



Coal India Limited
(A Maharatna Company)

**Notice Inviting Tender for processing and settlement of
medical bills in respect of beneficiaries covered under
CPRMSE scheme of Coal India Limited**

(Through e-Tender mode)

COAL INDIA LIMITED

Section I: Notice for Tender

Digitally signed and encrypted e-tenders are invited under single stage, two-part bid on the e-procurement portal of Coal India Limited, <https://coalindiaticenders.nic.in> from reputed and eligible agencies which are Indian Company, registered under the Companies Act, 1956/2013 or LLP registered under LLP Act 2008 having eligibility to participate as per eligibility criteria stipulated in clause No. 4 of ITB and having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA as per the Notice Inviting Tender (“NIT”) to carry out the Scope of Work described in Section IV- Objectives, Scope of Work and Technical Specifications. A consortium of companies registered as provided below is allowed to participate in the bid:

- 1) Indian Company, registered under the Companies Act, 1956/2013, or
- 2) LLP registered under LLP Act 2008

Bidders are not required to pay any application/ tender fee. The Bid Documents will be available on the following website(s) and can be downloaded up to the document download end date as provided in the Time Schedule of Tender set out under Table 3 below.

<https://coalindiaticenders.nic.in> <https://www.eprocure.gov.in> <https://www.coalindia.in>

Table 1: Summary of Work

Brief Description of work	Estimated cost	Earnest Money	Period
Processing and settlement of medical bills in respect of beneficiaries covered under CPRMSE scheme of Coal India Limited	Rs 6,58,73,500/- (incl GST @18%)	Rs 8,23,500/-	5 years

Table 2: Contact Person

Tender inviting authority	Contact Person(s) communication address
Executive Director (Community Development-Welfare)	Coal India Limited, (Second Floor), Coal Bhawan, Action Area 1-A, New Town, Rajarhat, Kolkata 700156 Phone (033) 71104239 email: edcd.cil@coalindia.in

1.0 Time Schedule of Tender:**Table 3**

1	Tender No.	CIL/C5C/55125/2022/2593 dated : 26.05.2022
2	Type of Tender	Domestic (Single stage, Two-part Bid System) without reverse auction
3	Estimated value	Rs 6,58,73,500/- (including GST @18%)
4	Earnest Money Deposit (EMD)	(1.25% of the Estimated Cost of work put to tender, rounded off to next hundred subject to maximum of Rs.50 lacs) Rs 8,23,500/-
5	Cost of Tender/ Tender Fee	NIL
6	Subject of Tender	Processing and settlement of medical bills in respect of beneficiaries covered under CPRMSE scheme of Coal India Limited
7	e-Publishing date of Tender	31.05.2022 From 17.00 hours (IST)
8	Downloading of Document:	
	(i) Starts on	31.05.2022 From 17.00 hours (IST)
	(ii) Closes on	04.07. 2022 From 17:00 hours (IST)
9	Seeking Clarification:	
	(i) Starts on	31.05.2022 From 17.00 hours (IST)
	(ii) Closes on	27.06. 2022 From 17.00 hours (IST)
10	Pre-Bid Meeting	08.06.2022 at 11.00 hours (IST) in hybrid mode
11	Bid Submission:	
	(i) Starts on	09.06. 2022 From 17.00 hours (IST)
	(ii) Closes on	04.07. 2022 From 17.00 hours (IST)
12	Due date of opening	
	(i) Opening of Technical bid	05.07. 2022 From 11.00 hours (IST)
	(ii) Opening of Price Bid	08.08. 2022 From 11.00 hours (IST)

2.0 Bid Documents:

The Bid Documents comprise of the following:

- a) Section I-Notice for Tender (NIT)
- b) Section II- Instructions to Bidders (ITB)
- c) Section III- Conditions of Contract (CC)
- d) Section IV- Objective, Scope of work and Technical Specifications
- e) Section V- Annexure and Appendix

Bidder shall prepare and submit their bid in accordance with the instructions, specifications, terms and conditions of the bid document as mentioned above. For knowing the Scope of work, Bidders are advised to read the 'Objectives, Scope of work and Technical Specifications' under Section IV of bid document. The bidders are also advised to keep visiting the websites as mentioned below for any notification/ amendment/ addendum/ corrigendum from CIL's side in respect of this tender: <https://coalindiatenders.nic.in>; <https://www.eprocure.gov.in>; <https://www.coalindia.in>.

3.0 EMD (Earnest Money Deposit):

The bidder will have to make the payment of EMD through ONLINE mode only.

3.1 In Online mode the bidder can make payment of EMD either through NET-BANKING from designated Bank(s) or through NEFT/RTGS from any scheduled Bank(s).

NET-BANKING: In case of payment through net-banking the money will be immediately transferred to CIL/ Subsidiary's designated Account.

NEFT/RTGS: In case of payment through NEFT/RTGS from any scheduled bank(s), the bidder will have to make payment as per the Challan(s) generated by system on e-Procurement portal. The payment of EMD through NEFT/RTGS mode should be made well ahead of time to ensure that the EMD amount is transferred to CIL/ Subsidiary account before submission of bid.

3.1.1 The Bidder will be allowed to submit his/her/their bid only when the EMD is successfully received in CIL's designated account and the information flows from Bank to e-Procurement system.

3.1.2 In online payment of EMD, if the payment is made by the bidder within the last date and time of bid submission but not received by CIL/ Subsidiary within the specified period due to any reason(s) whatsoever then the bid will not be accepted. However, the EMD will be refunded back to the bidder.

3.1.3 Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) will be exempt from the payment of earnest money (applicable only for Services tenders).

In case of exemption of EMD, the scanned copy of document issued by MSME will have to be uploaded by the bidder during bid submission. However, this option is to be enabled only in those cases where the exemption of EMD to some bidders is allowed as per NIT.

3.2 If the bidder defaults in satisfying Techno-commercial criteria, full EMD will be forfeited.

4.0 Deadline for Submission of Bids:

- a) Online bids must be uploaded by the bidders at CIL's e-procurement portal [<https://coalindiatenders.nic.in>] within the scheduled last date and time as specified in Table 3 of Section I: Notice for Tender (NIT).
- b) CIL (Coal India Ltd) may, at its discretion, extend the deadline for the submission of bids in which case all rights and obligations of CIL and bidders previously subject to the deadline will, thereafter, be subject to the deadline as extended.
- c) In case, at least 3 (three) bids are not received within the originally stipulated time, the due date of bid shall be extended by 4 (four) days automatically by the portal. If, even after one extension (4 days), less than 3 (three) bids are received, the tender shall be opened without any further extension. No separate corrigendum shall be issued and published by the Authority for such automatic extension of the due dates by the online portal.
- d) In case no offer is received, the tender shall be cancelled by the Authority.

5.0 Modification and Withdrawal of Bid

Modification of the submitted bid shall be allowed online only till the last date and time of submission

of the bid and the bidder may modify and resubmit their bid online as many times as it may wish within this period. This resubmission can be done, using 'Rebid' option of the portal.

Bidders may withdraw their bids online using 'Withdrawal' option of the portal, within the last date of bid submission. However, upon such withdrawal, the bidder shall not be allowed to resubmit its bid pursuant to this NIT. **As such, bidder is advised not to use this option, unless the bidder is certain not to participate in this tendering process again.**

No withdrawal/ modification is allowed after the end date and time of bid submission (refer clause 19 of ITB (Section II)).

6.0 Other Conditions

- a) This e-Tender Notice (NIT) shall be deemed to be part of the Contract Agreement to be entered into between CIL and the successful bidder.
- b) CIL reserves the right to postpone the date of receipt and opening of bid or to cancel the tender without assigning any reason whatsoever, and CIL shall bear no liability, whatsoever, consequent upon such a decision. CIL reserves the right to reject any or all the bids without assigning any reasons whatsoever at its sole discretion. Any such action shall not be called into question and the bidders shall have no claim or cause of action in that regard against CIL or its officers, employees, consultants, agents, successors or assignees for rejection of its bids. Neither CIL nor its employees or advisers shall entertain any claim of any nature, whatsoever, including without limitation, any claim seeking costs, expenses or damages in relation to the preparation or submission of bids.
- c) Notwithstanding anything stated above, CIL reserves the right to assess the bidder's capability and capacity to perform the scope of work envisaged hereunder satisfactorily, should the circumstances warrant such assessment in the overall interest of CIL.
- d) No conditional bid shall be accepted
- e) CIL makes no representation or warranty, express or implied, as to the accuracy, correctness and completeness of the information contained in the Bid Documents. Each bidder must conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information and obtain independent professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement in relation to the same from appropriate sources to satisfy itself that the Bid Documents are complete in all respects.
- f) While the Bid Documents have been prepared in good faith, neither CIL nor its consultants, officers or employees make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Nothing in the Bid Documents shall be construed as legal, financial or tax advice. Any liability is accordingly expressly disclaimed by CIL, its consultants, partners, affiliates, their respective officers, agents and employees even if any loss or damage is caused by any act or omission on the part of CIL, its consultants, partners, affiliates, their respective officers, agents or employees, whether negligent or otherwise.
- g) Capitalized terms and expressions used herein without being defined shall have the meaning assigned to them in Conditions of Contract (Section III).

- h) Any tampering with the excel files such as BOQ which are downloaded by the bidder from the CIL e-Procurement portal, will be treated as a Fraudulent Practice (as defined in ITB clause 21) and action will be taken as per ITB clause 21.2.

7.0 Pre-contract Integrity Pact and Independent External Monitors

- a) The bidder is required to go through the 'Pre-contract Integrity Pact' provided in Annexure III. The bidder shall accept unconditionally the 'Pre-contract Integrity Pact' in GTE (General Technical Evaluation) at the time of bid submission. No recycling will be done for this document i.e. no further clarification will be sought from bidder
- b) Further, the Independent External Monitors (IEMs) will be monitoring the bidding process and execution of Contract and shall be responsible to oversee the implementation of the 'Pre-contract Integrity Pact' program to prevent corruption, bribery or any other unethical practices in CIL.
- c) In order to deal with any grievance(s)/ dispute(s) and to oversee implementation and effectiveness of the 'Pre-contract Integrity Pact' program pertaining to this tender, bidders may refer the same to IEMs. Name and Address of the IEMs are as under (in case of any changes the same will be communicated)

Sl.	Name of IEM	Address	e-Mail ID	Mobile No.
1	Sri Sudhir Kumar	B-128, Triveni SFS, Sheikh Sarai1, Delhi-110017	stomar2@gmail.com	09871054454
2	Ms. Nirmal Kaur, IPS(Retd.),	House no.8, Plot - 615, Road no. 17, Jawahar Nagar, Mango, Jamshedpur, Jharkhand - 832110	nirmalkaur1983@gmail.com	9304795041

9.0 Special Instruction to bidders:

- a) There is no provision to obtain the list of parties who have downloaded the Bid Documents from the website set out under NIT clause 2.0. As such, bidders are requested to regularly check the websites before the scheduled due date for tender opening to ensure that they have not missed out any corrigendum issued against the tender after they have downloaded the Bid Documents.
- b) The responsibility of downloading the corrigendum, if any, will be of the bidder. No separate intimation in respect of corrigendum to the NIT (if any) will be sent to the bidders who have downloaded the Bid Documents from the above referred websites.
- c) The bidders, in their own interest, are requested not to wait till the last moment for submission of bid to avoid last minute rush and local problems related to internet connectivity, law and order, strike, bandh etc. Under any circumstances, CIL shall not be liable to any person for any direct/ indirect loss or damages incurred by them arising out of incorrect use of the online portal, any local problems at the bidder's end or if bids could not be uploaded due to such local problems.

10.0 Check List

There will be a GTE (General Technical Evaluation) table appearing in the e-procurement portal. At the time of bid submission, the bidders have to accept unconditionally an Undertaking as specified at **Annexure IV** regarding Genuineness of the information furnished by him on-line & authenticity of the scanned copy of documents uploaded by him on-line in support of his eligibility criteria, **Annexure IA** (Letter of Bid) and **Annexure III** (Pre-contract Integrity Pact). No recycling will be done for this

document i.e. no further clarification will be sought from bidder.

Moreover, the following documents shall be considered from the Bidder's space/ My Document and no recycling will be done for these documents i.e. no further clarification will be sought from bidder -

Documents to be uploaded by the bidder under Bidder Space (Refer clause 6.1 of Section II)		
S N	Document	Scanned copy of documents uploaded by bidder in Bidder's space/ My Document
1	2	3
1	Permanent Account Number	PAN card issued by Income Tax department, Govt. of India. <i>(In case of Consortium, PAN card for each partner)</i>
2	Goods and Services Tax (GST) Status of Bidder	Copy of GST Registration certificate (i.e. GST Identification Number) issued by appropriate Indian authority to the bidder. In case of Consortium, Copy of GST Registration certificate (i.e. GST Identification Number) issued by appropriate authority to the lead member of the Consortium shall be furnished.
3	Legal Status of the bidder	(The Bidder should be Indian Company, registered under the Companies Act, 1956/2013 or LLP registered under LLP Act 2008. A consortium of companies registered as mentioned above is allowed to participate in the bid. <u>Documents:</u> 1. Certificate of incorporation/ registration of the entity with Memorandum & Article of Association. 2. In case of Consortium- a. Certificate of incorporation/ registration with Memorandum & Article of Association of each member of the Consortium shall be uploaded (b) Consortium agreement as per the format in Annexure- VI containing the name of partners and lead partner and share of each partner. (c) Power of Attorney to the Lead Partner as per format at Annexure-VII

Documents to be uploaded by the bidder for Minimum Qualifying requirement (MQR) (Reference ITB Clause 4.1)			
Sl. No.	MQR	Scanned copy of uploaded to be provided by the bidder	Folder in which document is to be uploaded
1	<u>Work Experience (refer clause 4.1.1 of Section II):</u> The Bidder must have experience of works (includes completed/	Work Experience Certificate issued by the employer against the experience of	Technical

	ongoing) of similar nature valuing 50% of the annualized estimated value of the work put to tender in any year (consecutive 365 days) during last 7 (seven) years ending last day of month previous to the one in which bid applications are invited. (<i>‘Similar nature’ defined at clause 4.1.1 of section II</i>)	similar work containing all the information as sought on-line.	
2	<u>Working Capital (refer clause 4.1.2 of Section II):</u> Evidence of possessing adequate working capital (at least 20% of the “Annualized value or Estimated value whichever is less” of this work) inclusive of access to lines of credit and availability of other financial resources to meet the requirement. The Bidder should possess the working capital within three months prior to the date of opening of tender.	Certificate of Working Capital issued by a Practicing Chartered Accountant having a membership number with Institute of Chartered Accountants of India containing the information as furnished by Bidder on-line with UDIN.	
3	Digital Signature Certificate (DSC)	If the bidder himself is the DSC holder bidding on-line then no document is required. However, if the DSC holder is bidding online on behalf of the bidder then the Power of Attorney or any sort of legally acceptable document for the authority to bid on behalf of the bidder.	
4	Undertaking by bidder on Letter Head as per Annexure V	Undertaking regarding relatives as employees of company, compliance wrt procurement from bidder of a country which shares a border with India, Local supplier status of the Bidder, banning/ delisting etc.	

Documents to be uploaded by the bidder for Eligibility Criteria (EC) (Reference ITB Clause 4.2)			
Sl. No.	Performance variable	Supporting documents to be provided by the bidder	Folder in which document is to be uploaded
1	Average Annual Financial Turnover: Average of any three of the last four financial years 2017-18, 2018-19, 2019-20 and 2020-21 shall be considered	Certificate giving year wise turnover, with Unique Identification Number (UDIN) of Institute of Chartered Accountants of India (ICAI) issued by a practicing Chartered Accountant indicating his membership number of ICAI	Technical
2	Experience in medical bill processing for its clients as on the last date of bid submission	Contract Agreement/ Work Order and a Certificate issued by the relevant authority with description of services provided along with any other authenticated supporting document from the client organization giving desired details including that the bidder has either completed the services or the services are ongoing (i.e. under implementation)	
3	Experience with respect to the amount of medical bills processed for its clients during the last three years immediately preceding the current financial year.	Authenticated reports showing the year wise amounts duly certified by the authority	
4	Number of contracts of similar nature (As defined at Cl 4.1 of ITB) executed for Govt or PSU clients (either completed or ongoing). Contracts under pipeline/ being planned will not be considered.	Contract agreement from the Govt./ PSU	
5	ISO certifications	Valid copy of the certification 1) ISO 9001-2015 (Quality management system) 2) ISO/ IEC 27000-2013 (Information security management system)	

		3) ISO/ IEC 20000-1-2018 (Service management system)	
6	Presentation: Bidder should upload a presentation indicating the Proof of concept and overall approach for implementation.	Soft copy of Presentation is to be uploaded on the following aspects: 1) Proof of Concept-I (PoC-I): Demonstration of the bidder's overall ability in the sphere of processing, scrutiny and settlement of medical bills. 2) Proof of Concept-II (PoC-II): Demonstration of the tangible and intangible resources available with the bidder to provide the services put to tender 3) Overall implementation approach whether in line with the scope of work prescribed at clause 3.0 of Section IV	

Sl. No.	Documents to be uploaded by the bidder	Folder in which document is to be uploaded
1	Bidder will fill up the details regarding Eligibility Criteria (EC) documents in Annexure-VIII under column 'Bidder's Value' and upload the same. The information given in this document shall be confirmed by EC documents.	Technical
2	Price bid/ BOQ: Duly filled Price Bid/ BOQ (Excel file to be downloaded, filled and uploaded)	Finance