

PUNJAB STATE POWER CORPORATION LIMITED

Expression of Interest

for

Implementation and Management

of

Medical/ Health Insurance Plan

for

Employees, Pensioners and their families

Request for Expressions of Interest for Implementation Medical /Health Insurance to PSPCL Employees & Pensioners

The Punjab State Power Corporation Limited invites Expressions of Interest (Eoi) from the Insurance Companies (Licensed and registered with IRDA) or agencies (enabled by Central legislation to undertake Insurance related activities) dealing with Medical/Health Insurance for implementation of "MEDICAL/HEALTH INSURANCE PLAN" for serving & retired employees and their families.

1. Background

Punjab State Electricity Board and now PSPCL, since inception of erstwhile PSEB, is making efforts to provide medical and health services within the overall framework of the instructions issued by the Govt. of Punjab, by giving re-imbusement of the expenses incurred on medical treatment in addition to giving fixed medical allowance.

The risk of low level of health security is prevalent in employees. The helplessness of the employees increases when they have to pay fully for their medical care in the first instance i.e. when they have to get admission for emergency treatment. Low paid employees also do not have the financial resources to bear the cost of medical treatment, on the other hand the Medical/health infrastructure leaves a lot to be desired. So these employees have to borrow money or sell assets to pay for the treatment in hospitals. Moreover, the re-imbusement process is also very cumbersome. Thus, Health Insurance could be a way of overcoming financial handicaps, improving access to quality medical care and providing financial protection against high medical expenses. The "MEDICAL/HEALTH INSURANCE PLAN" for the welfare of PSPCL employees and pensioners attempts to address such issues.

For effective operation of the scheme, partnership can be envisaged between the Insurance Company, public and the private sector hospitals and PSPCL. The PSPCL will try to assist the Insurance Company in networking with the Government/Private hospitals, fixing of treatment protocol and costs, treatment authorization, so that the cost of administering the scheme is kept at the lowest, while making full use of the resources available in the Government/Private health systems. Public hospitals, and such private hospitals fulfilling minimum qualifications in terms of availability of inpatient medical beds, laboratory, equipments, operation theatres, etc. and a track record in the treatment of the diseases can be enlisted for providing treatment to PSPCL employees and their families under the scheme.

Medical/ health insurance Plan is offered through public & private sector insurance companies, which cover PSPCL serving and retired employees and their families. The entire coverage of Medical/ health insurance Plan is in the form of Group Health Insurance policies to be purchased by PSPCL.

2. Scope and Objectives

Fast economic growth and increased health awareness are driving strong demand for high quality health services. To facilitate financial access to health services for all PSPCL serving and retired employees and their families, PSPCL wishes to introduce Medical/health insurance plan through an experienced, Licensed and registered Insurance Provider capable of implementing and managing a transparent, efficient, cost effective and sustainable Medical/health insurance plan.

The Medical/health insurance plan shall cover at least the services given below.

- **In-patient Services and prescription medicine,**
- **Accident and Emergency Treatments,**
- **Prescription Medicine for chronic disease for out door treatment,**
- **Diagnostic and Therapeutic Services, etc.**

3. Key Project Features

The Key project features for Medical/health Insurance plan includes:

- **Medical insurance scheme** shall be compulsory to about one lac serving, & retired Employees and their families.
- **Premiums for insurance coverage:** PSPCL will pay a regular insurance premium for Medical/health insurance during the project period.
- **Direct Billing to service providers:** the Insurer will ensure direct settlement of bills and claims with hospitals and medical service providers.
- **Accessibility to medical / health insurance services:** The administrative set-up should ensure access to medical/health insurance information and services to all the beneficiaries of PSPCL.
- **Participation of all public & private sector Health Services Corporations in the scheme:** The scheme will include the participation of all **public & private sector** health service providers.
- **Relations with** all the beneficiaries of PSPCL.
- **Monitoring and Evaluation:** The Insurer and health service providers would be given a set of key performance indicators to adhere to and an incentive mechanism would be established to encourage adherence.

4. Proposed beneficiaries

All the employees of PSPCL serving, newly recruited, retired and retiring who are covered under the existing Punjab Medical Rules shall be covered under the proposed Health/Medical Insurance Plan.

5. Procurement Process

Interested parties are now invited to submit an Expression of Interest (EoI) including the following:

- Confirmation of the firm's interest to enter into an agreement with PSPCL to implement and manage the Medical/health insurance plan.
- Company Profile including
 - Full name(s) of the Insurer or partners in the syndicate participating in the procurement process.
 - Main business, areas of specialization, and duration of business activities, etc.
 - Management structure, organization chart
 - Copies of Business Registration and License to Conduct medical / health Insurance Business
- Demonstration of sufficient experience and capacity to provide Health Insurance including
 - Declaration of arrangements with PSPCL,
 - List of key corporate clients
 - List of empanelled medical service providers in Punjab, Chandigarh and major cities in rest of India and
 - Existing payment methods
 - Stepwise business/enrollment/claim process.
- Declaration of any existing or potential conflicts of interest, including activities/investments undertaken/held by the Insurer or its shareholders, and outline ways such conflicts would be mitigated.
- Demonstrate financial strength to successfully implement the Medical/Health Insurance Plan by submitting:
 - A signed statement by a duly authorized representative of the firm that the firm is in good financial order, is not bankrupt, is not having their affairs managed by a court, has not entered into an arrangement with its creditors, or has not suspended its business, or similar or related situations
 - The Audited Financial Statements (Cashflow Statement, Profit and Loss Account and Balance Sheet) over the last five years.

Insurers shall submit their EoI's independently.

6. EoI Submission and Deadline

The EoI should be in English language and should be no longer than 10 pages, excluding supporting financial documents, information or brochures. Submissions should be clearly marked either as "Expression of Interest – Medical/Health Insurance Plan" and be submitted in hard copy and electronically by email (PDF document), before 19.05.2014 to the address below:

DEPUTY SECRETARY/GENERAL
ROOM NO. 8, THREE STOREY BUILDING
PUNJAB STATE POWER CORPORATION LIMITED
The Mall, PATIALA-140001
PUNJAB
Phone No. 7589519999 / 0175-2203935
Email: dy-secy-general@pspcl.in

7. Evaluation

EOI will be evaluated and shortlisted based on the relevant experience, financial strength and other points as mentioned in above paragraphs. Depending on the interest received from the EOI stage, the PSPCL shall float Tender for "Request for Proposal".

8. Request for Clarifications on the EOI

Requests for clarifications on this EOI should be addressed in writing to:

DEPUTY SECRETARY/GENERAL
ROOM NO. 8, THREE STOREY BUILDING
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The Mall, PATIALA-140001
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9. Disclaimer

This Request for EOI should not be construed as a commitment by PSPCL to contract with any particular proponent. Any cost, work or effort undertaken during the EOI process is a commercial judgment for the proponent and is at the proponent's own risk and expense. PSPCL will not be liable for any costs incurred by any of the proponents. PSPCL reserves the right to change any aspect of this Request for EOI and/or issue supplementary documentation at any time during the EOI process. PSPCL also reserves the right not to accept any EOIs and to terminate the EOI process without mentioning any reason.

10. Prebid Conference

A Prebid Conference/ Presentation shall be arranged subsequently on a suitable date.