



“ JeevanBhagya “, 3rd Floor, Secretariat Road, Saifabad, Hyderabad – 500063
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Technical Bid to be submitted by the Third party Administrators Annexure V

1	Name of the Third Party Administrator					
2	Registered Office					
	Address of the Third Party Administrator (including Telephone No. / fax / e-mail /website)					
3	Name of the Chief Executive Officer (CEO)/ Chief Administrative Officer (CAO), Telephone No. and email					
4	Name of the Chief Medical Officer (CMO) with Telephone No. and email					
5	Ownership (specify)	Indian Holding				
		Global tie up				
		ISO Certification (if any)				
		Total Capital infused (Give details of minimum Paid up equity share capital and working capital)				
6	a. Certificate of Registration issued by IRDAI and the validity period (copy of the IRDAI registration certificate - to be attached)					
	b. Operating since (Exact date to be specified)					
	c. The Annual Report of the Company along with duly audited and certified Balance Sheet and P&L Account for the last 3 Financial Years, i.e. 2020-21,2021-22 & 2022-23 - to be attached					
	d. Net Profit for the FY 2020-21					
	Net Profit for the FY 2021-22					
	Net Profit for the FY 2022-23					
7	e. The GST Account of the TPA					
	Details of the Offices of the TPA (List of offices with addresses may be attached) (Pl. refer to - Annexure-III : List of Regions - Zone-wise, Division-wise & State-wise)					
		Eastern Region	Southern Region	South Central Region	Western Region	Northern Region
	a. Regional Offices (List to be enclosed)					
	b. Branch Offices (List to be enclosed)					
	c. Representative Offices (List to be enclosed)					
	d. New offices proposed to be opened in the next 6 months (Details to be given)					
e. Is processing centralized or is it done at different Offices? Pl. give complete details in an Annexure.						

	f. Facility available for collection of claim documents from LIC Divisional offices. Pl. give details					
	g. Whether legal team is available to give us advice on win ability in claim cases?					
8	<p align="center">Details of Operating Staff Details of Staff on REGULAR basis (Pl. refer to - Annexure-III : List of Regions - Zone-wise, Division-wise & State-wise)</p>					
		Eastern Region	Southern Region	South Central Region	Western Region	Northern Region
	a. Qualified Doctors for Medical Adjudication :					
	b. Accounting Staff :					
	c. Computer Professionals :					
	d. I T Staff :					
	e. Administrative staff :					
	f. Claim Investigation Team Strength : (List of their names, their location with full contact details, & from when they are employed - to be enclosed)					
9	IT Infrastructure (Mention numbers)					
	a. I T Systems					
	b. Software Packages if any , exclusive for LIC of India					
	c. Computers with printers					
	d. Photocopier					
	e. Internet					
	f. Fax					
	g. Toll Free Numbers					
	SMS facility to policyholders					
	Dedicated number to Senior Citizens					
	h. Any other Facility					
	i. Networking of offices (How many networked & non networked) :					
	j. What is the platform in which current application is running? (Windows/Linux/Solaris/etc.)					
	k. Whether IT operations are Centralized / de-centralized?					
	l. In case of decentralized set-up :-					
	Whether all Offices are networked?					
	Whether anywhere/anytime service is provided?					
	How frequently data is updated? (Real Time/in batch mode - hourly / daily / weekly / monthly)					
	m. Does current system has data exchange with external application?					
	n. In case of data exchange with external application, what is the Standard followed? (like ACORD)					
	o. What is the security standards followed with regard to data exchange?					

	p. Whether current application exposes the functions / services to external application ?					
	q. What is the security standards followed with regard to data exchange with external application?					
	r. Whether current application can consume functions/services offered by external application?					
	s. Whether the current application developed by in-house team or external vendor?					
	t. Whether maintenance of current application is done by in-house or external vendor?					
	u. Whether necessary software (if not available) can be developed for maintaining dynamic data on the website of the TPA for use by different users of LIC of India?					
	v. What will be the time required for Developing the software as per the requirements of LIC of India?					
10	Names of the PSUs / Pvt Insurers with whom TPA has SLAs (Attach the List)					
11	Details of Network Hospitals : Pl. give region-wise list along with the details for different tiers of cities / towns (attach separate sheets) (Pl. refer to - Annexure-III : List of Regions - Zone-wise, Division-wise & State-wise)	Eastern Region	Southern Region	South Central Region	Western Region	Northern Region
12	Whether facilities for E-cards maintenance and regular transfer of data to LIC of India is available? If not, within what time the facility can be made available?					
13	Claims Payout (TPA to give Region-wise figures of No. of Claims settled)					
		Eastern Region	Southern Region	South Central Region	Western Region	Northern Region
	1. 2018-19					
	2. 2019-20					
	3. 2020-21					
	4. 2021-22					
	5. 2022-23					
14	a. Whether claim adjudication is automated or manual or combination of both?					
	b. Whether claim amount calculation is automated or manual or combination of both?					

15	Whether software is available for processing of claims? Whether software is available for display of all claims data in dynamic mode? If not what time is required for developing the software as per the requirements of LIC of India?	
16	a. Whether claims are processed at a centralized location or decentralized to different offices? If decentralized, please specify locations where it is decentralized.	
	b. For LIC, can Claim processing centers be started at Places where our Zonal Offices are located.	
17	Whether cashless facility can be undertaken end to end basis; pl give details in full for all stages.	
18	a. Whether investigations can be carried at all places and hospitals?	
19	Name and Address of the Bankers of the TPA	
20	Please describe Customer grievance redressal system you have. Whether IVRS, telephone (Manual/automated) call centre facilities are available?	
21	Brief details of services offered to other Health Insurers (Life Insurers)	
22	Brief reasons as to why you should be given the bid over others. Please narrate distinctive advantages, if any, which you have	

The above information furnished by the TPA is accurate and is verified and authenticated by the Board of the Directors of
..... TPA

Place:

Signature of the CEO/ Authorized Signatory