

EXPRESSION OF INTEREST (EOI)

Pre-Qualification & Commercial Proposal for

Group Medical Insurance Scheme

KSEB Ltd. invites Expression of Interest (EOI) from eligible IRDAI-licensed General / Health Insurance Companies and IRDA-approved Insurance Brokers for Pre-Qualification and Technical Evaluation for the implementation of a Group Medical Insurance Scheme for its Employees, Pensioners, and Family Pensioners. The Scheme shall offer Sum Insured options of ₹3 lakh and ₹5 lakh, along with a Super Top-Up facility up to ₹10 lakh.

This EOI is issued solely for the purpose of assessing the eligibility, experience, and technical capability of the participating entities. Pre-qualification shall be carried out based on the information, declarations, and supporting documents submitted by the bidders in response to this EOI.

Commercial Bids shall be submitted only in the prescribed pro-forma attached as Schedule I-A and Schedule I-B. The Commercial Bids shall be opened and evaluated only in respect of those bidders who qualify in the Pre-Qualification and Technical Evaluation stages.

1. Objective of the EOI

- Identify capable and experienced insurers / brokers
- Evaluate Pre-Qualification (PQ) and Technical competence
- Enable participation of EOI-Qualified bidders in the Commercial Bid stage

2. Scheme Particulars

A. Period of Coverage

The period of coverage shall be three (3) years, commencing from 01.04.2026 and ending on 31.03.2029.

B. Coverage and Enrolment

1. All employees of KSEB Limited shall be compulsorily covered under the scheme.
2. Enrolment of spouse, children, and dependent parents of employees shall be optional.
3. Pensioners and family pensioners may also enrol in the scheme on an optional basis.
4. Enrolment of spouse and children of pensioners shall be optional.

C. Pro-Rata Policy Premium for Partial Policy Term

KSEB Limited intends to enrol all its pensioners and family pensioners into the Scheme and, in the case of those who are currently availing individual insurance policies, to facilitate their enrolment either through portability or upon expiry of their existing policies, through close follow-up with the assistance of Association of Pensioners, provided that the Scheme offered herein is superior to their existing coverage. The Scheme shall also provide for enrolment of such existing policyholders on payment of a pro-rata premium for the unexpired portion of the policy year, subject to the applicable terms and conditions.

For **existing policyholders among pensioners**, enrolment into the Scheme after expiry of their individual insurance policy shall be permitted on payment of **pro-rata premium** for the remaining period of the policy year, as per the table below:

Remaining Policy Period	Percentage of Annual Premium Payable
Up to 3 months	25%
More than 3 months and up to 6 months	50%
More than 6 months and up to 9 months	75%
More than 9 months	100%

D. Details of Employees and Pensioners

i. Employees Data as on 01.01.2026

Age Group	Male	Female	Total
20 - 24	46	31	77
25 - 29	342	196	538
30 - 34	506	381	887
35 - 39	1308	548	1856
40 - 44	3783	741	4524
45 - 49	6574	757	7331
50 - 54	7206	975	8181
55 - 59	1859	245	2104
60 - 64	3	39	42
65 - 70	1	82	83
TOTAL	21628	3995	25623

ii. Service Pensioners Data as on 01.01.2026

Age Group	Total
upt to 55	83
56-60	7661
61-65	4357
66-70	1990
71-75	3382
76-80	5168
81-85	2880
86-90	1158
91 and above	581
TOTAL	27260

iii. Family Pensioners Data as on 01.01.2026

Total Number of Family Pensioners: **16582**

3. Schemes to be offered for Health Insurance Cover

A. Employees

- Self
- Self + Spouse
- Self + Spouse + 1 Child
- Self + Spouse + 2 Children
- Self + 1 Child
- Self + 2 Children
- Additional coverage for adding 1 more child
- Additional coverage for dependent Father / Mother
- Additional coverage for maternity benefits
- Additional coverage for preventive health check-up

B. Service Pensioners

- Self
- Self + Spouse
- Self + Spouse + 1 Special Child (Differently-abled)
- Self + Spouse + 2 Special Children (Differently-abled)
- Self + 1 Special Child (Differently-abled)
- Self + 2 Special Children (Differently-abled)

C. Family Pensioners

- Self
- Self + 1 Special Child (Differently-abled)
- Self + 2 Special Children (Differently-abled)

4. Pre-Qualification (PQ) – Compliance Matrix

Bidders shall indicate their compliance by providing “Yes” in the “Complied” column and shall furnish relevant documentary evidence, duly stamped and signed. Non-compliance with any of the mandatory criteria shall result in outright rejection of the bid.

Sl. No.	Pre-Qualification Requirement	Complied (YES)	Remarks, if any
1	Valid IRDAI License to transact Health / General Insurance		
2	IRDAI License valid for the entire policy period		
3	Positive Net Worth (latest audited year)		
4	Minimum three (3) years’ experience in providing insurance schemes to employees of PSUs / Government Organisations		
5	Experience of handling at least one single insurance scheme with a minimum of 5,000 members		
6	Not blacklisted by any Central / State Government / PSU		
7	Acceptance of all EOI terms and conditions		
8	Compliance with all IRDAI and statutory requirements		

5. Technical Requirements – Compliance Matrix

Sl. No.	Technical Requirement	Complied (YES)	Remarks, if any
1	24×7 Cashless Hospitalization Facility		
2	Cashless authorization within 3 hours		
3	Reimbursement claim settlement within minimum TAT (Turnaround Time)		
4	Cashless and reimbursement facilities shall be managed through a Third Party Administrator (TPA)		
5	Online claim intimation and tracking portal for all claims, including reimbursement claims		
6	Periodic MIS and claim analytics reporting		
7	Dedicated Relationship Manager and manpower support in all districts in Kerala and at KSEB Head Office at Thiruvananthapuram.		
8	Defined grievance redressal and escalation mechanism		

6. EOI Evaluation Methodology

- The Pre-Bid Meeting, including date and time, shall be conducted as specified in the Tender Notice.
- Bidders shall submit the Pre-Qualification documents and the Commercial Offer in separate sealed covers, clearly super scribed accordingly on each envelope.
- Pre- Qualification (PQ) Evaluation shall be compliance-based and carried out strictly in accordance with the Pre-Qualification pro forma duly filled in by the Bidders.
- Only bidders complying with all PQ and Technical requirements shall be declared as EOI-Qualified.
- Commercial bids shall be opened only for EOI-Qualified bidders.
- Evaluation and selection of the Commercial Bid shall be carried out based on the weightage criteria applicable to the **Base Policy**, as detailed below:
 1. Employee Insurance
 - 50% weightage: Premium quoted for Self only
 - 20% weightage each for the following categories:
 - Self + Spouse
 - Self + Spouse + One Child
 - 10% weightage for Self + Spouse + Two Children
 2. Service Pensioners Insurance
 - 70% weightage: Premium quoted for Self
 - 30% weightage: Premium quoted for Self + Spouse
 3. Family Pensioners Insurance
 - 100% weightage: Premium quoted for Self
- In the event of a tie in the evaluated commercial scores, or where two or more bids are otherwise found to be equally responsive and comparable, rendering selection of the successful bidder difficult, KSEB Limited, through the duly constituted Evaluation Committee, shall reserve the right to adopt an appropriate method for final selection. The decision so taken shall be final and binding on all bidders and shall not be subject to challenge.

7. Policy Terms and Conditions

Sl. No.	Policy Condition	Complied (YES)	Remarks, if any
1	Coverage for all pre-existing diseases from Day One		
2	Pre-hospitalisation expenses up to 60 days and post-hospitalisation expenses up to 120 days		
3	Ambulance charges covered up to ₹2,000 per family		
4	Room rent /day limited to 1% of Sum Insured		
5	ICU rent / day limited to 2% of Sum Insured		
6	Dental treatment covered only for accidents		

8. Additional General Conditions

Sl. No.	Policy Condition	Complied (YES)	Remarks, if any
1	Differently-abled child/children shall be covered without any age restriction		
2	Dependent minor / adopted children shall be covered until employed, married, or attaining 25 years, whichever is earlier		
3	A 60-day time limit shall be allowed for addition of new members.		
4	A 60-day time limit shall be allowed for submission of reimbursement claims along with required documents.		
5	All sub-limits and permanent exclusions shall be clearly specified.		
6	Turnaround Time (TAT) for pre-authorization and claim settlement shall be defined.		
7	All Day-care procedures shall be covered; exclusion list, if any, shall be furnished.		
8	List of PPN hospitals within and outside the State shall be provided.		
9	List of excluded diseases/procedures with detailed terms shall be specified.		
10	Toll-free helplines with adequate infrastructure and vernacular language support shall be provided.		
11	Details of software platforms for enrolment, e-card download, claim status, and document upload shall be shared upon award.		
12	One preventive health check-up shall be allowed per family per policy year, subject to a maximum admissible amount of ₹1,000		
13	Cataract treatment shall be covered subject to a sub-limit of 10% of the Sum Insured, inclusive of all related expenses, per policy year.		
14	In-patient AYUSH treatment shall be covered, subject to a sub-limit of 10% of the Sum Insured per policy year.		
15	In-patient and out-patient psychiatric treatment shall be covered subject to a sub-limit of 10% of the Sum Insured, per policy year.		
16	Maternity benefits shall be covered without a 9-month waiting period. Pre-natal and post-natal expenses shall be covered within the maternity sum insured, with an agreeable upper limit. If		

Sl. No.	Policy Condition	Complied (YES)	Remarks, if any
	maternity expenses are below the upper limit, remaining admissible amounts shall be allowed towards well-baby expenses, within the overall maternity limit. New-born baby coverage from day one. Additional premium required shall be quoted separately, for maternity cover.		
17	A Corporate Buffer of up to ₹2 crore shall be available exclusively for Special / Critical Illness cases. Utilisation of the Corporate Buffer shall be subject to the applicable policy terms and conditions and prior approval of KSEB Limited (KSEBL).		
18	No proportional deduction shall be applicable for any claim under this policy. Claims shall not be reduced on account of room rent eligibility or selection of a higher category room.		
19	Coverage for Out-Patient (OP) expenses towards medicines only, subject to an overall limit of Rs.12,000 per family per policy year.		

9. Submission Details

- Mode of Submission: By Registered Speed post
- Last Date & Time: _____
- EOI documents shall be duly signed and sealed by the Authorized Signatory.
- The Commercial Bid shall be quoted strictly in Schedules I, in accordance with the Basic Policy Conditions and Additional General Conditions detailed in Para 7 and 8 above.

10. Right of the Organization

KSEB Ltd. reserves the right to accept or reject any or all EOIs/Bids, seek clarifications, call for additional documents, or modify/cancel the EOI process at any stage, without assigning any reason.

Authorized Signatory

Signature:

Name:

Designation:

Company Seal:

Date:

Commercial Proposal - Schedule I - A
Base Policy for 3 Lakhs

		Base Policy - 3 Lakh			Super Top up - 7 Lakh		
		1st Year	2nd Year	3rd Year	1st Year	2nd Year	3rd Year
A	Scheme for Employees						
	A.1	Self only					
	A.2	Self + Spouse					
	A.3	Self + Spouse + 1 Child					
	A.4	Self + Spouse + 2 Children					
	A.5	Self + 1 Child					
	A.6	Self + 2 Children					
	A.7	Additional premium for adding 1 more Child					
	A.8	Additional premium per person for coverage of dependent father and/or mother and restricted exclusively to the employee's parents only					
	A.9	Additional premium required for maternity benefits					
	A.10	Additional premium for preventive health check-up per family per policy year, over and above the preventive health check-up benefit of ₹1,000 already included in the base policy					
B	Scheme for Pensioners						
	B.1	Self only					
	B.2	Self + Spouse					
	B.3	Self + Spouse + 1 Special Child					
	B.4	Self + Spouse + 2 Special Children					
	B.5	Self + 1 Special Child					
	B.6	Self + 2 Special Children					
C	Scheme for Family Pensioners						
	C.1	Self only					
	C.2	Self + 1 Special Child					
	C.3	Self + 2 Special Children					

Commercial Proposal - Schedule I - B
Base Policy for 5 Lakhs

		Base Policy - 5 Lakh			Super Top up - 5 Lakh		
		1st Year	2nd Year	3rd Year	1st Year	2nd Year	3rd Year
A	Scheme for Employees						
	A.1	Self only					
	A.2	Self + Spouse					
	A.3	Self + Spouse + 1 Child					
	A.4	Self + Spouse + 2 Children					
	A.5	Self + 1 Child					
	A.6	Self + 2 Children					
	A.7	Additional premium for adding 1 more Child					
	A.8	Additional premium per person for coverage of dependent father and/or mother and restricted exclusively to the employee's parents only					
	A.9	Additional premium required for maternity benefits					
	A.10	Additional premium for preventive health check-up per family per policy year, over and above the preventive health check-up benefit of ₹1,000 already included in the base policy					
B	Scheme for Pensioners						
	B.1	Self only					
	B.2	Self + Spouse					
	B.3	Self + Spouse + 1 Special Child					
	B.4	Self + Spouse + 2 Special Children					
	B.5	Self + 1 Special Child					
	B.6	Self + 2 Special Children					
C	Scheme for Family Pensioners						
	C.1	Self only					
	C.2	Self + 1 Special Child					
	C.3	Self + 2 Special Children					