

Technical Proposal
The evaluation of Technical Proposal will be done as follows

	Component	Weightage points
Annexure-1	Statement of Strategy for implementation including Activity Chart	10
Annexure-2	Experience in handling hospitalization claims of minimum families during the Financial year 2018-19. a) Up to 25 lakh families- 2 b) Above 25 lakh , upto 50 lakh families- 5 c) Above 50 lakh families -10	10
Annexure-3	Experience of handling state/central govt. health assurance schemes in last Financial year i.e. FY 2018-19 a) Two Schemes - 7 points b) More than two schemes - 10 points	10
Annexure-4	Experiencing in managing hospitalization claims by Volume in last Financial year 2018-19 a) up to 3,00,000 claims – 5 points b) 300,001- 5,00,000 claims - 8 points c) more than 5,00,000 claims - 10 points	10
Annexure-5	Technical and Management skills- MBBS & Specialist Doctors on payroll/Consultant a) 10 MBBS Doctors - 10 points b) more than 10 MBBS doctors - 15 points C) At least 10 MBBS doctors and additional Specialist doctors as consultants/ on payroll- 20 points	20

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Annexure-6	Claims Management capacity of medical claims: Total Claims Management Capacity during the year 2018-19. a) Up to Rs. 200 crores - 10 pts b) More than Rs. 200 crores - 20 pts	20
	Operational years' experience of the TPA prior to 31.03.2019 a) 5 years' experience-5 b) 5-8 years' experience-8 c) More than 8years' experience-10	10
	Annual Turnover of the TPA in each of the previous 3 financial years- a) 20 crore-24.99- 5 points b) 25 crore- 30 crore- 8 points c) More than 30 crores-10 points	10
	Total	100
Annexure-8	Self-declaration certificate regarding details of terminations and litigations against the Bidder	A self-declaration certificate

Note:

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

2)The shortlisted Bidder shall be required to make a presentation of not more than 10minutes to demonstrate their capability to meet the deliverables.

3)Bidders scoring **at least 44 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.

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SCORING OF TECHNICAL PROPOSAL WILL BE AS DETAILED BELOW

Annexure 1

Statement of strategy for implementation of

- a. Cashless transaction
- b. Pre-authorization (24x7) and portability of benefits
- c. Claims management
- d. Publicity
- e. Quality assurance
- f. Controlling fraud
- g. Medical and Health facility audits
- h. Handling 24x7 state or national level toll free call center

Activity Chart

Sr. No.	Activity	Number of days required to complete the activity from the award date	Remarks
1	Identifying the Project Officer		

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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 and District Level auditors		
7	Issue of CUG connections to District Coordinators & Hospitals		
8	Distribution of publicity Material		
9	Engaging services of Arogya Mitras at Network Hospitals		
10	Training of Arogya Mitras, distribution of Aprons and CUG mobiles.		
11	Training of Doctors		
12	Training of other staff		
13	IT enabling		
14	Establishment of 24 Hrs. Call Center		

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15	Establishment of other infrastructure		
16	Establishment of infrastructure inthe districts		
17	Preparatory meetings and trainings at district level for inaugural of mega camps.		

Annexure-2

Experience in handling hospitalization claims of families during the year 2018-19.

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

Annexure-3

Experience of handling state/central govt. health Insurance schemes in last Financial year i.e. FY 2018-19

Name of the Scheme / Contract	No. of Months/ Years Scheme is handled	No. of Beneficiaries	Per Capita Benefit	Amount of claims reported for the period

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Annexure-6

Total Claims Management Capacity during the year 2018-19.

Annexure 7

Annexure 8

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