



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

No.F1008(74)/NHM/BSBY/ New RFP/2016-17/ 1270

Dated: 27-8-19

Addendum No.1

Pre-proposal conference on the RFP of Selection of TPA for claim processing of beneficiary families of Ayushman Bharat in Rajasthan was held on 22nd August, 2019 on scheduled time 1100 hrs in Swasthya Bhawan. The clarification w.r.t the RFP are as below:-

1. An introduction of the scheme and need of TPA was given to bidders by SNO, BSBY.
2. Bidders were clarified that the estimated cost of the project in INVITATION OF PROPOSAL to be read as Rs.25 lakhs (Rupees Twenty Five Lakhs Only).
3. Details for RTGS (if applicable) in INVITATION OF PROPOSAL to be given as below:-
Bank Name-HDFC Bank
IFSC Code- HDFC0001585
Account No.-50100252362032
Account Holder Name – Rajasthan State Health Assurance Agency.
4. RISL processing fee will be Rs. 500/- instead of Rs. 1000/- as indicated in RFP document in INVITATION OF PROPOSAL, clause 2.11.2 and in point 25 (iv) in Ann.1 Letter Comprising Proposal.
5. Selected bidder will have to process the claims related to families of Ayushman Bharat-Mahatma Gandhi Jan Arogya Yojana (non-NFSA) only.
6. Clause 1.7 Duration of contract shall be read as follows:-
“Duration of the contract may start from 1.09.19 or from the date decided by Government of Rajasthan. Selected bidder shall have to process all claims related to preauthorization and submitted claims which are enlisted upto 12.12.19 midnight 11.59.59 hrs. However, if required the duration may be increased by RSHAA on same terms and conditions.”
7. TPA should undertake this claim processing task preferably from State Headquarters. TPA may be allowed to use its existing offices for processing situated at other places also the team should be adequately trained and oriented about this work as per the guidelines given by RSHAA.
8. RSHAA will provide the software and impart necessary training to the selected bidder regarding:-
 - a. Software for processing of claims.
 - b. Processing preauthorization requests.
 - c. Processing of claims submitted by hospital.
9. Clause 2.2.2 and 2.2.3 is amended as below:-

Previous clause	Existing Clause
2.2.2 The Applicant shall enclose with its Application, to be submitted as per the format at Ann 6, complete with its Annexes, the following:-	2.2.2 The Applicant shall enclose with its Application, to be submitted as per the format at Ann 4, complete with its Annexes, the following:-

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(i) Certificate(s) from statutory auditors of the Applicant or its Associates or the IRDA stating the number of families covered through health insurance policies during the past 3 (three) years, as specified in Technical Capacity above; and

(ii) Certificate(s) from statutory auditors of the Applicant or its Associates specifying the Net Worth of the Applicant, as at the close of the preceding financial year. For the purposes of this RFP, net worth (the "Net Worth") shall mean the sum of subscribed and paid up equity and reserves from which shall be deducted the sum of revaluation reserves, miscellaneous expenditure not written off and reserves not available for distribution to equity share holders.

2.2.3 The Applicant should submit a Power of Attorney as per the format at **Ann. 3**, authorising the signatory of the Application to commit the Applicant.

(i) Certificate(s) from statutory auditors or Chartered accountant of the Applicant or the IRDA stating the number of families covered through health insurance policies during the past 3 (three) years, as specified in Technical Capacity above; and

(ii) Certificate(s) from statutory auditors or Chartered accountant of the Applicant specifying the turnover of the Applicant, as at the close of the preceding financial year.

2.2.3 The Applicant should submit a Power of Attorney on a non-judicial stamp paper of Rs. 100/- as per the format at **Ann. 3**, authorising the signatory of the Application to commit the Applicant.

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10. Table in part 2 of annexure 4 is replaced with this table:-

Turnover (in crores)	(Financial Year)

11. Bidders also raised a concern on the payment under clause 1.21.2 of the RFP.
Following clause 1.21.2 of the RFP:-

Based on the number of estimated claims processing fee would be paid as detailed below:-

% of estimated amount	When to be paid
25%	On commencement of the scheme
25%	On completion of two months
50%	On completion of the work i.e. after disposal of all the claims enlisted under the scheme

This clause is replaced with following clause:-

“Selected bidders will raise invoice to RSHAA by 5th of every month based on the total number of claims processed during the previous month. RSHAA after examination of the invoice amount and on receipt of all desired information from the selected bidder will release the amount to the selected bidder in next 7 working days.”

12. Bidders requested to relax the penalty clause of the RFP. They raised a concern on the possibility of penalty amount exceeding the total payable amount to the selected bidder.

Table in penalty clause 1.22.1 is amended and replaced with the table as below:-

S. No.	Service Level Parameters	Penalty
1	If the TPA fails to dispose the pre_authorization and claims in the timelines mentioned in the agreement.	Rs 1000 per claim.
2	If any claim is found wrongfully approved by the TPA	Equal amount of claim processing fee shall be

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		deducted from the processing fee to be paid to the TPA if TPA fails to justify the reasons for claim approval.
3	If TPA fails to process any claim within 14 days of claim submission	Rs. 5000 per claim

13. List of secondary and tertiary care procedures as mentioned in RFP Ann. 5 (A) and 5 (B) shall be provided to the successful bidder at the time of signing of agreement.

14. Last date of submission of proposals is changed as below:-

	Event Description	Date
1	Proposal Due Date for submission of online proposals and submission of documents as per 2.11.2	05/09/19 at 3:00 pm
2	Online opening of Proposals (Technical)	05/09/19 at 5:00 pm


(Dr. Khushaal Yadav)
Joint CEO, SHAA