IIITD Innovation & Incubation Center
Okhla Phase-III, New Delhi-110020
Website: https://iiitdic.in/

Limited Tender Enquiry

Tender No.: IIITD-IC/Health Insurance/002/2026-2027 Dated: 13th July, 2026

Sealed Tenders are invited from Medical Insurance Companies & Insurance Brokers (Licensed and Registered with IRDA) dealing with Medical/Health Insurance for implementation of "**IIITD-Innovation & Incubation Center Group Health Insurance Scheme**".

The Technical Bid and Financial Bid (containing the amount of the premium along with breakup of taxes & any other charges) 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 with **"Tender for IIITD Innovation & Incubation Center Group Health Insurance Scheme"**. The Technical bids will be evaluated by the Technical Bid Evaluation Committee, duly constituted by IIITD Innovation & Incubation Center. A Criteria for evaluation of the technical bid is available at Annexure-I. Following schedule will be observed in this regard:

1. Last date for submission of bid documents : 24th July 2026, 5:00 PM
2. Date of opening of technical bids : 28th July 202, 3.00 PM

Complete bid document should be submitted to

The CAO,
IIITD Innovation & Incubation Center,
Okhla Industrial Estate, Phase-III (Near Govind Puri Metro Station)
New Delhi, India-110020

Bids received later than the prescribed date and time will not be considered for evaluation. In this regard no request, whatsoever, shall be entertained. For any clarification please email to admin-naresh.sood@iiitd.ac.in.

TECHNICAL BID QUALIFICATION CRITERIA

NOTE: Documentary evidence in support of the required information to be submitted along with the tender documents

1. Eligibility Criteria for Insurance Companies and Insurance Brokers

1.1 Regulatory Compliance

a) The Bidder (Insurance Company) shall be a registered Indian Insurance Company licensed by the Insurance Regulatory and Development Authority of India (IRDAI) to undertake Health/Medical Insurance business in India.
b) The Vendor (Insurance Broker), if participating, shall be duly licensed and registered with IRDAI as an Insurance Broker and possess a valid license as on the date of bid submission.
c) The Bidder/Vendor shall submit copies of valid IRDAI Registration/License Certificates.

1.2 Experience

The Bidder (Insurance Company) / Vendor (Insurance Broker) should have been engaged in Health/Medical Insurance business in India for a minimum period of five (05) years as on the date of submission of bids.

1.3 Similar Experience

The Bidder/Vendor should have experience of providing Group Health Insurance services to at least three (03) Government Departments, Educational Institutions, Public Sector Undertakings, Corporates, or other reputed organizations during the last five years.

Copies of work orders, policy documents, client certificates, or other supporting documents shall be furnished.

1.4 Office Presence and Support Infrastructure

a) The Bidder/Vendor should have operational sales and support offices in India.
b) The Bidder/Vendor should have a dedicated service and support mechanism capable of responding to service requests within twenty-four (24) hours.
c) Details of support offices and contact persons shall be provided along with the technical bid.

1.5 Technical Documentation

The Technical Bid shall include:

- Detailed Technical Data Sheets.
- Policy Terms and Conditions.
- Claim Settlement Process.
- Customer Service Escalation Matrix.
- List of Network/empanelled Hospitals.

All submitted information must be verifiable by IIITD-IC.

1.6 Customer Support

The Bidder/Vendor shall provide:

- Dedicated Relationship Manager/Account Manager.
- Helpdesk support through telephone and e-mail.
- 24×7 telephonic support facility or support during declared business working hours.

Details shall be provided in the technical bid.

1.7 Statutory Registrations

The Bidder/Vendor shall possess and submit copies of:

- PAN Card
- GST Registration Certificate
- Certificate of Incorporation/Registration
- Any other statutory registration applicable to the bidder

1.8 Blacklisting Declaration

The Bidder/Vendor shall submit a declaration on its letterhead confirming that it has not been:

- Blacklisted,
- Debarred,
- Delisted, or
- Placed on holiday list

by any Central Government Department, State Government Department, PSU, Autonomous Body, Educational Institution, or Public Authority during the last three (03) years.

In case of any such action, full details shall be furnished.

The Bidder/Vendor shall also certify that no restraint order has been passed against it by any competent court of law that would affect its participation in this tender.

1.9 Responsibility for Policy Issuance and Claims

The Bidder (Insurance Company) shall be solely responsible for:

- Policy issuance,
- Endorsements,
- Claims processing, and
- Claims settlement

as per IRDAI regulations and policy terms.

1.10 Conflict of Interest Declaration

The Vendor/Bidder shall submit an undertaking on its letterhead, duly signed and stamped, stating that none of its Directors, Employees, Key Managerial Personnel, or Associates have any direct or indirect relationship that may constitute a conflict of interest with IIITD-IC officials, employees, faculty members, or governing body members.

2. Scope of Work

The selected Bidder shall provide a **Group Health Insurance Policy** for employees of IIITD Innovation & Incubation Center (IIITD-IC).

Coverage Category

- Employee
- Spouse
- Up to Two Dependent Children
- Dependent Parents

The policy shall become effective from 10 August 2026 and shall remain valid until 31 July 2027.

The tentative list of employees to be covered under the policy is enclosed as Annexure III. The final list of employees and eligible dependents, including additions and deletions, shall be provided by IIITD-IC before policy issuance and updated from time to time during the policy period as per the agreed terms.

3. Submission of Documentary Evidence

The Bidder/Vendor shall submit all documentary evidence necessary to establish compliance with the eligibility criteria. Failure to furnish required documents may result in rejection of the bid.

4. Right of Acceptance

IIITD-IC reserves the absolute right to accept or reject any bid and to seek clarifications or additional documents from any Bidder/Vendor without assigning any reason whatsoever.

5. Performance Security

The successful Bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to **3% of the annual premium value** from a Nationalized/Scheduled Commercial Bank.

The PBG shall remain valid for a period of sixty (60) days beyond the expiry of the policy period.

Failure to provide satisfactory services may result in forfeiture of the Performance Bank Guarantee.

SALIENT FEATURES OF THE MEDICAL INSURANCE POLICY

1. **Coverage type:**
   A. Family Floater (Employee, Spouse, and 2 children and Employee's Parents) with the exception that in case the second child's birth results in twins/multiple births.

2. Sum Insured 05 Lakhs:-
   A. Coverage for (Employee, Spouse, and 2 children and Employee's Parents) with the exception that in case the second child birth results in twins/multiple birth.

3. Room type:- Single standard AC room and ICU in case of need

4. Coverage of COVID-19 disease or other pandemics as declared by WHO or Ministry of Health & Family welfare, India

5. Coverage for Day care procedures and less than 1 day hospitalization

6. Maternity Benefit:- INR 75,000 for Normal and INR 1,00,000 for C-section, for two instances of maternity

• Baby day one cover within the overall family floater limit (subject to 30 days Enrolment). It is important that the new born should be declared to HR

• Maternity complications to be covered under the Family Sum Insured

7. OPD discounts

8. Other benefits like Annual health checkup & health camps

9. Inclusion of the following critical care diseases:-
   - Cancer
   - End-Stage Renal Failure
   - Multiple Sclerosis
   - Benign Brain Tumor
   - Motor Neuron Disorder
   - End-Stage Lung Disease
   - Major Organ Transplant
   - Coronary Artery Bypass Graft
   - Stroke
   - Paralysis
   - Myocardial Infarction
   - Coma

- Blindness
- End-Stage Liver
- Present Disease
- Bacterial
- Meningitis
- Aplastic Anemia
- Cerebral Palsy
- Open heart replacement/Repair of heart valves/ aorta genetic
- Idiopathic pulmonary hypertension
- Major Burns
- Alzheimer's disease
- Parkinson's disease
- Cardiomyopathy
- Major organ/Bone marrow transplant
- Muscular dystrophy
- SLE with kidney involvement
- Medullary cystic kidney
- Apallic syndrome
- Advanced HIV infection
- Fulminant hepatitis
- Severe Crohn's disease
- Severe rheumatoid arthritis
- Any terminal illness
- Brain surgery (Craniotomy)
- Parkinson's syndrome
- Accidental trauma/Accidental cases
- AMD
- Joint/Knee Replacement

10. The Policy shall cover Employee, and their dependents and Employee's Parents of IIITD-IC.

11. One dedicated executive to deal/guide the members in case of need.

12. 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 (List of empanelled hospitals should be enclosed with the bid).

13. It is clarified that depending on the satisfactory performance, the contract can be renewed at the discretion of IIITD-IC for a period of one year and subsequently followed for maximum of three Years. Renewal will be decided by IIITD-IC on a year-to-year basis for a total of three years after initial one year. Also, renewal will only take place on the existing premium rates.

14. For the new employee who may join the IIITD-IC 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.

15. In case, the insured obtains treatment from a non-network hospital during emergency, the claim shall be reimbursed under this policy scheme.

16. For all claims (other than cashless ones), the claim would be expected to be submitted to the Insurance Company directly by the employees 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 employee for any delay beyond this in reimbursement. please explain the "settlement procedure" in detail including maximum period of time required for settlement in the Technical Bid.

17. Exclusions**: Exclusions, if any, should be clearly specified by the Insurance Company as part of the Technical Bid.**

18. Along with the sealed tender, please share list of empanelled hospitals, details of items/procedures not covered, escalation matrix (2 levels), acceptance letter stating acceptance of terms and conditions mentioned in the tender document on company's letter head and detailed terms and benefits of the policy.

19. If shortlisted, the Insurance company/broker will have to give a presentation to all the employees explaining the terms and conditions of the policy along with 1 dedicated SPOC for dealing with all insurance related issues.

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; IIITD-IC will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices. IIITD-IC 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.

Disputes

In respect of all tender conditions, and / or any matter connected therewith the decision of IIITD-IC 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 Delhi courts only.

In case of dispute of any claim, a committee consisting of the representative of the insurance company and IIITD Innovation & Incubation Center 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 IIITD-IC or his nominee shall be sole arbitrator who will decide the dispute as per the provision of "The Arbitrator & Conciliation Act 1996".

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Annexure-I

(Please fill in all details. Profile will be used for technical evaluation and is part of eligibility criteria)

SR No	Required information	Details to be given by the agency / firm / Company.
1	Name of the firm / company	
2	Address of the Head Office of firm / company (Submit proof)	
3	Address of the firm / company's Delhi office (Submit proof)	
4	Legal status - (individual, proprietary, partnership firm, limited company, corporation, etc.-Submit proof)	
5	Name, designation, email & phone number of the contact person.	
6	Date of establishment of firm / company (Submit proof)	
7	Period from which accredited with Insurance Regulatory Development Authority of India (IRDAI)	
8	Annual Audited Turnover for last 3 years	<table><tr><td>Financial Year</td><td>Annual Turnover</td></tr><tr><td>2022-23</td><td></td></tr><tr><td>2023-24</td><td></td></tr><tr><td>2024-25 and 2025-26 (if available)</td><td></td></tr></table>
9	Cancelled Cheque (to be enclosed)	
10	List of the Clients (with Contact persons Mobile/Tel No, email) being served during the last three years	
11	Statutory details (Photocopies to be submitted):	
	a] Registration number of the firm.	
	b] Registration number issued by Registrar of Companies	
	c] PAN	
	d] GST – Registration number.	

Annexure II

Financial Bid Format

S. No	Particulars	All-inclusive Amount of Premium (INR)	GST @ % Taxes (INR)	TOTAL (INR)-All inclusive
1	As per Scope of Work Please quote for comprehensive “IIITD Innovation & Incubation Center Group Mediclaim Policy”			

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Annexure III

Tentative List of Employees for Group Health Insurance Coverage

Employee ID	Employee Name	Dependent Name	Relation	DOB
1	Naresh Kumar			28.12.1976
		Alka sood	Spouse	01.05,1984
		Rudraksh Sood	Child	13.09.2012
		Avyukt Sood	Child	29.05.2022
20	Esha			06.06.2001
		Harshveer	Spouse	23.10.1998
		Paramveer	Child	21.10.2025
		Pawan Kumar Baisla	Father	05.04.1981
		Anita Baisla	Mother	01.01.1985
16	Rajni Rani			29.09.1994
		Ankit Kumar Giri	Spouse	21.01.1995
		Kairavi Goswami	Child	14.01.2021
		Devansh Goswami	Child	22.03.2022
		Naresh Kumar	Father	05.01.1963
		Rajesh Devi	Mother	01.02.1959
14	Navin K Gaur			15.09.1987
		Rashmika Singh	Spouse	29.08.1989
		Sehrish Gaur	Child	10.10.2021
		Ranjana Gaur	Mother	20.09.1954
		Bajrang Narayan Gaur	Father	20.12.1951
18	Manoj Kumar Miital			04.02.1986
		Krishna Mittal	Spouse	16.01.1984
		Vedika Miital	Child	23.12.2023
		Archit Miital	Child	05.10.2016
		Sushil Kumar	Father	17.04.1964
		Santosh	Mother	23.11.1964
	Lakshay Khanna			07.06.2002
		Chanchal Khanna	Mother	20.10.1969
Director	Pankaj Vajpayee			02.07.1968
		Vandana Singh	Spouse	03.06.1969
		Mrinalini Vajpayee	Child	15.06.2007
Director	Anupam Saronwala			06.06.1959
		Manju Saronwala	Spouse	01.01.1959