



MMTC LIMITED, NEW DELHI
(A Govt. of India Enterprise)

Tender No. MMTCL/Admn./Med/TPA/1/2018-19

Dated: 11.10.2018

TENDER FOR TPA – MEDICAL BILLS

Name of the work: APPOINTMENT OF THIRD PARTY AUDITOR FOR MEDICAL BILLS

**NOTICE INVITING E-TENDER/TENDER FOR APPOINTMENT OF THIRD PARTY
AUDITOR (TPA) FOR MEDICAL BILLS**

Tender No. MMTC/Admn./Med/TPA/1/2018-19

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APPENDIX

Sl.No.	Particulars	Details
1	Last date & time for downloading of tender document	12.11.2018 up to 1200 hrs
2	Validity of bid	30 days from bid opening date
3	Earnest money deposit (EMD) – DD / Banker's cheque favoring "MMTC Ltd" or e-payment.	Rs.30,000/- (Rupees Thirty Thousand only)
4	Last date & time of Tender (two bids) submission :	12.11.2018 up to 1200 hrs
5	Technical bid's opening date and Time	12.11.2018 at 1500 hrs
6	Period of contract	Two calendar year from the date of issue of work order.
7	Place of opening of tender	DGM, Administration (Medical), MMTC Limited, Core No.1, SCOPE Complex (02 nd Floor), Institutional Area, Lodi Road, New Delhi – 110 003 TEL.NO.011-24381247 E.MAIL: purnimaroy@mmtclimited.com
8	Currency of the bid	INR (Bidder should include details of all applicable taxes & duties in their bid. No claim thereof will be considered afterwards.)

N.B.- Financial bid or rate should not be reflected in any case in the Technical Bid either through E-mode or in Hard Copy.

Yours faithfully,

For MMTC LIMITED

Dy. General Manager (Medical)

**NOTICE INVITING E-TENDER FOR APPOINTMENT OF THIRD PARTY AUDITOR (TPA)
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INFORMATION AND INSTRUCTION FOR BIDDERS

MMTC Limited (A Govt. of India Enterprise) invites e-bids for Appointment of Third Party AUDITOR for Medical Bills from eligible bidders fulfilling criteria as mentioned in point no. 5 of this tender.

The bidder shall provide an undertaking, duly signed and stamped by its authorized officer, that they have examined and understood the tender document, including amendments, if any, and agree to abide by to all terms and conditions. In case, if any of the terms of this tender is not acceptable to bidder, a deviation statement must be submitted along with tender document otherwise a NIL Deviation letter is to be provided with bid document.

The General Manager, Administration (Medical), MMTC Ltd., New Delhi reserves the right to reject any or all offers without assigning any reason thereof. Any clarification may be sought on any issue of the tender may be taken up with DGM, Administration(Medical), MMTC Ltd., New Delhi in writing or by e-mail not later than two working days prior to the submission/opening date of the tender.

The offers should be complete in all respects along with Annexure I (Financial bid) and supporting documents.

Under Public Procurement Policy for Micro and Small Enterprises (MSE), a minimum 20% share out of the total procurement of goods and services by Central Ministries/Departments/Public Sector Undertakings are to be made from MSE's. Further, out of 20% target of annual procurement from MSEs, a sub-target of 4% is ear marked for procurement from MSEs owned by Scheduled Caste (SC)/Scheduled Tribe (ST) Entrepreneurs, preference will be given to firms registered with the Ministry of MSME. MSMEs registered parties are required to submit registration certificate and they will be eligible for the benefits as applicable to them under MSMEs at 2006.

In case the party is registered with Ministry of MSME/its authorized agencies, the bidder is required to submit registration certificate and store details in addition to above. The MSMEs parties will be eligible for the benefits as applicable to them under MSMEs Act, 2006.

Yours faithfully,

For MMTC LIMITED

Dy. General Manager (Medical)

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PROCEDURE & HELP TO SUBMIT E- BID

1. Offers to be submitted online on MMTC's e-procurement portal <https://mmtc.abcprocure.com> against the respective tender along with scanned copy of duly signed offer on letter head
2. The bidder shall have valid Class-III Digital Signature Certificate (DSC) ([with signing and encryption](#)) issued from Licenced Certifying Authorities operating under Root Certifying Authority of India (RCAI), Controller of Certifying Authorities (CCA) in India. The details of the License CA's are available on www.cca.gov.in wherein the details have been mentioned.
3. Bidders are required to register on the e-procurement portal url:- <https://mmtc.abcprocure.com>. The bidder should have a valid User Id to access e-Procurement portal of MMTC.

Note: After successful submission of Registration details. Please contact M/s E-Procurement Technologies Limited (EPTL) (as given below AT Sl.No.6), to get the registration accepted/activated.

4. Bidders are advised to print and save bid submission receipt after submission of bids.
5. The internet browser used should be Internet Explorer version 9.0 (32 bit browser only) and above.
 - Operating System should be Windows Vista / Windows 7 and above.
 - System Access with Administrator Rights
 - Good Internet Connection.
 - Microsoft Internet Explorer 9.0 (32 bit browser only) or above
 - Valid Digital Signature Certificate(s) for users.
 - Please do below mentioned things to operate this website smoothly in Internet Explorer Browser:
 - Please enable ActiveX Controls & Plug-ins. (Tools Internet Options Security Custom Level) - Mandatory
 - Please add <https://mmtc.abcprocure.com> in to Trusted Website. (Tools Internet Option Security Trusted Sites Add this URL Close) - Mandatory
 - Please disable or uninstall Third Party Toolbar / Add-ons from Browser.
 - For more details, vendors are requested to download the document of "Minimum System Requirement" from the home page of <https://mmtc.abcprocure.com> under tab Downloads/Minimum System Requirement-V2.0.

- Vendors should fulfill any other pre-requisites mentioned in the tender documents of a specific tender.
- Internet connectivity and other paraphernalia requirements shall have to be ensured by bidders themselves. In order to ward-off such contingent situation like internet connectivity failure, power failure etc., bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tender/ e-Auction successfully. However, the bidders are requested not to wait till the last moment to quote their bids to avoid any such complex situations. It is to be noted that either MMTC LIMITED or MMTC LIMITED'S SERVICE PROVIDER shall not be responsible for these unforeseen circumstances.
- For any technical issues/difficulties pertaining to the e-procurement portal bidders are advised to get in touch with the service providers helpdesk:

Vendor's Queries	Contact Numbers	Mail ID
New Bidder Registration (Portal Registration), Vendor's ID/ Profile Activation, Renewal of Vendor's ID.	+91-(79)-68136 866	info@abcProcure.com
	+91-(79)- 68136 878	
	+91-(79)- 68136 845	
	+91-(79)- 68136 841	
Mr. Abhijeet Goware (Dedicated Helpdesk for MMTC)	+91 9265562826	abhijeet@eptl.in
For Only, Technical Assistance related to e-Tender or e-Auction filling/ submitting (Offsite Team).	+91-(79)- 61200 555	support@abcProcure.com
	+91-(79)- 61200 564	
	+91-(79)- 61200 569	
	+91-(79)- 61200 507	pankesh@eptl.in
HELPDESK TIMINGS: 1000 HRS to 1830 HRS IST		
(MONDAY TO FRIDAY (Exclusions: MMTC HOLIDAYS))		

NOTE: Class III Digital Signature Certificate (DSC) is mandatory to participate in e-tendering. Participating bidders have to make sure that they have the valid DSC in their name. If not, they can procure from any of the RAs approved by CCA. Minimum time to procure DSC is 5 working days.

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GENERAL TERMS AND CONDITIONS

1. **SUBMISSION OF TENDER:** The bidders shall submit the tender in either of the following modes:
 - a) **E-mode:** Self certified scanned copies of technical bid documents are required to be furnished through e-mode in the TECHNICAL BID. The Financial bid shall be submitted in the prescribed format in the e-mode. If the EMD is submitted in form of a DD, the same shall be sent separately in a sealed envelope.
 - b) **Physical mode:** The bids are to be submitted in two separate sealed envelopes. The first sealed envelope shall contain self-certified copies of Technical Bid documents along with EMD. This envelope should be super-scribed as "Technical bid". The second sealed envelope shall contain the Financial bid in the prescribed format as per Financial bid and the envelope should be super-scribed as "Financial bid". Both the sealed envelopes should again be sealed in one envelope and duly super-scribed as "Tender for Appointment of Third Party AUDITOR for Medical Bills". This envelope duly sealed as described above addressed to the General Manager (Admin), should be deposited in the tender box placed at 2nd floor, Core 1, SCOPE Complex, 7 Institutional Area, Lodhi Road, New Delhi – 110003 on or before the due date and time of submission of bids.
2. **EARNEST MONEY DEPOSIT(EMD)** shall be submitted in the form of Demand Draft/Banker's Cheque drawn on any scheduled commercial bank in India in favour of MMTC Limited payable at New Delhi for an amount of Rs.30,000/- (Rupees Thirty thousand only) unless exempt by Govt. rules/Regulations. (Viz. Regn. Under MSME/NSIC etc.). The EMD shall be valid for a period of 30 Days (Thirty Days) beyond the validity period of the E-Tender. EMD can also be submitted through e-payment, in which case, the UTR no. generated shall have to be submitted along with the Technical bid.

BANK DETAILS FOR E- PAYMENT:

Account Name	MMTC Limited
Account No.	52142903753
Account type	Current Account
Bank Name	STATE BANK OF INDIA
Branch	SCOPE COMPLEX, LODHI ROAD, NEW DELHI -110003,
IFSC Code	SBIN0020511

3. The EMD of unsuccessful bidders will be returned and shall not carry any interest/accrued interest.

The EMD/Security Deposit can be forfeited if the bidder –

- Withdraws its bid during the period of bid validity
- Withdraws from the empanelment during period of empanelment, if selected.
- Do not accept the correction of errors & terms and conditions of empanelment
- In case of successful bidder, if the bidder fails to sign the contract/refuses to accept work order.
- The empanelled TPA refuses to take up the job assigned.

4. PERFORMANCE/SECURITY DEPOSIT

The EMD deposited by the successful bidder shall be converted into performance/security deposit after issue of work order and shall not carry any interest. The performance/security deposit will be returned to successful bidder on their request after completion of all contractual obligations.

5. SCOPE OF WORK

MMTC Limited (A Government of India Enterprise) has empanelled some of the hospitals located in Delhi/NCR and other cities in India for extending medical treatment under hospitalization to beneficiaries of MMTC. Empanelled hospitals are required to provide in-patient treatment under agreed terms and conditions, being amended from time to time. MMTC desires that hospitalization bills raised by empanelled hospitals for in-patient treatment provided to its beneficiaries are to be examined/scrutinized, before making payment, by the licensed TPA engaged, empanelled and authorized to conduct such medical Auditor. The scope of work to be performed by TPA(s) in brief is as follows:-

- Copy of authorization letter issued by MMTC to empanelled hospitals for in-patient treatment to beneficiaries of MMTC will be provided to TPA.
- All hospital bills, preferably exceeding Rs.50,000/- will be sent to TPA for medical Auditor. In case of treatment availed from non-empanelled hospital in emergency, the claim submitted by employees will be forwarded to TPA for scrutiny of bills as per CGHS rates amended from time to time. Treatment including Ayurveda, Siddha, Unani, Yoga & Naturopathy and Homeopathy medicines are also to be covered as per CGHS Rules amended from time to time.
- Upon receipt of bills from MMTC, TPA has to examine/scrutinize the admissibility of amount claimed by empanelled hospitals with due diligence and efficiency, in accordance with generally accepted professional techniques.
- TPA shall provide its views/recommendation within 15 working days for payment/any recoveries. In case of any clarification is sought from hospitals/MMTC, whether received or awaited, TPA has to send their views/recommendations within 30 days to avoid delay in settlement of bills of empanelled hospitals by MMTC.
- TPA should be responsible to ensure that patients are not kept under hospitalization beyond the prescribed period and are not administered unrelated tests and medication and shall recommend recovery of such unrelated charges.

- TPA is required to send details of pending bills awaited for medical AUDITOR with status by 15th of every month.
- MMTC, if so desires, may take professional/technical assistance of TPA for empanelment of hospitals.
- MMTC reserves the right to appoint one or more TPA for the purpose without assigning the reasons thereof.
- TPA will be paid charges as decided through E-Tender upon receipt of bills and making deductions of statutory taxes etc.
- Any other work, which may be mutually discussed and assigned, before signing of terms and conditions of the agreement.
- TPA shall not engage any sub-contractor or transfer the contract to any other person.
- MMTC reserves the right to reject part or all the offers without assigning any reason.

6. ELIGIBILITY CRITERIA

- The TPA bidder must be a legal entity (Copy of Aadhar Card /pan/ Certificate of Registration etc. must be submitted in support of same).
- The TPA must have a valid license issued by IRDA to function as a TPA for medical Auditor (copy must be provided).
- The TPA bidder must have professionally managed team having expertise in scrutiny/checking of bills(Certificate in this regard with certification must be provided).
- The TPA must have an experience of three years for scrutiny/processing/Auditor of medical bills/cases/Auditor with Pan-India network. The experience certificate should be supported by Work Orders and end-user certificate regarding satisfactory performance issued to TPA by end-users for rendering satisfactory services of similar nature during immediately preceding 03 years (supporting documents must be enclosed).
- The TPA must give an undertaking that they have not been barred/blacklisted by any Government Department/PSU.
- The TPA shall enclose attested copies of PAN/TAN/GST Registration etc. along with bid document.
- All bidding documents must be submitted duly self-certified with stamp and seal of authorized officer of the TPA.

7. EVALUATION OF THE BID

Upon scrutiny of Technical Bids, those who qualify the eligibility will be considered for opening of price Bid.

- The successful bidder shall be decided based on meeting the eligibility criteria mentioned in this document on basis of lowest charges quoted per bill (excluding statutory taxes etc. Statutory taxes etc. are to be shown/specified separately).
- Price quoted shall not be subject to any revision/escalation during the period of contract.
- The successful bidder will be required to enter into a separate contract with MMTC to accept and undertake the Audit of Medical Bills.

8. TERMS OF PAYMENT

- Bills are to be raised on Administration (Medical) Division, MMTC Ltd., Core No.1, Scope Complex, New Delhi and payment for admissible bills will be made within 20 working days of receipt of bills in MMTC after deduction of applicable taxes etc.
- Any clarifications/corrections/modifications, if required in the bill, will be sought from the TPA within 05 working days from the date of receipt of bill. After re-submission, the bill will be processed and payment will be made within 20 days after the receipt of corrected bills.
- In case of any disagreement between MMTC and TPA on any part of the bill, such part may be severed from the rest. Payment and admissible part may be processed as per laid down procedure while the disputed part can be dealt as per contractual provision vis-à-vis conciliation, dispute resolution, arbitration as mentioned in this E-Tender.
- Successful bidder shall submit Bank Account Details i.e. Account Number, Name and Branch of the Bank, IFSC Code etc. enclosing a cancelled cheque of the same Bank Account in the Vendor Registration Form to be provided by MMTC.

9. RISK PURCHASE

If the successful bidder after opening of Price Bids fails to abide by the terms and conditions of this E-Tender/fails to discharge its liabilities, MMTC shall have the right to:-

- Forfeit the EMD/Security Deposit
- The cost difference between the alternative arrangement and price agreed between MMTC and successful bidder will be recovered from successful bidder alongwith other incidental charges, taxes etc.

10. CONFIDENTIALITY

Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract.

11. TERMINATION

The contract between MMTC Ltd. and the successful bidder can be terminated in following cases:

- If the service provider (s) gives un-satisfactory services at any point of time to MMTC Limited, MMTC has a right to terminate the agreement/contract with the service provider (s) without assigning any reason.
- By mutual consent by giving one months notice by either of parties if there is deviation from terms and conditions, however if deviation is from Bidders side then the Bidder is bound by Risk Purchase clause.

12. ARBITRATION:

In case the bidder is Govt. Dept/Public Sector Undertaking the following clause will be followed for arbitration:

“In the event of any dispute or difference relating to the interpretation and application of the provisions of commercial contract(s) between Central Public Sector Enterprises(CPSEs)/ Port Trusts inter se and also between CPSEs and Government Departments/ Organizations (excluding disputes concerning Railways, Income Tax, Customs & Excise Departments), such dispute or difference shall be taken up by either party for resolution through AMRCD as mentioned in DPE OM No 4(1)/2013-DPE(GM)/FTS-1835 dated 22-05-2018.

In case the bidder is not a Govt. department / Public Sector Undertaking. Settlement of dispute will be followed as per the following clause:

In case the bidder is not a Govt. department / Public Sector Undertaking, Settlement of dispute will be followed as per the following clause: ii) “Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the beach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director (CMD) of MMTC. The Arbitration Act 1996 shall be applicable to the arbitration under this clause. The parties to the dispute will share equally the cost of arbitration as intimated by the arbitrator.

The seat of arbitration shall be New Delhi, India.

13. JURISDICTION CLAUSE:

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

14. HOLIDAY LISTINGS

“Notwithstanding anything contained in this agreement, MMTC’s policy for Holiday-Listing of an Agency mutatis mutandis applies to this agreement and in the event, the agency(s) while discharging its obligations under the Agreement or otherwise, come(s) within the ambit of the said policy, MMTC at its sole discretion reserves the right to suspend/discontinue dealings or take any curative measures with the agency(s) in accordance with the policy in force.”

Yours faithfully,

For MMTC LIMITED

Dy. General Manager (Medical)

ANNEXURE-I**MANDATORY INFORMATION**

1	NAME OF THIRD PARTY ADMINISTRATOR	
2	ADDRESS – REGISTERED OFFICE OF THE COMPANY /FIRM etc.	
3	REGISTRATION NO.	
4	LICENCE NO. & DATE	
5	VALIDITY	
6	NAME OF THE AUTHORISED PERSON WITH CONTACT DETAIL	
7	OTHER OFFICES OF TPA IN INDIA	YES/NO, IF YES, PLS ATTACH DETAILS ALONGWITH CONTACT NOS.
8	*MINIMUM PAID UP CAPITAL	RS.
9	WHETHER AT LEAST ONE OF THE Partner/DIRECTORS OF THE TPA IS QUALIFIED DOCTOR REGISTERED WITH MEDICAL COUNCIL OF INDIA? IF YES GIVE DETAILS.	
10	NO. OF NETWORK HOSPITALS AND NO. OF HOSPITALS WHERE DISCOUNT RATE OBTAINED.	
11	QUALIFICATION & EXPERIENCE: Those who are eligible and having experience of process of case (s) medical bills AUDITOR for minimum three years with Pan India Network. Copy of the experience Certificate along with Pan India Network Details may also be enclosed.	

- Attach certified copy of Memorandum and AOA
- List of attachments

Signature _____

(Authorized Signatory)

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Financial Bid

S. No	Description	Rate in Rs.
1.	RATE TO BE CHARGED FOR ASSIGNED SCOPE OF WORK (INCLUSIVE OF APPLICABLE TAXES)	

Total Amount: _____

Amount in words: (Rupees _____ only)

Signature _____

(Authorized Signatory)