

EXTENTION OF BID SUBMISSION AND AMENDMENT / CLARIFICATION IN RESPONSE TO THE PRE-BID QUERIES IN THE PRE-BID MEETING HELD ON 29.11.2018, 11:30 AM AT CONFERENCE HALL OF NHM FOR THE TENDER: ENGAGEMENT OF THIRD PARTY ADMINISTRATOR UNDER STATE HEALTH ASSURANCE SOCIETY” (Tender Advt. No. 11/2018)

Different queries raised by the prospective bidders on the tender terms & condition, eligibility criteria and scope of work etc., were discussed. Based on the written queries / queries in the pre-bid meeting by the prospective bidders, the **extension in bid submission upto 18/12/2018, 02:00 PM** and clarifications / amendments as decided by the committee in response to the pre-bid query of the prospective bidders are mentioned below:

Sr No	Clause No/ Page No	Name of SPA	Existing Provision in RFP	Queries raised by Prospective Bidder	Clarification/ Amendment on Pre-Bid Query
1	Page No 4, Point No 1	Vidal Health Insurance TPA	It is mentioned coverage of 5 lakhs through insurance mode assurance mode.	Kindly specify We want to know how much will be through insurance mode & how much will be through assurance mode.	Clarification: The Insurance will cover upto 1,00,000 and Assurance will be top-up to 1,00,000 (upto 5,00,000) lakh and upto 7,00,000 for women members of the family.
2	Page No 4, Point No 1	MD India	Section-I Notice Inviting Tender	(Please Clarify) How both insurance and assurance mode will be activated after 5 lakh exhausted for woman as 2 lakh more	Clarification: The Software developed to administer the transaction shall facilitate and trigger according to the assurance limit.
3	Page No 5, Point No 3	Health India Insurance TPA	No data available	District or division wise enrolled data and number of claims in secondary and tertiary	Amendment:- District wise enrolled data has been attached at ANNEXURE-A
		Medi Assist	Division of Districts	Can we get the district wise no of beneficiaries and claim per month and incidental ratio	
		Med Save India	Division of Districts	Kindly provide the district wise enrolled families data	
		Raksha	Division of Districts	Need to add beneficiary count division wise	
		Vidal Health Insurance TPA	Only district name is given	We required the complete data district wise, family details for knowing the number of females and the claims data to know the incidence rate per	

				district for both secondary care & Tertiary care.	
4	Page No 4, Point No 5	MD India	Opening of Technical Bid 15/12/2018 17/12/2018 18/12/2018	One date for opening of technical bid	Amendment: Date & time of bid submission is <u>extended</u> to 18/12/2018 upto 02:00 PM. Date & time of Bid opening Central Zone: 18/12/2018, 02:30 PM Norther Zone: 18/12/2018, 03:30 PM Sothern Zone: 18/12/2018, 04:30 PM
5	Page No 6, Point No 5b	Med Save India	The bidder shall furnish along with its bid, earnest money for each proposal separately	Kindly reduce the EMD amount from Rs. 15 Lakh to Rs 5 Lakh for each division.	Clarification: The EMD cost has been reduced from 15 Lakh to 8 Lakh for each division.
6	Page No 6, Point No 5b	Paramount	The bidder shall furnish along with its bid, earnest money for each proposal separately.	1 EMD for all 3 divisions (The cumulative amount of 45Lacs. , if TPA intends to bid for all 3 divisions it's to high)	Clarification EMD has to be furnished for <u>each division</u> separately, However the EMD cost has been reduced to 8 Lakh for each division.
7	Page No 6, Point No 7	Medi Assist	BID SUBMISSION: a. The bidder shall submit EMD against its proposal as mentioned in the tender document b. Bidders can participate in more than one division, by submitting its proposal in separate envelops & in separate tender box placed at SHAS	EMD amount should be reduced from Rs. 15,00,000/- to Rs. 5,00,000/- as discussed in the pre-bid meeting	Clarification EMD has to be furnished for <u>each division</u> separately, However the EMD cost has been reduced to 8 Lakh for each division.
8	Page No 7, Point No 8c	Med Save India	Tender document cost of Rs. 5,600/-	Whether tender document cost is Rs. 5,600/- for each tender or multiple division.	Clarification Yes, tender document cost is Rs. 5,600/- for each tender which has to be furnished for <u>each division</u> separately
9	Page No 7, Point No 8c	Paramount	Tender document cost of Rs.5,600/- (Rs.5,000/- + Tax) in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS, payable at Bhubaneswar.	One time Tender document Cost for all 3 divisions	Amendment Tender document cost of Rs.5,600/- (Rs.5,000/- + Tax) for <u>each division</u> in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS, payable at Bhubaneswar.

10	Page No 7, Point No 8c	Family Health Plan TPA Limited	A. Technical Bid (Un priced Bid Envelope) c. Tender document cost of Rs.5,600/- (Rs.5,000/- + Tax) in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS, payable at Bhubaneswar. d. Earnest Money Deposit (EMD) of Rs. 15,00,000/- in the shape of demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar	Need Clarification and also request to consider for reducing EMD	Amendment c. Tender document cost of Rs.5,600/- (Rs.5,000/- + Tax) for <u>each division</u> in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS, payable at Bhubaneswar. Amendment:- d. Earnest Money Deposit (EMD) of Rs. 8,00,000/- for <u>each division</u> in the shape of demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar
11	Page No 7, Point No 8d	Family Health Plan TPA Limited	A. Technical Bid (Un priced Bid Envelope) d. Earnest Money Deposit (EMD) of Rs. 15,00,000/- in the shape of demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar	Need Clarification and also request to consider for reducing EMD	Amendment:- d. Earnest Money Deposit (EMD) of Rs. 8,00,000/- for <u>each division</u> in the shape of demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar
	Page No 7, Point No 8d	Heritage Health Insurance TPA Pvt Ltd	Earnest money deposit (EMD) of Rs 15,00,000/- in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar	EMD Rs 15 Lack is high request to reduce it to Rs. 5 Lakh	
12	Page No 7, Point No 8d	MD India	Documents comprising the Bid A. Technical Bid (Unpriced Bid Envelope)	Please clarify shall be permissible to be deposit EMD in the shape of Bank Guarantee	Clarification: EMD shall be deposited in shape of Demand Draft/ Bankers Cheque
13	Page No 7, Point No 8g		Profile of the Firm - Format T4		Amendment:- Performance Bank Guarantee format - Format T4
14	Page No 7, Point No 8j	Health India Insurance TPA	IRDA and QCI Certificate	to remove	Amendment: Valid license issued by IRDA
	Page No 7 Point No 8j	Heritage Health Insurance TPA Pvt Ltd	Valid license issued by IRDA and QCI	Word QCI need to be deleted	
	Page No 7 Point No 8j	Paramount	Valid license issued by IRDA and QCI	Valid license issued by IRDA only	

15	Page No 7 Point No 8j	MD India	A. Technical Bid (Un priced Bid Envelope)	In eligibility criteria for certification valid license issued by IRDA and QCI	Clarification:- The Power of Attorney (POA) has to be in a non-judicial stamp paper of Rs. 100/-
	Page No 9, Point No 15	Medi Assist	SIGNING & SEALING OF BID b. The bid shall either be typed to written in indelible in and the same shall be signed by the bidder or by a person(s) who has been duly authorized to bind the bidder to the contract. The letter of authorization shall be in the form of written power of attorney, which shall also be furnished along with the bid.	Is POA has to be taken in Stamp Paper. If so, what is the value of Stamp Paper?	
16	Page No 10, Point No 17	Med Save India	The Technical Committee constituted for the bid process will open the bids (division wise) at the specified date and time and at the specified place as indicated in the Notice Inviting Tender	Kindly consider the one date for opening the technical bid instead of three separate dates.	Clarification:- The Date & time of Bid opening has been amended as follow Central Zone: 18/12/2018, 02:30 PM Norther Zone: 18/12/2018, 03:30 PM Sothern Zone: 18/12/2018, 04:30 PM. As such the bid will be opened in one date
17	Page No 12, Point No 18	Med Save India	Evaluated price calculation for Secondary care and Tertiary Care	Kindly provide the claim data with incidence ratio of claim and there should be minimum guarantee for the payment of claim management	Clarification:- The minimum case will not be prevailing the number incidence guaranteed. However, the annual incidence for secondary care expected in between 4% to 6% and Tertiary care expected in between 0.2% to 0.5% over the enrolled data. (it is as per the current trend of RSBY, BKKY & OSTF and it is only indicative for internal assessment of TPA)
18	Page No 12/ Point No 1	Vidal Health Insurance TPA	Evaluated Price	We suggest that some minimum guarantee of the claims in the secondary & tertiary care both is given.	
19	Page No 12, Point No 18l	MD India	Evaluation of Bids	Please clarify how can be possible to match with Rs 5 Lakh per annum per family and extra Rs 2 Lakh for Women members of the Household for the Evaluated Price= [(Secondary care per case cost X 70,000 cases) + (Clarification: The cases for secondary and tertiary care mentioned at the price format is for the purpose of evaluation only. However, the agency shall quote according to the enrolled data indicated at ANNEXURE-A of the tender document.

				Tertiary case per case cost X 30,000 cases)].	
20	Page No 13, Point No 23c	Heritage Health Insurance TPA Pvt Ltd	SHAS reserve right to increase or decrease scope of contract, without change in the unit price	Suggest to incorporate that it will be done with mutual consent and necessary price negotiation	Amendment:- SHAS reserve right to increase or decrease the scope of contract with mutual consent and necessary price negotiation.
	Page No 13, Point No 23c	Med Save India	At the time of awarding the contract, the State Health Assurance Society reserves the right to increase or decrease the scope of contract and services mentioned in tender document without any change in the unit price and other terms and condition quoted by the bidder.	Kindly clarify in details	
	Page No 13, Point No 23c	Vidal Health Insurance TPA	Award of contracts- Mentioned scope of work can be increased or decreased	Kindly Clarify	
21	Page No 13, Point No 23c	MD India	Award of Contracts	Increase of claim is there any additional benefit for TPA	Clarification: All payment will be as per the price mentioned in the price format and tender terms and conditions.
22	Page No-14, Point No 2b	Heritage Health Insurance TPA Pvt Ltd	The performance security shall be denominated in Indian Currency and it shall be in any one of the forms namely Account Payee Demand Draft/ Fixed deposit drawn from any Nationalised Scheduled bank in India or Bank Guarantee issued by a Nationalised Scheduled bank in India. In the prescribed form (Format-T4) as provided in section VIII of this document in favour of the CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H&FW Department.	BG by Scheduled commercial bank. Will BG of Private bank i.e., HDFC will be acceptable	Amendment:- The performance security shall be denominated in Indian Currency and it shall be in any one of the forms namely Account Payee Demand Draft/ Fixed deposit drawn from any Nationalised/ Scheduled bank in India or Bank Guarantee issued by a Nationalised/ Scheduled bank in India. In the prescribed form (Format-T4) as provided in section VIII of this document in favour of the CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H&FW Department.
23	Page No 15 Clause 5a	Medi Assist	Office establishment in Odisha	Clarity of office establishment/ man power / scope of work/ Specialization/ wages	Clarification: TPA shall establish his local office to meet the requirement of the tender. The manpower engaged by the TPA

					shall meet the minimum qualification attached at ANNEXURE-B. But the number of manpower required to functionalize the scheme is as per the TPA expertise to handle claims.
24	Page No 15, Point No 5a	MD India	Local Office	Adequate member of local office is not clear as division wise or as a whole PO office. 4 members for SHAS office is not clear	Clarification: The TPA will have its own local office. However, 4 members as specified by SHAS will be in the State headquarters at SHAS per division.
25	Page No 15, Point No 5a	Med Save India	However, the Specialist and key personal (Maximum 4 number of concern TPA of each division)	Please provide the specific details of manpower in each districts including state team and scope of work for each manpower	Clarification: The required manpower to be deployed at SHAS, HQ (Team Lead, Sr Specialist, IT/MIS Manager, Accounts Officer) and the detailed qualification is as per ANNEXURE-B. Other manpower required for administer the claims at TPA office or at district level has to calculated by TPA for smooth and hassle-free service delivery.
26	Page No 15, Point No 5a	Raksha	Office establishment in Odisha	Head count sitter in office? Need clarity 1. What kind of furniture and fixture required from TPA? li. Server / ILL provided by SHA, not clear iii. Computer and other fixture and furniture will be the future property of SHA.	Clarification: SHAS shall provide office space for 4 person per each division. The detailed qualification for the manpower is attached at ANNEXURE-B. However the sitting arrangement for 4 manpower required viz furniture and fixture shall be provided by SHAS and Server/ ILL/ Computer etc., for them shall be provided by TPA.
27	Page No 15, Point No 5b	Vidal Health Insurance TPA	Specialist & Key person mentioned	(Maximum 4 persons to be deployed of each TPA)- Clarification required on the specialist & the key person, the qualification details required. Whether office is required to be established in district level.	Clarification: The manpower required for administer the claims at TPA office or at district level has to calculated by TPA for smooth and hassle-free service delivery.

28	Page No 19, Point No 2	Grand Insurance TPA (P) Ltd	The bidder should have minimum annual average turnover of Rs 20.00 crore during last three financial years i.e., 2015-2016, 2016-2017 & 2017-2018 (as per the last published Balance Sheets).	As the claim processing is done on the basis of District Wise, We request you to leave the clause of Turnover for the last 3 financial years.	No Change
29	Page No 19, Point No 3	Health Insurance TPA of India Ltd	The net worth of the bidder in the last three financial years, i.e 2015-2016, 2016-2017 & 2017-2018 should more than 5 Crore.	Clarification (We are public sector company, does we into turnover clause or we are relaxed)	Amendment:- The net worth of the bidder in the last three financial years, i.e 2015-2016, 2016-2017 & 2017-2018 should more than 5 Crore (Not required for the PSU's)
30	Page No 19, Point No 3	Grand Insurance TPA (P) Ltd	The net worth of the bidder in the last three financial years, i.e 2015-2016, 2016-2017 & 2017-2018 should more than 5 Crore.	We request you to leave the clause of the net worth of the bidder in the last three financial years	No Change
31	Page No 19, Point No 4	Grand Insurance TPA (P) Ltd	Not allowed	Request for allowing Consortium with Technical Partners	No Change
32	Page No 19, Point No 5	Grand Insurance TPA (P) Ltd	Bidder must have successfully undertaken either of the following numbers of Similar assignment during the last five years. -Should have experience in working with Government Health Projects such as Beneficiaries enrolment & Issue of smart cards with personalization of not less than 25 lakhs in Health Care IT Solutions OR - Should have experience in health claims of 1,00,000 numbers of patient in last Financial Year (2017-2018) OR - Should have experience in processing medical claims not less than Rs. 15 Crore per year.	We request you to leave the clause	Amendment:- Bidder must have successfully undertaken either of the following numbers of Similar assignment during the last five years. -Should have experience in health claims of 1,00,000 numbers of patient in last Financial Year (2017-2018) OR - Should have experience in processing medical claims not less than Rs. 15 Crore per year.
33	Page No 19, Point No 5	Health India Insurance TPA	25 lac enrolment certificate, work order copy or client certificate regarding the work completion	Certificate issued by insurance company will suffice or Nor	Amendment:- The clause on experience in working with Government Health Projects such as beneficiaries enrolment & Issue of smart cards with personalization of not less than 25 lakhs in Health Care IT Solutions has been deleted.

34	Page No 20, Point No 5	Health India Insurance TPA	Should have experience in processing medical claims not less than Rs. 15 Crore	Certificate Issued by Company Auditor will Suffice or Not	Clarification: Yes, certificate issued by company auditor will suffice.
	Page No 19, Point No 5	Health India Insurance TPA	Should have experience in health claims of 1,00,000 numbers of patient in last FY (2017-18)	Certificate Issued by Company Auditor will Suffice or Not	
35	Page No 20, Point No 6	Health India Insurance TPA	IRDA and QCI Certificate	to remove	Amendment:- IRDA certificate to be attached
36	Page No 20, Point No 6	Health Insurance TPA of India Ltd	ISO 9001:2008 and IRDA OR ISO 9001:2008 and QCI	Clarification (Refer to tender docs page no 20 point no 6 requirement is ISO certification and IRDA licenses copy or QCI certification but as per page no 30 point no 8 requirement is photocopy of IRDA or QCI certificate. Please clarify.)	Amendment:- ISO 9001:2008 or Latest and IRDA
	Page No 20, Point No 6	Heritage Health Insurance TPA Pvt Ltd	Qualification Criteria- ISO 9001:2008 and IRDA OR ISO 9001:2008 and QCI	ISO 9001:2008 and QCI does not confine with IRDA enlisted/approved (TPA) as mentioned in page 25 point 1	
	Page No 20, Point No 6	Medi Assist	Quality Certification: ISO 9001:2008 & IRDA OR ISO 9001:2008 & QCI	ISO 9001: 2015 is latest one	
37	Page No 20, Point No 7	Health Insurance TPA of India Ltd	The bidder should have presence in Odisha with (24 X 7 X 365) support Centres. The bidder should have technical manpower with experience to provide services as per the contract ii. If the bidder does not have any operational Service Support Centre /Resident Specialist/ Manpower in State, the bidder shall submit an undertaking to establish same within one month time.	Clarification (Detailed structure of Manpower from the TPA and at what level?)	Clarification: The manpower structure is to be decided by TPA in order the meet the requirement mentioned in the contract. However, the minimum required qualification is as per the ANNEXURE-B
38	Page No 20, Point No 9	Med Save India	Solvency Certificate	Why it is required.	Clarification

	Page No 20, Point No 9	MD India	Solvency Certificate	Who will give the certificate	Solvency Certificate has to be issued by the concern bank in their own format which is acceptable.
	Page No 20 Point No 9	Heritage Health Insurance TPA Pvt Ltd	The bidder shall submit solvency certificate issued in the name of the bidder amounting Rs. 20 lakhs.	Solvency certificate issued in the name of the bidder amounting Rs. 20 Lakhs suggest to provide standard Format.	
39	Page No 20, Point No 10	Health India Insurance TPA	EMD per division is Rs 15,00,000	Rs. 5,00,000 EMD per division (As Rs. 45,00,000 will be huge amount)	Amendment EMD of Rs. 8,00,000 (to be furnished for each division separately)
	Page No 20, Point No 10	MD India	EMD-15 Lakh for each Division	It is too high for bidding. If any TPA will go for all Divisions then EMD will be 45 Lakh	
40	Page No 20, Section VIII	Med Save India	Format -T4 duly signed by the authorized signatory with seal	The said format is basically for performance guarantee and it is applicable for after the letter of Award	Clarification Format -T4 duly signed by the authorized signatory with seal has to be furnished by the bidder, which means that they agree to the prescribed BG format.
41	Page No 21; Section V	Family Health Plan TPA Limited	Technical Capability: Experience in enrolling Smart Cards. Technical Capability: Experience in handling Claims in terms of No Patient. Technical Capability: Experience in handling Claims in terms of Amount	Allocation of Marks	Amendment:- Technical Capability: Experience in handling Claims in terms of No Patient. Technical Capability: Experience in handling Claims in terms of Amount (mentioned capability is required for evaluation purpose. TPA can attach as many document in support of the project execution)
42	Page No 21, Section V	Grand Insurance TPA (P) Ltd	Technical bid evaluation (award of marks)	Request you to keep it open for evaluation	No Change
43	Page No 21 Point B	Heritage Health Insurance TPA Pvt Ltd	Experience in Handling claims in terms of No of Patient	Card should be replaced with claims	Amendment:- The details is attached at ANNEXURE-C
44	Page No 21, Point No b	Paramount	Technical Capability: Experience in enrolling Smart Cards. >= 25 and <=30 lakhs cards: 10 Marks > 30 Lakh Cards: 15 Marks	To be deleted	Amendment:- Clause deleted. The new evaluation criteria is attached at ANNEXURE-C

45	Page No 21, Section V-b	Med Save India	Technical Capability: Experience in enrolling Smart Cards	The tender is only for claim management than why you are asking for the handling of card.	Amendment:- Said Clause deleted.
46	Page No 22, Point No 1	Medi Assist	Engagement of Manpower at SHAS HQ	Their count & roles/ responsibilities required	Clarification: The engagement will be done by the TPA as per the TPA business rule. However, the sitting space shall be provided by SHAS as per the market rate. The qualification for the designation required is attached at ANNEXURE-B
	Page No 22, Point No 1	Raksha	Engagement of Manpower at SHAS HQ	Their count & roles and responsibilities required.	
47	Page No 23; SoW; Point b)	Family Health Plan TPA Limited	Annual Cashless health coverage of 5 Lakh per family (7 Lakh to women members of family) to 70 lakhs families that belong to the lower socio-economic section of the society	Specific additional inputs	Clarification: As per ANNEXURE-A
	Page No 23 Point a & b	Heritage Health Insurance TPA Pvt Ltd	a) Universal Health Care (Free healthcare) With out any charge b) Annual Cashless health coverage of 5 Lakh per family (7 Lakh to women members of family) deployed in BSKY Helpdesks of all empaneled hospitals to facilitate the beneficiaries	1. District wise family details under each category 2. District wise claim data required 3. Is any minimum morbidity calculated by Government	
	Page No 23, Section VII-b	Med Save India	(RSBY Families) card holder families are getting Rs. 1,00,000/- cashless health benefit under RSBY & BKKY insurance schemes	Kindly share the separate data for RSBY and BKKY and also provide the data for women members of families.	
48	Page No 23, Clause b/ Last second line	Raksha	Swasthya Mitras have been deployed in BSKY helpdesks of all empaneled hospitals to facilitate the beneficiaries	Who will deploy call center Manpower and remunerate TPA or SHAS?	Clarification: Call center manpower will be engaged by SHAS.
49	Page No 23	MD India	EMPANELLEMENT	Who will be undertaking whether more hospitals are proposed to be empaneled within & outside the State? SHAS/ ISA? Please clarify	Clarification: Government shall empanel the hospital. However TPA will facilitate to evaluate or recommend the hospitals.
50	Page No 23, Clause B	MD India	SECTION-VII, SCOPE OF THE WORK	How OSTF beneficiaries are being detected?	Clarification: The BSKY IT application of SHAS shall be used to get the required data.

					This will detect the OSTF beneficiary with Virtual URN.
51	Page No 23, Clause B	MD India	SECTION-VII, SCOPE OF THE WORK	Why should not allow to be production of any other identification of any other identification proof in addition of income certificate/ BPL Card/ Antodaya Anna Yojana Card? Please clarify. And please confirm components of Hospital IT infrastructure and software required to undertake the whole process will be provided by SHAS	Clarification: The data required for claim settlement will be available at BSKY application. TPA shall use the data source from BSKY application and will use own IT platform for claim settlement process and revert. The minimum required document for beneficiary identification under OSTF is as per the list mentioned in the tender document, there will be no change in the list of document.
52	Page No 23, Clause B	MD India	SECTION-VII, SCOPE OF THE WORK	How many public hospitals in state? Also please confirm the minimum and maximum number of private hospitals to be empaneled where facilitates this BSKY Helpdesks. And what type of ISA/TPA role & responsibility for the helpdesks? Please clarify	Clarification: The treatment at public hospital is completely free for all, hence the details on public hospitals has no impact on cashless services. However there are 208 private empaneled hospitals at present and number could be increased. Such prediction can not be given
53	Page No 24	MD India	CLAIM SETTLEMENT PROCESS	How much time will be undertaken for online settlement of claims under OSTF in the near future? Please clarify	Clarification: The procedure is same as that of RSBY and BKKY
54	Page No 25; Detail SoW Point No 2	Family Health Plan TPA Limited	The manpower engaged through TPA shall be travelling extensively as required for the scheme. Further TPA shall intimate the authority in case of change in Specialist/ Manpower posted at the key position	Specific additional inputs	Clarification: Engagement of manpower at district level is under the scope of TPA to meet the service delivery set by SHAS.
	Page No 25-27	Heritage Health Insurance TPA Pvt Ltd	Detail Scope of Work/ Additional Roles and responsibility of TPA	1. Number of minimum staff required for each district. 2. Who will appoint Swasthya Mitra & bear remuneration. 3. IEC activities only supportive role or financial impact.	

				4. Beneficiary verification income certificate verification- will this covered under TPA scope of work	
55	Page No 25, Clause III	MD India	DETAIL SCOPE OF WORK	How many swasthya mitras to be deployed per hospital? Also confirm total number of Swasthya Mitras to be deployed and who will be deployed Swasthya Mitra and their expenses incurred ?	Clarification: Swasthya Mitras will be deployed by SHAS
56	Page No 25, Clause 2	Raksha	The manpower engaged through TPA shall be travelling extensively as required for the Scheme	Their count & roles and responsibilities required.	Clarification: The engagement will be done by the TPA as per the TPA business rule.
57	Page No 25/ Clause 2	Medi Assist	The manpower engaged through TPA shall be travelling extensively as required for the scheme.	Their count & roles and responsibilities required district wise	Clarification: The engagement will be done by the TPA as per the TPA business rule. However, the sitting space shall be provided by SHAS as per the market rate. The qualification and designation required is attached at ANNEXURE-B
58	Page No 25, Point No 9	Med Save India	ISA/ TPA should guide the unit officer as well as the Swasthya Mitra to avail the facilities at appropriate hospital for treatment	Who will appoint the Swasthya Mitra	Clarification: Swasthya Mitras will be deployed by SHAS
59	Page No 26, Point No 18	Health Insurance TPA of India Ltd	Network Hospital will be responsible for ensuring that beneficiaries are not kept under hospitalization beyond the required period and are not administered unnecessary tests, diagnosis and medication. IAS/TPA shall bring any such instances to the notice of the SHAS as well as the network hospital at the earliest. Such cases should be referred to the medical committee at the first instance. Further ISA/TPA shall also ensure the release of the EEPROM card return back to the beneficiaries soon after the discharge	Clarification (Are physical cards/ E cards to be prepare by the TPA's? Are the cards are smart chip card or simple paper card?)	Clarification: The physical card/ E cards are not to be prepared by TPA. The beneficiary/ card holders will be treated as per the package specification.

			of patient. Any mis-conduct during card blocking and unblocking bring to the notice of SHAS.		
60	Page No 26	Vidal Health Insurance TPA	Manpower & Specialist are mentioned	Kindly clarify	Clarification: The qualification and designation required is attached at ANNEXURE-B
61	Page No 27/ Clause III.1	Medi Assist	ISA/TPA should have specialist and manpower as per the list mentioned above in the tender document	Need to share the list of manpower/ numbers	Amendment:- ISA/TPA should have qualified specialist and manpower as per the qualification mentioned at ANNEXURE-B
62	Page No 27, Point No III.2	Medi Assist	TPA shall be responsible to monitor the already established call center at SHAS office/ call center management	Clarity regarding manpower for call center in SHAS office numbers and wages	Clarification: Manpower will be deployed by SHAS.
	Page No 27, Point No 2	Med Save India	ISA/TPA shall be responsible to monitor the already established call Centre at SHAs office & SHAS reserves the right to use the call centre lines also for catering information related to other welfare activities undertaken by the Health & Family Welfare Department	How many persons are required for call centre and who will bear the cost of monthly telephone bill	
	Page No 27, Clause iii.2	Raksha	TPA shall be responsible to monitor the already established call center at SHAS office/ call center management	Who will deploy call center Manpower and remunerate TPA or SHAS?	
63	Page No 27, Clause iii. 2	Raksha	ISA/TPA should have specialist and manpower as per the list mentioned above in the tender document	Need to share the list of manpower	Clarification: ISA/TPA should have qualified specialist and manpower as per the qualification mentioned at ANNEXURE-B
64	Page No 27, Point No III-b Addl Roles & Resp of TPA	Family Health Plan TPA Limited	The SHAS, if provides free space for office for the TPA so engaged, without providing them with any type of movable/immoveable property Rent as per the market rate will be charged on monthly basis	Need Clarification	Clarification: Rent will be charged on monthly basis as per the market rate
65	Page No 27; III - Addl Roles & Resp of TPA	Family Health Plan TPA Limited	ISA/TPA shall be responsible to monitor the already established call Centre at SHAS office & SHAS reserves the right to use the call-centre lines also for catering information related to other	Need Clarification	Clarification: The manpower required to functionalize the call center will be engaged by SHAS. However the ISA/TPA shall extend their co-ordination to monitor.

			welfare activities undertaken by the Health & Family Welfare Department.		
66	Page No 27 Point III-1	Medi Assist	Increased and decreased scope of work	Clarity required regarding increase and decrease in scope of work	Clarification: Scope of the work shall be mutually decided.
67	Page No 27, Point No IV.1	Health Insurance TPA of India Ltd	The implementation support agency/ TPA shall process all the claims related to the scheme under Assurance Mode. The pre-authorization processing personnel shall be qualified specialist allopathic doctors	Clarification (Is the claim processing to be done at State level or district level? What is the specialist for processing doctor?)	Clarification: The pre-auth process shall be processed at office space of the TPA to be setup to administer the claim within Odisha. The qualification required with such engagement is attached for ANNEXURE-B
68	Page No 27	Health India Insurance TPA	Monitoring of Call Center	Required number of manpower need for call center	Clarification: No manpower required
69	Page No 27, Clause III	MD India	Additional Roles and responsibilities of TPA	Who will pay toll free bill and who will deploy and make payment for the make payment for the manpower for call center? ISA or SHAS? ISA or SHAS? If requires then clarify the size of team	No Change
70	Page No 28; IEC Activities	Family Health Plan TPA Limited	The IEC activities include interactive awareness creation meeting, display of materials including brochures, banners and display boards approved by the State Nodal Agency at public places. The ISA/TPA will arrange workshops/training sessions for the capacity building of Staff within the Network hospitals and other stakeholders. ISA/TPA will also arrange for regular communication and its upgradation through, Facebook, Twitter handles, WhattsApp, bulk-sms or any other approved activities of SHAS. The manpower engaged for such activity shall also facilitate to collect the success story and submit to SHAS for further course of action @ 5 Stories per day as per the required format shared by SHAS.	Specific additional inputs	Amendment:- The IEC activities include arrange workshops/training sessions for the capacity building of staff within the network hospitals and other stakeholders. ISA/TPA will also arrange for regular communication and its upgradation through Facebook, Twitter, Whatsapp etc.,. The manpower engaged for such activity shall also facilitate to collect the success story and submit to SHAS for further course of action @5 stories per day as per the required format shared by SHAS

Page No 28, Point No III	Health Insurance TPA of India Ltd	The IEC activities include interactive awareness creation meeting, display of materials including brochures, banners and display boards approved by the State Nodal Agency at public places. The ISA/TPA will arrange workshops/training sessions for the capacity building of Staff within the Network hospitals and other stakeholders. ISA/TPA will also arrange for regular communication and its upgradation through, Facebook, Twitter handles, WhattsApp, bulk-sms or any other approved activities of SHAS. The manpower engaged for such activity shall also facilitate to collect the success story and submit to SHAS for further course of action @ 5 Stories per day as per the required format shared by SHAS.	Clarification (Who will provide/ make brochures boards, pamphlets. For Facebook & Twitter Handle, is it to be engaged by the TPA and modes apprendy operation of Facebook & Twitter etc)
Page No 28	Health India Insurance TPA	IEC Activity	Details specification of activity
Page No 28, Point No III	Med Save India	The IEC activities include interactive awareness creation meeting, display of materials including brochures, banners and display boards approved by the State Nodal Agency at public places. The ISA/TPA will arrange workshops/training sessions for the capacity building of Staff within the Network hospitals and other stakeholders. IsA/TPA will also arrange for regular communication and its upgradation through, Facebook, Twitter handles, WhattsApp, bulk-sms or any other approved activities of SHAS. The manpower engaged for such activity shall also facilitate to collect the success story and submit to SHAS for further course of action @ 5 Stories per	Kindly define the roles of ISA for IEC activate

			day as per the required format shared by SHAS		
	Page No 28, Point No III	Medi Assist	IEC Activities	Clarity required regarding IEC activities district wise/ no of banner, poster or other if any specific required by SHAS	
	Page No 28, Point No III	MD India	IEC Activities	How can be defining the limitation of IEC activities for the ISA/TPA? Please clarify	
71	Page No 28, Point No 4B	Health Insurance TPA of India Ltd	A team of specialists with relevant specializations for auditing quality of service provided to the beneficiaries	Clarification (What is specialization for auditing quality manpower?)	Clarification: The manpower engaged by the TPA will be as per the ANNEXURE-B. Any deviation will be audited by SHAS.
72	Page 28	Vidal Health Insurance TPA	Call center manpower is mentioned	Number of call center manpower required per districts	Clarification: Manpower will be deployed by SHAS.
73	Page No 29; Appendix-A	Family Health Plan TPA Limited	Statement of Strategy for implementation including Activity Chart (To be presented by Bidder during Technical Evaluation)	Activity Chart to be included	Clarification: The activity chart is indicative and may be different as per the achievement of the TPA. TPA shall present the achievement mentioning the minimum point mentioned in the statement strategy
74	Page No 27, Clause IV	MD India	Claim Settlement Flow	What would be the size of team and their qualification? Clarify with deployment level whether district or project office? Who will be monitor districts activities SHA or ISA? Is there any provisions to be set up office with manpower in concerned district by ISA? Please clarify	Clarification: TPA need to calculate the team size as per the division and data provided for internal assessment at ANNEXURE-A. The basic data required for the claim settlement shall be available at BSKY application further TPA will use own IT platform for claim settlement as per their facilities and convenience.
75	Page No 34, Point No 8	Health India Insurance TPA	IRDA and QCI Certificate	to remove (as QCI certificate is required for Smart Card Service Provider (SCSP))	Amendment:- IRDA certificate to be attached
	Page No 34 Point 8	Medi Assist	Valid license issued by IRDA and QCI	QCI certificate not be required to be withdrawn QCI certificate requirement	

76	Page No 36; Format T4	Family Health Plan TPA Limited	Bank Guarantee Form for Performance Security	Need Clarification	Clarification: Bank Guarantee Form for Performance Security (for successful bidder). Only the format to be signed & to be submitted in bid in order to confirm that the bidder agrees to the BG format
77	Page No 42, Point No P2	Health Insurance TPA of India Ltd	Financial Quote component	Clarification (Why classified Tertiary care & Secondary care? What is the purpose of classification of 70% and 30%?)	Clarification: This will be used for the evaluation purpose to arrive at the lowest evaluated responsive bidder.
78	New	Raksha	Manpower required to operate Scheme	Please define qualification role designation	Amendment:- As per the ANNEXURE-B

Sd/-
Chief Executive Officer
State Health Assurance Society, Odisha

ANNEXURE- A

TOTAL BENEFICIARY

Sr No	DISTRICT	BKKY	RSBY	Total
Central Zone				
1	Balasore	156426	185621	342047
2	Bhadrak	113552	120513	234065
3	Cuttack	194383	169821	364204
4	Jagatsinghpur	114761	79928	194689
5	Jajpur	143296	190737	334033
6	Kendrapara	129380	138796	268176
7	Khurda	112422	141241	253663
8	Mayurbhanj	97607	364339	461946
9	Nayagarh	22643	110772	133415
10	Puri	101358	190620	291978
	Total	1185828	1692388	2878216
Northern Zone				
Sr No	DISTRICT	BKKY	RSBY	Total
1	Angul	96719	123645	220364
2	Balangir	104027	208041	312068
3	Bargarh	125442	158518	283960
4	Deogarh	11425	40633	52058
5	Dhenkanal	78941	136562	215503
6	Jharsuguda	24770	44266	69036
7	Keonjhar	81810	211132	292942
8	Sambalpur	47642	115496	163138
9	Sonepur	41497	77826	119323
10	Sundargarh	82403	195624	278027
	Total	694676	1311743	2006419
Sothern Zone				
Sr No	DISTRICT	BKKY	RSBY	Total
1	Boudh	24606	69404	94010
2	Gajapati	40918	75081	115999
3	Ganjam	258820	299406	558226
4	Kalahandi	117933	163695	281628
5	Kandhamal	27233	137864	165097
6	Koraput	34795	213231	248026
7	Malkangiri	10986	111999	122985
8	Nawarangpur	94063	123867	217930
9	Nuapada	25634	73601	99235
10	Rayagada	46110	135791	181901
	Total	681098	1403939	2085037
	Grand Total	2561602	4408070	6969672

ANNEXURE-B

Sr #	Position	Minimum Qualification	Experience
1	Team Leader	MBBS with MPH	10 to 15 Years Exp
2	Sr Specialist	MD/MS or Equivalent	7 to 10 Years Exp
3	Doctor (Claim)	MBBS	5 to 7 Years Exp
4	Doctor (Pre-Auth)	MBBS	5 to 7 Years Exp
5	Doctor (Audit)	MBBS	5 to 7 Years Exp
6	Coordinator (DC, IEC, Call Centre, Grievance)	MBA/ MSW/ MA Sociology or Equivalent	7 to 10 Years Exp
7	Regional Consultant	MBBS with DPH	5 to 7 Years Exp
8	Executives	Graduation with PGDCA	2 Years Exp
9	Executive Grievance redressal	Graduation with PGDCA	2 Years Exp
10	IT/MIS Manager	BTech/ MCA or equivalent	2 Years Exp
11	Finance Manager	MBA Finance or equivalent	2 Years Exp

ANNEXURE-C

Criteria	Marks
Annual Average Turnover (Average of last three financial years)	>=20 and <= 25 Crores : 05 Marks
	>=25 and <= 30 Crores : 10 Marks
	> 30 Crores : 15 Marks
Net Worth of the company	>= 5 and <=7.5 Crores: 5 Marks
	> 7.5 Crore : 10 Marks
Technical Capability: Experience in handling Claims in terms of No Patient.	>= 1.5 and <=2 lakhs Claims: 15 Marks
	> 2 Lakh Claims: 20 Marks
Technical Capability: Experience in handling Claims in terms of Amount.	>= 15 and <= 10 Crore: 15 Marks
	>10 Crore : 20 Marks
Technical Capability: Experience in Different types of services as per the Tender Document.	1 Projects – 10 Marks
	2 Projects – 15 Marks
	3 Project – 20 Marks
	More Than 3 Projects- 25 Marks
Technical Presentation of the Solution As per Appendix- A	10 Marks
Total	100 Marks

OSTF-RSBY-166/18/_____

DATE : 20.11.2018



STATE HEALTH ASSURANCE SOCIETY
H & FW DEPARTMENT, GOVERNMENT OF ODISHA

REQUEST FOR PROPOSAL
FOR
SELECTION OF
THIRD PARTY ADMINISTRATOR FOR
“STATE HEALTH ASSURANCE SOCIETY”

State Health Assurance Society, Odisha
Department of Health & Family Welfare, Govt. of Odisha
Bhubaneswar-751012, District-Khordha (Odisha)
Phone No.-0674-2560311, Email ID, snaodisha@gmail.com

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GLOSSARY

SR NO	ACRONYM	DESCRIPTION
1	BKKY	Biju Krushak Kalyan Yojana
2	BPL	Below Poverty Line
3	BSKY	Biju Swasthya Kalyan Yojana
4	CA	Chartered Accountant
5	CD	Compact Disk
6	CGHS	Central Government Health Scheme
7	DD	Demand Draft
8	DHH	District Head Quarter Hospital
9	DIN	Director Identification Number
10	DPH	Diploma in Public Health
11	EEPROM	Electrically Erasable Programmable Read-Only Memory
12	EMD	Earnest Money Deposit
13	GCC	General Condition of Contract
14	GIB	General Instruction to Bidder
15	GST	Goods and Service Tax
16	H & FW	Health and Family Welfare
17	ICU	Intensive Care Unit
18	IRDA	Insurance Regulatory and Development Authority
19	ISA	Implementing Support Agency
20	ISO	International Organization for Standardization
21	IT	Income Tax/ Information Technology
22	JV	Joint Venture
23	LLP	limited liability partnership
24	MA	Master in Arts
25	MBA	Master in Business Administration
26	MBBS	Bachelor of Medicine and Bachelor of Surgery
27	MCA	Master Computer Application
28	MIS	Management Information System
29	MPH	Master in Public Health
30	MSE	Micro Small Enterprise
31	MSW	Master in Social Work
32	NHM	National Health Mission
33	OSTF	Odisha State Treatment Fund
34	OT	Operation Theatre
35	PAN	Permanent Account Number
36	PGDCA	Post Graduate Diploma in Computer Application
37	PSU	Public Sector Undertaking
38	RSBY	Rastriya Swasthya Bima Yojana
39	SD	Secure Digital
40	SHAS	State Health Assurance Society
41	TPA	Third Party Administrator
42	UHC	Universal Health Care

SECTION - I

NOTICE INVITING TENDER

1. Govt. of Odisha launched a State Health Assurance Scheme named "Biju Swasthya Kalyan Yojana", which is being implemented by the Department of Health & Family Welfare Department, Government of Odisha and will provide basic health coverage for Secondary and Tertiary care up to Rs 5 Lakh per annum per family and extra Rs 2 Lakh for Women members of the Household after exhaust of 5 Lakh through Insurance and Assurance mode.
2. For above, State Health Assurance Society, H & FW Department Government of Odisha invites division wise (Central, Northern, Sothern) sealed tender from eligible Implementing Support Agency as Third Party Administrator (TPA) to administer the claim process and other allied services under State Health Assurance Society.
3. The State Health Assurance Society, H & FW Department would like to sign a division wise contract with the successful evaluated Implementing Support Agency as Third Party Administrator (TPA), initially for a period of one year (with early closure if any with one-month notice) which may be extended further for another two years on a yearly basis based on the satisfactory performance of the TPA.
4. Interested eligible bidder may obtain further information from State Health Assurance Society, H & FW Department Government of Odisha as the address mentioned in the bid document,
5. The Tenderer must follow the schedule of invitation of tender as described below;

Sr no	Items	Time line
1	Availability of Tender Document in the website, (http://nhmodisha.gov.in/)	20.11.2018
2	Pre Bid Conference	29.11.2018, 11:30 AM
3	Last date for receiving queries through e-mail: snaodisha@gmail.com or by person.	30.11.2018, 05:00 PM
4	Last date and time for Submission of Tender	15.12.2018 upto 03:00 PM
5	Opening of Technical Bids <ol style="list-style-type: none"> 1. Central Division 2. Northern Division 3. Sothern Division 	Central: 15.12.2018 at 03:30 PM Northern: 17.12.2018 at 03:30 PM Sothern: 18.12.2018 at 03:30 PM
6	Division wise Opening of Financial Bids	Will be intimated to bidder

6. All bids must be accompanied by a Tender security as specified in the Tender document and must be delivered to the above office at the date and time indicated above.
7. Division wise tender will be opened in the presence of TPA representatives who choose to attend in Technical Bid on the specified date and time mentioned above.
8. Any course of change in tender shall only be published and exclusively available in website (<http://nhmodisha.gov.in/>).
9. The bidder can download the tender form from website www.nhmodisha.gov.in and submit filled in tender form and tender cost separately in the envelope containing EMD and Technical Bid.

Chief Executive Officer (SHAS)
State Health Assurance Society,
H & FW Department

SECTION – II

GENERAL INSTRUCTIONS TO BIDDERS

1. Language of Bid

The bid submitted by the bidder and all subsequent correspondence and documents relating to the bid exchanged between the bidder and the State Health Assurance Society, H & FW Department, shall be in English language, unless otherwise specified in the Bid Document. However, the language of any printed literature furnished by the bidder in connection with its bid may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the bid, the English translation shall prevail.

2. Bidding Expense

The bidder shall bear all the expenditure incurred and/or to be incurred by it in connection with its bid including preparation, mailing and submission of its bid and for subsequent processing of the same. State Health Assurance Society, H & FW Department will, in no case, be responsible or liable for any such cost, expenditure etc., regardless of the conduct or outcome of the bidding process.

3. Division of Districts.

Northern Division		Central Division		Southern Division	
Sr No	Name of District	Sr No	Name of District	Sr No	Name of District
01	Anugul	01	Baleshwar	01	Boudh
02	Balangir	02	Bhadrak	02	Gajapati
03	Bargarh	03	Cuttack	03	Ganjam
04	Deogarh	04	Jagatsinghapur	04	Kalahandi
05	Dhenkanal	05	Jajapur	05	Kandhamal
06	Jharsuguda	06	Kendrapara	06	Koraput
07	Kendujhar	07	Khordha	07	Malkangiri
08	Sambalpur	08	Mayurbhanj	08	Nabarangpur
09	Sonepur	09	Nayagarh	09	Nuapada
10	Sundargarh	10	Puri	10	Rayagada

4. Address for Correspondence

A bidder requiring any clarification or elucidation on any issue of the bid Process may take up the same with the **CHIEF EXECUTIVE OFFICER** in writing. Such queries may be addressed to **“CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department, NHM Campus, Bhubaneswar – 751012”**

5. Earnest Money Deposit

- a. The EMD as indicated in the tender document.

Note: The bidder must submit the required EMD, absence of which the bid shall be treated as non-responsive. [However EMD exemption is allowed to local

MSEs registered in Odisha as per the Finance Govt Circular 21926 Dtd 12.08.2015. Bidder has to submit the required document]

- b. The bidder shall furnish along with its bid, earnest money for each proposal separately.
- c. Bids shall be accompanied with Earnest Money in the form of a Demand Draft / Bankers' Cheque in favour of **"CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department,"** payable at **Bhubaneswar**.
- d. Unsuccessful bidders' earnest money shall be returned to them, without any interest, after expiry of the bid validity period or awarding of contract to the successful bidder.
- e. Successful bidder's earnest money will be returned, without any interest, after receipt of the performance security from that bidder with in the timeline mentioned in the document.
- f. Earnest Money is required to protect the State Health Assurance Society, H & FW Department against the risk of a bidder's conduct which might warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited if a bidder withdraws or amends its bid or impairs or derogates from the bid in any respect within the period of validity of its bid or if it comes to notice that the information/documents furnished in its bid are incorrect, false, misleading or forged without prejudice to other rights of the State Health Assurance Society, H & FW Department. The successful bidder's earnest money will be forfeited, without prejudice to other rights of State Health Assurance Society, H & FW Department, if it fails to furnish the required performance security within the specified period.

6. Pre-Bid Conference

- a. The State Health Assurance Society, H & FW Department shall hold a pre-bid conference with the prospective bidder on 29.11.2018 at 11:30 AM in the NHM, Conference Hall, Unit – 8, Bhubaneswar.
- b. The prospective bidder can raise their query division wise as per the list given in the tender document.
- c. Prospective Bidder participate in the pre-bid conference and may send their queries under the subject "TPA(NAME)-Selection of Third Party Administrator under "State Health Assurance Society" (for _____ Division), " through e-mail to **snaodisha@gmail.com**.
- d. Queries so received as per **Format-T6** till 30.11.2018 at 05:00 PM shall be addressed.
- e. Any change in time line for conduction of Pre-bid Conference shall be intimated to the intended bidders by State Health Assurance Society, H & FW Department.

7. Bid Submission

- a. The bidder shall submit EMD against its proposal as mentioned in the tender document.
- b. Bidders can participate in **more than one division**, by submitting its proposal in **separate envelopes** and in separate tender box placed at SHAS.
- c. The bid document shall be downloaded from the website **"http://nhmodisha.gov.in"**, the bidders need to submit the bid document cost

- of non-refundable Rs 5600/- through Demand Draft/ Bankers Cheque in favour of **"CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department"** payable at **Bhubaneswar** along with the EMD.
- d. Bids received through email/ online/fax/pager/CD-Drive/ Pen Drive/ SD Card/other electronic mode will not be considered or summarily rejected.
 - e. The bidder shall send the bid through Regd. Post/ Speed Post/ Courier to the address: **CHIEF EXECUTIVE OFFICER, State Health Assurance Society, NHM Campus, Unit 8, Bhubaneswar**. Bidders may also submit the bids in person by dropping the bid documents into the Drop Box kept separated for each division at the **NHM Campus, Unit 8, Bhubaneswar** for this purpose.
 - f. Bidders must ensure that they deposit their bids not later than the closing date and time specified for submission of bids. It is the responsibility of the bidder to ensure that their bids whether sent by post/courier or delivered/ dropped in person reach the State Health Assurance Society before the specified deadline.
 - g. In the event that the specified date for submission of bids falls on or is subsequently declared a holiday or closed day for SHAS, the bids will be received up to the appointed time on the next working day.
 - h. Bids received after the specified date and time will be treated as "late" bid and shall be rejected and returned unopened. As such if the bid received through courier or registered post after the specified date and time, it is the responsibility of bidder to collect the unopened document from the office of the SHAS.
 - i. Conditional bids shall not be accepted at any ground and shall be rejected straightaway. If any clarification required, the same should be obtained before submission of the bid.

8. Documents Comprising the Bid

The **Two Stage Bid System**, i.e. **"Technical Bid"** and **"Financial Bid"** prepared by the bidder shall comprise the following:

A. Technical Bid (Un priced Bid Envelope)

- a. Checklist – [Format T1](#)
- b. Technical Bid Submission Form in the letterhead of the firm - [Format T2](#)
- c. Tender document cost of Rs.5,600/- (Rs.5,000/- + Tax) in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS, payable at Bhubaneswar.
- d. Earnest Money Deposit (EMD) of Rs. 15,00,000 /- in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar.
- e. Details of the EMD -
- f. Details of the Bidders - [Format T3](#)
- g. Profile of the Firm - [Format T4](#)
- h. Photocopy of the registration certificate of the firm/company
- i. Photocopy of the GST registration certificate
- j. Valid license issued by IRDA and QCI
- k. Photocopy of PAN
- l. Annual Turnover Statement certified by the Chartered Accountant – [Format T5](#)

- m. Photocopies of audited annual statement of the last three years and the turnover figure should be highlighted there.
- n. Work orders / Contracts in support of experiences in [Format –T7](#)
- o. Photo copy of work orders / contracts / commissioning certificates as mentioned in [Format- T7](#) to be enclosed.
- p. Document/s supporting the eligibility of the bidder to participate in the bid process and its qualifications to perform the contract if its bid is accepted.
- q. All the pages of all the bid documents must be signed by the authorised signatory in respect of concern bidder.
- r. All the pages of all the bid documents must be sequentially numbered and sections are to be flagged.

B. Financial Bid Envelope:

- a. Bid Form as per [Section IX](#).
- b. Price Schedule as per **Section IX** filled up with all the details including taxes.

N.B.

- i. All pages of the Bid should be page numbered and indexed. It is the responsibility of bidder to go through the Bid Document to ensure furnishing all required documents in addition to above, if any.
- ii. Missing of any information and documents in the bid is likely to be cancelled without assigning any reason thereof.
- c. The authorized signatory of the bidder must sign the bid duly stamped at appropriate places.
- d. A bid, which does not fulfil any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.
- e. Bid sent by fax/telex/cable/electronically shall be ignored.

9. Bid currencies

- a. Rates quoted by the bidders, shall be in Indian currency. Payment shall be made to the successful bidder in Indian currency only.
- b. Bids with prices in any other way shall be treated as non-responsive and rejected.

10. Bid Prices

- a. The bidder shall quote the price as per the Price Schedule (provided under **Section IX**). All the columns shown in the price schedule must be filled up as required.
- b. The price evaluation will be made.
- c. The price against the Secondary and Tertiary care as per-case basis only shall include all the ancillary services required for contract as mentioned in the detailed scope of the work and time lines of service.

11. Additional information and instruction on Taxes:

- a. Only GST is applicable for the Service.

12. Firm Price

- a. Prices quoted by the bidder shall remain firm and fixed for one year from the date of award of Contract and will not be subject to variation/adjustment on any account other than as specified by client.

- b. However, as regards taxes and duties, if any, chargeable on the services and payable, the conditions stipulated by the Government, will apply.

13. **Alternative Bids**

Alternative Bids are not permitted.

14. **Bid Validity**

- a. Bids should remain valid for acceptance for a period of 90 days after the date of bid opening prescribed in this document. Any bid valid for a shorter period or conditional period shall be treated as non-responsive and rejected.
- b. In exceptional cases, bidders may be requested by the CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/ telex/cable/ email followed by surface mail. The bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid and they are also to extend the validity period of the EMD accordingly. A bidder, however, may choose to not agree to extend its bid validity without forfeiting its EMD.
- c. In case the day up to which the bids are to remain valid falls on or is subsequently declared a holiday or closed day for the SHAS, H & FW Department, the bid validity shall automatically be extended up to the next working day.

15. **Signing and Sealing of Bid**

- a. The bidders shall submit their bids as per the instructions contained in the GIB
- b. The bid shall either be typed or written in indelible ink and the same shall be signed by the bidder or by a person(s) who has been duly authorized to bind the bidder to the contract. The letter of authorization shall be in the form of a written power of attorney, which shall also be furnished along with the bid.
- c. Bid Document seeks bid following a **Two Bid System**, in two parts. The first part will be known as the '**Technical Bid**' and the second part would be called the '**Financial Bid**'. The bidder shall seal the '**Technical Bid**' and '**Financial Bid**' separately.
- d. The bidder has to seal their Technical Bid and Financial bid in a separate other envelope which shall be labelled as "**Bid Document for the Selection of Third Party Administrator (Central/ Northern/ Southern) division under State Health Assurance Society**" and addressed to the "**CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department, NHM Building**". The name of the division and bid reference number must be clearly mentioned on the outer envelope and the phrase "**NOT TO BE OPENED before _____ PM on _____**" (the bidder is to fill the blanks with the date & time of bid opening) are to be written on these envelopes. The inner envelopes are then to be put in a bigger outer envelope, which will also be duly sealed, marked etc. as above. If the outer envelope is not sealed and marked properly as above, the State Health Assurance Society will not assume any responsibility for its misplacement, premature opening, late opening etc.

- e. The Technical Bid and Financial Bid bids should be completed in all respects without any ambiguity. Bids incomplete, in any respect, shall be liable for rejection.

16. Alteration and Withdrawal of Bid

- a. Alterations/ modifications to bids received after the prescribed deadline shall not be considered.
- b. No bid should be withdrawn after the deadline for submission of bids and before expiry of the bid validity period. If a bidder withdraws the bid during this period, it will result in forfeiture of the earnest money furnished by the bidder along with its bid.

17. Opening of Bids

- a. The Technical Committee constituted for the bid process will open the bids (division wise) at the specified date and time and at the specified place as indicated in the Notice Inviting Tender. In case the specified date of bid opening falls on or is subsequently declared a holiday or closed day for the State Health Assurance Society, the bids will be opened at the appointed time and place on the next working day.
- b. Authorized representatives of the bidders, who have submitted bids on time may attend the bid opening provided they bring with them letters of authorisation. The bid opening official(s) will prepare a list of the representatives attending the bid opening. The list will contain the representatives' names & signatures and corresponding bidders' names and addresses.
- c. The Two-Bid system as referred to at various places in this document will be as follows. The **Technical Bid** shall be opened, in the first instance, at the prescribed time and date as indicated in the Notice Inviting Tender. These Bids shall be scrutinized and evaluated by the said committee/ authority with reference to parameters prescribed in the document. During the Technical Bid Opening, the bid opening official(s) will read the salient features of the bids like brief description of the goods (if any) and services offered, delivery period, Earnest Money Deposit and any other special features of the bids, as deemed fit by the bid opening official(s). Thereafter, in the second stage, the **Financial Bid** of only those Technical Bids that are accepted in the first stage shall be opened for further scrutiny and evaluation on a date notified after the evaluation of the Technical Bid

18. Evaluation of Bids

- a. Bids will be evaluated on the basis of the terms & conditions already incorporated in the Bid document, based on which bids have been received and the terms, conditions etc. mentioned by the bidders in their bids. No new condition will be brought in while scrutinizing and evaluating the bids.
- b. The Technical Committee will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed stamped and whether the Bids are generally in order. The bids, which do not

- meet the basic requirements, are liable to be treated as non – responsive and will be summarily ignored.
- c. Prior to the detailed evaluation of Price Bids, pursuant to GIB, the SHAS, will determine the substantial responsiveness of each bid to this document. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the Bid Documents without material deviations. Deviations from, or objections or reservations to critical provisions such as those concerning Performance Security, Warranty, EMD, Taxes, Force Majeure and Applicable law will be deemed to be a material deviation. The SHAS's, determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to any extrinsic evidence.
 - d. If a bid is not substantially responsive, it will be rejected by the Technical Committee and cannot, subsequently, be made responsive by the bidder by correction of the non-conformity.
 - e. The following are some of the important aspects, for which a bid shall be declared non-responsive and will be summarily ignored;
 - i. Bid form as per [Section VIII](#) (signed and stamped) not enclosed
 - ii. Bid is unsigned.
 - iii. Bid validity is shorter than the required period.
 - iv. Required EMD not furnished
 - v. Bidder has not agreed to give the required performance security.
 - vi. Services offered conditional specification or do not meet the required specification.
 - vii. Bidder has not agreed to other essential condition(s) specially incorporated in the bid enquiry like terms of payment, liquidated damages clause, warranty clause, dispute resolution mechanism applicable law.
 - viii. Bidders who stand deregistered/banned/blacklisted by any Govt. Authorities.
 - ix. Any other characteristic of the bid/ bidder, as determined by the Technical Committee, which renders the bid/ bidder not eligible as per GIB.
 - x. Price quoted by the firm left blank in the financial bid.
 - f. If, during the evaluation process, the Technical Committee finds any minor infirmity and/or irregularity and/or non-conformity in a bid, the Technical Committee may waive the same provided it does not constitute any material deviation and financial impact and, also, does not prejudice or affect the ranking order of the bidders.
 - g. If, in the price structure quoted by a bidder, there is a discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless the Technical Committee feels that the bidder has made a mistake in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.
 - h. If, in the price structure quoted by a bidder, there is a discrepancy between the amount expressed in words and figures, the amount shall prevail which ever quoted less.

- i. If, as per the judgement of the Technical Committee, there is any such arithmetical discrepancy in a bid, the same will be suitably conveyed to the bidder by registered/ speed post. If the bidder does not agree to the observation of the Technical Committee, the bid is liable to be ignored.
- j. Bids of the bidders, who do not meet the required Eligibility Criteria prescribed in **Section IV (Eligibility Criteria)**, will be treated as non-responsive and will not be considered further.
- k. Responsive bids will be evaluated and compared as per the deliverables required for the tender.
- l. **Evaluated Price Calculation**

The **evaluated** price for the technically responsive bids shall be calculated as per the following procedure to arrive at the L1 Bidder:

Evaluated Price =

[(Secondary care per case cost X 70,000 cases) + (Tertiary care per case cost X 30,000 cases)]

The above cases shall be taken into consideration for evaluation purpose only. However, payment shall be made as per the actual cases of secondary & tertiary care.

- m. No price preference shall be given for services representing better than those specified in this bid document.

19. Allocation of Division

If the bidder applies for more than one division, becomes L1 for more than one or all divisions, then the bidder shall be eligible for maximum two division subject to decision of SHAS. In case the bidder becomes L1 in all three divisions & as the bidder shall be assigned maximum two divisions, then for the remaining division, the L2 (L3, L4 and so on in that order) bidder of that division shall be negotiated to agree to the L1 price for award of contract.

20. Publication of Bid Result

The name and address of the successful bidder(s) receiving the contract(s) will be mentioned in the notice board or shall be intimated to the successfully qualified bidder to their official mail only.

21. Notification of Award

- a. Before expiry of the bid validity period, the State Health Assurance Society, will notify the successful bidder(s) in writing by registered/ speed post or by fax/ telex/cable (confirmed by registered/ speed post) that its bid for services has been accepted.
- b. The successful bidder(s) must furnish, to the SHAS, the required performance security within fifteen (15) days from the date of dispatch of this notification, failing which the EMD will be forfeited and the award will be cancelled. Relevant details about the performance security have been provided in the tender
- c. The Notification of Award shall constitute the conclusion of the Contract.

22. Non-receipt of Performance Security and Contract.

Failure of the successful bidder in providing the performance security and/ or returning contract copy duly signed within the deadline provided in the document above shall make the bidder liable for forfeiture of its EMD and, also, for further actions by the SHAS against it as per the contract.

23. Award of Contracts

- a. The State Health Assurance Society reserves the right to accept in part or in full any bid or reject any or more bid(s) without assigning any reason or to cancel the bidding process and reject all bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidders.
- b. Subject to this GIB, the division wise contract will be awarded to the bidder qualify through the Least Cost process evaluated by the Technical Committee in each division.
- c. At the time of awarding the contract, the State Health Assurance Society reserves the right to increase or decrease the scope of contract and services mentioned in tender document without any change in the unit price and other terms and condition quoted by the bidder.
- d. The contract with the selected TPA shall initially for a period of one year which may be extended based on the recommendation of the committee and satisfactory performance of the TPA.
- e. If the awardee i.e, L1 Bidder is unable to deliver the services in full or part within the delivery period mentioned in this bid document, the Governmemnt, at its own and sole discretion, may negotiate with the next higher responsive bidder (s) at the rate offered by the lowest evaluated responsive bidder.

24. Corrupt or Fraudulent Practices

- a. It is required by all concerned namely the TPA/ Bidder, etc to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the State Health Assurance Society: - defines, for the purposes of this provision, the terms set forth below as follows:
 - **“corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - **“fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the SHAS and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the SHAS of the benefits of free and open competition;
- b. SHAS, will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- c. SHAS, will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the SHAS if it, at any time, determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

SECTION - III

GENERAL CONDITIONS OF CONTRACT (GCC)

1. Use of Contract Documents and Information to other source

The TPA shall not, without the **CHIEF EXECUTIVE OFFICER, SHAS** prior written consent, make use of any document or information mentioned in this document above except for the sole purpose of performing this contract.

2. Performance Security

- a. Within Fifteen Days (15) days from date of the issue of notification of award by the SHAS, the bidder, shall furnish a performance security to the CHIEF EXECUTIVE OFFICER, SHAS of an **amount equal to 10% (ten per cent) of the total value of the contract, valid up to 18 (Eighteen) months from the date of Notification of the Award**. The SHAS reserves the right to ask for Performance Security extension if contractual obligations are not fulfilled.
- b. The Performance security shall be denominated in Indian Currency and it shall be in any one of the forms namely Account Payee Demand Draft /Fixed Deposit drawn from any Nationalised Scheduled bank in India or Bank Guarantee issued by a Nationalised Scheduled bank in India, in the prescribed form (Format T4) as provided in **section VIII** of this document in favour of the **CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department**. The validity of the Fixed Deposit receipt or Bank Guarantee Shall be as mentioned in **clause 2a** above.
- c. In the event of any failure/ default of the bidder with or without any quantifiable loss to the Government, the amount of the performance security is liable to be forfeited. The SHAS may do the needful to cover any failure/default of the supplier with or without any quantifiable loss to the SHAS.
- d. In the event of any amendment issued to the contract, the bidder shall, within 15 (Fifteen) days of the issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
- e. SHAS/ Consignee will release the Performance Security without any interest to the bidder on completion of the agencies all contractual obligations.

3. Inspection or Quality Control

The SHAS and/or its nominated representative(s) will, inspect and/or test the ordered services to determine their conformity to the contract specifications implemented and other quality control details incorporated in the contract as and when required. The Bidder is abiding to extend all support required to perform such events.

4. Assignment to other entity

The bidder shall not assign to any other entity, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the prior written permission of the CHIEF EXECUTIVE OFFICER, SHAS.

5. Local Office

- a. It is the responsibility of the TPA/ Bidder to establish its own local office in Odisha in its own cost that is required for the administration of the Scheme. SHAS in no form is liable for issue between the TPA with its obligated contract with third party in any matter.
- b. However, the Specialist and Key personal (maximum 4 number of concern TPA of each division) involve in this scheme may be provided with sitting space at SHAS premises without issue of any office assets for administering the programme with the convenience of SHAS.
- c. The Specialist/ Manpower engaged for the business of SHAS shall be in the payroll of the TPA/ Bidder without any legal obligation with SHAS and SHAS reserve the right to inspect the attendance and the structure of the office space used by the agency.

6. Modification of Contract

If necessary, the CHIEF EXECUTIVE OFFICER, SHAS may, by a written order given to the bidder at any time during the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more as deemed fit for the SHAS.

7. Prices

Prices to be charged by the bidder for delivery of service in terms of the contract shall not vary from the corresponding prices quoted by the bidder in its bid and incorporated in the contract except for any price adjustment authorised by the CHIEF EXECUTIVE OFFICER, SHAS.

8. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, fees, levies etc. incurred until delivery of the contracted services to the SHAS/ Consignee.

9. Payment Terms

- a. Payments shall be made, subject to recoveries if any, by way of liquidated damages or any other charges as per terms & conditions of contract in every month invoice in the following manner:
 - i. **90%** of the invoice amount for the month.
 - ii. **Balance 10%** within three months based on the report of the performance committee.
- b. The Bidder shall not claim any interest on payments under the contract.
- c. Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the bidder at rates as notified from time to time.
- d. The payment shall be made in the Indian currency as authorised in the contract.
- e. The bidder shall send its claim for payment in writing, when contractually due in every month, along with relevant documents etc., duly signed with date, to respective consignees.

- f. While claiming payment, the bidder is also to certify in the bill that the payment being claimed is strictly in terms of the contract and all the obligations on the part of the bidder for claiming that payment has been fulfilled with attached supporting document as required under the contract.

10. Delivery Period & Penalty

- a. The bidder shall deliver and perform the services under the contract within the time schedule specified by the SHAS/ Consignee in the **SECTION-VI** and as incorporated in the contract. The time and date of delivery of the services stipulated in the **SECTION-VI** and incorporated in the contract shall be deemed to be of essence to the contract and the delivery must be completed not later than the date(s) as specified in the contract. The time schedule for completion of the project as mentioned above is very important and the bidder must take utmost care to complete the delivery and execution within scheduled time.
- b. If the service delivery is delayed for any reason for which the SHAS or the client organization is not responsible, a penalty as per the **Section - VI** shall be imposed against each service. The same shall be deducted from the Monthly invoice raised by the Bidder. If the performance of the TPA not improved and found under performance for consecutive 3 month, after which the contract shall deemed to be terminated/ truncated.
- c. The SHAS reserves the right to cancel the order, in full or in part, if it is not executed within the prescribed completion time and seize the entire Security amount. Delay in delivery on the part of the bidder shall be treated as delay in the delivery of the services. In the event of such a cancellation, the SHAS shall have the right to recover a penalty from the performance security. However, for valid reasons (like any unavoidable situation at the client site) duly notified in advance and considered by the CHIEF EXECUTIVE OFFICER, SHAS, a revised delivery schedule may be accepted at the sole discretion of the SHAS.
- d. Subject to the provisions under GCC, any unexplained delay by the bidder in maintaining its contractual obligations towards the delivery of services and performance of requisite services shall render the bidder liable to any or all of the following sanctions:
 - i. Imposition of Penalty,
 - ii. Forfeiture of its performance security and
 - iii. Termination of the contract for default.
- e. The bidder shall not execute the services after expiry of the delivery period. The bidder is required to apply to the SHAS for extension of the delivery period and obtain the same before commissioning/ installing. In case the bidder dispatches the delivery without obtaining an extension, it would be doing so at its own risk and no claim for payment for such supply and / or any other expense related to such supply shall lie against the SHAS.

11. Termination for Default

- a. The SHAS, without prejudice to any other contractual rights and remedies available to it, may, by written notice of default sent to the bidder, terminate the

contract in whole or in part, if the bidder fails to deliver any or all of the quality and due diligence or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the SHAS pursuant to the GCC.

- b. In the event where the SHAS terminates the contract, in whole or in part, pursuant to GCC above, the SHAS may procure deliverables and/or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the bidder shall be liable to the SHAS for the extra expenditure, if any, incurred by the SHAS for arranging such procurement/ services.
- c. Unless otherwise instructed by the CHIEF EXECUTIVE OFFICER, SHAS, the bidder shall continue to perform the contract to the extent not terminated.

12. Termination for insolvency

If the bidder becomes bankrupt or otherwise insolvent, the SHAS reserves the right to terminate the contract at any time, by serving written notice to the bidder without any compensation, whatsoever, to the bidder, subject to the further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the SHAS.

13. Termination for convenience

- a. The State Health Assurance Society reserves the right to terminate the contract, in whole or in part, for its convenience, by serving written notice to the bidder at any time during the contract. The notice shall specify that the termination is for the convenience of the State Health Assurance Society. The notice shall also indicate inter alia, the extent to which the agencies performance under the contract is terminated, and the date with effect from which such termination will become effective.
- b. The deliverables whatever to be understood as completed in all respect and ready to deliver by the agencies shall no way in consideration for acceptance. The SHAS has its sole desecration to cancel the service with immediate effects of issue of termination of convenience.

14. Force Majeure

- a. Notwithstanding the provisions contained in the GCC, the bidder shall not be liable for imposition of any such sanction so long as the delay and/or failure of the bidder in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- b. For the purpose of this clause, Force Majeure means an event beyond the control of the bidder and not involving the agencies fault or negligence and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non-performance or delay in performance. Such events may include, but are not restricted to, acts of the H & FW Department, either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, bankrupts, lockouts excluding by its management, and freight embargoes etc.

- c. If a Force Majeure situation arises, the agencies shall promptly notify the CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department in writing of such conditions and the cause thereof within fifteen days of occurrence of such event. Unless otherwise directed by the CHIEF EXECUTIVE OFFICER, SHAS in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d. If the performance, in whole or in part, of any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding thirty days, either party may at its option terminate the contract without any financial repercussion on either side.
- e. In case due to a Force Majeure event the SHAS is unable to fulfil its contractual commitment and responsibility, the CHIEF EXECUTIVE OFFICER SHAS will notify the bidder accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

15. Governing language

The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

16. Notices

- a. Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by cable or telex or facsimile and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.
- b. The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

17. Resolution of Disputes

- a. If disputes or differences of any kind arise between the State Health Assurance Society and the bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- b. If the parties fail to resolve their dispute or difference by such mutual consultation within seven days of its occurrence, then, either the CHIEF EXECUTIVE OFFICER, SHAS or the bidder 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 the case of a dispute or difference arising between the CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department and the bidder relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration of Principal-Secretary, H & FW Department, Government of Odisha.
- c. Venue of Arbitration: The venue of arbitration shall be Bhubaneswar, Odisha

18. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

SECTION - IV

MINIMUM ELIGIBILITY CRITERIA

SI no	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	i. The bidder must be company under the company registration act 1956 or a LLP under the Limited Liability Partnership Act, 2008 or Partnership firm registered under Indian Partnership Act 1936. ii. The company/ their authorised Bidder must have valid up to date GST Certificate, PAN & IT Return up to 31 st March 2018	– Company Registration Certificate – OR Certificates of incorporation – GST Certificates, PAN copy & other necessary supporting documents
2	Annual Average Turnover of the firm	The bidder should have minimum annual average turnover of Rs 20.00 crore during last three financial years i.e., 2015-2016, 2016-2017 & 2017-2018 (as per the last published Balance Sheets).	Extracts from the Audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.
3	Net Worth	The net worth of the bidder in the last three financial years, i.e 2015-2016, 2016-2017 & 2017-2018 should more than 5 Crore.	CA's Certificate with CA's Registration Number/ Seal indicating net worth of the firm (with contact no)
4	JV/Consortium	Not allowed	
5	Technical Capability	Bidder must have successfully undertaken either of the following numbers of Similar assignment during the last five years. – Should have experience in working with Government Health Projects such as Beneficiaries enrolment & Issue of smart cards with personalization of not less than 25 lakhs in Health Care IT Solutions OR – Should have experience in health claims of 1,00,000 numbers of patient in last Financial Year (2017-2018) OR	Work order copy or client certificate regarding the work completion

		– Should have experience in processing medical claims not less than Rs. 15 Crore per year.	
6	Quality Certifications	ISO 9001:2008 and IRDA OR ISO 9002:2008 and QCI	Copy of Certificates (Self Certified)
7	Local Office	i. The bidder should have presence in Odisha with (24 X 7 X 365) support Centres. The bidder should have technical manpower with experience to provide services as per the contract ii. If the bidder does not have any operational Service Support Centre /Resident Specialist/ Manpower in State, the bidder shall submit an undertaking to establish same within one month time.	A Self Certified letter by an authorized signatory;
8	Blacklisting	The bidder must not have been blacklisted or no pending or ongoing litigation, poor performance fraudulent activities by any Department of Government of Odisha and Gol. The bidder must also disclose full details of any blacklisting	A Self Certified letter by an authorized signatory.
9	Solvency Certificate	The bidder shall submit solvency certificate issued in the name of the bidder amounting Rs. 20 Lakhs.	The bidder shall submit Solvency Certificate issued from Chartered Accountant or issued from bank.
10	EMD & Tender document cost	EMD cost of Rs 15,00,000/- and Tender document cost of Rs 5,600/-	EMD & Tender Document in shape of Bank Draft/ Bankers Cheque

SECTION - V

Evaluation and comparison of tenders:

- a. **First stage of technical bid evaluation:** - tenders will be evaluated as per the eligibility criteria, terms & condition and the clauses mentioned in GIB of the tender.
- b. **Second stage of technical bid evaluation:** - The bidder, who qualifies the first stage of technical bid evaluation shall be eligible for second stage of technical bid evaluation (award of marks). The award of marks shall be based on the following criteria.

Criteria	Marks
Annual Average Turnover (Average of last three financial years)	>=20 and <= 25 Crores : 05 Marks >=25 and <= 30 Crores : 10 Marks > 30 Crores : 15 Marks
Net Worth of the company	>= 5 and <=7.5 Crores: 5 Marks > 7.5 Crore : 10 Marks
Technical Capability: Experience in enrolling Smart Cards.	>= 25 and <=30 lakhs cards: 10 Marks > 30 Lakh Cards: 15 Marks
Technical Capability: Experience in handling Claims in terms of No Patient.	>= 1.5 and <=2 lakhs cards: 10 Marks > 2 Lakh Cards: 15 Marks
Technical Capability: Experience in handling Claims in terms of Amount.	>= 15 and <= 10 Crore: 10 Marks >10 Crore : 15 Marks
Technical Capability: Experience in Different types of services as per the Tender Document.	1 Projects – 5 Marks 2 Projects – 10 Marks 3 Project – 15 Marks More Than 3 Projects- 20 Marks
Technical Presentation of the Solution As per Appendix- A	10 Marks
Total	100 Marks

- c. The price bids of those bidders shall be opened whose technical bids shall secure minimum **70 or more marks** at second stage bid evaluation process.
- d. The eligible and technically qualified firm quoting the lowest price will be selected on the basis of the price offered. The total cost of TPA Service and recurring charges shall be taken into account for evaluation to arrive at the lowest responsive bidder.
- e. In the financial bid the Bidder quoted the lowest price shall be awarded the contract. In case two bidders quote the same lowest price then the bidder with highest marks in the technical bid evaluation shall awarded the contract.

SECTION - VI

TIMELINE FOR DELIVERY SERVICES

SI No	Service	Timeline	Penalty
1	Engagement of Manpower at SHAS HQ	Within 7 days	2 % of Performance Security against each resource
2	Pre-Authorisation Process	With in 24 Hrs	95% of Total Pre-Auth cost
3	Medical Audit	Every Month @ 10% of Empanelled Hospital (By TPA) and Immediate (with in 2 Days) If required to investigate by SHAS	1% of the Total monthly invoice Amount
4	Claim Settelement	With in 30 days of patient Discharge	1% of the Total monthly Invoice Amount
5	Fraud Detection and Settelement	With in 7 Days of Identificaion/ Occurance/ reported	90% of the Total Fraud amount detects
6	Hospital Empanellment recommendation	With in 15 Days of Application processed.	1% of the Total Performance Security
7	Monthly MIS / reconciliation etc	Every Month	1% of the Total Monthly Inovice Amount

Performance Review Committee formed by the SHAS shall recommend and certify the performance of the TPA as per the above time line of service

SECTION – VII

SCOPE OF THE WORK

ABOUT BIJU SWATHYA KALYAN YOJANA

On 72nd Independence day, the Hon'ble Chief Minister, Odisha, Shri Naveen Pattnaik has launched the Biju Swasthya Kalyan Yojana (BSKY) which has two components viz:

- a) Universal Health Care (Free healthcare) to all people of Odisha in all Government health institutions upto DHH levels. All persons, irrespective of income status or residence, can avail all procedures provided in Government health facilities, including in-patient beds, surgeries, OT facility, ICU facility etc., without any charge.
- b) Annual Cashless health coverage of 5 Lakh per family (7 Lakh to women members of family) to 70 lakhs families that belong to the lower socio-economic section of the society of the State in all Government and 208 empanelled Private health institutions (through the existing Rastriya Swasthya Bima Yojana (RSBY), Biju Krushak Kalyan Yojana (BKKY) and Odisha State Treatment Fund (OSTF) schemes. 69,69,672 RSBY (BPL, MGNREGA & B&OCW families), BKKY Stream-I (Farmer families) & BKKY Stream-II (RSBY families) Card holder families are getting Rs.1,00,000/- cashless health benefit under RSBY & BKKY insurance schemes. OSTF scheme provides top-up of additional Rs.4,00,000/- (Rs.6,00,000/- to women members of families) cashless health benefit to these RSBY/ BKKY Card holder families. Further, families who not covered either under the BKKY or the RSBY but have annual income within Rs.60,000 in urban areas and Rs.50,000 in rural areas will be eligible for Rs.5,00,000 (Rs.7,00,000/- to women members of families) per annum health protection under OSTF in assurance mode, on production of income certificate/ BPL Card/ Antodaya Anna Yojana Card. For Cardiac, Renal and Cancer patients annual income is relaxed upto Rs.3,00,000/-. To facilitate this, BSKY Helpdesks have operational in all District Headquarter Hospitals and First Referral Units in the State. Since its inception on 15.08.2018, the BSKY has launched a new era in Universal Health Coverage, by providing cashless treatment to over 45 Lakh people each month. Under the scheme, Swasthya Mitras have been deployed in BSKY Helpdesks of all empanelled hospitals to facilitate the beneficiaries.

EMPANELLEMENT:

Besides Public hospitals, 208 Private hospitals have been empanelled under BSKY. Every hospital has a nodal officer & helpdesk for seamless provision of treatment to the beneficiaries. Under the scheme, more hospitals are proposed to be empanelled within & outside the State. Insurance Companies are empanelling hospitals after due approval of State Nodal Agencies under RSBY & BKKY. Under OSTF, hospitals are being empanelled directly under H & FW Department after verification. Hospital empanelled under RSBY & BKKY are auto-empanelled under OSTF. Hospital empanelment process under OSTF is being further streamlined and in future it will be undertaken in online mode.

PACKAGES

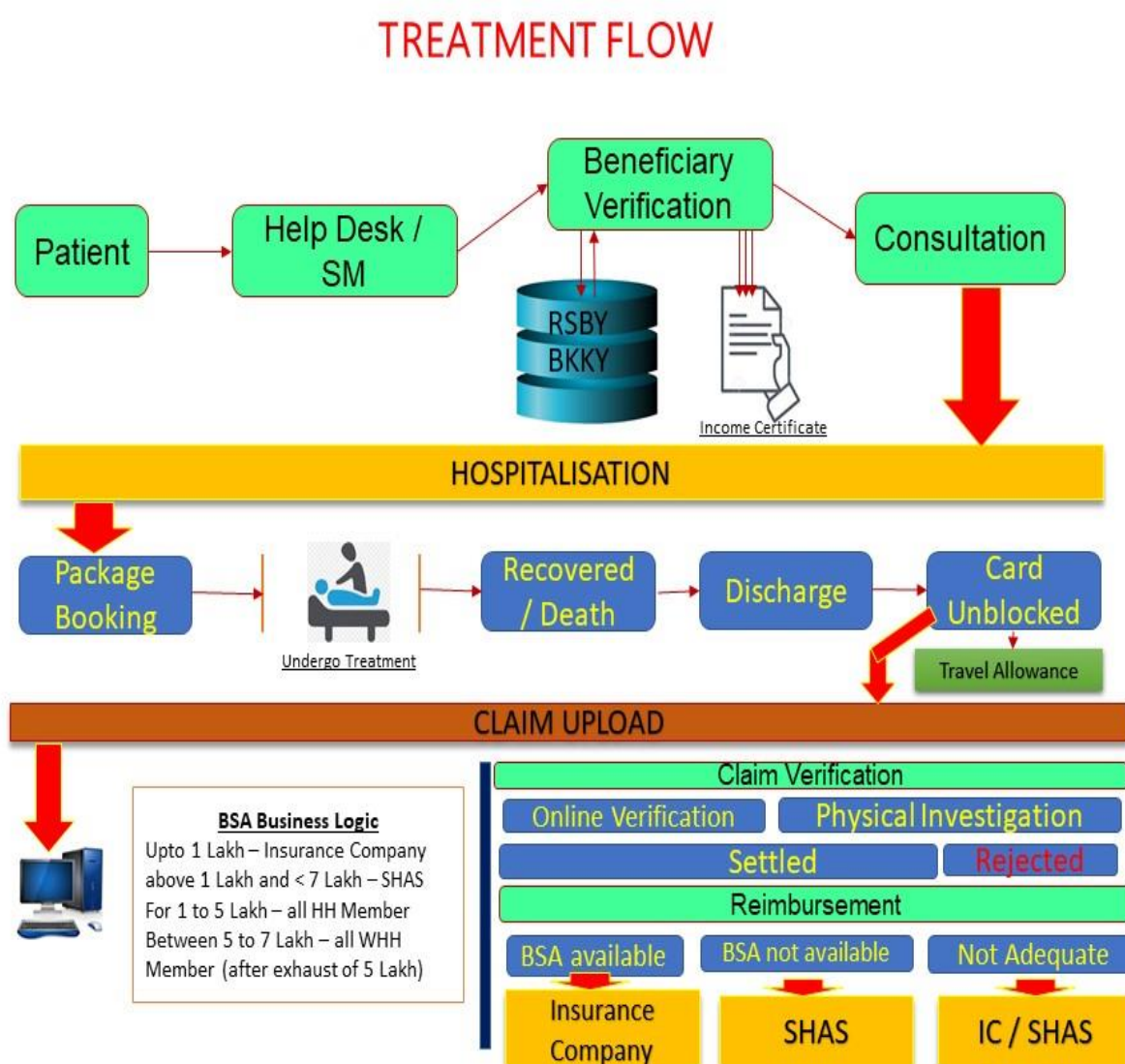
A total of 4036 packages have been finalized under BSKY. Package rates have been rationalised keeping current cost of treatment in view. Most rates are above CGHS package

rates. This aims at better acceptance of beneficiaries by the empanelled hospitals & attract more numbers of hospitals for empanelment under BSKY.

CLAIM SETTLEMENT PROCESS

Claim settlement under RSBY & BKKY is undertaken through Insurance Companies. Under OSTF claim settlement is currently processed in manual mode and it is proposed to undertake online settlement of claims under OSTF in the near future.

TREATMENT FLOW



Note: Above business logic indicate the process required by the IT platform used by the SHAS at present. This business logic is subject to change time-to-time as per the requirement of the SHAS. Any modification or change implemented in the software to provide world class health care service shall be abiding to TPA as well

DETAIL SCOPE OF WORK

1. IRDA enlisted/ approved (TPA) Third Party Administrator shall be engaged by the SHAS as Implementation Support Agency for claim management and allied activities including patient audit under Biju Swasthya Kalyan Yojana.
2. The manpower engaged through TPA shall be travelling extensively as required for the scheme. Further TPA shall intimate the authority in case of change in Specialist/ Manpower posted at the key position.
3. TPA shall monitor the in-patient flow to medical under jurisdiction of the division wise contract awarded for administering.
4. TPA as Implementation Support Agency (ISA) should extend all assistance like evaluation of the hospitals in terms of available medical facilities as well as the treating medical personnel, etc. in gradation of various multi-speciality hospitals as well as single speciality hospitals for treatment under the packages as presently prescribed by the State Health Assurance Society. Such packages shall have to be reviewed periodically and revised list would take place as and when such review will be completed.
5. ISA/TPA should be responsible for continuous review of the medical facilities available at the Network Hospitals and submit a report on the availability of the facilities and infrastructure to the SHAS for each completed month by tenth of the following month.
6. ISA/TPA should provide specialized assistance in preparing / amending / modifying an exhaustive list of ailments / medical condition that are covered under the scheme in consultation with the State Health Assurance Society to avoid ambiguity and difficulty while referring the beneficiaries to various Network Hospitals.
7. ISA/TPA shall study the IT platform of the scheme and shall also understand processing of preauthorization requests related to the scheme. ISA/TPA shall scrutinise and approve preauthorization requests, if all the conditions are fulfilled, within 24 hours of receiving the preauthorization requests from the network hospital on IT platform. Once the same is put into operation, ISA/TPA shall have to use revert the observation through that platform only.
8. ISA/TPA shall review and prepare various formats including updation of format used for cashless transactions, discharge summary, billing pattern and other reports in consultation with the SHAS as and when basis.
9. ISA/TPA should guide the unit officers as well as the Swasthya Mitra to avail the facilities at appropriate hospital for treatment of approved packages / medical conditions and monitor the progress of treatment of the patients admitted into those empanelled hospitals. However, such list shall be reviewed periodically and revised list would take place as and when such review will be completed.
10. ISA/TPA will provide necessary assistance for according pre-authorisation for admission of patient in emergency cases within a period of 12 hours, except in accident and assault cases, wherein the admission should be immediate.
11. The charges for the cashless treatment given to the network Hospitals of the scheme will not be more than the charges approved by the State Government under BSKY.

12. ISA/TPA shall be responsible to monitor and cross-check the quality of Medicare services being made available to the beneficiaries during the course of hospitalisation/ treatment.
13. ISA/TPA shall be responsible to ensure that beneficiaries are not kept under hospitalization beyond the required period and are not administered for unnecessary tests, diagnosis and medication.
14. ISA/TPA should submit weekly reports as well as monthly report to SHAS with regard to the beneficiaries admitted with details of disease, bills received by them and the bills submitted to SHAS after scrutiny of admissibility. In addition to the periodic reports, ISA/TPA shall also provide real time access to hospitalisation data as and when required for SHAS.
15. ISA/TPA will discharge its responsibilities as agreed it with the SHAS. ISA/TPA's responsibility shall include ensuring prompt admission of beneficiaries through preauthorisation under the scheme on priority basis by the Network Hospital, ensuring those standard and quality medical services, periodic inspection of the Network Hospital for ensuring quality standards, review of the medical treatment being given to the beneficiaries etc.
16. ISA/TPA will scrutinize the bills from the network hospitals (i.e. ensuring charges are as per the package rates) and give approval for the sanction of the bill and forward it to the SHAS for payment within 15 days of receipt of the bills from the network or empanelled hospitals.
17. Whenever, ISA/TPA has any doubt about genuineness of admission, treatment, diagnosis and inflated bills, such cases will be referred to the Medical Audit team of SHAS. This Committee will be requested to give a final decision in respect of the doubtful cases and will also have final authority to fix the permissible amount of the treatment to be reimbursed to concerned Network Hospital. This Committee may be consulted for fresh bills as well as earlier pending bills.
18. Network Hospital will be responsible for ensuring that beneficiaries are not kept under hospitalization beyond the required period and are not administered unnecessary tests, diagnosis and medication. ISA/TPA shall bring any such instances to the notice of the SHAS as well as the Network Hospital at the earliest. Such cases should be referred to the Medical Committee at the first instance. Further ISA/TPA shall also ensure the release of the EEPROM card return back to the beneficiaries soon after the discharge of patient. Any mis-conduct during card blocking and unblocking should bring to the notice of SHAS.
19. ISA/TPA will provide adequate manpower so as to ensure free flow of daily MIS and ensure particularly that progress of scheme is reported to SHAS in the desired format on a real-time basis.
20. ISA/TPA will discharge its responsibilities to organise Training programme including refresher trainings for Empanelled Hospitals once in each quarter. The list of 208 Empanelled Hospital can be obtained from SHAS as and when required.
21. ISA/TPA shall have to appear before the Grievance Redressal Committees as and when called for by the concerned authority with papers/documents/explanations asked for by said authority.

III. Additional Roles and responsibilities of TPA

To cope with the scope of work detailed above, the ISA/TPA has to undertake following roles and responsibilities in addition:

1. ISA/TPA should have Specialist and Manpower as per the list mentioned above in the tender document, and same may be increase or decrease as per requirement.
2. The SHAS, if provides free space for office for the TPA so engaged, without providing them with any type of movable/immoveable property (e.g., Computers, Printers, Fax Machine, Furniture, Telephone connections, etc.), rent as per the market rate will be charged on monthly basis. ISA/TPA shall be responsible to monitor the already established call Centre at SHAS office & SHAS reserves the right to use the call-centre lines also for catering information related to other welfare activities undertaken by the Health & Family Welfare Department.
3. SHAS shall ensure the ISA/TPA to have access to the information related to the Beneficiaries along with their gender, age, address, mobile no. (If available), relationship with the employees etc. The ISA/TPA will have to use the Software Module provided by the SHAS and its IT partner.
4. The period of the contract will be for one year and renewable for further period after each quarter on satisfactory performance with the provision for exit clause (to be detailed in the agreement), and also with the provision that the agreement will be valid for first 6 months on trial basis. The agreement may, however, be extended for another period by mutual consent.
5. ISA/TPA shall provide administrative, consultative and monitoring services to the SHAS for extending medical treatment facilities in the graded Network Hospital by the SHAS. ISA/TPA shall carry out continuous evaluation of the Network Hospital in terms of medical facilities as well as treating medical personnel etc. for treatment of ailments / medical conditions covered under the existing provisions of SHAS as modified from time to time. The Network Hospital shall provide all facilities, information, material etc. required for such evaluation as and when requested by ISA/TPA and SHAS.

IV. Claim Settlement Flow:

- 1) The Implementation Support Agency/TPA shall process all the claims related to the Scheme under Assurance Mode. The pre-authorization processing personnel shall be qualified specialist allopathic Doctors. The claims processing by implementation support agency includes:
 - a) Pre-authorization of requests if all the conditions are fulfilled, within 24-hours of receiving the preauthorization request from the network health provider irrespective of holiday or any circumstances;
 - b) Ensuring that Network Hospital extends cashless treatment and surgery to the beneficiary; and
 - c) Scrutinizing the bills from network hospitals (i.e., ensuring charges are as per the package rates) and giving approval for the sanction of the bill and forwarding it to the SHAS for payment within 15 days of the receipt of the bills from the Network Hospitals.

- 2) The SHAS shall settle the claims of the hospitals on receipt of the approved bills along with the discharge summary. The claims amount will be paid directly to the network hospital by the SHAS, i.e., the payment will not be routed through the Implementation Support Agency/TPA. The claim settlement progress will be audited both by an internal and external audit team set-up by SHAS.
- 3) The TPA/ISA should not under any circumstances carry out activities relating to insurance underwriting since the proposed scheme is a prefunded scheme by the Government of Odisha. The TPA/ISA is not required to carry any insurance risk, since this is a pre-funded health scheme promoted by the Government of Odisha. Hence, all incurred health expenditure under the scheme will be paid by the SHAS set-up exclusively by the Government of Odisha for administering the scheme.
- 4) The TPA/ISA is required to set up field level monitoring staff as follows:
 - a) Internal auditors team (a team of specialists with relevant specializations) for conducting concurrent audits of services delivered by Network Hospitals (At least 25% of the patients undergoing treatment or treated under Biju Swasthya Kalyan Yojana are to be covered under audit)
 - b) A team of specialists with relevant specializations for auditing quality of service provided to the beneficiaries.
 - c) Auditors to audit Network Hospitals, at least once in every month or as desired by SHAS, the medical facilities, claims, clinical process with respect to pre-auth etc., empanelled under Biju Swasthya Kalyan Yojana.

III. IEC activities

The IEC activities include interactive awareness creation meeting, display of materials including brochures, banners and display boards approved by the State Nodal Agency at public places. The ISA/TPA will arrange workshops/training sessions for the capacity building of Staff within the Network hospitals and other stakeholders. ISA/TPA will also arrange for regular communication and its upgradation through, Facebook, Twitter handles, WhatsApp, bulk-sms or any other approved activities of SHAS. The manpower engaged for such activity shall also facilitate to collect the success story and submit to SHAS for further course of action @ 5 Stories per day as per the required format shared by SHAS.

APPENDIX- A

**Statement of Strategy for implementation including Activity Chart
(To be presented by Bidder during Technical Evaluation)**

Sr #	Parameter
1	Availability and Strength of Specialist for the Scheme
2	Procedure and Strength of Medical Audit Team
3	Procedure and Strength of Doctors for Pre-authorisation process
4	Cashless Transaction (Approach Methodology)
5	Pre-Authorization (24 X 7) (Process Methodology)
6	Claims Management (Process Methodology)
7	Publicity (Approach Methodology)
8	Quality Assurance
9	Fraud Management
10	Medical and Health Facility audits.
11	Hospital Empanelment Process recommendation
12	Capacity Building of Deployed Manpower
13	Quality on Service (Manpower/ Management
14	Establishment of other staff
15	Strength of Specialist and Manpower and Process Methodology Specially for this Project
16	Any innovative or Other Parameters represents the quality of the service of TPA

Section-VIII**Technical Bid Formats****Format T1****CHECK LIST**

(To be submitted in Cover A - Technical Bid)

Note: The documents have to be arranged serially as per the order mentioned in the check list All the documents furnished should be page numbered and signed by the authorized signatory of the firm/company with company/firm seal.

- a. DOCUMENTS: SUBMITTED OR NOT (Please put  in the respective box)

Sl.	Details	Provided or not	If YES Page #
TECHNICAL BID			
1.	Earnest Money Deposit in shape of DD	Yes / No	
2.	Tender Paper cost in shape of DD	Yes / No	
3.	Format –T2 duly signed by the authorized signatory with seal	Yes / No	
4.	Format –T3 duly signed by the authorized signatory with seal	Yes / No	
5.	Photocopy of the Registration certificate of the firm (Bidder)	Yes / No	
6.	Photocopy of the GST registration certificate	Yes / No	
7.	Photocopy of the Service Tax Registration certificate (if required)	Yes / No	
8.	Photocopy of IRDA or QCI certificate	Yes/No	
9.	Photocopy of PAN	Yes / No	
10.	Format –T4 duly signed by the authorized signatory with seal	Yes / No	
11.	Format–T5 (Annual Turnover Statement for preceding 3 years signed by Auditor / CA) duly signed by the authorized signatory with seal	Yes / No	
12.	Photocopies of audited annual statement of the last three years and the turnover figure should be highlighted there.	Yes / No	
13.	Format –T7 (Performance Statement) of the bidder towards execution of similar project of ISA as TPA	Yes / No	
14.	Photocopies of work order in support of the information provided in Format – T7.	Yes / No	

15.	Affidavit on stamp paper duly attested by Notary and the bidder that the bidder has not been black listed by any PSU/ Corporations/ Board/ Central or State Government in India.	Yes / No	
16.	Copy of original / downloaded Tender and schedules, duly signed by the authorized signatory	Yes / No	
17.	Cover 'B' – Price Bid with price schedule in Separate Envelop (Schedule wise)	Yes / No	

Format T2

(To be furnished in the Technical Bid)
TECHNICAL BID Submission Form
(On the letterhead of the Organization)

Letter No: _____

[Location, Date]

To

CHIEF EXECUTIVE OFFICER, SHAS
NHM, Annex Building of SIH & FW, Nayapalli,
Unit -8, Bhubaneswar-751012

Re.: Tender Enquiry No. :

Dear Sir,

We, the undersigned do hereby offer to provide the Implementing Support Agency as Third Party Administrator under Biju Swasthya Kalyan Yojan for State Health Assurance Society. We are submitting our bids for (_____/ division), which include this Technical Bid, and a Financial Bid sealed under a separate envelope.

We accept all the tender terms & conditions of the tender under reference. We hereby declare that all the information and statements made in this bid are true and accept that any of our misrepresentations contained in it may lead to our disqualification.

Our proposal shall be binding upon us for a period for a period of one year, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our tender. We undertake to carry out the work as per the terms and conditions of this tender document.

I/We hereby declare that my firm/company has not been debarred / black listed by any Government / Semi Government organizations. I further certify that I am the competent authority in my firm/company authorized to make this declaration.

I/We hereby agree that the Tender Inviting Authority can forfeit the Earnest Money Deposit and or Performance Security Deposit and blacklist me/us for a period of 5 years if any information furnished by us proved to be false at the time of inspection / verification and not complying with the Tender terms & conditions.

We understand you are not bound to accept any bid you receive.

Yours sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:

Name of Organization:

Address: _____

(Organization Seal)

Format T3

(To be furnished in the Technical Bid)
(On the letterhead of the Organization)

DETAILS OF THE BIDDER

GENERAL INFORMATION ABOUT THE BIDDER						
1	Name of the Bidder					
	Registered address of the firm					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please √ relevant box)						
4	Private Ltd.		Public		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business (Please √ relevant box)						
5	Insurance Software Solution		TPA (Insurance)			
	Manpower Service (Insurance Sector)		Other (Please Mention)			
Key personnel Details (Chairman, CEO, Directors, Managing Partners etc.)						
6	in case of Directors, DIN Nos. are required					
	Name		Designation			
	Name		Designation			
7	Whether any criminal case was registered against the company or any of its promoters in the past?				Yes / No	
8	Valid license issued by IRDA and QCI (Copy to be attached)					

9	GST Registration Furnish the registration certificate
10	PAN No of Organisation: Furnish the copy of the PAN
11	Registration certificate / Certificate of Incorporation of the firm (furnish the copy)
12	Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD /Payment for supply if any (if selected) a. Name of the Bank : b. Name of the Account & Full address of the Branch concerned : c. Account no. of the bidder : d. IFS Code of the Bank :

Date:

Office Seal

Signature of the bidder /
Authorized signatory

Format T4**BANK GUARANTEE FORM FOR PERFORMANCE SECURITY**

To

CHIEF EXECUTIVE OFFICER, SHAS
NHM Annex Building
H & FW Department,
Government of Odisha

Sub: Bank Guarantee against Performance Security of (Name of Bidder)

Madam/ Sir,

WHEREAS _____ (Name and address of the bidder) (Hereinafter called "Third Party Administrator") has undertaken, in pursuance of contract no _____ dated _____ to administer the claims under State Health Assurance Society (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the bidder shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of. _____ (Amount of the guarantee in words _____ and figures), and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to 18 (Eighteen) months from the date of Notification of Award i.e. up to ----- (indicate date)

.....
(Signature with date of the authorised officer of the Bank)

.....
Name and designation of the officer

.....
.....

Seal, name & address of the Bank and address of the Branch

Format T5

(To be furnished with the Technical bid)

Annual Turnover Statement

The Annual Turnover for the last three financial years of M/s_____ are given below and certified that the statement is true and correct.

S. No.	Year	Turnover (in Rs. Lakhs)
1.	2015 - 2016	-
2.	2016 - 2017	-
3.	2017 – 2018	-

Average Annual Turnover (for the above three years) in (Rs.)_____

Date:

Place:

Signature of Auditor/
Chartered Accountant
(Name in Capital)

Seal

Membership No.:

Registration No. of Firm:

Note:-

- To be issued in the letter head of the Auditor/Chartered Accountant mentioning the Membership no.
- This turnover statement should also be supported by copies of **audited annual statement** of the last three years and the turnover figure should be highlighted there.

Format T6

(On the letterhead of the Organization)

STANDARD PRE-BID QUERY FORMAT

Sr No	Page No/ Clause No	Provision in RFP	Required Change	Justification
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Date:

Office Seal

Signature of the bidder /

Authorized signatory

Format to be developed by Bidder

(On the letterhead of the organization)

Format T7

PERFORMANCE STATEMENT

Sr No	Name of Project	Project Duration		Contact Details of the Client Representative (Name, E- mail, Mobile, Fax)	Project Cost	Narrative Description about Strength and Weakness (in 50 words)
		Start	End			
1						
2						
3						
4						
5						

1. Above format as performance statement may be used to described the activity under taken by the Bidder.
2. Bidders are advised to provide the information for only those assignments which is qualifying the projects as per the contract (i.e, Implementing Support Agency as Third Party Administrator for Insurance).
3. This is highly encouraged to use Separate Sheet for each eligible projects for smooth calculation and verification at our level.
4. Please furnish the work order/ contract copies of similar works executed in support of the information mentioned above along with the completion certificates from the client.
5. The Narrative Description required to mention the description of work (Scope of TOR) Strength and Weakness each project executed as mentioned above.

Format P1**Section-IX**
Price Bid Formats

(To be furnished in the Financial Bid)
PRICE BID Submission Form
(On the letterhead of the organization)

Letter No: _____
To

[Location, Date]

CHIEF EXECUTIVE OFFICER, SHAS
NHM Annex Building
H & FW Department,
Government of Odisha

Ref : Tender Enquiry No.

Dear Sir,

We, the undersigned do hereby offer to provide the claim settlement service as Third Party Administration to administer the State Health Assurance Society in accordance with your Tender referenced above for (_____) division and our Technical Bid.

We hereby declare that if awarded the contract, our Financial bid shall be binding upon us for a period of one-year contract period from the date of award of contract, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our proposal.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:
(Organization Seal)

(On the letterhead of the organization)

Format P2**Bidders are required to quote their costs (per case) as per the following schedule**

I.

Financial Quote Summary		
No.	Financial quote component	Amount (inclusive of GST)*
A	Secondary Care cost per Case = C1	Rs.
	Amount in words	
B	Tertiary Care = C2	Rs.
	Amount in words	

II. (*) Please mention the Percentage (%) of GST (_____) included in the above prices

Note:

- A. The financial quote should include all services required as per the scope of work (Section VII) and Timeline for Delivery of Service (Section VI).
- B. The evaluated price calculation criteria is mentioned at **Clause 18 (I) of GIB** which shall be taken into account to arrive at L1 Bidder

Authorized Signatory [In full and initials]

Name and Title of Signatory:
(Organization Seal)