

**Regional Centre for Biotechnology, Faridabad**  
**NCR Biotech Science Cluster**

**Notice Inviting Quotations (NIO)**

*REGIONAL CENTRE FOR BIOTECHNOLOGY, FARIDABAD*  
*STUDENTS/RESEARCH STAFF 'MEDICAL INSURANCE SCHEME*

Sealed Tender is invited from General Insurance Companies (Licensed and Registered with IRDA) dealing with Health Insurance for implementation of “**Regional Centre for Biotechnology, Faridabad Students/Research staff’ Medical Insurance Scheme**” on Pan India basis.

Technical and Financial Bid documents can be downloaded from website of the institute ([www.rcb.res.in](http://www.rcb.res.in) & [www.rcb.ac.in](http://www.rcb.ac.in) ).

The technical and financial bids should be sealed by the bidder in separate envelopes duly super-scribed and both these sealed envelopes are to be put in a bigger envelop which should also be sealed and duly super-scribed.

The Technical bids will be evaluated by the Technical Bid Evaluation Committee duly constituted by RCB Faridabad. Financial bids of only the technically accepted offers shall be opened before the successful bidders. Following schedule will be observed in this regards:

1. Last date for submission of bid documents: **17.09.2018**
2. Date of opening of technical bids : 17.09.2018 3.30 p.m
3. Date of evaluation of Financial Bids:\* To be announced

\*Date will be declared later on the RCB website. No separate intimation will be given.

Complete tender documents should be submitted at the address mentioned below not later than **3 PM on 17.09.2018**. Bids received later than the prescribed date and time will not be considered for evaluation.

Regional Centre for Biotechnology,  
NCR Biotech Science Cluster,  
3<sup>rd</sup> Mile Stone, Gurgaon Faridabad Expressway,  
Faridabad - 121001

Note: All correspondence/communication on the scheme should be made at the above address only.

# **Regional Centre for Biotechnology, Faridabad**

## **NCR Biotech Science Cluster**

### ***BID DOCUMENTS FOR REGIONAL CENTRE FOR BIOTECHNOLOGY, FARIDABAD STUDENTS/RESEARCH STAFF MEDICAL INSURANCE SCHEME***

#### **METHOD OF SUBMISSION OF BID AND OTHER CONDITIONS**

**The bids are to be submitted in two parts, in sealed covers.** Failure to do so would result in rejection of such bids. All bids shall be prepared in English language only. The proposal, complete in all respects shall be submitted by the bidder, must be received by/deposited/delivered to the officials at the Regional Centre for Biotechnology, NCR Biotech Science Cluster, 3<sup>rd</sup> Mile Stone, Gurgaon Faridabad Expressway, Faridabad - 121001

The last date for receipt of the bids and time for opening of the Part-I of the bids in the presence of the officials/representatives of the Insurance Companies who may wish to be present to attend the tender opening is already mentioned in the cover note. Part-II of the bid of the qualified Insurance Companies will be opened at a later date and the date of opening will be intimated to the short listed parties. Incomplete bids shall be summarily rejected.

**PART-I** – This should contain documents establishing the requirement of Un-priced Technical bid. Along with this unconditional acceptance of the General Terms & Conditions as per enclosed **Annexure-I** is to be submitted by the tenderer. Both these should be submitted in a separate Sealed Cover.

**PART-II** – This should contain financial bid for the type of policies detailed at **Annexure-II** and is to be submitted by the tenderer in a separate Sealed Cover along with PART-I. Part II bids of only those bidders would be opened who qualify in part I as detailed in section 13.3 of General Terms and Conditions.

Both **Parts-I & II** sealed covers shall be duly super scribed at top of the respective cover with the tender number and clearly indicating as **PART-I & PART-II** only.

**The bids should be valid for at least 60 days from the last date of opening of technical bids.**

#### **Amendment of bidding documents:**

- At any time prior to the deadline for submission of bids, RCB, Faridabad may, for any reason modify the Bidding documents, by amendment.

- The amendment will be notified in the website and amendments will be binding.
- In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, RCB, Faridabad may or may not, at its discretion, extend deadline for the submission of the Bid.
- Any oral statements/written statement made by the Bidder after submission of tender shall not be considered.

**Precautions to be taken while submitting the bidding documents:** The bids may be cancelled and not evaluated if, the bidder fails to:

- Clearly mention Technical/Financial Proposal on the respective envelopes
- Seal the envelope properly with the sealing tape.
- Submit both envelopes containing Financial Proposal and Technical Proposal together in a large envelope.
- Give complete bids in all aspects.
- Submit financial bids in the specified Performa.

**Note: Incomplete technical bids and financial bids with extra attachments/remarks are liable to be disqualified.**

**Notification of Award and Signing of Agreement:** The Notification of Award will be issued with the approval of the Competent 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 RCB, Faridabad in duplicate within 7 days of declaration of 'award of contract', failing which the contract may be offered to the next bidder in order of merit.

Note: RCB, Faridabad reserves the right to amend the terms before entering into the contract.

**Enclosures:**

1. General Terms & Conditions (**Annexure-I**).
2. Salient features and coverage of the Group Medical Policy (**Annexure-II**).
3. Declaration Statement. (**Annexure III**)
4. Certificate of declaration for confirmation of IRDA guidelines and claim settlement ratio certified by IRDA for last three years. (**Annexure IV**)
5. Age profile of students'/staff covered under medical insurance Scheme (**Annexure V**).
6. List of preferred Hospitals suggested by RCB, Faridabad (**Annexure-VI**).

**Part-I (Un-priced Technical Bid)**

Format for submitting technical bid (**Annexure A**)

**Part- II (Financial Bid)**

Format for submitting financial bid (**Annexure B**)

## GENERAL TERMS AND CONDITIONS

### 1. Qualifying Requirements for the Insurance Companies

- 1.1. The bidder should be a registered Indian Insurer in accordance with the Insurance Act, (registered and licensed by IRDA (Insurance Regulatory Development Authority) as Medical/Health Insurer and should have a license to carry out Medical insurance business on a Pan India basis.

Guideline issued by IRDA/TAC from time to time with regard to Insurer's responsibility & liability towards insured, shall be automatically applicable to this Insurance contract to the extent stipulated by RCB Faridabad.

- 1.2. The Insurance Company shall be in the Medical Insurance business in India at least for five years as on scheduled date of tender opening. The turnover in the medical insurance business during each of the last three financial years (FY 2015-16 to FY 2017-18) should have been Rs. **24.00 crore** or higher.
  - 1.3. The Insurance Company should be having Medical insurance participation in a minimum of three major companies/institutions/organizations etc. Major Institutions here implies at least 1000 insured employees or more. (Documentary evidence to be furnished).
  - 1.4. Tenderer has to submit declaration along with unpriced technical bid (Part-1) stating that they have not been Black-Listed/De-listed or are put to any holiday by any Indian Institutional Agency/Government Department/Public Sector Undertaking in the last three years. In case they have been black listed by any of the Institutions, details of the same be furnished. Moreover, no restraint order has been passed by the competent court of law.
2. Offers shall be submitted with proper documentary evidence to substantiate fulfilment of the qualifying requirements as specified above.
  3. Notwithstanding anything stated above, RCB reserves the right to assess the Medical Insurer's capacity and capability to perform the Medical Insurance business should the circumstances warrant or such an assessment is thought to be in the overall interest of RCB. If required, the past performance of the insurers may be taken into consideration for evaluation of offers to award & distribute the medical insurance business.

4. The Institute shall have absolute right to consider or not consider any of the offer/ Insurance Company.

## **5. Technical and Financial Bids**

- 5.1. One copy shall be submitted in a separate sealed cover subscribing the Tender No., description of tender clearly indicating Part-I (Un-priced Technical Bid) and containing the forms specified in Part-I along with any required supporting documents.
- 5.2. One copy shall be submitted in a separate sealed cover subscribing the Tender No., description of tender clearly indicating Part-II (Financial bid) and containing the filled forms as specified in Part-II along with any required supporting documents.
- 5.3. This is a two-part tender. On the date and time specified in the tender, Part-I (Un-priced technical bid) of the offers received will be opened. The Part-II (Financial bid) will be kept sealed and financial bids of only the technically acceptable offers would be opened. Date and time of opening of the financial bids will be intimated separately to the short listed bidders.
- 5.4. If the bidder desires to be present at the time of opening, he shall depute his representatives (not more than two persons) with due authorization for participating in the tender opening.
- 5.5. Incomplete offers would be summarily rejected.
- 5.6. No extension of time shall be permitted for the collection of Tender Documents and/or Tender opening date.
- 5.7. Any cutting or overwriting should be attested by the tenderer with full signature and seal.
- 5.8. Offers submitted against tender documents only will be considered and the offer shall be in the name of the insurer on whose behalf the tender document has been issued. The insurer has to give an undertaking they have submitted their bid as a single entity only and have not formed a consortium for the scheme.
- 5.9. Any request for clarification received after the stipulated date and time will not be considered. RCB will issue clarification in writing only if deemed fit.

- 5.10.** While submitting the bid, tenderers are requested to ensure that bids are in compliance to the regulations applicable under various statutes. Any fine, penalty or expenses due to breach arising thereon will be borne by the tenderer; RCB will bear no financial implication on this account.
- 5.11.** RCB takes no responsibility for delays, loss or non-receipt of tender documents or any letters sent by post/courier either way and also reserve the right to reject any offer in part or full without assigning any reasons thereof.
- 5.12.** RCB shall always be at liberty to reject or accept any offer or offers or part thereof at its sole discretion. The submission of offer shall have no cause of action or claim against RCB for rejection of offer. The Insurer, whose offer is not accepted shall not be entitled to claim any costs, charges and expenses incidental to or incurred in connection with submission of offer or its consideration by RCB, even though RCB may opt to modify/withdraw the Invitation to Tender or does not accept the offer or cancel the tender as a whole.
- 5.13. Canvassing, Fraud and Corrupt practices:**  
Bidders are hereby informed that canvassing in any form for influencing the process of notification of award would result in disqualification of the Bidder. Further, they shall observe the highest standard of ethics and will not indulge in any corrupt, fraudulent, coercive, undesirable or restrictive practices, as the case may be.  
**“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official.  
**“Fraudulent practice”** means a misrepresentation of facts in order to influence Tender process or an execution of a contract to the detriment of the scheme and includes collusive practice among bidding Insurers/Authorized Representative (prior to or after bid submission) designed to establish bid prices at artificially non-competitive levels and to deprive the scheme the benefit of free and open competition;  
RCB, Faridabad will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices.  
RCB, Faridabad will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the bidding Insurer/Insurers have engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
- 5.14.** Any conditional bid or a bid that is not in the prescribed Performa will not be accepted.
- 5.15.** 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.

6. The salient features of the policy are as per **Annexure-II** enclosed.
7. The Premium to include cost of services offered by Third Party Administrator (TPA) for all claims settled by the insurance company. For claims prepared by insurance company but to be reimbursed by RCB, Faridabad due to exhaustion of buffer amount, fee per transaction for preparation of claim can be quoted.
8. During the validity of the current policy, no revision in premium shall be considered by RCB on the basis of actual claim ratio or any enhancement in the premium pointed out by any statutory or other authority.
9. The insurer will have to ensure inclusion of the updated list of treatment procedures issued by CGHS from time to time during the currency of the insurance policy
10. The period of insurance contract will be for one year from the effective date of award of contract which may further be extended on yearly basis upto a maximum of 4 more years on the discretion and review of the Institute. In case the insurance company wants to modify the premium for the extended period i.e., 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.
11. Premium shall be paid on quarterly basis. Insurance company should raise an invoice for every quarter in advance and RCB would make the payment within 30 days of raising of the invoice. This invoice should be accompanied by an electronic list (soft copy) of all the insured with their roll number as well as age. Adjustments to the premium for the previous quarter due to additions/deletions should be invoiced separately. Reconciliation of the premium paid to the insurance company would be carried out at the end of the contract period.
12. The insurance company will have no right to reject membership of a student as defined by RCB whose membership has been approved by RCB.
13. 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, RCB reserves the right to levy a penalty of 100% on all premiums paid.**
14. Bid Evaluation Process
  - 14.1 The financial bids must be furnished only as per template in Part-II. All the bids should be unconditional. Conditional bids would be summarily rejected.



14.2 RCB may opt for any or none of the policy based on the premium quotes received. The evaluation of financial bids shall be done on L-1 basis among all the companies that qualify the technical bid. Rates to be quoted are exclusive of the service tax. Service tax applicable shall be as per the prevailing rates. In case of two companies with same premium rates the company which provides higher Insurance Coverage will be selected.

**14.3** Technical bids would be evaluated by a committee constituted for this purpose. The bidder should satisfy the qualifying requirements as stated in Annexure 1. Whether a bidder qualifies or not would also depend on the following ten factors:

- i. Panel of CGHS recognized hospitals in Faridabad/Delhi/NCR including all major specialties (All the hospitals in Annexure VI are in the preferred list).
- ii. All India coverage in terms of recognized hospitals, i.e., All Hospitals of State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc. across India shall also be eligible for reimbursement/settlement.
- iii. Existing customer base in terms of other major academic institutions, public and private sector undertakings etc.
- iv. Coverage of ailments/surgeries etc. requiring one day or more of hospitalization.
- v. Coverage of other procedures/surgeries/ailments etc that require one day or less of hospitalization.
- vi. Exclusions (if any) from the reimbursable expenses.
- vii. Ceilings (if any) within the insured amount under individual expense heads (like room rent etc.) including the minimum period of pre and post hospitalization expenses covered in the scheme. Note that the pre and post hospitalization reimbursement shall be for a minimum of 30 and 60 days respectively.
- viii. Whether additional individual top-up insurance coverage is provided for and if yes the ceiling on this amount.
- ix. Nature of non-empanelled hospitals where expenses are reimbursable in case of emergency treatment and ceiling if any.
- x. Any other terms & conditions not included in the factors listed above but look significant to the committee once technical bids are opened.

14.4 RCB retains the right to seek clarification after the technical bids are opened. A pre-bid conference is scheduled to clarify the tender document clauses. The bidders may also be asked to make presentations. Each of the technical bids after opening would be evaluated by a committee and marked “acceptable” or “unacceptable” for each of the above mentioned factors (item 14.3). **Only those bids that score “acceptable” on all the factors would be considered to have passed the technical screening.** The decision of the evaluation committee in this regard would be final.

14.5 Notwithstanding anything contained in this document, the acceptance of tender will rest with RCB and RCB reserves full right to reject any or all tenders without assigning any reason whatsoever.

14.6 The tenderers are not entitled to any compensation for the expenses incurred in connection with the preparation and submission of tenders.

14.7 Currency for financial bids and payments shall be made in Indian Rupees only.

## **15. Action against the Tenderer**

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.

## **16. Disputes**

In respect of all tender conditions, and / or any matter connected therewith the decision of RCB 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 Kanpur Courts only.

In case of dispute of any claim, a committee consisting of the representative of the insurance company and RCB will be set-up to resolve the dispute. However, this arrangement does not preclude the members to approach the regulatory authorities.

Finally, all disputes or difference arising out of this tender, terms & conditions or any matter relation to this tender shall be resolved through arbitration. The Director of Institute or his nominee shall be sole arbitrator who will decide the dispute as per the provision of The Arbitrator & Conciliation Act 1996.

## **17. General**

17.1 Each page of the bid shall be signed by a representative legally authorized to enter into commitment on behalf of the bidder. Tenders received without signatures shall be summarily rejected.

17.2 Insurer/Bidder/Tenderer shall mean the company who submits the tender and enters into contract with RCB and shall include their executors, administrators, and successors and permitted assignees.

17.3 It may be noted that no advisor/broker is involved in the tender.

18. TPA services being offered by the Insurance Co. should be able to provide a 24x7 telephone facility to cater to all the members.
19. Confidentiality of all RCB information/documents to be ensured at all times.

## ANNEXURE-II

### SALIENT FEATURES OF THE GROUP MEDICLAIM POLICY

1. The Policy shall cover bonafide students and research staff under the projects of RCB only. However, the Institute will keep the discretionary power to decide the amount of insurance coverage to be taken.
2. For financial bid it is mandatory for the companies that they must submit the bifurcated quotation for Rs.0.50 lakhs ( for six months only) and annual limit of **Rs. 1.00 lakh, 1.50 lakh 2.00 Lakh, Rs.2.25 lakh and Rs.2.5 Lakh for primary members.**
3. Policy further envisages a **corporate buffer of Rs 20 Lakh**. The Insurance Company shall also quote the transaction charges for top-up buffer of Rs. 10 Lakh / Rs. 20 Lakh / Rs. 30 Lakh when the corporate buffer is fully exhausted.
4. The Policy shall cover treatment as Outdoor patient and indoor patient. Other surgeries/procedures etc. that do not require hospitalization but are generally covered by health insurance policies as day care procedures shall also be covered. The day care procedures treatment such as Dialysis, Radiotherapy, K wire fixation, etc. should also be covered under this policy.
5. It is expected that Insurance Company will have arrangements with an extensive network of reputed Hospitals all across the country for treatment with cashless facility.
6. The empanelled list of Hospitals by RCB in Faridabad/Delhi/NCR included in Annexure VI.
7. Financial and technical bid should include information on which of these are empanelled by the Insurance company. The Bills of Hospitals already recognized for treatment by RCB in Delhi/Faridabad/NCR shall be eligible for reimbursement/settlement by the Insurer. All Hospitals of State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc across India shall also be eligible for reimbursement/settlement.
8. Any expenditure incurred in the IPD/OPD shall also be eligible for settlement under the policy. In case, any student is referred to an outside specialist doctor for consultation or a pathology test, the expenditure thereon shall also be eligible for re-imburement under this policy.

9. The scheme has to necessarily cover all pre-existing illnesses of the insured students.
10. There will be no age limit on the insured covered by this scheme.
11. The policy shall cover all bonafide students and researcher staff under the projects of RCB. The present number of students along with their age profiles are given as enclosed in **Annexure VI**.
12. The number of students may change over time and thus the quotation should clearly indicate the premium for different age groups.
13. For the new students/staff who may join the Institute 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. The students/staff leaving before completing an academic year shall also enjoy the insurance coverage for the entire academic year.
14. In case the insured obtains treatment from a non-empanelled hospital during emergency, the claim shall be reimbursed as per terms of the contract.
15. For all claims (other than cashless ones) the claim would be expected to be submitted to the insurance company directly by the student within 45 days of discharge from the hospital. Such claim should be settled within 30 days of submission and payment will be made directly to the insured. An interest of 2% p.m. on the reimbursement amount has to be paid by Insurance Company to the Student for any delay in reimbursement.
16. **No claim shall be** lodged for bills less than Rs 240/-.
17. The insurance company shall arrange to issue membership card to each insured person directly at their cost. The insurance company needs to ensure that any student with their valid identity card issued by RCB should get treatment for all emergency cases at various empanelled hospitals without any difficulty.
18. **Exclusions: Exclusions, if any, should be clearly specified by the insurance company as part of the technical bid.**
19. **The Medical policy of RCB for bonafide students and research staff is also enclosed at Annexure VII for reference.**

**Regional Centre for Biotechnology, Faridabad**  
**NCR Biotech Science Cluster**

**ANNEXURE-III**

**DECLARATION SHEET**

I, \_\_\_\_\_  
hereby certify that all the information and data furnished by me with regard to this tender specification \_\_\_\_\_ are true and complete to the best of my knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

I, further certify that I am the duly authorized representative of the under mentioned tenderer.

I, further certify that my company meets all the conditions of eligibility criteria laid down to take part in the tender.

I, further specifically certify that my company meets/is having Medical Insurance participation in minimum three major companies/ institutions/ organizations etc in the last five years. (Clause 1.3 of **Annexure I**).

I, further specifically certify that my company has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years. (Clause 1.4 of **Annexure I**).

**(Signature of the Tenderer)**

**REGIONAL CENTRE FOR BIOTECHNOLOGY, FARIDABAD  
NCR Biotech Science Cluster**

**ANNEXURE-IV**

**CERTIFICATE OF DECLARATION FOR CONFIRMATION OF  
IRDA GUIDELINES**

I, \_\_\_\_\_  
hereby certify that our offer no. \_\_\_\_\_ dated \_\_\_\_\_ against  
tender specification No. \_\_\_\_\_ 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 RCB 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.

I, further certify that I am the duly authorized representative of the Insurer and competent  
to agree as above.

**(Signature of the Tenderer)**

**ANNEXURE V**

**AGE PROFILE OF STUDENTS' WHO ARE ELIGIBLE FOR MEDICAL  
INSURANCE BY \_\_\_\_\_ (Date)**

	<b>Students/Research Staff (In No. s)</b>
<b>0-18 Years</b>	
<b>19 Year</b>	
<b>20 Year</b>	
<b>21-35 Years</b>	128 Students/ Research staff
<b>36-45 Years</b>	2 Research Staff
<b>46-55 Years</b>	7 WT-DBT Felloe (Research Staff)
<b>56-60 Years</b>	
<b>61-65 Years</b>	
<b>Total →</b>	137



## LIST OF PREFERRED HOSPITALS

Apart from the preferred hospitals of Faridabad/Delhi/NCR, Insurance coverage in terms of recognized hospitals, i.e., All Hospitals of State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc across India shall also be eligible for reimbursement/settlement.

### **Empanelment of Various Hospitals/ Eye Centres/Diagnostic centres/Path Labs/ Dental Centre with RCB on CGHS rate.**

#### **Hospitals**

1. Metro Heart Institute with Multispeciality, Sector-16 A, Faridabad.
2. Park Hospital Multi Super Speciality, Sector-10, Faridabad.
3. Asian Institute of Medical Sciences, Badkal Flyover Road, Sector-21 A, Faridabad.
4. Fortis Escorts Hospital Limited Faridabad, Neelam Bata Road, Faridabad-121001.
5. Sarvodya Hospital and Research Centre, YMCA Road, Sector-8, Faridabad.
6. Jeewan Nursing Home & Hospital, 2,2-B Pusa Road, New Delhi-110005.
7. Dr. Anand Imaging & Neurological Research Centre, G-14, Preet Vihar, Vikas Marg, Karkarimor, Delhi-110092.
8. SMH-Curie Cancer Centre, 2, Institutional Area, Vikas Marg Extn. Karkardooma, Delhi-110092.
9. Delhi Heart & Lung Institute, Panchkuian Road, New Delhi-110055.
10. Kalra Hospital, Tulsi Das Kalra Marg, Kirti Nagar, New Delhi-110015.
11. Jaypee Hospital, Wish Town, Sector-128, Noida, U.P-201304.
12. Mata Chanan Devi Hospital, C-1, Janak Puri, New Delhi-110058.
13. Paras Healthcare Pvt. Ltd., C-1, Sushant Lok, Phase-1, Gurgaon-122002.
14. Rajiv Gandhi Cancer Institute and Research Centre, Sector-5, Rohini, Delhi-110085.
15. Fortis Hospital Vasant Kunj, Sector-B, Pocket-1, Aruna Asaf Ali Marg, Vasant Kunj, New Delhi-110070.
16. Indian Spinal Injuries Centre, Vasant Kunj, New Delhi.
17. Moolchand Medcity, Lajpat Nagar, Phase-III, New Delhi-110024.
18. National Heart Institute (NHI), 49-50 Community Centre, East of Kailsh, New Delhi-110065.
19. Sundar Lal Jain Hospital, Ashok Vihar Phase-3, Delhi-110052.
20. Cygnus Orthocare Hospital, C-5/29, Safdarjung Development Area, Hauz Khas, New Delhi-110016.
21. Max Smart Super Speciality Hospital, Saket, New Delhi.
22. Divya Prastha Hospital, Palam Colony, New Delhi-110045.
23. Bhagat Chandra Hospital, Mahavir Enclave, New Delhi-110045.

#### **Eye Centres**

1. Drishti Eye Centre, 20-21F Fruit garden, Near Green Auto Mobile, N.I.T. Faridabad.
2. Pragati Eye Centre, Krishna Nagar (Near Vijay Chowk), Delhi-110051.
3. Lall Eye Care Centre, New Railway Road, Gurgaon, Haryana.
4. M.D. Eye Care Centre, M-165, Greater Kailash, Part-ii, New Delhi-110048.
5. Vision Eye Hospital, f-24/136, Sector-7 Rohini, New Delhi-110085.
6. Dr. Pattnaik Laser Eye Institute, C-2, Ground Floor, Lajpat Nagar-3, New Delhi-110024.
7. Rana Eye Centre, C-8/28, Sector-7, Sai Baba Chowk (Opp. Metro Piller-394), Delhi-110085.
8. Spectra Eye Hospital, E-82-A, Greater Kailash Part-1, New Delhi-110048.
9. Venu Eye Institute & Research Centre, 1/31 Sheikh Sarai Institutional Area Phase-2, New Delhi-110017.
10. Indian Institute Of Ophthalmology, C-2, Greater Kailash Enclave-II, New Delhi-110048.

### **Diagnostic Centres**

1. Ganesh Diagnostic & Imaging Centre Pvt. Ltd.109, Pocket-A-1, Near Deepali Chowk, Sector-8, Rohini, New Delhi-85.
2. Goyal MRI & Diagnostic Centre, B-1/12, Safdarjung Enclave, New Delhi-110029.
3. Focus Imaging and Research Centre Pvt. Ltd., Green Park Ext. New Delhi.
4. Dr. Lal Path Labs (PAN India Network of Company owned lab and centers).

### **Dental Care Centre**

1. Dental Care Clinic, PD-1/1B, Pitampura, New Delhi-110088.

**Rules for Medical Attendance, Treatment and Reimbursement  
REGIONAL CENTRE FOR BIOTECHNOLOGY, FARIDABAD**

**I. Students**

• **Eligibility**

- 1.1 All bonafide students (full time only) of the RCB are entitled to Medical Attendance and Treatment as available in the RCB Recognized Hospitals & lab tests at recognized laboratories.
- 1.2 The Authorized Medical Attendant (AMA) in respect of all employees of the RCB means the Medical officer in-charge of the Recognized hospital/laboratory of the RCB.
- 1.3 For purpose of reimbursement of medical expenses, members of the students shall be grouped as under Group B as per RCB's categorization for regular employees.

• **Reimbursement of Cost**

- 2.1 Cost of medicines purchased from the market as well as pathological / radiological charges incurred in RCB recognised hospitals on the advice of the AMA is reimbursable. Consultation fees paid to a Private Specialist on specific reference by the AMA will be reimbursed.
  - 2.2 Expenditure on indoor treatment, under the advice of the AMA in an RCB recognized hospital in an entitled class of accommodation equivalent to Group B employees will be reimbursed by the RCB.
  - 2.3 Treatment of chronic diseases or prolonged illness requiring special medical treatment for a long period (more than 30 days) will be also be reimbursed subject to their coverage under insurance.
  - 2.4 The ceiling on reimbursement for treatment of the students will be up to a limit as defined by the RCB from time to time (presently as per CGHS Rates).
  - 2.5 Reimbursement of any treatment taken outside the headquarters during vacation will be subject to coverage under the insurance scheme, provided the treatment has been obtained in State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc across India.
  - 2.6 A routine medicine prescribed for prolonged illness by the recognized hospital or any hospital to which the student has been referred to, will have to be from the brands available the local pharmacy and they will be reimbursed. Such medication is limited to three months at a time on single consultation.
  - 2.7 Charges for Pre-natal, Confinement and Post-natal treatment of a lady employee in a Govt. hospital/recognized hospital of RCB will be reimbursed. Reimbursement for routine Pre-natal and Post-natal check-ups are also permissible in RCB recognized hospitals. Cost of delivery including hospitalization will be reimbursed.
  - 2.8 Students will not be allowed for registration (in case of continuing students) or they will not be allowed to receive their degrees (in case of outgoing students) if they fail to clear the medical dues pending against their name.
  - 2.9 At the time of admission, Parents/Guardians of the student are required to give an undertaking stating that they will be responsible for clearance of any medical expenditure beyond the ceiling (Clause 2.4 as above) for treatment of their ward under emergency medical condition and as advised by the AMA.
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### **3. Married Students**

**3.1** Married Students are treated at par with the other students of this RCB. They are entitled to Medical Attendance and Treatment including reimbursement as other students for self only, as stated in the foregoing paragraphs.

**3.2** The spouse and children of students will not be extended medical attendance and treatment from the RCB recognized Hospital.

### **4. Project Staff/Short engagements**

Project staff are extended Medical Attendance and Treatment (for self only) from the RCB Recognized Hospital subject to payment of the prescribed medical charges (Insurance premium) only, in accordance with the RCB policy in this matter from time to time. The duration of the project is not relevant if the concerned staff opts to pay the entire premium value during the tenure of his/her appointment under the project in RCB.

The research staff/students engaged to RCB for six months or less will have the option to either avail the half yearly insurance policy by paying the insurance premium upfront or by submitting their option not to avail the facility at their own risk and convenience.

**5.** The Director is authorised to allow exceptions from these rules on specific written advice of the AMA. Justifications for any exemption must be given in writing and are subject to approval of Executive Director on case to case basis.

## **II. Additional Rules**

### **1. Ambulance**

**1.1** For emergency situations where patient is not able to travel on his/her own, the services of ambulance used by the patient for travel to the hospital and back is reimbursable with due certification of the attending Medical Officer.

### **2. On campus Doctor**

**2.1** On campus consultation in the consulting room of the Doctor and medicine provided on first –aid will be free of cost.

**REGIONAL CENTRE FOR BIOTECHNOLOGY, FARIDABAD  
NCR Biotech Science Cluster**

**Part-I (Un-priced Technical Bid)**  
Format for submitting technical bid

The technical bid consists of three parts.

- Part I A: General qualifying criteria as listed in Annexure I under “General terms and conditions” of the tender document. Bidder should support documentary evidence to support their claims.
- Part I B: This is the checklist of essential conditions to be satisfied as per RCB, Faridabad requirements.
- Part I C: Technical Bid Details (Reference to documentation to evaluate technical bids – Item 13.3 of Annexure I)

**Part I (Contd.)**  
**Part I B: Checklist of Essential Conditions**

Please ensure acceptance of the following conditions by checking 'yes' against each of them

S.No.	Item	Check
1	Coverage for pre-existing diseases/conditions without any waiting time	
2	Day one coverage for new employees and their dependents	
3	The pre and post hospitalization reimbursement shall be for a minimum of 30 and 60 days respectively	
4	No age limit for the insured	
5	Cashless facility up to the assured amount in all panel hospitals as far as possible	
6	Acceptance of the condition to prepare claims for RCB reimbursement even when the buffer is exhausted	
7	Acceptance of the existing medical attendance rules of RCB attached at Annexure VII	

**(Signature of the Tenderer)**

**Part I (Contd.)**  
**Part I C: Criteria for Technical Evaluation**

Technical bids would be evaluated by a committee constituted for this purpose. Whether a bidder qualifies or not would depend on the following ten factors (Refer to item 13.3, Annexure I). Either supply separate annexures to your technical bid document or specifically indicate which section of your tender document explicitly addresses these.

S. No.	Item	Reference
1	Panel of recognized hospitals in including all major specialties (All the hospitals in Annexure VI are in the preferred list and your bid should specifically indicate which of them are empanelled).	
2	All India coverage in terms of recognized hospitals, i.e., All Hospitals of State/ CGHS recognized/ public undertaking/ autonomous bodies/municipal bodies/private hospitals etc across India shall also be eligible for reimbursement/settlement.	
3	Existing customer base in terms of other major academic institutions, public and private sector undertakings etc.	
4	Coverage of ailments/surgeries etc. requiring one day or more of hospitalization.	
5	Coverage of other procedures/surgeries/ailments etc that require day care procedures.	
6	Exclusions (if any) from the reimbursable expenses.	
7	Ceilings (if any) within the insured amount under individual expense heads (like room rent etc.).	
8	Whether you allow insured to top-up their cover through additional payment.	YES / NO
	If yes, then maximum limit for the cover (figure in Lakh of Rs.	
	Incremental cover amounts (figure in Lakh of Rupees).	
9	Treatment of chronic diseases covered under the policy	YES / NO
	Treatment of lifestyle diseases covered under the policy	YES /NO
	If yes, provide list of diseases	
10	Nature of non-empanelled hospitals where expenses are reimbursable in case of emergency treatment.	
11	Are the following ailments covered under the policy	
	(a) Sports injuries, bites and sting cases	
	(b) Bronchial Asthma cases	

	(c) COPD patients and COPD patients on ventilator cases	
	(d) Pregnancy under medical condition cases	
	(e) Investigation for cancer like PET scan cases	
	(f) Chemotherapy and radiotherapy in long term treatment (day care procedure)	
	(g) Gamma Knife treatment for brain tumour cases	
	(h) Trauma for all injury cases	
	(i) Oncology care cases	
12	Facilities such as ventilator and other life support services covered in ICU/CCU/NICU	
13	Maximum age of coverage given in the bid	
14	Are extraneous charges made by hospitals like nursing charges, diet fees etc. covered	
15	Are domiciliary expenses covered	
16	Does alternate referral during the course of action covered	
17	Are psychiatric treatment /mental disorders covered	
18	Will the Insurance Company send their representatives at least once in a week to RCB, Faridabad for collection of claims and timely settlement?	
17	Other terms & conditions not included in the factors listed above.	

**(Signature of the Tenderer)**



**Part- II (Financial Bid)**

**FINANCIAL BID FOR REGIONAL CENTRE FOR BIOTECHNOLOGY, FARIDABAD  
STUDENTS/RESEARCH STAFF' MEDICAL INSURANCE SCHEME**

Please quote the Insurance premium in following format

Insurance Coverage( in INR)	Corporate Buffer Amount (in INR)	Premium ( in INR)
0.50 lakhs ( For six months)	20 lakhs	
1.00 lakh	20 lakhs	
1.50 lakh	20 lakhs	
2.00 Lakh	20 Lakhs	
2.24 Lakh	20 Lakhs	
2.50 Lakh	20 Lakhs	

- Total premium to be quoted to exclude GST. Tax at prevailing rates would be added to this amount.

Apart from the premium amount please quote the following. Note these factors would not be used for evaluating the lowest bidder.

1. Bill preparation charges per transaction when the claims are prepared for reimbursement by RCB, Faridabad (Applicable only when both the assured amount for a particular claimant as well as the total buffer amount is exhausted). Specify charges either as a flat rate per transaction or as a percentage of the claim amount.
2. Separately attach a table for additional premium for topping up of individual insurance coverage.
3. Separately attach a bid for premium beyond the contract period i.e. for extension period.
5. Separately attach a bid for top up of Rs. 10 Lakhs/20 Lakhs/30 Lakhs for corporate buffer.

**(Signature of the Tenderer)**

