

## अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687735128801

अनुबंध तिथि | Contract Generated Date : 01-Feb-2024

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2024/B/4494289](#)

संगठन विवरण   Organisation Details	खरीदार विवरण   Buyer Details
प्रकार   Type : Central Autonomous मंत्रालय   Ministry : Ministry of Health and Family Welfare विभाग   Department : Department of Health and Family Welfare संगठन का नाम   Organisation Name : All India Institute of Speech and Hearing (AIISH) Mysore कार्यालय क्षेत्र   Office Zone: Headquarters Mysore	पद   Designation : LDC संपर्क नंबर   Contact No. : 0821-2502000-2134 ईमेल आईडी   Email ID : buyer2.aiisham.ka@gembuyer.in जीएसटीआईएन   GSTIN : - पता   Address : NAIMISHAM CAMPUS Manasagangothri, Mysuru, KARNATAKA-570006, India

वित्तीय स्वीकृति विवरण   Financial Approval Detail	भुगतान प्राधिकरण विवरण   Paying Authority Details
आईएफडी सहमति   IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम   Designation of Administrative Approval: Director AIISH Mysore वित्तीय अनुमोदन का पदनाम   Designation of Financial Approval : Director AIISH Mysore	Role: PAO भुगतान का तरीका   Payment Mode: Offline पद   Designation : Assistant Gr II ईमेल आईडी   Email ID : pao1.aiisham.ka@gembuyer.in जीएसटीआईएन   GSTIN : - पता   Address: NAIMISHAM CAMPUS Manasagangothri, MYSORE, KARNATAKA-570006, India

परोक्षिती विवरण   Consignee Details		
क्र.सं.   S.No	परोक्षिती नाम & पता   Consignee Name & Address	सेवा विवरण   Service Description
1	संपर्क   Contact : 0821-2502000-2235 ईमेल आईडी   Email ID : buycon1.aiisham.ka@gembuyer.in जीएसटीआईएन   GSTIN : - पता   Address : NAIMISHAM CAMPUS Manasagangothri, Mysuru, KARNATAKA-570006, India	Motor Insurance Service - 4 Wheeler; 3455

सेवा प्रदाता विवरण   Service Provider Details	
जेम विक्रेता आईडी   GeM Seller ID : WPUR200001686415 कंपनी का नाम   Company Name : NATIONAL INSURANCE COMPANY LIMITED संपर्क नंबर   Contact No. : 08335080183 ईमेल आईडी   Email ID : ravis.yer@nic.co.in पता   Address : Premises No.: 18-0374, Plot No.: CBD-81, Rajarhat, New Town, North 24 parganas, WEST BENGAL-700156, - एमएसएमई सत्यापित   MSME verified : No एमएसएमई पंजीकरण संख्या   MSME Registration number : - जीएसटीआईएन   GSTIN: 19AAACN9967E1Z0	

\*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Consignee

## सेवा विवरण | Service Details

सेवा प्रारंभ दिनांक (नवीनतम) | Service Start Date (latest by): 12-Apr-2024 सेवा समाप्ति तिथि | Service End Date : 11-Apr-2025

श्रेणी नाम | Category Name : Motor Insurance Service

बिलिंग चक्र   Billing Cycle: yearly		
विवरण   Description	Number of vehicles to be insured	Total Premium ( in INR)
Type of Vehicle	4 Wheeler	1 68133
Engine Capacity (CC) range	3455	
Additional Covers needed	Road-Side Assistance, Zero Depreciation, Engine Protection, Consumables Cover, No Claim Bonus Protection, Own Damage (OD) Cover, Third Party Cover	
Premium Payment Options	Annually	
General Insurance List of Insurer from where insurance to be taken (can indicate multiple service providers)	National Insurance Co. Ltd., The New India Assurance Co. Ltd., The Oriental Insurance Co. Ltd., United India Insurance Co. Ltd.	
कुल राशि (सूत्र)   Total Amount (Formula) : (Total Premium ( in INR))		
ऐडऑन के बिना कुल मूल्य   Total Value without Addons(INR)		68133
कुल ऐडऑन मूल्य   Total Addon Value(INR)		0

ऐडऑन सहित कुल मूल्य   Total Value Including Addons(INR)	68133
<b>अतिरिक्त जानकारी   Additional Details</b>	
<ul style="list-style-type: none"> <li>Insurance Start Date : 2024-04-11T18:30:00.000Z</li> <li>Insurance End Date : 2025-04-10T18:30:00.000Z</li> </ul>	
<b>अनुबंध की राशि   Amount of Contract</b>	
सभी शुल्क और करों सहित कुल अनुबंध मूल्य   Total Contract Value Including All Duties and Taxes(INR)	68133
<b>मूल्य विभाजन की पेशकश की   Price Break up offered : <a href="#">प्राइज ब्रेक अप ऑफ़र किए गए दस्तावेज़ लिंक   Price Break up offered Document link</a></b>	
<b>एसएलए विवरण   SLA Details</b>	
<b>SERVICE STC</b> <b>SPECIAL TERMS AND CONDITIONS FOR</b> <b>Motor Insurance</b>	
<b>1. Preamble</b> <ul style="list-style-type: none"> <li>All contracts related to Motor Mediclaim Insurance placed through GeM shall be governed by the following set of Terms and Conditions: <ul style="list-style-type: none"> <li>1. General terms and conditions for Goods and Services <ul style="list-style-type: none"> <li>II. Service STC contained in this document</li> <li>III. BID / Reverse Auction specific ATC</li> </ul> </li> <li>The above terms and conditions are in reverse order of precedence i.e. ATC shall supersede Service specific STC which shall supersede GTC, whenever there are any conflicting provisions.</li> <li>This document represents the Special Terms and Conditions (STC) and the Service Level Agreement (SLA) governing the contract between the Government/Buyer and Agency/Service Provider. The purpose of this document is to outline the scope of work, stakeholders' obligations and terms and conditions of all services covered as mutually understood by the stakeholders.</li> </ul> </li> </ul>	
<b>2. Objectives and Goal</b> <p>The objective of this document is to ensure that all the special terms and conditions are in place to ensure consistent delivery of services to the Buyer by the service provider. The goal of this document is to:</p> <ul style="list-style-type: none"> <li>Provide clear reference to service ownership, accountability, roles and responsibilities of both parties</li> <li>Present a clear, concise and measurable description of services offered to the Buyer</li> <li>Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified</li> <li>To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons</li> </ul> <p>This document will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same.</p>	
<b>3. Stakeholders</b> <p>The main stakeholders associated with this agreement are:</p> <ul style="list-style-type: none"> <li><b>Buyer:</b> The Buyer/ Client is responsible to provide clear instructions, approvals and timely payments for the services availed as per the contractual terms</li> <li><b>Service Provider:</b> The service provider is responsible to provide all the required services in timely manner and to the satisfaction of Buyer or its authorized representative. The service provider may also include seller, supplier/bidder/contractor, any authorized agents, permitted assignees, successors, and nominees as per the context and as described in the document.</li> </ul> <p>The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and Deductions in case of non-adherence to the defined terms and conditions.</p>	
<b>1. Service Scope</b> <p>The service provider to provide insurance cover vehicles of the Buyer.</p>	
<b>2. Standard Terms and Conditions for Insurance</b> <ul style="list-style-type: none"> <li>The terms and conditions of insurance cover and the policies, warranties and clauses need to be strictly in line with the provisions and notifications issued by IRDA from time to time.</li> <li>The Service Provider must agree with all the Terms and Conditions specified in the bid document by the Buyer. The policy issued by the Insurer must be compliant with the T&amp;C of the bid document.</li> <li>Fair disclosure of material features relating to the risks should be disclosed by the Buyers to the insurers to enable them understand the risks and quote appropriate terms.</li> <li>The Buyer reserves the right to reject the tender / bid if the proposal of the bidder mentions exceptions, conditions or special conditions that are not aligned with the Terms and Conditions as specified by the Buyer in the Bid document.</li> <li>During pre-qualification and evaluation of the bid, the Buyer may, at its discretion, ask bidders for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the Buyer.</li> <li>Insurer should clearly indicate the list of 'Exclusions and Assumptions' in the proposal they submit to Buyer.</li> <li>Once an insurance has been awarded (policy has been purchased) for a given period, the insurance company shall have no right to unilaterally terminate the operation of the policy during this period.</li> <li>In case there is an addition during the contract (policy) period, the coverage would be extended without any reservation. The Buyer will intimate all such new additions to the Insurer periodically. Additional premium, if any, due to such inclusion may be advised to Buyer periodically. Similarly, for separations the Buyer will inform the Insurer and the premium to be paid by Buyer would be pro-rated/ recalculated.</li> <li>In case of foreclosure of the policy/contract, the premium on pro rata basis should be refunded</li> <li>No insurer shall assume any risk in India in respect of any insurance business unless and until the due insurance premium is paid in advance before the commencement of Risk date/time.</li> <li>Insurance companies may offer Add-on covers as per IRDA guidelines in-addition-to the coverage sought in this Tender. No weightage will be given to such Free Add-on covers during bid evaluation. However, any such Add-Ons indicated in proposal by Bidder must mandatorily be offered to all the insured.</li> <li>The bidders (Service Providers) must not divulge personal information of the insured to any external party, without the consent of the Buyer</li> </ul>	

- In case of any grievances, Buyer may file complaints either with the concerned Insurance Company or with Insurance Regulatory and Development Authority (IRDA).
- The details of the Insurance Ombudsman for all jurisdictions must be clearly indicated by the Service Provider, where necessary.
- Before the end of contract, the Insurer must give a detailed report with the statistics of the insurance claimed during the period
- The Buyer may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidders, if the bidder makes any misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements or if the bidder fails to provide related clarifications sought by Buyer within the stipulated timelines.
- Service Provider must keep confidential any information received from or about Buyer because of or in connection with the submission of the bid response. The Buyer will also not disclose the information provided by Bidder in a response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law.
- Whilst all reasonable care has been taken by Buyer when providing information in this bid document, the figures, documents and details are presented in good faith. Bidders indemnify Buyer from any claims, liabilities or costs that may arise due to this. Bidders may seek additional information where deemed necessary but the decision to provide any additional details will be the sole discretion of the Buyer.
- More than one bid from the same bidder shall disqualify the bidder from participation in the bid.

### 3. Standard Terms and Conditions for Motor Insurance

- Third-party insurance (also sometimes referred to as 'act-only' insurance) is a statutory requirement for all vehicle owners as per the Motor Vehicle Act. Hence, the same must be complied with.
- Dedicated Toll-free numbers at insurer end along with two implants (contact persons).
- Uniform Coverages/Discounts/Rates/Deductibles to be allowed across all make models including two wheelers depending upon vehicle age.
- Cashless settlement of motor claims at garages authorized by Insurer across India

### 4. Service Formula

- The following formula will be used to calculate the value of this contract.
- *Total Contract Value = Total Premium quoted by service provider.*

### 5. Payment Schedule

- The Payment Procedure shall be in as specified in the General Terms and Conditions of GeM.
- Payment schedule to be as per payment terms specified in bid document.

### 6. SLAs and Deductions

S.No.	SLA	Deduction
1.	Settlement of all claims by Service Provider within 30 days from the date of submission of complete documents by the Buyer.	Interest at the rate of 20% p.a. on the delayed claim amount.

### अतिरिक्त आवश्यक डेटा/दस्तावेज़: खरीदार | Additional Required Data/Document(s) : Buyer

1. **Service Provider and its insurance company must have been in the Insurance business in India for at least XX years :** At Least for 20 years
2. **Service Provider and its insurance company should currently be providing insurance to at least YY Government, Semi-government, PSU, Govt. Undertaking, Autonomous bodies, Educational institutes of national repute, etc. :** Service provider And its insurance company should currently be providing insurance to at least 20 Government, semi-Government, PSU, Govt. Undertaking, Autonomous Bodies, Educational Institutes of National repute, Etc.
3. **Service Provider and its insurance company should be providing insurance to at least XX clients in India where the annual premium is more than INR XX for each client :** Service provider and its insurance company should be providing insurance to at least 100 clients in India where the annual premium is more than INR 10000.00 for each client
4. **Service Provider and its insurance company should be providing insurance to at least XX clients in India where the insurance cover (sum insured) is more than INR XX for each client :** Service provider and its insurance company should be providing insurance to at least 100 clients in India where the insurance cover (Sum insured) is more than INR 3 lakh for each client
5. **The bidder should have a claim settlement ratio of more than ZZ% for (Type of Insurance) over the last 3 years :** The Bidder should have a claim settlement Ratio of more than 70% for (Type of Insurance) over the last 3 years
6. **More than YY (type of Insurance) Insurance Policies should have been issued to govt depts in past 3 years with Sum Insured not less than INR XX :** More than 25 (Type of insurance) insurance policies should have been issued to Govt. dept. in past 3 years with sum insured not less than INR 3 lakh
7. **Gross Total Premium underwritten within India in last XX Financial Years should be more than INR Rs. XXX Crores. :** Gross total premium for Underwritten within India in last 20 Financial years should be more than INR Rs. 20 Crores
8. **Gross Total Premium for (Type of Insurance) underwritten within India in last XX Financial Years should be more than INR Rs. XXX Crores :** Gross total premium for (Type of insurance) Underwritten within India in last 5 Financial years should be more than INR Rs.5 Crores
9. **Details for vehicles to be insured :** [click here](#)
10. **Scope of work .Advisory- With reference to Order F.No. 14017/64/2020-Ins. II issued by the Department of Financial Services under Ministry of Finance, it is advised not to include Net-Worth as a criterion for Public Sector General Insurance Companies in General Insurance tenders. :** [click here](#)

### अतिरिक्त डेटा/दस्तावेज़ : विक्रेता | Additional Data/Document(s) : Seller

1. **Documentary Proof Against Solvency Ration Requested By Buyer :** [click here](#)
2. **Certificate (Requested in ATC) :** [click here](#)
3. **The Bidder Should Not Currently Be Blacklisted By Government Organizations. Certificate From Authorized Signatory On Company's Letter Head. :** [click here](#)

4. Copy Of Irda License And Its Renewals Over The Period May Be Provided : [click here](#)
5. Valid Proof Of Last Three Years Claim Settlement Ratio Should Be Attached Authenticated By Irda Or Published By The Insurance Company : [click here](#)
6. Certificate From Authorized Signatory On Company's Letter Head, With Details Summarized As Per Buyer's Requirement : [click here](#)
7. Certificate From Authorized Signatory On Company's Letter Head, With Details Summarized As Per Buyer's Requirement : [click here](#)

## ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक   Advisory Bank :	NA
ईपीबीजी प्रतिशत (%)   ePBG Percentage(%):	NA

## नियम और शर्तें | Terms and Conditions

### 1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

### 2. Buyer Added Bid Specific Terms and Conditions-

- 2.1 Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
- 2.2 If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
- 2.3 *Generic.*  
OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
- 2.4 *Service & Support.*  
AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
- 2.5 *Service & Support.*  
Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- 2.6 *Service & Support.*  
Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
- 2.7 *Past Project Experience:*  
Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है।

Note: This is system generated file. No signature is required.