



Government of Kerala

Finance Department

Government Secretariat

Thiruvananthapuram

<http://www.etenders.kerala.gov.in>

CORRIGENDUM

REF: Tender ID 2019_FIN_258705_1

SUBJECT: Corrigendum to the RFP for Implementing Medical Insurance Scheme for State Employees and Pensioners (MEDISEP), after considering queries raised by insurers through e mail or during pre-bid meeting held on 17/01/2019.

This is with reference to the Request for Proposal (RFP) invited from eligible entities for implementing Medical Insurance Scheme for State Employees and Pensioners (MEDISEP) by the Finance Department, Government of Kerala , published with Tender ID 2019_FIN_258705_1 dated 01/01/2019.

The last date for submission of Financial bid is extended as follows:

RFP due date 11.02.2019, 3.00pm

RFP technical proposal evaluation (Technical bid opening date) 14.02.2019, 11.00am

The following changes may also be noted in the said RFP.

Clause/ page of RFP	Revised clause.
Page14, XXIX	Pre and Post Hospitalisation expenses: Expenses incurred for consultation, diagnostic tests and medicines before the admission of the patient (minimum15 Days before admission) in the same hospital and cost of diagnostic tests and medicines and up to minimum 15 days of the discharge from the hospital for the same ailment/ surgery. The package rate is inclusive of these expenses.

Page 29	<p>District level grievance redressal committee (DGRC) will constitute following members:</p> <ul style="list-style-type: none"> i) District Collector / Representative ii) District Medical Officer iii) Representative of insurer iv) Finance Officer of District Collectorate (convener)
Penalty clause, page 31	<p>The failure to abide by the terms will attract penalty related but not limited to the following. The details and the modalities of the penalty will be part of the agreement with the insurance company.</p> <p>Claim Servicing: There will be a penalty for delay in settlement of claims by the Insurance Company beyond the turnaround time of 15 days. A penalty of 1% of claimed amount per week for delay beyond 15 days from submission of bills to be paid directly to the hospitals by the Insurance Companies. This penalty will become due after 30 days in case of payments to hospitals which are empaneled outside the state.</p> <p>Grievance Redressal: It is mandated that all orders of the grievance redressal committee is carried out within 30 days unless stayed by the next higher level. Any failure to comply with the direction of the Grievance Redressal Committee at any level will meet with a penalty of Rs. 25,000/- per decision for the first month and 50,000/- per month thereafter during which the decision remains un-complied. The amount shall be paid by the insurance company to the Authority.</p> <p>Apart from the above, in the event of noncompliance of guidelines and agreement leading to disruption of the project will attract a penalty subject to a maximum of 75% of estimated annual project cost.</p>
Addition to Page 41, before clause 8.	<p>If more than one private company/more than one public sector company quote the same premium, the insurers will be given the opportunity to submit the financial bids one more time and the L1 among them will be selected.</p>
Addition to Annexure 1 (above)	<p>The insurer shall have the discretion to reduce the package rates provided they can ensure hospital empanelment as per the guidelines specified. However, enhancement of package</p>

table2), page 44.	rates of surgical procedures is allowed and limited to a maximum of 25% over the listed rates in case of surgical procedures only. (No enhancement can be made in medical rates). The insurance company need to fix the ceiling for room rates of General/Semi Private Ward/Private Ward for the fixed daily rates of medical packages and any amount over and above the ceiling would have to be borne by the beneficiary.
Annexure III, page 101	Authority response to queries latest by 28.01.2019 RFP due date 11.02.2019 RFP technical proposal evaluation (opening of technical bid) 14.02.2019
Annexure V, page 103	Financial Bid submission should be as per the BOQ document available in the e-tender. Annexure V , RFP, stands withdrawn.
	Delete the term 'Consortium ' where ever it appears in RFP

The completed Bid documents should be submitted on line through <http://www.etenders.kerala.gov.in> before **03.00 PM on 11/02/2019** .

The Authority have the discretion to extend the date of implementation of the scheme, subject to completion of procedural formalities.

The other contents of the RFP remain unchanged.

RAJASREE.K.P
Additional Secretary
For Principal Secretary (Finance).

