



Rajasthan State Health Assurance Agency Swasthya Bhawan, Tilak Marg, Jaipur

No.F1008(74)/NHM/BSBY/ New RFP/2016-17/ 1312

Dated:27-10-2017

Addendum No.1

Pre-proposal conference on the RFP of Bhamashah Swasthya Bima Yojana was held on 25th October, 2017 on scheduled time 1100 hrs in Swasthya Bhawan. The addendum w.r.t the RFPs as follow:-

S. No.	Clause No.	Previous Clause	Amended Clause/Addition
1	2.2.2 and 2.2.3	Technical and Financial capacity	In clause no.2.2.2 and 2.2.3 following explanation is added: <u>Explanation</u> Original documents submitted at the time of previous bid 09-08-2017 by Public Sector Insurance Companies are allowed to be considered in this RFP dated 18-10-2017. However; scanned copies of the same original documents are to be submitted on e-portal.
2	2.4	Cost of Bidding The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process. The bidder has to submit RFP document cost of Rs. 5.00 lakh to CEO, SHAA on or before proposal due date and time of the RFP.	Cost of Bidding The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process. The bidder has to submit RFP document cost of Rs. 50000/- to CEO, SHAA on or before proposal due date.

3	1.14.2	Claim approval and payments Addition as point VIII, IX and X after point no. VII.	<u>Added after point VII</u> VIII. Absconding cases will be rejected IX. 75% of the claim amount will be approved in LAMA cases. X. If hospital doesn't reply the query within 15 days of the last query raised even after 2 reminders then the claim will be settled by Insurer on merit basis.
4	1.11.9	Empanelled Hospital shall give a rough estimate to the patient on the likely expenditure before treatment of patient of eligible family. At the time of discharge, hospital will also provide a final bill deducting cost of package done.	Empanelled private Hospitals shall give a rough estimate to the BSBY patients on the likely expenditure on treatment going to done before treatment of patient of eligible family except general ward and ICU procedures. At the time of discharge, hospital will also provide a final bill for all procedures treated deducting cost of BSBY packages done including GENERAL/ICU WARD.
5	1.11.6	The Insurer shall empanel the required number of private hospitals as per the guidelines within 30 days of agreement. Empanelled hospitals shall be operational from the first day of	The Insurer shall empanel the new/ existing private hospitals who applies and fulfills the criteria of eligibility for empanelment as per the guidelines within 30 days of



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		the policy.	agreement. Existing empanelled private hospital will continue till the decision of the Insurer. Thereafter any private hospital applies 30 days before end of running quarter shall be empanelled so that Empanelled hospitals will be operational from the first day of the next quarter. No private hospital will be empanelled in last 3 month of agreement/ contract period..
6	1.12.1	The diagnostic procedures leading to surgery / medical treatment under BSBY will be part of the selected package and if any charges/fees collected for diagnostic procedure by empanelled hospital before booking of TID for that selected procedure/ package shall be refunded back to the patient before discharge.	The diagnostic procedures leading to surgery / medical treatment under BSBY will be part of the selected package and if any charges/fees collected for diagnostic procedure by empanelled hospital before booking of TID for that selected procedure/ package shall be refunded back to the patient through recorded means either NEFT or Cheque before discharge of patient.
7	1.13.	Addition of 1.13.8	1.13.8 TID will be Generated in real time (within one hour) of admission for Day-care, Gen Ward & ICU Packages.

8	1.13.5	Swasthya Margdarshak will generate TID in BSBY software immediately after establishing the eligibility of the patient through Identity Card at the hospital desk prior to availing any cashless treatment. Immediate generation of TID means a reasonable time lag, which means generation of TID on the same day of admission.	Swasthya Margdarshak will generate TID capturing Live photograph of patient along with date & time stamping in BSBY software immediately after establishing the eligibility of the patient through Identity Card at the hospital desk prior to availing any cashless treatment. Immediate generation of TID means a reasonable time lag, which means generation of TID on the same day of admission.
9	1.14.2	IV In case of query, the Insurer will settle the claim within 2 days of last query answered or 14 days of submission of the claim whichever is later.	IV. In case of query, the Insurer will settle the claim within 5 days of last query answered or 14 days of submission of the claim whichever is later.
10	1.26.5	Addition	RSHAA may give Bank Guarantee in lieu of 50% amount withheld from the last premium installment.
11	2.1.13	Submission of Bid Security and Performance Security	In light of directives of IRDA and GIC the matter will be got examined by Finance Department (FD). Till then bidders are required to submit



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			these as per RFP, however later on if agreed and approved by THE FD then amount deposited will be refunded to Insurance company/s.
12	6.8.1	If the parties fail to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the SHAA or the Insurer may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitrator. The power to appoint the Sole Arbitrator shall vest with the first party i.e. The Authority. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he / she shall be replaced by another person appointed by the Authority.	If the parties fail to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the SHAA or the Insurer may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India.
13	2.2.1	Technical Capacity: For demonstrating technical capacity and experience (the "Technical Capacity"), the Applicant shall, as on March 31st of each of the past 3 (three) financial years preceding the Application Due Date, have	Technical Capacity: For demonstrating technical capacity and experience (the "Technical Capacity"), the Applicant shall, as on March 31st of any of the past 3 (three) financial years preceding the Application Due Date, have



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		covered 10 lakh (ten lakh) families during each year, through health insurance policies for such families (the "Threshold Technical Capacity").	covered 10 lakh (ten lakh) families through health insurance policies for such families (the "Threshold Technical Capacity").
14		In annexure 5(B)	NOTE:- 4. Hip Replacement will be done in case of medical accident/recent injury only.


(B. L. Kothari)
Additional CEO, SHAA