

**AYUSHMAN BHARAT MADHYA PRADESH NIRAMAYAM – REQUEST FOR PROPOSAL (RFP)
MADHYA PRADESH
CONSOLIDATED PRE-BID QUERIES RESPONSE**

1. GOOD HEALTH TPA SERVICES LTD.

S.No.	Ref. No.	Tender Clause	Query	Answers
1	Page 11, Point 2.9.1	In terms of the RFP, the Bidder is required to deposit, along with its Bid, a bid security amount (a "Bid Security") for which the Bid is being submitted, of a value of INR.25,00,000/- (Rupees Twenty Five Lakhs Only) online/electronic transfer to the account details as below:	Can Bid Security be submitted through a Bank Guarantee issued by a nationalized bank.	As per RFP
2	Page 24, Point 3.2.1	The ISA shall provide toll-free telephone services for the guidance and benefit of the beneficiaries whereby the covered Persons shall receive guidance about various issues by dialing a State Toll free number. This service provided by the ISA is referred to as the "Call Centre Service". This call center shall have linkage with the National Call Centre as per the guidelines of Government of India and CM helpline of Madhya Pradesh as per SHA guidelines.	Please specify number of lines required for the call centre, Please also specify number of staff to be deployed	1.Kindly refer to clause 3.2.2, the no. of minimum lines to be provided is 10. 2.The number of staff to be deployed at the call centre shall be decided by the ISA to achieve the KPI's as per clause 9.6 of the contract.
3	Page 24, Point 3.3.1	Qualification & experience of Project Manager: Post-graduation in health & allied discipline with a Degree in Management and minimum experience of seven years of handling similar projects is mandatory	Please give relaxation in stream of Post Graduation, Can it be modified to any Post graduate with degree in management & experience of 7 years	As per RFP
4	Page 25, Point 3.3.3	1.The Implementation Support agency (ISA) is the nodal agency that selects the Ayushman Mitra. 2. The ISA will provide required hardware (IT & Telecom) to Ayushman Mitras and District Coordinators for smooth functioning of scheme.	Please specify whether Ayushman Mitras shall be deployed by ISA. Please specify total No of Ayushman Mitras to be deployed hospital-wise	1.As per clause 3.3.3 Ayushman Mitras are to be hired by ISA only for the Public/Govt. Hospitals. 2. The indicative number of Ayushman Mitras to be deployed per shift is specified in clause 3.3.3, the total number of Govt. Hospitals (Distt. Hospital, Medical colleges and CHC's) empanelled shall be approximately in the range of 100-125
5	Page 27, Point 3.4.1	Kiosk is mainly to assist an AB-MP (Niramayam) beneficiary in completing required formalities & obtain treatment as also assist hospitals by facilitating beneficiary identification and verification, selection of packages, and seeking authorizations whenever required.	Please specify who'll provide kiosks in Public Hospitals. Please also specify the system configuration of kiosk.	Kiosks in public hospitals shall be provided by SHA and in case of private hospitals by themselves.
6	Page 45, Point 5.6	Head Office and Regional Office: The Implementation Support Agency shall establish the head office with adequate staff and infrastructure at Bhopal, as close to the Authority,(SHA may provide space for the officer however the utility expenses shall be borne by ISA) which shall form the official address for all communication and transaction with regard to the performance of the services of the Implementation Support Agency.	Please change same to Project Office.	Head Office shall be read as Project office or alternatively understood as Head office in the State of Madhya Pradesh of ISA for implementation of AB-MP (Niramayam)

2.Paramount Health Services & Insurance TPA Pvt. Ltd.

S.No.	Ref. No.	Tender Clause	Query	Answers
1	Page No. 24, clause 3.3.1	"Key Personnel" are those who will be individually in-charge of IT Support, Pre-Authorization, Claims Processing, Network Hospital Management support and Medical Audit, and MIS. Key Personnel should have the following minimum qualification.	Any relaxation in the qualification criteria	As per the RFP
2	Page No.27, Clause 3.4.2	In Private Hospitals, ISA shall ensure that Kiosk is made available by the EHCP as per the specifications laid down by the SHA along with adequate infrastructure to support the scheme.	Kindly clarify about Kiosk center in public Hospitals.	In Public Hospitals the responsibility of setting kiosks lies with the State Health Agency
3	Page No.28, Clause 3.6.6	ISA will be responsible for setting up IT and hardware infrastructure in the Public hospitals & Government Medical Colleges only, this will include desktops/laptops for Ayushman Mitras, high-speed, internet connection, scanner, printer, biometric devices (UIDAI recommended and approved finger print device and IRIS device)	No. of Public Hospitals	51 District Hospitals, 6 Medical Colleges as of now , State may empanel the CHC's& CH in future , the total number (CHC& CH approximately will be in the range of 170-200) hospitals.

4	Page No.25, Clause 3.3.3	The Implementation Support Agency (ISA) is the nodal agency that selects the Ayushman Mitra	No. of Aysuhman Mitra to be deployed	1. ISA is the nodal agency that selects Ayushman Mitra for Government hospitals only , not for the private hospitals. 2. Indicative number per shift to be deployed is mentioned in clause 3.3.3
5	Page No. 42, Clause 4.5.2	Third Party Liability Insurance (Comprehensive General Liability) with a minimum coverage for INR. 10 Lakhs for the period of Contract.	More Clarity Required	Provisions of the RFP are amply clear in this regard.
6	Page No. 42, Clause 4.5.3	Implementation Support Agency's Liability and Workers' Compensation Insurance in respect of the personnel of the Agency, in accordance with the relevant provisions of the Applicable Laws, as well as, with respect to their personnel, any such life, health, accident, travel or other insurance as may be appropriate; and	More Clarity Required	Provisions of the RFP are amply clear in this regard.
7	Page No.25, Clause 3.3.3	The ISA will provide required hardware (IT & Telecom) to Ayushman Mitras and District Coordinators for smooth functioning of scheme.	Telecom- Mobile handset or landline?	For the Ayushman Mitra's & District Coordinators shall be provided mobile handsets for mobility

3. Rakshatpa

S.No.	Ref. No.	Tender Clause	Query	Answers
1	Page No.10 Clause 1.2	Total Eligible AB-MP (Niramayam) Beneficiary Family Units proposed to be covered under the Scheme will be approximately 1.17 crore.	As per tender beneficiary count is approx 1.17 cr. And according to aadesh patra kramank/H.C./A.B/2018/18/09 beneficiary count mentioned approx. 1.4 cr. Need clarity on beneficiary part.	As per RFP, the count of 1.17 is as per NFSA data .
2	Page No.10 Clause 1.3.2	Pre and post hospitalization cover for around 1350 secondary and tertiary procedures	Period not specified for pre and post	The detailed SOP shall be provided to the ISA after boarding
3	Page No.11 Clause 2.9.1	In terms of the RFP, the Bidder is required to deposit, along with its Bid, a bid security amount (a "Bid Security") for which the Bid is being submitted, of a value of INR. 25,00,000/- (Rupees Twenty Five Lakhs Only) online/electronic transfer to the account details as below:		The account details are not required, since the money shall be transferred via the MP e procurement site.
4	Page No.12 Clause 2.9.5	The successful bidder shall provide upfront Performance Bank Guarantee of INR 100,00,000 from any of the Nationalized Banks at the time of signing the agreement with SHA in favour of Finance Officer, AB-DDSSP	Performance Bank Guarantee of INR 100,00,000 is on very higher side. Its Sincere request to bring Performance Bank Guarantee either Nil or considerable/moderate.	As per RFP
5	Page No.23 Clause 2.24.4.	The beneficiary count considered for payment calculation shall be 1.17 crore & and the same only will be taken into consideration in an instance of increase or decrease by ten percent in the beneficiary count aforementioned. Revised payment shall be considered only in case the beneficiary count exceeds the limit of 10% either ways.	Define the term Revised payment in monetary values	The payment shall be number of families (revised) times the administrative cost per family quoted.
6	Page No.24 Clause 3.2.2 line 6th	Call center established shall have facility to record calls and software system to maintain track of dropped calls. The ISA shall make a provision of a minimum of 10 lines and	IS Software of ISA Required? i) It's IVRS based call centre or non IVRS (ii) Auto sms required or not. Who will provide ILL connection/backup server?	Yes Yes IVRS based, no sms required & backup server & ILL shall be provided by ISA
7	Page No.24 Clause 3.2.2 line 8th	ISA shall make a provision of a minimum of 10 li	As per tender Setup and management of 10 lines call center is by ISA.who will recruit manpower for call center?	ISA shall be recruiting the manpower for call center
8	General	Call center Establishment	Location for call center is not define? Will they based on state office?	Yes the call center shall ideally be located at the Project office.
9	Page No.24 Clause 3.2.1 line 4th	This call center shall have linkage with the National Call Centre as per the guidelines of Government of India and CM helpline of Madhya Pradesh as per SHA guidelines.	Please share the guideline.	The detailed SOP shall be provided to the ISA after boarding
10	General	District Coordinator	District coordinaor will be residential representative or working from office s at district level? If working from offices then will SHA provide premise?	District coordinator shall be residential representative, since the work is mainly related to field , the office premises may not be required at the district level
			Please confirm who will recruit and pay the remuneration of Ayushman Mitra :State or ISA?	ISA shall bear the expenses of Ayushman Mitra's
			Ayushman mitra will get recruit only in secondary/tertiary care hospitals.please clarify?	ISA shall recruit Ayushman Mitra in all the Government Hospitals empanelled in the State of Madhya Pradesh

11		Ayushman Mitra	How many to be deployed is it on the bases of districts or the number of hospitals pvt and public please clarify	1.As per clause 3.3.3 Ayushman Mitras are to be hired by ISA only for the Public/Govt. Hospitals. 2. The indicative number of Ayushman Mitras to be deployed per shift is specified in clause 3.3.3, the total number of Govt. Hospitals (Distt. Hospital, Medical colleges and CHC's) empanelled shall be approximately in the range of 100-125
12	Page No.27 Clause 3.4	Ayushman Bharat – Madhya Pradesh Kiosk	As per tender role of ISA mentioned for private hospitals only.clarity required role of ISA For public hospitals regarding kiosk setup and operation?	ISA shall not provide kiosks at Private or Public hospitals, only ensure availability of same at the Private hospitals , in the form of reports to SHA
13	Page No.27 Clause 3.6.2 para 2nd	Package rates of the hospital where benefits are being provided will be applicable while payment will be processed by the ISA that is covering the beneficiary under the policy.	Clarity on payments of Hospital. As per Tender Documents payments will done through ISA but as per IRDA Guidelines ISA cannot directly pay the claim payments	Refer corrigendum
14	Page No.29 Clause 3.6.6	ISA will be responsible for setting up IT and hardware infrastructure in the Public hospitals & Government Medical Colleges only, this will include desktops/laptops for Ayushman Mitras, high-speed, internet connection, scanner, printer, biometric devices (UIDAI recommended and approved finger print device and IRIS device)	Please provide Medical colleges and public hospital count	51 District Hospitals, 6 Medical Colleges as of now , State may empanel the CHC's in future , the total number approximately will be in the range of 100-125 hospitals.
15	Page No.24 Clause 3.3.1	Key personnel location	Pre-authorization Officer, Claim Processing Officer,Medical Audit Officer,IT Support & MIS Officer will be located at state office?	Yes they shall be located at the Project office
16	Page No.25 Clause 3.3.1	Adequate Executives under the key personnel shall be hired by ISA for achieving the desired performance as per KPI's.	Do ISA can hire Adequate Executives of any no. ? Is there any approval required from SHA?	"Adequate number' to ensure attain KPI's
17	Page No.31 Clause 3.6.7.i	ISA shall form a team comprising of Medical doctors, IT & Finance experts to conduct claims audit.	Location and count of these personnel not define. Finance expert term needs clarity.	Finance expert shall be from SHA , the other staff shall be nominated by ISA in concurrence with SHAfor audits either from existing staff or any other location
18	Page No.29 Clause 3.6.6	ISA will be responsible for setting up IT and hardware infrastructure in the Public hospitals & Government Medical Colleges only, this will include desktops/laptops for Ayushman Mitras, high-speed, internet connection, scanner, printer, biometric devices (UIDAI recommended and approved finger print device and IRIS device and QR code reader for validation of beneficiaries	The said requirement will create huge cost. Need to revise on ISA part.	As per RFP

4. MD India Health Insurance

S.No.	Ref. No.	Tender Clause	Query	Answers
1	Page No.10 Clause 1.1.	Pre and post hospitalization cover for around 1350 secondary and tertiary procedures	1. Does all packages have pre and post covered? 2. No of days covered under pre and post	The details of the same shall be provided to ISA after on boarding
2	Page No.11 Clause 2.8.1	Bid Fees	Account details in which ECS/RTGS to be done/whether can be accepted in form of multi city cheque/DD payable at Bhopal	The account details are not required, since the amount shall be transferred via the MP e procurement site.
3	Page No.11 Clause 2.9	Earnest Money Deposit (EMD) and Performance Bank Guarantee	Account details in which ECS/RTGS to be done/whether can be accepted in form of multi city cheque/DD payable at Bhopal.....whether Bank Guarantee will serve the purpose??	The account details are not required, since the amount shall be transferred via the MP e procurement site.
4	Page No.10 Clause 1.2	Beneficiary Family Units proposed to be covered under the Scheme will be approximately 1.17 crore.	Data in which form/whether extracted data provided with required details like name, age, gender, relationship, village/block name etc. - any unique id number given or not - whether complete data of 1.17 cr family up loaded by SNA	The data of 1.17 beneficiary families of NFSA is digitized and shall be shared with the ISA on board
5	Page No.12 Clause 2.9.5	The successful bidder shall provide upfront Performance Bank Guarantee of INR 100,00,000 from any of the Nationalized Banks at the time of signing the agreement with SHA in favor of Finance Officer, AB-DDSSP	Amount seems to be on higher side.....can this be some % of the Bid Amount???	As per corrigendum
6	Page No.17 Clause 2.18.2	Bidder has experience of working on government health schemes(assurance or insurance) in the last three financial years (Category B states as defined by NHA)	Any min quantum specified in terms of lives/claims/pay outs - whether this also includes RSBY ??	No the quantum is mentioned in the previous points of evaluation , yes it does include RSBY.

7	Page No.17 Clause 2.18.	Evaluation of the bid	In page number 12 point 2.10 (i) says that the bidder should have experience in claims processing not less than Rs100 cr in last financial year and total 250 cr in last 3 consecutive year, in page 17 point 2 says that 90 to 200 cr will give 15 marks and additional would give one mark for every 40 cr.As per the eligibility criteria min 100 and 250 cr to be met and above that should be given additional marks	Yes, 90 crores is the average of last 3 financial years, wherein minimum 100 crores is for the last Financial year
8	Page No.22 Clause 2.24.1	The ISA shall be paid a fee as per the award of the Contract for servicing the AB-MP (Niramayam) Beneficiary Family Units at the beginning of the quarter (n). The Fee shall be	Whether family count at starting of project will be lesser than 1.17 cr as mentioned in the Tender?? Whether SNA planning to add other categories? What is minimum guaranteed families being covered??	Refer clause 2.24.3,
9	Page No.24 Clause 3.1.1	State Office	Space provided by SHA free of cost including electricity? Please clarify. Detail of that space(area). Specifications/infrastructure/IT/Man power etc. for project office - kindly specify the requirements as per SNA	No utilities shall be borne by ISA . The details of the space shall be provided to the ISA on board The specifications of Key personell is already provided, the number of executives under them shall be decided by ISA to achieve the desired KPI's.Infastructure, IT etc shll be adequate for uninterrupted services.
10	Page No.24 Clause 3.3	MBBS	Is it mandatory for MBBS or even any Dr. would be enough	As per RFP
11	Page No.25 Clause 3.3.1	Adequate Executives under the key personnel shall be hired by ISA for achieving the desired performance as per KPI's.	Any specific numbers mandatory for executives/claims processing/authorization/MIS/HR and Admin/Grievance Officer etc.	No the same shall be decided by the ISA
12	Page No.25 Clause 3.3.2	District Coordinator	whether required for each district/any other man power required at district level (Investigators/software technicians etc.) - pl also confirm whether any zone/regions to be created to map all 51 districts - or District coordinator will directly report to State project office	Yes for each district, district coordinator shall report to Project Manager of ISA & SHA officials
13	Page No.25 Clause 3.3.2		Whether District office to be opened by ISA = whether DC require - Laptop/mobile/internet and such similarly IT machinery	District coordinator shall be residential representative, since the work is mainly related to field , the office premises may not be required at the district level
14	Page No.25 Clause 3.3.3	Ayushman Mitra	How many Govt. Hospitals in state will require Ayushman mitra??, whether salary and other expenses to be paid for AM by ISA ? Whether Minimum wages to be considered for such employment - what is the minimum wages for skilled labor for MP state? The indicating number is depends on quantum of claims or fixed for every public hospitals (mentioned in tender documents Day shift-2 and night shift 1). Please brief. Venue/Location/frequency of Ayushman Mitra's training. Who will pay salaries and other cost to AM for private empaneled hospitals??	1.As per clause 3.3.3 Ayushman Mitras are to be hired by ISA only for the Public/Govt. Hospitals. 2. The indicative number of Ayushman Mitras to be deployed per shift is specified in clause 3.3.3, the total number of Govt. Hospitals (Distt. Hospital, Medical colleges and CHC's) empanelled shall be approximately in the range of 100-125. The salary for AM in Govt hospitals to be decided by ISA keeping in mind the norms. Yes The same shall be shared with ISA after onboarding Private empanelled hospitals themselves
15	Page No.27 Clause 3.4	Ayushman Bharat – Madhya Pradesh Kiosk - 3.4.2 - s per the specifications laid down by the SHA along with adequate infrastructure to support the scheme.	What is minimum machinery required for such kiosk?? How many kiosk required? Who will pay the cost of kiosk for Govt Hospitals?	Kiosk in both Public & Private hospitals shall be the responsibility of SHA & Private hospitals respectively
16	Page No.27 Clause 3.6.1	Beneficiary Identification--ISA shall also ensure that Ayushman Mitras issue the AB-MP (Niramayam) card to even beneficiaries not availing the treatment by accessing, validating the data & seeking printout of the same.	Whether paper print/laminated/or any other form of card? Any other material to be given along with card? E-card printing process and Is it ISAs responsibility of print E-card? Need compete process e- card printing process.	Paper printed card to be issued by AM
17	Page No.28 Clause 3.6.3	Pre- Authorization---The ISA shall ensure that no EHCP shall, under any circumstances whatsoever, undertake any such earmarked procedure without pre-authorization unless under emergency.	This means 100% manual Pre authorizations	Online Preauthorization for the earmarked procedures, as per SOP which shall be shared
18	Page No.28 Clause 3.6.3	Pre- Authorization	Whether the process will require to store physical documents also or only digital /scanned image	The instructions regarding same shall be provided to the ISA, however the hospitals shall submit the hardcopies to the SHA /ISA
19	Page No.28 Clause 3.6.4	Processing of the Claims	Whether physical file required or scanned image to upload on Web Portal of ISA	The claims document shall be scanned by hospital and uploaded on the site.
20	Page No.27 Clause 3.6	ISA shall provide adequate infrastructure to public hospitals/Govt medical colleges to aid the Ayushman Mitra in process beneficiary identification	Please confirm components of Hospital IT infrastructure	Please refer to clause 3.6.6

21	3.6.8-II	the indicative number of Public and Private hospitals to be empaneled is around 300 in the State of Madhya Pradesh.	Any minimum numbers required for Taluka/District wise- How many Public and Private Hospitals? Can ISA charge software and hardware cost for Kiosk at private hospitals?	51 District Hospitals, 6 Medical Colleges as of now , State may empanel the CHC's in future , the total number approximately will be in the range of 100-125 hospitals.
22	Page No.32 Clause 5.6	Head Office and Regional Office	How many Regional Offices required? Whether space for Regional Office will also be provided by SHA	No regional offices
23	Page No.45 Clause 7.1	7.1 Service Fees: The Service Fee per Claim Processed will be used to compute the cumulative payable Fees for all Claims processed per annum, based on the number of Claims received (referred to as "Service fees", hereinafter) and will be all inclusive, with no additional payments made, whatsoever.	Service Fees to be paid per claim or per family as quoted in Financial Tender	The ISA shall be paid a fee as per the award of the Contract for servicing the AB-MP (Niramayam) Beneficiary Family Units at the beginning of the quarter (n). The Fee shall be payable by SHA at pre-agreed rate, administrative cost per family per annum (f). Refer clause 2.24.1.
24	Page No.46 Clause 7.3.1	7.3.1 The payment of Service Fee Schedule shall be as per Clause 2.24 of the Tender Document.	Whether separate bank account to be maintained only for this project or ISA can use any of existing bank account for this project also	Yes the ISA shall maintain a separate account
25	9.6	24X7 Availability of Required Manpower at ISA Main Office for Providing the Services as per the Agreement.	Pl specify which man power and no of persons required 24X7 presence at Project office	Personnel required to attend to preauthorization requests , executives
26	General		Call Centre space is also provided by SHA? please clarify	Yes the same shall be established within the project office.
27	General	General Query	What is the use of technical evaluation?	Please refer to clause 2.19.2
			1.No additional benefits given to higher scoring TPAs. 2. The data of MP is approx.. 1.17Cr so if the technical evaluation Score is more than 70+ , it's really better for implementation of the scheme. Kindly consider. Or give additional benefits to 70+ scorer.	
28	General	IEC	Whether ISA will have to play any role in IEC and maximum expected expenditure by ISA on such support	ISA shall only play a supportive role in IEC program, the expenditure for the same shall be borne by SHA
29	General		The number of days in which the Notice Of Award (NOA) would be issued after the ISA selection	Refer page 56 point number 8
30	General		No where details of packages and their rates have been specified is the same as what all the states have 1350 procedures and 23 specialty need confirmation	Yes, the same shall be provided to the ISA after on boarding.
31	General		What are all inclusive and excluded in the package is not specified	Yes, the same shall be provided to the ISA after on boarding.
32	General	Differential package rates	In most of the tenders of the states tenders it is given as differential package would be given i.e., 10%+ for NABH and medical colleges etc., no such details in the tender need confirmation	No cost implications on ISA hence not provided, the SOP shall be shared
33	General		"Not provided" is the same as other states tenders of AB-NHPM	No cost implications on ISA hence not provided, the SOP shall be shared
34	General		In case of addition in the family either by birth or marriage will they be part of the family? in that case what documents to be considered for addition?	Yes, the same shall be provided to the ISA after on boarding.
35	General		What type of agreement(tripartite) to be done with the hospitals and for tenure also be clarified	The same shall be communicated once the ISA is on board

5. Vidal Health Insurance TPA Pvt.Ltd

Sl no	Ref no.	Tender Clause	Query	Answers
1	Page No. 23 Clause 2.24.2/2.24.4/2.24.6	Payment of Fee to Implementation Support Agency	is there any likely of change in the beneficiary count in different quarters? . We understand that 1.17 crore will be count and if it is not so when is the beneficiary count be freezed and given to us. As the costing depends on the final beneficiary family count	As per RFP, the count of 1.17 is as per NFSA data .
2			we understand that in District levels one District managers along with Ayushman mitras are required . No other staff will be required in the district level (is our understanding correct)	Yes one district coordinator
3			since there is no mention of doctors requirements in the districts , who is going to conduct the medical and hospital Audit in the districts	Medical & Hospital audits shall be conducted by both ISA & SHA , Isa shall form team from the staff deployed at the Project office , (executives under the Key Personel) along with district coordinator.
4			Whether the district office in every district is required to be established? If yes whether that space will also be provided by SHA? With or without rent	District coordinator shall be residential representative, since the work is mainly related to field , the office premises may not be required at the district level, however ISA may establish the same.

5			we understand that we would be required to raise the invoice after the end of every quarter. (Is our understanding correct)	Yes
6			In this point it is mentioned that no additional fees other than the service fees to be charged from EHCP(PVT), so we understand that for Pvt Hospitals , all hardware and software charges are to be borne by the hospital themselves (PVT only)	Yes
7	Page No. 24 Clause 3.1.1		whether the rent of the provided premises for the project office be charged from ISA	No, SHA shall provide the space.
8	Page No. 24 Clause 3.2	call center	Is the call center to be established in the project office or some other premises	Yes at the Project office.
9	Page No. 25 Clause 3.3.3	Ayushman mitras	number of public hospitals required to be empanelled with numbers of Ayushman mitras to be placed in these many public hospitals	51 District hospitals, 6 Medical colleges & around 170-200 CHC's ,CH
10			Are Ayushman mitras to be taken on our rolls? Contract Basis?	As per the policy of Organisation
11			whether the Ayushman mitras to be placed in the private hospital also / If yes the number of pvt hospitals required along with the number of ayushman mitras to be placed in these many pvt hospital	No
12			The hardware (IT and telecom) required to be provided to AM and DC, the details of the same required(what is the requirement)	Refer clause 3.6.6
13	Page No. 27 Clause 3.4	Ayushman Bharat- MP Kiosk	we understand that kiosk centers will operated by our appointed AM. (is our understanding correct)	In Public hospitals only
14	Page No. 27 Clause 3.6.1	beneficiary identification	Adequate infrastructure is mentioned .. Kindly elaborate . What will be the process of identification of the beneficiary .	SOP shall be shared with ISA after onboarding
15	Page No. 29 Clause 3.6.6	IT hardware and softwares	as per the mentioned points AM to be given laptops / desktop at ISA cost ? What about the AM placed in the Pvt hospitals ? Whether these costs to be borne by the Pvt hospitals	Private hospitals shall bear the cost of same
16			is there any likely of additional device / equipments other than mentioned in the table	No
17			kindly elaborate the requirements from ISA in the state and district level	SOP shall be shared with ISA after onboarding
18	Page No. 46 Clause 7.1	service fees	mentioned in the clause that service fee per claim processed will be used to compute the cumulative payable fees for all claims processed per annum , based on the number of claims received... clarification required as we understand that the service fees will be paid on the total beneficiary of 1.17 crore(within limits of 10% more or less)	As per RFP
19	Page No. 31 Clause 3.6.7 (i)	claims Audit	what will be the Team size and who all will be the members of the team to do the medical and hospital Audits . Number of specialised doctors required for these Audits	Detailed guidelines shall be provided by SHA from time to time
20	Page No. 11 Clause 1.2.8 & 2.9	EMD & Tender Fee	Rs.25000/- bid fees & EMD Rs. 25 lakhs to be paid - It states "The document fee shall be paid online /electronic transfer to the account details as follows:- " – no details available beyond this – we would require payee name	The account details are not required, since the money shall be transferred via the MP e procurement site.
21	Page No. 15 Clause 2.2.14.2	Submission of Tender	"The Bidder shall submit its Financial Bid only in Form Fin-1, by uploading on the website http://www.mpeproc.gov.in . Financial bid submitted in any other form shall make the bid non-responsive and be liable to rejection by the SHA" which means that physical submission is not required.	Yes
22	Page No. 16 Clause 2.17.1		"The Technical proposal (i.e., ENVELOP-A) of the Proposals and the Financial Proposal (i.e., ENVELOP-B) would be opened for evaluation by the Bid Committee."	envelop B for financial bid is online only, for nomenclature mentioned as envelope B
23		Need clarity on what is to be submitted in physical form.		The Technical bid shall be submitted in both physical & online mode
24		Call Centre number	is the number currently existing or do we have to procure a new number	Same shall be intimated to the ISA
25		Packages	how many? Out of this for how many should preauth be taken?	Detailed guidelines shall be provided by SHA from time to time

26	Page No. 23 Clause 2.24.4	what will be the data to begin with as the costing is per family	The beneficiary count considered for payment calculation shall be 1.17 crore & and the same only will be taken into consideration in an instance of increase or decrease by ten percent in the beneficiary count aforementioned. Revised payment shall be considered only in case the beneficiary count exceeds the limit of 10% either ways	As per RFP
27		Who will provide for Public Hospitals Who will bear the cost of printing the slips,	Ayushman Bharat – Madhya Pradesh Kiosk	ISA
28		will the software be provided by the SHA or ISA to have won software	The entry on the AB-MP (Niramayam) portal for claim amount blocking as well at discharge would record the authorisation number as well as package amount agreed upon by the EHCP and the ISA	Question lacks clarity
29		who will bear the cost for this ?	ISA to ensure that all public hospitals have a backup lease line of internet connection.	ISA
30	3.6.6.9.	Need more clarification as to will they provide access to their database	ISA to ensure integration of beneficiary details and medical records with HMIS/EHR of Public Health and Family Welfare Department and/or National Health Mission of MP.	The database shall be provided by SHA
31	Page No.30	Is it for the hospital interface or the processing software	ISA shall work with the NIC and NHA to get the required changes incorporated in the software as and when requested by SHA. This shall include, but not limited to, requirements gathering from SHA staff, evaluation of existing functionalities of the software, creating FRS and SRS documents for the required changes, working with NIC and NHA and following up with them to get the required changes done in the software and consecutive testing of the same	For the software
32		not mentioned please clarify	Fee quoted shall be inclusive of all costs including but not limited to expenses, overheads, profit margins and Goods service charges, but exclusive of all taxes, duties cess, and Goods & Service tax (if any) in the format specified at Form Fin1	As per RFP

6. Family Health Plan Insurance TPA Limited

Sl no	Ref no.	Tender Clause	Query	Answers
1	2.18.2	All proposals meeting the eligibility criteria shall be evaluated and a technical score be calculated	For parameter 1 & 2 where claims experience criteria is for 3 years, how are the additional points be considered - consolidated count for 3 years up to a maximum of 25 points or for the last financial year?	As per RFP, average annual of 3 years
2	3.1.1	State Office	Will SHA provide the office space for the setting up State Office at Bhopal?	Yes
3	3.2	Call Center	Can the call centre be set up at the State office?	Yes
4	3.3.3	Ayushman Mitras	Recruitment and Deployment of Ayushman Mitras would be done by ISA / SHA? If ISA, whether it is in Govt. Hospitals only or in Private hospitals also? Can we please have the count of Govt. and Private hospitals in the State (helpful in assessing the count of Arogya Mitras)?	ISA shall recruit Ayushman Mitra in all the Government Hospitals empanelled in the State of Madhya Pradesh
5	3.4	Ayushman Mitras- Madhya Pradesh Kiosk	Who will be setting up the Kiosk ISA or EHCP?	ISA shall not provide kiosks at Private or Public hospitals, only ensure availability of same at the Private hospitals, in the form of reports to SHA

7. Health India Insurance TPA Services Pvt. Ltd.

Sl no	Ref no.	Tender Clause	Query	Answers
1	Page 11 Point 2.8.1		(a)Banking Details is missing (b) Banker's Cheque or Demand Draft can be Submitted. If it is allowed In Which Name it will issued along with payable Location is required.	The account details are not required, since the money shall be transferred via the MP e procurement site.
2	Page 11 Point 2.9.1		(a)Banking Details is missing (b) Demand Draft or Bank Guarantee can be Submitted. If it is allowed In Which Name it will issued along with payable Location is required.	The account details are not required, since the money shall be transferred via the MP e procurement site.
3			As per the tender document The Financial Year Mentioned for Certificate is 2014-15,2015-16,2016-17 can it be reconsidered as 2015-16,2016-17,2017-18.	2015-16, 2016-17, 2017-18
4	Page 48. Point 9.5 Sr. No. 4		Approximate No. of Ayushman Mitra to be Hired.	Indicative numbers as per Clause 3.3.3 for DH & Medical Colleges, one ArogyaMitra per CHC /CH

5	Page 29 Point 3.6.6		NO. of Public Hospital for Setting UP IT and hardware infrastructure	51 District hospitals, 6 Medical colleges, 170-200 CGC's, CH
6	Page No.17		Last 3 financial year stand's for 2014-15,2015-16,2016-17 or 2015-16, 2016-17 and 2017-18 kindly clarify.	2015-16, 2016-17, 2017-18
7	Page 17 Sr. No. 1		Can we submit Auditor or Chartered Accountant Certificate For the same Or Can we Submit our last 3 year IRDAI report as a supporting Document	As per RFP
8	Page 14 Point 2.13.2	Says Complete technical and financial bid document to be uploaded on website on or before 04/09/2018 17.30 hrs	Please clarify do we have to submit Both Technical and Financial In physical Copy or upload in softcopy. Or we have to Submit Technical and Financial Both in Hard copy.	Technical bids shall be submitted in hard & softcopy both, whereas financial bid shall be submitted online only
9	Page 14 Point 2.13.2	Additionally hardcopy of the completed technical bid document should be Submitted		

8. Vipul Medcorp

Sl no	Ref no.	Tender Clause	Query	Answers
1			If the agreement is two party will the govt will provide the declaration letter to Hospital to authorize TPA for claims processing?	Yes the govt shall provide the declaration in that case
2			Who will print the Network hospital booklets /policy procedures	SHA shall print the booklets/manuals etc for

9. Mediassist

Sl no	Ref no.	Tender Clause	Query	Answers
1	3.3.3	The Implementation Support Agency (ISA) is the nodal agency that selects the Ayushman Mitra.	If ISA will be the nodal agency for selection,	ISA shall recruit Ayushman Mitra in all the Government Hospitals empanelled in the State of Madhya Pradesh
2	3.6.8(ii)	Empanelment criteria as set by MOHFW, GOI and customized by SHA shall be used for empanelling Network hospitals, the indicative number of Public and Private hospitals to be empanelled is around 300 in the State of Madhya Pradesh.	What is the bifurcated numbers of Public & Private EHCPs in State of Madhya Pradesh	51 District hospitals, 6 Medical colleges & around 170-200 CHC's ,CH
3	3.3.3	However, ISA shall deploy the optimum number of Ayushman Mitras to ensure achieving the desired KPIs, as would be defined by the SHA in 9.6.	Does this includes the Private EHCPs also where Ayushman Mitras to be deployed?	No it doesnot include the Private EHCP's
4	3.6.6	ISA will be responsible for setting up IT and hardware infrastructure in the Public hospitals & Government Medical Colleges only,	What are the total numbers of Public hospitals where kit to be deployed, Internet facility will be a challenge due to TRAI regulations to provide internet in other premises	
5	3.32.2	Call center Information	Number of call center employees to be deployed	The number of staff to be deployed at the call centre shall be decided by the ISA to achieve the KPI's as per clause 9.6 of the contract.
6	3.4	KIOSK	At what level and functionality of the KIOSK(timings)	Kiosks in public hospitals shall be provided by SHA and in case of private hospitals by themselves.
7	3.6.1	Beneficiary Identification	Card type, How many cards to be issued	Paper print Cards to be issued by Ayushman Mitra
8	3.6.6	IT Hard ware and Software	Specification on the Software for claim processing	Softwae to be provided by Government of India
9	2.9	In terms of the RFP, the Bidder is required to deposit, along with its Bid, a bid security amount (a "Bid Security") for which the Bid is being submitted, of a value of INR. 25,00,000/- (Rupees Twenty Five Lakhs Only) online/electronic transfer	Account Number for online/electronic transfer is not mentioned in Tender Document.	The account details are not required, since the money shall be transferred via the MP e procurement site.