of the above-mentioned eligibility criteria is to be submitted with the bid document, duly attested by the Principal Officer/Authorized Signatory failing which the offer shall be liable for rejection.
2. In cases, where audited results for the last financial year (FY 21-22) are not available as on the last date for submission of documents, the financial results certified by a practicing Chartered Accountant shall be considered acceptable. In case, the bidder is not able to submit the Certificate from a practicing Chartered Accountant certifying its financial parameters, the audited results of three consecutive financial years preceding the last financial year shall be considered for evaluating the financial parameters. Further, a certificate would be required from the CEO/CFO stating that the financial results of the company are under audit as on the last date for submission of documents and the Certificate from the practicing Chartered Accountant certifying the financial parameters is not available.



DELHI TECHNOLOGICAL UNIVERSITY
(Formerly Delhi College of Engineering)
Govt. of NCT of Delhi
Shahbad Daulatpur, Bawana Road, Delhi 110 042
Tel: +91-11-2729 4673, e-mail: ga@dtu.ac.in



ANNEXURE – D

CHECK LIST OF THE DOCUMENTS TO BE ATTACHED WITH THE BID

S. No.	Description
1.	Name of Insurance companies (IRDA approved) / or their service providers/Firm
2.	Proof of holding a License (General) accredited by IRDA for a period of 3 years (Proof attested by CEO/Principal Officer of the company)
3.	PAN No.
4.	IRDA Registration No.
5.	Certificate attested by CEO/Principal Officer of the Company stating No. of Employees in the firm
6.	Certificate attested by Chartered Accountant specifying Annual Turnover of the Company during last year (2021-22)
7.	Last 03 years ITR of the company duly verified by CEO/Principal Officer of the Company
8.	<u>Annexure-F</u> on Rs. 100/- Non Judicial Stamp Paper



ANNEXURE – E

FORM OF AGREEMENT

THIS AGREEMENT is made on the ____ day _____ (Month) _____ (Year) Between the Board of Management, Delhi Technological University through the _____ (Name and address of the Department) hereinafter called “the Department” which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called “the contractor”) (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrator, representative and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavor’s to provide Mediclaim Services to Delhi Technological University, Delhi.

NOW THIS AGREEMENT WITNESS as follows: -

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz: -
 - (a) Letter of acceptance of award of contract;
 - (b) Terms and Conditions;
 - (c) Notice Inviting Tender;
 - (d) Scope of work;
 - (e) Addendums, if any;
 - (f) Any other documents forming part of the contract.
3. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.



IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor

For and on behalf of Board of
 Management of University

Signature of the authorized official

Signature of the authorized officer

Name of the official
 Stamp/Seal of the Contractor
 By the said
 _____ Name

Name of the Officer
 Stamp/Seal of the Employer
 By the said
 _____ Name

on behalf of the Contractor in the
 presence of:

on behalf of the Employer in the
 the presence of:

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____

Telephone No: _____

Telephone No: _____

INSTRUCTIONS

1. All columns shall be filled legibly.
2. Clear and precise information shall be given against each column in the space provided.
3. If any column is left blank or not properly replied to or the application is not accompanied by the pay order/demand draft of the requisite value, the application is liable to be rejected summarily.



ANNEXURE – F

NIT for Empanelment of Insurance Companies (IRDA Approved) or their authorized Service Providers

UNDERTAKING

(To be executed on Rs. 100/- Non judicial Stamp Paper)

1. I/ We the undersigned, certify that I/ We have gone through the terms and conditions mentioned in the tender documents and undertake to comply with all of them.
2. That no Civil / Criminal/ Income Tax/ Service tax/ blacklisting case are pending against my firm.
3. The rates quoted by me/ us are valid and binding on me/ us for acceptance for the entire period of contract.
4. I/ We undersigned hereby bind myself/ ourselves to the Registrar, Delhi Technological University, Delhi to provide insurance policy/services in Delhi Technological University, Delhi during the period of contract.
5. The Performance Guarantee deposited by me shall remain in the custody of the Registrar, Delhi Technological University, Delhi till two months after the expiry of the contract.
6. In case of any lapse occur on my part or on my staff while discharging the services the university authorities may cancel my/ our contract and award the work to another agency and the costs difference may be recovered from me/ us and can forfeit Performance Guarantee.
7. In the event of any breach/ violation of the terms and conditions, the Competent Authority shall be at liberty to terminate my contract and can forfeit the Performance Guarantee deposited by me/ us.
8. I/ we will be wholly responsible for providing insurance policy/services at Delhi Technological University, Delhi-110042 and will ensure deployment of adequate staff to provide, technical assistance in any insurance policies and also responsible to pay all taxes as applicable to Tenderer. I shall also be responsible for behavior/ act of employees engaged by me for providing the said services of the University.
9. I/we shall be responsible for any loss or damage to the university property by the employee engaged by me/ us.
10. The Vice Chancellor, Delhi Technological University, Delhi has the right to accept or reject any or all the tender without assigning any reason. The decision of the Vice Chancellor, Delhi Technological University, Delhi will be binding upon me.
11. I/we shall also be responsible to pay all taxes as applicable to the government like Income Tax GST, and Service Tax etc.
12. I/we shall indemnify DTU from all losses/claims that may arise due to my action/inaction.
13. I/we undertake that I/We have not been blacklisted/debarred by an Central/State Govt./Deptt./Body & PSU's.

Signature of the Tenderer

Name of the firm/ Tenderer
Seal of Firm