



Corrigendum 1 & Pre-Bid Queries Response

to

Request for Proposal (RFP)

“Empanelment of Service Providers for conducting Desk Medical Audit, Tele-Verification and Tele-Consultation”

RFP Number: S-1206/08/2020–NHA

Date of Publishing RFP: 13th August, 2020

Date of Publishing Corrigendum 1 & Pre-bid query response: 1st September 2020

Corrigendum 1-dated 1st September 2020

Basis the pre-bid meeting and pre-bid queries received on the RFP the National Health Authority (NHA) has decided to make the following changes in the RFP as described in the table below:-

#	Document/Clause/Page#	RFP clause	Modification/Insertion/Deletion
1.	Section 4.5. Resources	All resources deployed by the empaneled agency should be working with the agency and should not be a fresh hire i.e. hired in the last 2 months from the effective date of contract.	Modification- All resources proposed by the agency must be working with the agency before the last date of submission of the bid to NHA.
2.	Section 9.2.	Penalties	Insertion – <ul style="list-style-type: none"> iii. If the audit/tele verification report is incomplete/ delayed or indicates that audit/tele-verification was done without adequate due diligence/ supporting evidence, a penalty of up to three (3) times the transaction/claim amount will be levied on the agency and any other punitive action (including civil and/or criminal case) as deemed fit by the Competent authority. iv. Manipulation or suppression of facts to support/fudge the findings or collusion of any kind between the agency and the entities involved in the audited case, a penalty of up to 10 times the transaction/claim amount will be levied on the agency and any other punitive action (including civil and/or criminal case) as deemed fit by the Competent authority. v. In case malpractice/unethical behavior is observed by medical professional engaged by the agency , such incident would also be reported to MCI/State medical council and medical professional groups. vi. In case the performance of agency is not found to be satisfactory for tele-consultation, then a penalty of up to ten times the discovered rate may be levied. vii. The decision about quality of service shall be decided by the National Health Authority either using its own resources or using any other agency and by following the process as it may deem fit.
3.	Section 7.2.2.1 Proposed Resources table	30 MBBS doctors with minimum 3 years of experience	Insertion – 30 MBBS doctors with medical registration (MCI/State) and minimum 3 years of experience

#	Document/Clause/Page#	RFP clause	Modification/Insertion/Deletion
4.	Section 7.2.2.1 Proposed Resources table	5 doctors MD/MS/ DNB/ PG diploma in clinical subjects with min 3 years of experience	Insertion - 5 doctors MD/MS/ DNB/ PG diploma with medical registration (MCI/State)and min 3 years of experience
5.	Section 7.2.2.2	Approach and methodology	Insertion – Proposed technical approach toward conducting medical audits under PM-JAY. (should not be more than 5 pages or 2500 words) The approach will be assessed based on i. Understanding of PMJAY (Maximum 2 page, 1000 words) ii. Agency’s approach for PMJAY medical audit which should include steps followed for medical audit, formats for medical audit and outcome reporting. (Maximum 2 pages/1000 words) iii. Proposed strategy for ensuring ethical practices, maintaining security and confidentiality of data (Maximum 1 page, 500 words)
6.	Section 10.1 Bank Guarantee	The Agency shall furnish, within 15 days of issuance of Letter of Award by the Purchaser to the Agency	Modification – The Agency shall furnish, within 7 days of issuance of Letter of Award by the Purchaser to the Agency
7.	Section 12.4. Details of litigation	Format of certificate	Modification- As attached in annexure-1
8.	Section 4.5 Resources Pt. 1	Empaneled agency to propose resources to be deployed on the project along with the CV format as prescribed in Annexure-3, section 12.5 at the time of on-boarding.	Modification- Empaneled agency to propose resources to be deployed on the project along with the CV format as prescribed in Annexure-3, section 12.5 at the time of submission of bid.
9.	Section 4.5 Resources Pt. 5(d)	Knowledge of Hindi / English is a must. Candidates with additional knowledge of other languages like Gujarati, Marathi, Malayalam, Tamil, Kannada etc. would be an added advantage	Modification- Knowledge of Hindi and English is a must. Capability to make calls in major vernacular languages (recognized by Govt. of India) should be there as need be.

Annexure-1

The certificate below is to be provided by the Bidder-

Certificate for Pending Litigation on Fraud cases, FEMA Violations

We confirm that our organization < insert name of organization> as on date of submission of the proposal for RFP # <.....> Dated <.....> **for Empanelment of Service Providers for conducting Desk Medical Audit, Tele-Verification and Tele-Consultation** has not been involved in any litigation which may include but not be limited to fraud, FEMA violations that may have an impact of affecting or compromising the delivery of services as required under this RFP .

Sincerely,

(Signature of the Authorized signatory of the Bidder)

(Name, Designation, Seal, Date, Place, Business Address)

Pre-Bid Queries Response dated 1st September 2020

Basis the pre-bid queries received on the RFP the National Health Authority (NHA) has provided the response as described in the table below:-

#	Bidder	Page No	Section no	Section name	Statement as per RFP	Query by bidder	Responses
1	B1	17	4.5	Resources	All resources deployed by the empaneled agency should be working with the agency and should not be a fresh hire i.e. hired in the last 2 months from the effective date of contract.	a. Is this valid? b. What would be the mechanism of ascertaining the same?	As per corrigendum, validated from resource CV and undertaking given by organization.
2	B1	36	7.2.2.2.	Proposed Resources	1. Number of MBBS Doctors associated with the firm – 30 MBBS doctors with minimum 3 years of experience 2. 5 doctors MD/MS/ DNB/ PG diploma in clinical subjects with min 3 years of experience - 5 marks for each additional (over and above 5) MD/MS/ DNB/ PG diploma in clinical subject doctor, subject to a maximum of 20 marks 3. Resources with experience in Medical audits/tele verification of Mass health schemes/ private Health Insurance.	Can doctors mentioned under point 2 and 3, be a subset of 25 doctors requested in the pre-qualifying criteria? Can doctors mentioned under point 2 and 3, be a subset of MBBS doctors mentioned in point 1 of the same clause?	Yes, doctors mentioned under point 2 and 3, can be a subset of 30 MBBS doctors requested in the pre-qualifying criteria.
3	B1	44	9.2	Penalties	Desk Medical Audit, TAT – within 2 days	Does SLA refer to working days?	It refers to 2 working days.
4	B1	73	12.2	Format for Bank Guarantee Earnest Money Deposit	Attorney as per Power of Attorney No..... Dated.....	There is an option between power of attorney and board resolution. Firms submitting the copy of board resolution wont have the POA number.	As per RFP

#	Bidder	Page No	Section no	Section name	Statement as per RFP	Query by bidder	Responses
5	B2	23	5.13	Amendment of the RFE	NHA, for any reason, may modify the RFE by amendment/corrigendum and it shall publish the same on the website	What is the expected lowest compability of the Web Browser to be need to be supported ? for egSafari,Google Chrome	As per RFP.
6	B2	17	4.5	Resources	Mobile phone with handsfree.	Do we need to provide mobile application? If yes what is the expected lowest OS version compability of the Mobile Application ?	As per RFP.
7	B2	53	10.9	Representations and warranties of the Agency:	Agency agrees and acknowledges that at no time it shall store the data and/or information received during the term of this agreement for the purposes other than as specified hereunder;	What is the expected Storage needed ?	As per RFP.
8	B2	100	7	Obligations of the receiving party	Archival copy of the Confidential Information may be retained in the files of the Receiving Party's counsel, solely for the purpose of proving the contents of the Confidential Information	What are the Expected Data Archival Policy ?	As per RFP.
9	B2	16	4.4.2	Doctor Tele Consultation	Provide tele consultation to citizens exhibiting COVID-19	Is there any time limit for each call ?	The tele-consultation should be comprehensive in all respect within reasonable average call time.
10	B2	16	4.4.3	Doctor Tele Audit/ Verification	The language used by the doctor shall be easy to understand to the patients	What are the expected languages need to be known ?	Hindi & English are compulsory. Capability to make calls in major vernacular languages (recognized by Govt. of India) should be there as need be.

#	Bidder	Page No	Section no	Section name	Statement as per RFP	Query by bidder	Responses
11	B2	21	4.4.2	Doctor Tele Consultation	Shall use simple language and good interpersonal skills in discussing and reviewing patients' medical history.	Will Content for Other language will be provided by client ?	As per RFP.
12	B2	16	4.4.2	Doctor Tele Consultation	Conducting Desk Medical audits under	What is the Maximum Number of concurrent users - Micro service wise?	As per RFP.
13	B2	47	10.5	Events of Default, Termination and Suspension	Not providing support for effecting data migration or not providing the certification of User Acceptance	Will the API for existing platform for data migration will be provided by client ?	As per RFP.
14	B2	16	4.4.1	Desk Medical Audit	Submission of Audit findings in required standard format within stipulated time	Will the format for Submission of audit finding will be provided by client?	As per RFP.
15	B3	Page 40				Mentions performance bank guarantee to be submitted in 7 days and page 45 mentions 15 days from letter of award. Please clarify.	As per Corrigendum
16	B3	Page 56				Audit of the agency- In case of conflict of interest with the third party auditor, what is the POA?	As per RFP

#	Bidder	Page No	Section no	Section name	Statement as per RFP	Query by bidder	Responses
17	B3	Page 14				Definition of medical audit includes: Does the hospital have necessary infrastructure, facilities and manpower including specialists for carrying out said procedure. This scope does not fall under desk audit, does this imply that provider audit is also a part of the RFE? If yes, what are the commercials for the same?	As per scope of RFP
18	B3					Will we get the details that EHCP has submitted at the time of empanelment?	Yes, may be provided if required and essential for audit of a particular case.
19	B3					For selection of resources by NHA- are there are pre-qualification guidelines?	Yes, as per RFP.
20	B3					Just confirming that if our approved tariff for one desk audit is A, we will be paid at the rate of A/3 for each tele verification and A/6 for each tele consultation?	Yes, as per RFP.
21	B3	Page 45		4.5.1		4.5.1 mentions details of empaneled resources to be shared at the time of onboarding and page 45 mentions as on date of application. Please clarify.	As per Corrigendum