

Selection Of TPA for Servicing of MEDISEP

Appendix F Technical Proposal

The evaluation of Technical Proposal will be done as follows

	Component	Weightage pts
Annexure-1	Statement of Strategy for implementation including Activity Chart	10
Annexure-2	Experience in handling hospitalization claims of minimum families in last Financial year 2020-21. a) Up to 25 lakh families- 5 points b) Above 25 lakh families- 10 points	10
Annexure-3	Experience of handling state/central govt. health assurance schemes in any of the last three completed Financial years. a) One Scheme - 10 points b) More than one scheme - 20 points	20
Annexure-4	Experience in managing hospitalization claims by Volume in any of the last three Financial years. a) up to 2,00,000 claims - 10 pts b) 2,00,001 – 3,00,000 – 15 pts c) Above 300,000 claims – 20 pts	15
Annexure-5	Technical and Management skills- MBBS & Above Doctors on payroll/consultant. a) Up to 50 Doctors - 5 points b) more than 50 doctors - 10 points	10
Annexure-6	Claims Management capacity of medical claims: Total Claims Management Capacity in any of the last three completed Financial years. a) Up to Rs. 500 crores - 5 pts b) Rs.501 crores - Rs.750 crores -10 pts. c) Rs.750 crores and above - 20 pts.	15

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Annexure -7	Power Point Presentation to demonstrate Bidder's capability in relation to the main deliverable within the timeframes identified	20
Total		100
Annexure -8	Self-declaration certificate regarding details of terminations and litigations against the Bidder	A self-declaration certificate
Annexure -9	Self-declaration certificate regarding willingness to work with other TPAs	A self-declaration certificate

Note:

The bidders are required to submit a self-declaration certificate regarding details of terminations and litigations against the Bidder- As Annexure-8

- The shortlisted Bidder shall be required to make a presentation of not more than 20 minutes to demonstrate their capability to meet the deliverables.
- Bidders scoring **at least 70 points** in the Technical Proposal shall be declared as Technically Qualified Bidders. Financial Proposal of only the Technically Qualified Bidders shall be opened for further evaluation

SCORING OF TECHNICAL PROPOSAL WILL BE AS DETAILED BELOW

Annexure 1

Statement of strategy for implementation of the Scheme

- a. Infrastructure Deployment
- b. Manpower Deployment
- c. Cashless Access
- d. Publicity
- e. Pre-authorization (24x7)
- c. Claims Management
- d. Quality assurance
- e. Controlling fraud
- f. Medical and Health facility audits

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g. Website Creation

h. Handling 24x7, 365 days a year toll free call centre

Activity Chart

Sr. No.	Activity	Number of days required to complete the activity from the award date	Remarks
1	Identifying the Project Officer		
2	Setting up of Project Office with Infrastructure		
3	Appointment of Medical Officers		
4	Establishment of other staff		
5	Preparatory meeting with hospitals		
6	Inspection of hospitals vis-à-vis scheme requirements, identification of District Coordinators		
7	Training of Doctors		
8	Training of other staff		
9	Setting up of IT infrastructure		
10	Establishment of 24 Hrs. Call Center		
11	Establishment of other infrastructure		
12	Establishment of infrastructure in the districts		

Annexure-2

Experience in handling hospitalization claims of minimum families in any of the last three completed financial years

a) Up to 25 lakh families- 5 points

b) Above 25 lakh families- 10 points

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Year	Name of the Insured/ Scheme/ Contract	No. of Families Covered	No. of Claims Processed	Amount of Claims processed for the period

Annexure-3

Experience of handling state/central govt. health assurance schemes in any of the last three completed financial years

- a) One Scheme - 15 points
- b) More than one scheme - 20 points

Year	Name of the Scheme / Contract	No. of Months/ Years Scheme is handled	No. of Beneficiaries/ Families	Fees Per Family/ Per Beneficiary and Total fees	Amount of claims reported for the period

Annexure-4

Experience in managing hospitalization claims by Volume in any of the last three completed financial years.

- a) Up to 2,00,000 claims - 10 pts
- b) 2,00,001 – 3,00,000 – 15 pts
- c) Above 300,000 claims – 20 pts

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Year	Name of the Scheme / Contract/ Policies	No. of Claims	No. of Families/Beneficiaries	Fees Per Family Per Beneficiary and Total fees	Amount of claims Processed for the period

Annexure- 5

Curriculum Vitae of Technical and Management Personnel- **key personnel's** and **MBBS & above Doctors** on payroll.

I) "Key Personnel" are those who will be individually in-charge of Pre authorization, Claims Processing, Network Hospital Management and Medical Audit, IEC and Health Camp Management, and MIS. Key Personnel should have the following minimum qualifications:

Key Personnel	Minimum Qualification
Pre-Authorization	- Master of Surgery Degree in General Surgery or other relevant specialties
Claims Processing	- Master of Surgery Degree in General Surgery or other relevant specialties
Network Hospital Management and Medical Audit	- Post Graduate Qualification in Medicine (M.D. or M.S.)
MIS	- Degree from a recognized University of India with experience in handling MIS for similar type of schemes / policies.

II) Technical and Management skills- MBBS & Above Doctors on payroll/consultant.

- Up to 50 Doctors - 5 points
- More than 50 doctors - 10 points

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Name of the person	Designation	Area of Operation	Experience and qualification

Annexure-6

Claims Management capacity of medical claims: Total Claims Management Capacity in any of the last three completed financial years.

Year	Name of the Scheme / Contract/ Policies	No. of Claims	No. of Families/Beneficiaries	Fees Per Family Per Beneficiary and Total fees	Amount of claims Processed for the period

Annexure-7

Power Point presentation to demonstrate Bidder's capability in relation to the main deliverables within the timeframes identified.

Annexure 8

Self-declaration certificate with details of terminations and litigations against the Bidder.

Annexure 9

Self-declaration certificate regarding willingness to work with other TPAs.