**GOVERNMENT OF NAGALAND**

**NAGALAND HEALTH PROTECTION SOCIETY**

**DEPARTMENTOF HEALTH & FAMILY WELFARE**

**NAGALAND: KOHIMA**

No: NHPS/BID/PR-2023-24/ Kohima, dated the \_\_\_\_ April, 2025

# Corrigendum No.1

**TENDER : AYUSHMAN BHARAT PRADHAN MANTRI JAN AROGYA YOJANA CHIEF MINISTER’S HEALTH INSURANCE SCHEME (AB PM-JAY CMHIS)**

*Tender Ref No: NHPS/14-374/Tendering/2025-2026/1863 Dated Kohima, the 05/04/2025*

Website : cmhis.nagaland.gov.in

Subsequent to the pre-bid meeting and queries received therein, the following changes are incorporated in the Tender document referenced above:

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| **Sl. no.** | **References from bid document** | **Content in original documents** | **Corrigendum** | **Remarks** |
| 1 | RFP Vol II Contract: Clause 3.3 sl.7 |  | This criteria is waived off for PSUs as per the OM No. F.No - EG- 14017/64/2020-InsII dated 02/07/2022 issued by the DFS, Ministry of Finance | Revised |
| 2 | RFP Vol I ITB Clause 3.3.1 | - | 3.3.1 In the event that none of the bidders meet all of the above qualifying criteria, NHPS reserves the right to select the top 3 insurance companies meeting the most number of qualifying criteria as set out in Clause 3.3 above. | Added |
| 3 | RFP Vol III Schedule 11 B | - | KPI 3  In case of wrongful pre-authorization approval, penalty of three times over & above the preauthorization amount | Added |
| 4 | RFP Vol III Schedule 11 B | 7(Seven) days of claims submission for claims within the state; and 30 (thirty) days for portability claims. | 14(Fourteen) days of claims submission for claims within the state; and 30 (thirty) days for portability claims. | Added |
| 5 | RFP Vol III Schedule 11 B | - | KPI 4  In case of wrongful pre-authorization approval, penalty of three times over & above the preauthorization amount | Added |
| 6 | RFP Vol II Contract: Clause 3.3 sl.8,9,10,11,12 | More than 95% claim settlement ratio in health insurance business Turnaround Time (TAT) for Claims (95% settled within 30 days) Cashless Pre-authorization Approval (95% within 6 hours) Payment to Hospitals within 7 Days of Claim Approval (95%) | 8. Turn Around Time for Cashless Preauth within 6 hours of more than 95% for group policies 9. Turn Around Time in case of payment/repudiation of claims (Government)(95% settled within 30 days) 10.Number of claims paid during the year of more than 95%  11. Number of Claims repudiated during the year (less than 5%) Grievances resolved during the year (95%)  Documentary evidence required: 1. CA Signed Summarised Undertaking from IC consolidating the reports from inhouse claims and their engaged TPAs.  2. Certified copies of Public Disclosure Reports or any other Reports submitted to IRDAI as per current IRDAI Regulations | Revised |
| 7 | RFP Vol I ITB: Clause 3.3 sl.13,14,15,16,17,18 | Discharge Summary Processing within 24 Hours (95%) Grievance Closure Rate (>95% within 30 days) Claims Investigated for Fraud (Minimum 5% of high-cost claims) Recovery from Fraudulent Claims (Minimum 60%) Reporting of Suspected Fraud to IRDAI (100% compliance) Triggered Field Investigations (Minimum 10% of high-cost claims) Time taken for Fraud Investigation Closure (Minimum 90% within 30 days) |  | Deleted |
| 8 | RFP Vol I Clause 1.8.2.b.b | The benefits under the CMHIS (EP) shall be organized on a cashless basis at empanelled hospitals except for cases mentioned in Clause 1.8.2.6 e, which shall be on a reimbursement basis. | RFP Vol I Clause 1.8.2.b.b The benefits under the CMHIS (EP) shall be organized on a cashless basis at empanelled hospitals except for cases mentioned in **Clause 1.8.2.e,** which shall be on a reimbursement basis. | corrected |
| 9 | RFP Vol I ITB: Clause 3.3 Sl. 6 | The Bidder shall have Gross Direct Premium Income from Health Insurance (excluding personal accident or travel cover) of at least Rs. 100 crores in the last three consecutive Financial Years immediately preceding Bid Due Date in India. | - | Deleted |
| 10 | RFP Vol 1 ITB: Clause 7.7.1 | 7.7.1 Formats for Minimum Eligibility Criteria and Qualification Bid g. Performance Bank Guarantee / Performance Security: Qual 7 | - | Deleted |
| 11 | RFP Vol I ITB: Clause 3.2 | - | a. Presentation to be made in person (on the day of technical bid opening) i. Any state health schemes or large health schemes handled by the Bidder o Key learnings from such schemes o Observations on the issues in AB-PMJAY seen in various states o Measures taken by the Bidder to improve quality of delivery o Major achievements in such schemes ii. Bidder’s suggestions on improvements for the current scheme in the State iii. 5 key ways in which the Bidder will help in improvement in the execution of the Scheme iv. Technology that will be deployed for the same v. Any other innovative solutions | Added clause for Presentation |
| 12 | RFP Vol I ITB: Clause 3 | 21. AI / ML Based Systems as per Clause 3.1.2 a | 21. AI / ML Based Systems as per Clause 3.2.1 a | Revised |
| 13 | RFP Vol I ITB: Clause 3.3 | 3.1.14 The Bidder shall not be blacklisted/debarred by any government/ public sector entity or any other agency. | The Bidder shall not be blacklisted/debarred by any government/ public sector entity or any other agency. | Revised |
| 14 | RFP Vol I ITB: Clause 7.7.1 g | Performance Bank Guarantee / Performance Security: Qual 7 | - | Deleted |
| 15 | RFP Vol II Clause 11.1 | 11.1.1 Duration of the contract: The Insurer shall be contracted for the first Policy Period as indicated in Clause 11.2, with the contract having a provision for annual renewals at the end of each Policy Year for upto a maximum of 3(three) consecutive Policy years, subject to satisfactory performance on key performance parameters at the end of each Policy Period. | 11.1.1 Duration of the contract: The Insurer shall be contracted for the first Policy Period as indicated in Clause 11.2, with the contract having a provision for annual renewals at the end of each Policy Year for upto a maximum of 3(three) consecutive Policy years, subject to satisfactory performance on key performance parameters at the end of each Policy Period and on mutual consent. | revised |
| 16 | RFP Vol I ITB: Qual 6 Format Qual 5-g | 12. Rent Agreement of the branch in State of Nagaland or Undertaking by the Bidder to set up a branch office in the State of Nagaland Qual 5 G | - | Deleted |
| 17 | RFP Vol I ITB: Qual 6 Format Qual 5-h | (i) Rent Agreement of the branch in State of Nagaland or Undertaking by the Bidder to set up a branch office in the State of Nagaland: marked as Annexure Qual-5-h | - | Deleted |
| 18 | RFP Vol III Schedules 3C.2.h | Individual drugs or diagnostics cannot be availed under this code. Only LISTED drugs and diagnostics with fixed price schedules, listed under the drop down of respective specialties, are included for blocking treatments. | This guideline shall apply only to the ABPMJAY-CMHIS (gen) category. For the CMHIS (EP) category,unlisted investigations or diagnostics which are medically necessary may be booked under an unspecified package as an add-on package applicable only to the Medical-per-Day Package. | Revised |
| 19 | RFP Vol III Schedules 3D.2. | Differential Package Pricing for CMHIS(EP) empanelled hospitals using N-HBP 2025  for CMHIS (EP). | The Nagaland Health Authority Kohima (NHAK) was  previously receiving incentives applicable to semi-private hospitals. Now, the said EHCP (NHAK) will be shifted to the applicable incentives for public hospitals. | Revised |

**Sd/-(THAVASEELAN K) IAS**

CEO, NAGALAND HEALTH PROTECTION SOCIETY

No: NHPS/BID/PR-2023-24/ Kohima, dated the \_\_\_\_ April, 2025

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**DR. KIKA LONGKUMER**

JT.CEO, NAGALAND HEALTH PROTECTION SOCIETY