Score Card of Technical Proposal

The evaluation of Technical Proposal will be done as follows:

S.No.	Technical Evaluation Parameter	Max Marks	Secured Marks	Scoring
1	Statement of Strategy for implementation with flow chart, execution plan and presentation.	20		20
2	Duration of registration/operational experience of TPA with IRDAI (Date of consideration is prior to 31.03.2022) < 5 Years > 5 to 8 years > 8 to 12 Years >12 Years	5		Not Eligible 1 3 5
3	Experience of managing total medical hospitalisation claims of at least Rs. 500 crores annually in last three consecutive financial years (2019-20, 2020-21 and 2021-22) Less than 500 Crores >Rs. 500 – Rs. 1,000 crores >Rs. 1,000 – Rs. 2,000 crores More than Rs. 2,000 crores	5		Not Eligible 1 3 5
4	Experience in managing total medical hospitalisation claims by volume (Number) annually in the last three financial years (2019-20, 2020-21 and 2021-22) Less than 6,00,000 >6,00,000 to 12,00,000 >12,00,000 to 18,00,000 More than 18,00,000	5		Not eligible 1 3 5
5	TPA having Annual Turnover of Rs. 50.00 Crores in each of the previous 5 (Five) Financial Years (2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) Less than 50 Crores >Rs. 50 – 100 Crores >Rs. 100 to 200 Crores More than 200 Crores	5		Not eligible 1 3 5
6	Experience of handling total State/Central Govt Health Insurance Schemes in the Last 3 Financial Years separately (2019-20, 2020-21 and 2021-22)	5		

	Less than 2			Not eligible
	From 2 to 5			1
	From 6 to 7			3
	More than 7			5
7	Number of Offices located in the State of Gujarat to service Govt Schemes (State/Central) as on 31/03/2022	5		
	Less than 7			0
	7 to 10			1
	>10 to 13			3
	>13			5
8	Ratio of MBBS Doctors to Non MBBS Doctors as on 31/03/2022	5		
	<25%			0
	25% - 50%			1
	>50% - 75%			3
	> 75%			5
9	Number of Specialist doctors above MBBS excluding MD Physician as on 31/03/2022	5		
	Less than 3			0
	3 to 5			1
	>5 to 10			3
	More than 10			5
10	Average Number of pre-Auth processed per day per Pre-auth Doctor in 2021-22	5		
	0-100			0
	101-150			5
	151-200			3
	>200			0
11	Average Number of Claims Processed per day by Claims Adjudicator in 2021-22	5		
	0-100			0
	101-150			5
	151-200			3
	>200			0
12	Number of full-time allopathic doctors for auditing claims in 2021-22	5		
	Less than 5			0
	5 to 10			1
	>10 to 15			3
	>15			5
13	Number of full-time MBBS doctors for adjudication of claims in 2021-22	5		
	Less than 10			0
	10 to 15			1

	>15 to 20			3
	>20			5
14	TPA Claim Settlement Ratio in Non-Govt Schemes in 2021-22	5		
	Less than 90%			0
	>90% - 92%			1
	>92% -95%			3
	> 95%			5
15	TPA Industry Experience of Top Executive (MD/CEO/CAO) (Only the experience of the senior most to be considered)	5		
	0-10 Years			0
	>10 – 20 Years			1
	>20 – 30 Years			3
	> 30 Years			5
16	No of FIRs filed against Fraud claims by TPA in last three FY	5		
	0-10			0
	>10 to 20			1
	>20 to 30			3
	> 30			5
17	No. of Hospital Visit/Surprise Inspections/Investigations made in the Financial Year 2021-22 (Summarised Soft sheets to be furnished).	5		
	< 1000			0
	1000 to 3000			1
	>3000 to 7000			3
	>7000			5
	Total	**100**		

List of documents required to support above :

S. No.	Technical Evaluation Parameter	Documents required
1	Statement of Strategy for implementation with flow chart, execution plan and presentation.	As specified
2	Registration/operational experience of TPA with IRDAI (Date of consideration is prior to 31.03.2022)	Copy of the Registration and/or renewal certificate issued by IRDAI.
3	Experience of managing total medical hospitalisation claims of at least Rs. 500 crores annually in last three consecutive financial years (2019-20, 2020-21 and 2021-22)	IRDA Extract or certificate from Insurance Company or CA Certificate

4	Experience in managing total medical hospitalisation claims by volume (Number) annually in the last three financial years (2019-20, 2020-21 and 2021-22)	IRDA Extract or certificate from Insurance Company or CA Certificate
5	TPA having Annual Turnover of Rs. 50.00 Crores in each of the previous 5 (Five) Financial Years (2017-18, 2018-19, 2019-20, 2020-21 and 2021-22)	Audited Balance Sheet and Profit and Loss Statement with Auditors Report for financial years 2017-18, 2018-19, 2019-20,2020-21, 2021-22 or self-attested Profit and Loss Statement for FY 2021-22.
6	Experience of handling total State/Central Govt Health Insurance Schemes in the Last 3 Financial Years separately (2019-20, 2020-21 and 2021-22)	Work Order issued by the Implementing Agency/Insurance Co/Government.
7	Number of Offices located in the State of Gujarat to service Govt Schemes (State/Central) as on 31/03/2022	Lease agreements
8	No of MBBS Doctors and Non MBBS Doctors as on 31/03/2022	Submit appointment letter, MCI/State Medical Council Registration Certificate, Form 16 /Form 16 A of financial year 2021-22.
9	Number of Specialist doctors above MBBS excluding MD Physician as on 31/03/2022	Submit appointment letter, MCI/State Medical Council Registration Certificate, Form 16 /Form 16 A of financial year 2021-22.

10	Average Number of pre-Auth processed per day per Pre-auth Doctor in 2021-22	Relevant documents and/or Undertaking to the effect by CEO/COO
11	Average Number of Claims Processed per day by Claims Adjudicator in 2021-22	Relevant documents and/or Undertaking to the effect by CEO/COO
12	Number of full-time allopathic doctors for auditing claims in 2021-22	Relevant documents and/or Undertaking to the effect by CEO/COO
13	Number of full-time MBBS doctors for adjudication of claims in 2021-22	Relevant documents and/or Undertaking to the effect by CEO/COO
14	TPA Claim Settlement Ratio in Non-Govt Schemes in 2021-22	IRDA Extract/ Relevant documents and/or Undertaking to the effect by CEO/COO
15	TPA Industry Experience of Top Executive (MD/CEO/CAO) (Only the experience of the senior most to be considered)	Submit appointment letters
16	No of FIRs filed against Fraud claims by TPA in last three FY	Submit FIR copies

17	No. of Hospital Visit/Surprise Inspections/Investigations made in the Financial Year 2021-22	Summarised Soft sheets to be furnished

Kindly send all the documents with proper index and folders.