



National Health Authority (NHA)  
Government of India

Invitation for Pre-RFP Industry Consultation

For

“RFP for Selection of MSP to design, develop,  
implement, operate and maintain PMJAY IT 2.0  
solution”

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## Letter of Invitation

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Dear Sir/Madam,

Pradhan Mantri Jan Aarogya Yojana (PM-JAY), is a flagship scheme of Government of India, aimed at providing cashless secondary and tertiary care from empaneled public and private hospitals to over 10 crore poor and vulnerable beneficiary families. The objective of the PM-JAY is to reduce the financial burden on poor and vulnerable groups arising out of catastrophic hospital episodes and ensuring their access to quality health services. PM-JAY seeks to accelerate India's progress towards achievement of Universal Health Coverage (UHC) and Sustainable Development Goal - 3 (SDG3). The scheme was launched by the Hon'ble Prime Minister on 23<sup>rd</sup> of September, 2018 nationally. Key benefits of the scheme are listed below:

1. Health insurance cover of up to ₹ 5,00,000 per family per year on a family floater basis
2. More than 10.74 crore poor and vulnerable families (approximately 50 crore beneficiaries) covered across the country
3. All families listed in the SECC database as per defined criteria will be covered. No cap on family size and age of members
4. Covers secondary and tertiary care hospitalization in empaneled public and private hospitals
5. 1,393 medical packages covering surgery, medical and day care treatments, cost of medicines and diagnostics
6. All pre-existing diseases covered
7. Cashless and paperless access to quality health care services
8. Eligible beneficiaries can avail services across India, offering benefit of national portability To implement the scheme (PM-JAY) National Health Agency in the form of Society was registered under the Societies Registration Act, 1860 which was later re-structured as National Health Authority (NHA). National Health Authority is now an attached office to Ministry of Health and Family Welfare, established by Government of India for implementation of PM-JAY. NHA is responsible for all operational matter of PMJAY.

Since its inception, NHA has been at the forefront for providing better services to the beneficiaries of PMJAY using technology. Ever since the launch of the scheme, nearly 100 million beneficiaries have been issued e-Cards and around 40 lakh beneficiaries have benefited treatment under PM-JAY which is a landmark in the public healthcare ecosystem on a global scale. In order to enable the effective, efficient

and transparent service delivery under the PM-JAY, a layer of core IT systems/ platforms was developed/ available for integration, for use by States. These include-

- a) Hospital Empanelment System (HEM),
- b) Beneficiary Identification System (BIS), and
- c) Transaction Management System (TMS).
- d) Other supporting applications / components – data warehouse, MIS & analytics, fraud etc.

The current system is operated and maintained by eco-system of service providers. However, it is agreed that in today's dynamically changing scenarios every system needs upgradations to adjust to the demanding situations and greater expectations from all stakeholders. With new challenges coming up the demand for new technologies & re-engineering of the processes have emerged and thus a need to enhance the current IT eco-system which is expected to enable NHA to provide world class services to its growing base of beneficiaries is a need of present and future. It is with this view and to ensure complete transparency, efficiency, effectiveness and accountability in the implementation of the scheme, NHA has proposed to issue a RFP for Selection of a MSP to design, develop, implement, operate and maintain PMJAY IT 2.0 solution, which shall be built on the success of current IT solution to enable NHA drive improvements in systems and processes used in the delivery of the services under PM-JAY.

To execute the same and with an endeavor to follow a consultative approach NHA has decided to hold a pre-RFP industry consultation workshop with various industry participants on 30<sup>th</sup> August 2019 from 11:00 A.M to 02:00 P.M. This consultation program is being organized to have a view point from stakeholders on the proposed RFP and to understand their concerns and to discuss their suggestions.

We encourage your participation in this workshop. The organizations who wish to participate may kindly convey their consent at [manu.shukla@nic.in](mailto:manu.shukla@nic.in) as per the details/guidelines provided at annexure-1 of this document.

Please note that this consultation shall be non-competitive. Responses will not advantage or disadvantage prospective tenderers in any future stages.

Thanking you.

Yours Sincerely

Sd/-

Manu Shukla

General Manager

National Health Authority

## *Annexure-1: Guidelines/suggestions for Industry Consultation*

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Following guidelines are suggested for the participants for the Industry consultation program at NHA-

1. NHA envisages the RFP/Project contracting mode as a consortium of a system integrator (SI) and a MeitY (Ministry of electronics and information technology) empanelled cloud services provider (CSP). The lead bidder must be CMMI level 5 certified organization.
2. Interested participants are required to send an email (from their official company email addresses) to confirm their presence. The email must specify the list of representatives who shall be attending the industry consultation on behalf of their organizations.
3. A maximum of 5 representatives per organization will only be allowed for the industry consultation.
4. The participants will need to bring along a letter of authorization (covering all participants with names and designation clearly specified). The letter must be addressed to General Manager (IT), National Health Authority. Only persons, duly authorized by the participant organization, will be allowed to participate in the industry consultation.
5. Participants are requested to assemble at the reception area of the below address sharply at 10:45 am-

Conference Hall A&B  
NDMC Convention Centre  
15, Sansad Marg, Hanuman Road Area Connaught  
Place, New Delhi - 110001

6. All representatives shall be required to bring their organization issued ID-cards and fill their details in the attendance sheet
7. The participants must ensure their presence for the industry consultation at their own responsibility and subsequent claim on account of ignorance shall not be entertained by NHA.