

Sr. No.	TPA Name	Query	SBIL Response
1	Health Assure	Hosting of all SBI Life data would be in a separate and dedicated database which would be accessible only to SBI Life and the vendor. •Need detailed elaboration on this point.	In case, if the vendor/service provider adopts multi-tenancy and data commingling architectures, SBI Life requires that the vendor/service provider to isolate its information from other customer's information, at the least, through logical separation at schema level for SBI Life related information database.s
2		Our understanding is to share the VA/PT reports post testing. Please confirm on the same	The vendor should give the right to SBIL or its empanelled vendor to test the application's security as well as the associated infrastructure components.. In case any vulnerability is detected during the testing the vendor has to mitigate the vulnerability as per agreed timeline with SBIL with out adding any commercial to SBIL.
3	MD India	Confirmation on the effective date to be mentioned on the NDA (Non – Disclosure Agreement).	The date of submission of RFP can be mentioned.
4		In the last 3 years financial status details; for the FY 2023-24 closure of books is still under process hence cannot be shared. Please suggest.	Provisional statement can be submitted
5	Health India	Please confirm the website to download SBIL Branch list	Branch List can be accessed at <a href="https://www.sbilife.co.in/en/about-us/contact-us">https://www.sbilife.co.in/en/about-us/contact-us</a>
6		Need to have further clarity on below point (under additional capabilities) : Post success of Tele MER/ Video MER, arranging the case wise customer feedback in the specified format	If there is any facility to obtain feedback, the same can be explained

7	The proposal mentions scanning reports according to SBI Life requirements and transferring images to their systems while following an indexing protocol. Could you clarify if image capture is mandatory for all report types, including X-rays and ultrasounds? Additionally, could you provide details on the indexing protocol for different image types?	Images refers here as medical reports. Sample Indexing protocol is as below: Proposal Number_MER_Numeric Proposal Number_TMT_Numeric Proposal Number_ECG_Numeric Proposal Number_Path_Numeric Porposal Number_2decho_Numeric Proposal Number_Geotagphoto_Numeric
8	The proposal outlines submitting physical reports. Could you please specify the expected turnaround time (TAT) for submitting these physical copies?	10 days from the date of completion of medicals
9	The proposal mentions penalties for defective reports. For clarification, could you define what constitutes a "defective report" under this policy?	Disturbance in TMT, faulty ECG, isolated abnormal values, missing values, incomplete report, non- availability of geo-tagged photo etc.
10	The proposal requires submitting MER audio/video files to a Central Processing Center. Could you please specify the preferred medium for submitting these files (e.g., CD, online platform)?	MER : Scan Image to be uploaded on SFTP Audio/Video Files also to be uploaded on SFTP with proper nomenclature
11	The proposal specifies appointment scheduling through a web interface or app. Would it be acceptable if the scheduling link functioned through a mobile web browser instead?	Additional Capability: Requirement is of appointment scheduling through web based interface or mobile based app or interfacte
12	The evaluation criteria mentions "control on DC." Could you elaborate on what is meant by "control" in this context	Control on DC means whether customer is properly identified, records are maintained properly, test protocol to be checked on periodical basis, provision for auditing, mystery shopping, proper contract between MSP and DC. This should include below points (but not limited to)

13		The criteria specify the availability of MSP office at SBIL Regional Office with a dedicated resource for coordination. Could you confirm if it is acceptable for this resource to coordinate from a centralised facility?	Having dedicated resources at SBI Life Regional Office will be preferred.
14		The evaluation criteria mention "technological advancement," "system capabilities," "digital capabilities," and "activities." Could you provide a more detailed breakdown of the specific aspects that will be evaluated under these categories?	Technological advancement in conducting the tests, avoiding impersonation for medical tests, transfer of records etc.
15	Medpiper Technologies	The criteria inquire about the BCP plan. Could you clarify if risk mitigation strategies are considered a part of the BCP plan evaluation?	If the risk mitigation strategies outlines how to run a business/operation without any disruption, then it can be considered in BCP plan evaluation.
16	GENINS INDIA INSURANCE TPA LIMITED	The doctor should have minimum qualification of MBBS/BHMS/BAMS degree from recognised university. Does this pertain to Doctor conducting TeleMER/VMER and/or any other role?	This pertains to Physical MER as well as Tele MER/Video MER For Lab reports, it has to be MD_Pathologist For cardiac tests, the same should be done by Cardiologist only.
17		We don't have audited financial results of FY 2023-24.	Provisional statement can be submitted
18		This chapter should describe the overall solution in the context of SBI Life and describe how it would address the key requirements. - What are the key requirements	Avoiding impersonation for medical tests, transfer of records , geo-tagged photograph etc..
19	Phasorz Technologies	Client testimonials - Do we need to provide any references of the other insurance cos. which we are currently servicing	Yes
20		1.What's the current proportion of tele and video cases? and what are the average daily volumes	Tele MER : Daily Volume 30-50 Video MER : Daily Volume 25-30
21		What are the average daily volumes for PPMC? (Non Radiology vs Radiology)	PPMC : Daily Volume : 600-700

22		Can you share the list of cities for Pre-Policy Medical Check-Up along with the respective pin codes? (Reference: 2.d)	The services are required PAN India
23		Could you provide a list of scanning locations for our reference? (Reference: 2.e)	The services are required PAN India
24		5.Do we need physical copies of medical reports, or are scanned or digital copies acceptable? And what's the timeframe for submitting them if physical copies are necessary? (Reference: 2.g)	File should be uploaded through SFTP and hard copy to be submitted to nearest SBI Life office
25		6.What are the guidelines for empanelment of the diagnostic Centers. (Reference: 2.d)	There should be contractual relationship between Medical Service Provider and Diagnostic Centre. Contract to be finalized by both the parties to carry out the activities as mentioned in the RFP and also safeguard the interest of the company
26		7.Could you specify the data purging period for tele, video, and PPMC reports? (Reference: 2.v)	180 days
27	Nu10 Technologies India Private Limited	8.Is there a list of countries specified for overseas customers ? Additionally, what volume of customers do you anticipate from these countries? (Reference: 2.q)	Currently overseas medicals are completed by customer on their own. The medical cost is borne by the customer. However, if required we may take help from TPA. You may provide the details along with the Techno/Commercial proposal.