



Request for Proposal

Group Life & Health Insurance Program

Piraeus Port Authority S.A.

(ΟΑΠ Α.Ε.)

January 13th, 2023

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ATTACHMENT I – NON DISCLOSURE AGREEMENT

1. General Information about Piraeus Port Authority S.A. (PPA)

Piraeus Port Authority S.A. (PPA) is the Organization that manages the Port of Piraeus which is the largest port in Greece and the largest port in Eastern Mediterranean.

PPA was founded in 1930 as a public entity. In 1999 was converted into a Limited Company with the Law 2688/1999 and since 2003 is listed in the Athens Exchange. In 2016 Cosco Shipping (Hong Kong) Co acquired the majority share of PPA.

The port's territory is located in the south side of Attica on Saronic bay and lies across the city of Piraeus as well as a number of smaller satellite municipalities which belong to Piraeus Administrative area.

It contributes towards the local and national economic growth and is further developed by upgrading both the infrastructure and the services provided.

PPA is developing into a modern and dynamic company that provides high quality services, keeps investors satisfied, ensures long-term employment and serves commercial transactions in Greece in favor of the national economy and the consumers in the most efficient way and within the context of the global port industry.

Piraeus Port offers unique advantages because of its strategic position and infrastructure. Situated close to the international trade routes, the port is a hub of international trade being the only European port in the East Mediterranean with the necessary infrastructure for the accommodation of transshipment cargo.

Piraeus Port Authority is engaged mainly in the following activities:

- Container Terminals
- Car Terminals
- Cruise Terminals
- Ferry Terminals
- Shipyards Services
- Logistics Center

1.1. Project Objectives

PPA SA, is conducting an open tender procedure for the selection of a Life & Health Insurer and for the establishment of an agreement for a Group Life & Health insurance program directly with an Insurance Company, which will meet the insurance needs of PPA's employees, offering them peace of mind and improving their sense of security for health-related matter.

Please note that agents, consultants or intermediaries are not allowed to participate to the tender procedure.

The agreement will be for a 12-month period and will commence in xxxxxxxx , 2023 with the option for three (3) annual extensions following negotiations for further optimization and improvement of the program, depending also on the competitiveness of the long-term agreement proposed.

Premium Payment Terms: The Group Policy premiums should be invoiced upon agreement between PPA SA and the insurer (monthly or quarterly).

The benefits provided by the group health plan are indicatively mentioned below.

- Inpatient benefits (Hospital accommodation, surgeon & consultation treatment, outpatient surgery, etc.)
- Outpatient benefits (Doctors' visits, diagnostic tests, prescribed drugs, physiotherapy etc.)
- Ambulance Service
- Maternity Allowance / Cover
- Lump Sum Benefits
- Cover for pre-existing conditions

The members eligible for insurance coverage are:

- PPA Employees up to 70th year of Age

1.2. Participation and deadline for Offers submission

i. The closing date for the submission of offers, in accordance with the terms hereof is **23/01/2023 at 12:00** hours, and the relevant folders must be submitted by Interested Parties to the PPA Procurement Department (10 Akti Miaouli Str., PIRAEUS, Postal Code: 18538 Office: 209, 1st floor) with the indication : "Group Life & Health Insurance Program for Piraeus Port Authority Employees"

Once the above deadline lapses, no folders will be accepted by PPA.

ii. Interested parties may submit any questions / clarifications concerning the Request for Proposal to : procurement@olp.gr. If additional information, clarifications, etc. are requested in time they will be provided by PPA as soon as possible and no later than 3 working days before the last date for submitting expressions of interest.

ii) If, for any reason, the aforementioned procedure is not carried out on that date or if the procedure is carried out but no interest is expressed, the tender procedure will be conducted on a new date, to be specified by act of the PPA Decision-Maker, which will be posted on the Company's website. The same procedure may also be repeated a second time under the same terms and conditions.

- iv) The Candidates will receive:
- ANNEX I: Table of Benefits.
 - ANNEX II: Claims Analysis.

ANNEX III: Census data.

ANNEX IV: Financial Offer template

following their written application/ request within five (5) days from the publication date of the tender and after submitting to PPA SA Signed NDA (Non Disclosure Agreement) according to attachment I.

Bidders participating in this tender are kindly requested to respond in full to the requirements defined in this document and to submit their respective offers.

v) Eligible to participate are:

- Insurance Companies that have been established and operate legally in accordance with Greek Legislation and specifically with the provisions of the Law 4364/2016 (Official Gazette A' 13), as amended and in force today.
- Insurance companies that have been established in accordance with the legislation of a member state of the European Union (EU) or the European Economic Area (EEA) other than Greece and have their central administration or their main establishment or their headquarters within the EU or the EEA, as long as their activity shows a continuous link with the economy of the member state of the EU or the EEA. and since they can practice insurance in Greece according to Law 4364/2016 (Official Gazette A' 13).
- Associations or Partnerships of insurance companies that submit a joint bid and have designated a partnership leader.

Each insurance company may participate in the tender by submitting only one offer, either individually or as a member of an association - partnership.

1.3. Offers Submission

Offers shall be submitted in a sealed folder, on which the following information shall be clearly indicated:

- The word OFFER in capital letters.
- The subject of the request for proposal of the competition
- The details of the Participant.

Two (2) separate independent sealed folders will be placed inside the one sealed folder with the indication:

- SUBFOLDER A: "PARTICIPATION DOCUMENTATION - TECHNICAL OFFER" which will include all participation documents referred to in Article 3 of this Call and the Technical Offer only electronic copy (usb) . .
- SUBFOLDER B: "FINANCIAL OFFER" (by filling in the financial offer sample) only electronic copy (usb in excel forma) .

2. Tender procedure

1. In case at least three candidates submit offers and at least three candidates are found as eligible for unsealing financial offers, then, after the evaluation procedure is carried out according to the tender terms, negotiation procedures may be carried out with the candidate offered the most advantageous total offer as described below.
2. In case less than three Candidates' offers are submitted or fulfil tender criteria in order for their financial proposals to be unsealed, then, PPA reserves the right to cancel the procedure by declaring it as non- successful. After the cancelling of the tender procedure negotiation procedure may be carried out. In that case PPA retains the right to negotiate with the participants provided that they fulfil the criteria for unsealing their offer. During negotiation procedure PPA SA will request from the above - mentioned participants to submit in a sealed envelope (not through email) improved offer within 3 working days without altering any of the technical/ quality/ specifications of the already submitted offers.

It is hereby clarified that the evaluation procedure of the candidates' offers is an internal process of PPA SA and will be carried out without the participation or presence of the Bidders.

3. Participation Documentation

Sub-folder A': PARTICIPATION DOCUMENTATION shall include the following supporting documents:

- i. Operation license from the Bank of Greece that will be in force on the date of the tender as well as a valid certificate from the relevant Chamber/GEMMI.
- ii. Experience: A list with at least five (5) of clients with more than 250 insured employees that have been offering Group Life & Health insurance coverage to their employees in the last three years (2020, 2021, 2022).
- iii. Solemn Declaration duly signed by the legal representative of the candidate in which it will be stated that the candidate is active in Life insurance category for at least three years (2020, 2021, 2022) and that it has average insurance premiums from primary insurance of at least 1.500.000 €.
- iv. Solemn Declaration duly signed by the legal representative of the candidate, that the candidate accepts all the tender terms.

4. Technical Offer

Sub-folder A': Technical Offer shall include the following supporting documents:

4.1 As technical offer is considered as the proposed wording of the insurance policy which will necessarily contain at least: fully and in detail all general and special conditions, any exceptions and deviations, description of insurance coverage adjusted to the requirements of ANNEX I of present, which will be sent to the interested parties, via e-mail, upon their request, in accordance with the provisions of article 1 hereof.

In particular, the following will be submitted:

- Analysis of the offered special agreements mentioned in ANNEX I hereof and any deviations from them. We note that in case of any deviations from the special agreements, a detailed description should be provided by the participant in the tender procedure of what is applicable in case that he is selected as a Contractor. In case of no report with deviations, it will be considered that the candidate accepts what is described in ANNEX I and in other parts of the present.
- Any other points of differentiation of the participant's proposal in relation to what is mentioned in this invitation and its Annexes.
- Declaration of acceptance of providing continuity of insurance cover for employees with no waiting period or pre-existing conditions and exclusions for any case.
- Declaration of accepting the inclusion of employees who may not be in active duty upon contract's inception date.
- Declaration regarding new hired employees, i) no health questionnaire completion, ii) no waiting period for accident and/or sickness, iii) no pre-existing clauses for any case, will be evaluated.
- Client Management Team - Provide an organizational structure of the Account Management team you will put in place for PPA. To be included an overview of the Team members experience prior to and since joining your organization and comment on their experience of managing a scheme of this type. Outline what each member of the team's roles and responsibilities would be in the day to day delivery of the plan, what will be the escalation process within your team.
- Relevant experience with respect to in active Group Life & Medical programs :

	Group Life and Medical Programs
Group Life/Medical Market share	
Total Number of Contracts	
Total Number of Insured employees	
Annual Premiums	

Number of Group Life programs with < 250 employees	
Number of Group Life programs with > 250 employees	

- Your detailed answers to the service requirements for every issue listed in paragraph 4.2 of this call for tenders.
- Continuation of Insurance for Health benefits without evidence of Insurability, in case an employee terminates his/her service in PPA, will be evaluated.

Candidates are also asked to provide their alternative quotations for both programs A & B, in case of use of a restricted network of Hospitals or/and out of Hospital providers.

It is mandatory that Candidates are required to provide their quotation for all two insurance plans (A & B) matching the table of benefits and are also asked to provide their alternative quotations for both programs A & B, in case of mandatory use of a restricted network of Hospitals or/and out of Hospital providers

The insurance company will need to provide:

- 24/7 support to the insured employees in respect of the In-networks hospitals, In-network diagnostic exams etc.
- Electronic and On-site presentations to various locations and according to PPA's needs, in respect of the insurance programs benefits and procedures.
- Full claims handling and reimbursement procedure
- 24/7 advice/ hot line center specifically to ppa employees

Provision of reporting to PPA HR department according to their needs

- debit notes electronically.detailed members' lists with premium analysis per member, to PPA, electronically (in workable excel format).The above list will be prepared throughout the insurance year, as well as whether a list with the annual cost per insured member, including annual cost .

Please also state platforms that may be available for the administration of the program.

4.2 Claims' services

The candidate will need to demonstrate its capacity to provide the following:

- a. Services regarding the claims' indemnification.
- b. Confirm the needed turn-around period for claims' indemnity, which will be evaluated (Maximum required, 10 working days).

- c. Confirm the capability to pay claims through crediting insureds' bank accounts. Please state any limitations regarding banks or additional costs, if any.
- d. Describe your Claims Process including but not limited to direct settlement of the claims wherever possible.
- e. Cooperating networks (Private Hospitals, Diagnostic centers, doctors etc.), capability for insured's expenses direct payments, as well as additional services - benefits for insured employees, which will be evaluated. The network provided from the Insurance Company, is required to include indicatively but not limited at least five private hospitals, as follows:
HENRY DUNANT HOSPITAL CENTER, ATHENS EUROCLINIC, ATHENS MEDICAL GROUP
, METROPOLITAN GENERAL, METROPOLITAN (FALIRO) ,IASO, MITERA, HYGEIA
HOSPITAL, ONASSEIO,

Diagnostic Centres and Doctors:

At least one Diagnostic centre and Doctor network with wide coverage all over Greek territory.

- f. Possibility to make advance payments if requested.
- g. Confirm that you will issue communications/booklets (In Greek and English language) to HR & insured members both electronically and in hard -copies (if hard copies are requested).
- h. All claims services will be handled with the responsibility and cost of the Insurance company to be selected. Adequate number of representatives need to be physically present at specific areas of the port region for collecting documentation from PPA SA employees. Additionally, a platform for automatic upload of the collected documentation will be considered as an asset.
- i. All reimbursement procedure will be handled and carried out by the insurance company.
- j. The insurance company needs to make available representatives on a 24-hour basis for the purposes of providing advice and solution specifically for PPA SA employees.

Reporting capability / SLA

The candidate will need to demonstrate their capacity/ capability to provide standardized claims' reports in excel and ppt format to PPA SA, quarterly and upon request, covering at least but not limited to the following:

- a. Monitoring of scheme performance by providing claims statistics demonstrating utilization of benefits, breakdown of claims per benefit incurred in and out of network.
- b. Managing claims in order to ensure costs and loss ratio are contained as far as possible.
- c. High Value Claim details including amount, condition and details on whether they are ongoing or complete.

5. Financial Offer

Sub-folder B': Financial Offer shall include completed financial offer sample for both alternatives programs only electronic copy (usb in excel format) .

The insurance policy that will be issued will have the status of a contract - agreement between PPA and the selected Insurance Company, its duration will be for one year period (1/x/2023 – xx/xx/2024), under the agreed benefits and insurance rates and with no cancellation option for both sides, during this period. It will also include three (3) optional annual extensions for PPA, after negotiations and written acceptance from both counterparties (Insurance Company and PPA).

In case that PPA does not wish to extend the Insurance policy period, it must give a written notice to the Insurance Company thirty (30) days before the expiration date (xx/xx/24).

In case that the Insurance Company does not wish to provide annual extension, after the initial insurance period, it must give a written notice, at least three (3) months before the insurance policy expiry date.

In the event of none of the above notices should have been given by both counterparties, the Insurance Company will provide automatically a six (6) months extension, with the same benefits and insurance rates.

Each Candidate is invited to submit its best offer using the pricing schedule with insured amounts and headcount for the employees, as per Attachment IV.

It is mandatory that Candidates are required to provide their quotation for all two insurance plans (A & B) matching the table of benefits and are also asked to provide their alternative quotations for both programs A & B, in case of mandatory use of a restricted network of Hospitals or/and out of Hospital providers.

It is clarified that best pricing should be provided for the existing plan as well as for the Alternative Programs we need to assess. Pricing for the alterations have to be provided separately per alternative program.

All prices are quoted in Euro. All Insurance fees, vat, management fees etc, must be included in the offer. No additional costs will be acceptable.

6. Evaluation procedure

The Candidate achieving the highest combined technical and financial score (S) will be ranked first at each specific category.

The evaluation committee appointed by PPA shall evaluate the proposals on the basis of their responsiveness to the requirements set by this call, applying the evaluation criteria as follows:

Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights:

Where:

T = the weight of 60% given to the Technical Proposal;

P = the weight of 40% given to the Financial Proposal; and

The formula for determining the Financial Score (S_f) shall apply as follows:

$$S_f = 100 \times FM/F$$

Where:

S_f is the financial score;

FM is the lowest priced Financial Proposal and F is the price of the proposal under consideration.

The combined technical and financial score, S, is calculated as follows: -

$$S = S_t \times T (\%) + S_f \times P (\%)$$

ATTACHMENT I – NON DISCLOSURE AGREEMENT

I. The undersigned,(father's name:), resident of..... (address:), holder of Police ID card no. issued in on....., Legal Representative of..... hereby solemnly declare the following:

1. In the context of my participation as Tenderer/Candidate in the tender procedure, I hereby commit and undertake to keep strictly and fully confidential any confidential information which comes to my knowledge in relation to the above Tender; to apply any measures necessary to prevent any unauthorised access to such information; and to not disclose such information to third parties.

2. The above obligations, which are hereby assumed by the Company I represent, shall apply for a term of three (3) years.

3. In case intentionally or negligently fail to fulfil the above commitments and obligations, I shall be liable to indemnify PPA SA for any damage that may arise from such failure.

Piraeus, -... -2023

The Declarer

*This declaration must be accompanied by the company's latest Certificate of Representation (GEMH or equivalent) to show that the Declarant is a legal representative.