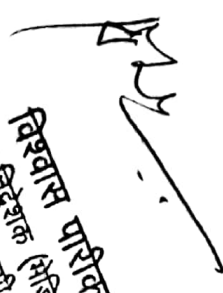


**Pre-Bid Query Reply**


UBN-IPF1819SLOB00086

**Query/Clarification of Medsave TPA And Health Insurance TPA**


S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Reply/ Change in Bid Document
1	9	2	Estimate procurement Cost Rs.42lakhs	Kindly let us know whether this is the upper limit of tender cost	Cost is approximate <b>No Change</b>
2	13	3.3.1	The Third Party Administrator will also process all pending claims pending on 31.03.2019	Who will pay the TPA fees of outstanding claims and what is the quantum	As per RFP <b>No Change</b>
3	17	5.1.6(1)	The cashless facility is extended to the insured in selected private networking hospitals for seven critical ailments as specified in policy document.	Kindly define seven critical ailments and whether these critical ailments are eligible for Government Hospitals also.	As per RFP <b>No Change</b>
4	18	5.1.8(2)	TPA shall provide telephone help line the cost shall be borne by the TPA.	How many lines are required.	As per RFP <b>No Change</b>
5	18	5.1.8(3)	Call Centre Services.	How many lines are required and where it will be installed.	As per RFP <b>No Change</b>
6	20	4(n)	The cashless facility shall not be extended without mediclaim ID cards.	In case of loss or damage of ID card in that case whether TPA will provide the cashless facility or not	As per RFP <b>No Change</b>
7	22	4(19)	Entitlement category for boarding the Hospital	Kindly explain in details	As per RFP <b>No Change</b>

  
**विश्वास पारिक**  
 संयुक्त निदेशक (मेडिकलेम)  
 राज्य बीमा एवं प्राकृतिक निधि विभाग  
 साधारण बिमा


8	22	4(22)	A female employee can get the Mediclaim coverage either for her parents or parents in law in case they are dependent on her and their monthly income from all sources is less than Rs. 2000/- and they are residing with her generally.	How we will identify these parameters	Self Declaration <b>No Change</b>
9	22	4(24)	The TPA and Network provider as part of its medical investigation service will have qualified medical staff that will be ascertaining the nature of ailment and verifying the eligibility of the Insured persons.	Kindly specified the qualification of Medical Staff and Is any prescribed parameter to conduct the medical investigation, what is the percentage of Medical Audit during the policy period.	As per RFP & IRDA Rules <b>No Change</b>
10	23	5.2(1)	Office setup	Kindly define the number of manpower and their qualification. Kindly also define in details about IT infrastructure.	As per RFP <b>No Change</b>
11	24	5.3.2	The policy holders would be calculated on the basis of data of insured forwarded to TPA by department.	Kindly let us know whether the TPA Fee will be calculated of the according to enrolled member's data basis or per claim settlement basis.	As per RFP <b>No Change</b>

  
 विश्वास पारीक  
 संचालन निदेशक (हेडक्वार्टर)  
 संयुक्त निदेशक निधि विभाग  
 राज्य बीमा एवं प्रावधानी विभाग, जयपुर

12	36	6.23.1	At the time of award of contract, the quantity of the goods, works or services originally specified in the bidding documents may be increased, but such increase shall not exceed 50% of the quantity specified in the bidding documents. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents.	Who will bear the cost for increasing the work load up to 50 %.	As per RFP No Change
13	53	7.25.2	Transfer of Assets.	Kindly clarify the detail of assets and software licenses.	As per RFP No Change
14	10	1	Bidder (authorised signatory) shall submit their offer on line in Electronic formats both for technical and financial proposal	Can we apply for the tender through offline Mode?	No No Change
15	12	3.1&3.2	Government of Rajasthan.....State Insurance and Provident Fund	What is the model of scheme i.e. Insurance Modal or self-funded?	No No Change
16	17	11.D	Availability of CGHS rates for illness	Will CGHS rates apply for all claims i.e. cashless and reimbursement?	Yes No Change
17	18	5.1.8.2	The TPA shall..... Documents from insured	What is the basic functioning of Help Desk at the office of the Additional Director (GIS)	As per RFP No Change
18	16	5.1.2	The mediclaim policy..... SIPF (GIS) is enclosed As Annexure-1	As mentioned in the tender docs, maximum coverage is of Rs. 3 lakh. Will it be applicable for all employees or some scale wise category will be there?	As per RFP No Change

  
 विश्वास पारीक  
 सहायक निदेशक (सिस्टिमलेग)  
 राज्य बीमा एवं प्रावधानी निधि विभाग  
 भवन-1, बी.पी. निशि, राजस्थान, जयपुर

19	16&17	5.1.4&5.1.5	Procedure of Online Claim Settlement under Rajmediclaim.....Procedure of Offline Claim Settlement	What will be the operational flow for claim document collection form different districts?	Process is Online <b>No Change</b>
20	16&17	5.1.4&5.1.5	Procedure of Online Claim Settlement under Rajmediclaim.....Procedure of Offline Claim Settlement	Can employees submit claims directly to TPA or some approval authority will be there to accept claim docs?	No <b>No Change</b>
21	21&22	12&14	Any medical.....the TPA/GIF If At the time.....Cancer Insurance Policy	What will be the criteria for investigation as mentioned?	As per RFP <b>No Changes</b>
22	17	5.1.6	Cashless Facility	What about other hospital claims which are not in panel list? Can those be considered under reimbursement?	As per RFP <b>No Change</b>
23	23&24	5.2	Deployed Project manger will work with SIPF (GIS) department to define the process of settlement of claims and preparation of Process Sheet	Any specific requirement for manpower to run the scheme on district level?	As per RFP <b>No Change</b>
24	23&24	5.2	Deployed Project manger will work with SIPF (GIS) department to define the process of settlement of claims and preparation of Process Sheet	Any specific cluster or zone is planned or not?	No <b>No Change</b>

  
 विश्वास पारीक  
 संयुक्त निदेशक (एडिमेडिकल)  
 सहाय्यक एवं प्रशासकीय निधि विभाग  
 भारतीय रक्षा सेवा विधि, राजस्थान, जयपुर