



**DELHI METRO RAIL CORPORATION LIMITED**

**TENDER NO. - DMRC/O&M/FINANCE/INSURANCE/01/2020**

**INSURANCE OF  
PASSENGERS / PUBLIC,  
MONEY, ASSETS,  
CYBER RISK,  
PROPERTIES AND  
TRAINS OF DMRC  
NETWORK**

**INSTALLED AT ALL SECTIONS/INSTALLATIONS OF DELHI  
METRO INCLUDING METRO BHAWAN, NBCC, ASHOKA  
ROAD, IT PARK, DEPOTS & ALL SECTIONS**

# **DELHI METRO RAIL CORPORATION LTD.**

## **NOTICE INVITING TENDER**

Delhi Metro Rail Corporation (DMRC) Ltd, a Joint Venture company with equity participation from Govt. of India (GOI) and Govt. of National Capital Territory of Delhi (GNCTD) has been entrusted with the responsibility of implementation of the rail-based Mass Rapid Transit System for Delhi and NCR. DMRC has been instrumental in assuring in a new era in mass urban transportation in India. The air-conditioned comfortable & eco-friendly metro services are a delight to the commuters using the metro network. At present, DMRC has 10 operational lines including the airport express line with a network of 253 stations & a network of 348 km approx. DMRC is also involved in providing consultancy services to number of cities within India and abroad.

Delhi Metro Rail Corporation Ltd. (DMRC) invites open E-tender in the prescribed Proforma from IRDA approved Non-Life/General Insurance Companies for taking various Insurance Policies under a single stage two packet bidding process, for a period of 1 year from 01.12.2020 to 30.11.2021, as per the details here under: -

### **Eligibility Criteria**

- The Insurance Company applying should be holding an IRDA License as on 30.09.2020 & shall be valid up to the full tenure of the policy.
- The bidder should be in General Insurance business for the last 5 financial years ending 31<sup>st</sup> March 2020.
- Solvency ratio should be equal to or more than 1.5 in any 2 of the last 3 financial years ending 31<sup>st</sup> March 2020.
- Minimum annual gross written premium of Rs. 2,500 Crores each year in the last 3 financial years ending 31<sup>st</sup> March 2020.

### **INSURANCE POLICIES REQUIRED**

1. Policy covering the risk of Standard Fire and Special Perils
2. Policy covering the risk of Burglary /Theft
3. Policy covering the risk of loss of Money
4. Policy covering the risk of damages to installed cables & other assets
5. Policy covering the risk of personal accident to Passengers
6. Policy covering the risk of Third-Party Liability in the form of Commercial General Liability
7. Policy covering the risk of Terrorism, Riot, Strike, Malicious Damage, Civil Commotion, Terrorism Legal Liability in the form of Stand-Alone Terrorism Policy for Rolling Stock (Metro Train Cars)
8. Policy covering the risk of Airport Express Line covering the below:
  - a) Liability due to missed flight
  - b) Liability due to damage / loss / misplaced / stolen checked in Baggage
  - c) Liability due to delayed delivery of checked in Baggage
9. Cyber Insurance
10. Crime Insurance

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For assets installed or situated at all sections/installations/depots of DELHI METRO including Metro Bhawan, NBCC & Ashoka Road and Airport Line, IT Park, Depots & All Sections w.e.f. 01.12.2020 to 30.11.2021.

Brief details of the work are as under: -

S/N	ITEM	DETAILS
1.	Name of Work	<ol style="list-style-type: none"><li>1. Policy covering the risk of Standard Fire and Special Perils,</li><li>2. Policy covering the risk of Burglary /Theft</li><li>3. Policy covering the risk of loss of Money</li><li>4. Policy covering the risk of damages to installed cables &amp; other assets</li><li>5. Policy covering the risk of personal accident to Passengers</li><li>6. Policy covering the risk of Third-Party Liability in the form of Commercial General Liability</li><li>7. Policy covering the risk of Terrorism, Riot, Strike, Malicious Damage, Civil Commotion, Terrorism Legal Liability in the form of Stand-Alone Terrorism Policy for Rolling Stock (Metro Train Cars)</li><li>8. Policy covering the risk of Airport Express Line covering the below:<ol style="list-style-type: none"><li>a) Liability due to missed flight</li><li>b) Liability due to damage / loss / misplaced / stolen checked in Baggage</li><li>c) Liability due to delayed delivery of checked in Baggage</li></ol></li><li>9. Cyber Insurance</li><li>10. Crime Insurance</li></ol>
2	Date of issue of Tender	21.10.2020
3	Tender available for online participation	From 21.10.2020 to 12.11.2020 upto 16.00 hrs on e-tendering website <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> Tender document can only be obtained after registration of tenderer on the website <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> . For further information on this regard bidders are advised to contact on 011-49424307, 011-49424365 or 011-23417910 (Ext 534283)
4	Bidding Format	2 packet single stage bidding system with separate technical & commercial/financial bids. Commercial/financial bids of only those bidders will be considered who clear and qualify the technical eligibility criteria.
5.	Date / Time of Opening of Technical Bid	Technical Bid: 13.11.2020 at 16.00hrs

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6.	Date of Communication of deficiencies on Technical Bid to Bidders by uploading on website	Latest by 18.11.2020 15.00 hrs
7.	Date / Time of receiving online clarifications only from bidders on Technical Bid	20.11.2020 up to 15.00 hrs
8	Date of Final evaluation of Technical Bids & communication to qualified Bidders by uploading on website	Latest by 23.11.2020 14.00 hrs
9.	Date / Time of Opening of Financial Bid	Financial Bid: 24.11.2020 at 14.00 hrs
10.	Authority for seeking clarifications	<p>1) Office of the GM (Finance) Delhi Metro Rail Corporation Ltd., 6<sup>th</sup> Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001 till 28.10.2020 up to 16.00 hrs. Replies to queries will be communicated by 02.11.2020 up to 16.00 hrs.</p> <p>Any written clarification should be addressed to DMRC Limited at the aforementioned address</p> <p>2) DMRC Limited has appointed M/s Marsh India Insurance Brokers Pvt. Ltd. as their insurance advisor therefore relevant queries / clarifications can also be sought from them along with DMRC on the following e-mail addresses:</p> <p><a href="mailto:shreekant.prasad@gmail.com">shreekant.prasad@gmail.com</a> <a href="mailto:nipun.khullar@marsh.com">nipun.khullar@marsh.com</a></p>

### 1.1 SUBMISSION OF TENDER

1.1 The intending tenderers must be registered on e-tendering portal <http://eprocure.gov.in/eprocure/app>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. After registration the tenderer will get user ID and password. On login tenderer can participate in tendering process and can witness various activities of the process.

1.2 The authorized signatory of an intending tenderer should hold a valid Power of Attorney (POA) in his favour and must have valid *class-III* digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.

1.3 Tender submissions will be made online after uploading documents as stated in the tender document.

1.4 The bid will contain:

**TECHNICAL BID**

- Copy of valid IRDA license for last 5 financial years and holding an IRDA License as on 30.09.2020.
- Proof of solvency ratio being minimum 1.5 in 2 out of last 3 financial years ending 31.03.2020
- Soft copies of audited balance sheet for the last 3 years ( 2017-18 & 2018-19 and 2019-20 ) highlighting gross written premium of Rs. 2,500 Crores each year in the last 3 financial years ending 31.03.2020
- Tender Document – Duly signed & stamped
- Undertakings as per Annexure-XI, XII
- Intended Coverage Exclusions, conditions & deductibles, etc. as per Annexure-X

**COMMERCIAL/FINANCIAL BID**

- Duly filled up & signed Annexure- I, II, III, IV, V, VI, VII & XIII of the Tender document. Related Annexure –VIII & IX shall also form part of the Commercial Bid.
- The Bidders are required to submit their commercial/Financial bids in all the annexures besides the above the bidders are required mandatorily submit their commercial/financial bid in the Bill of Quantities (BOQ) attached in the tender (in excel format). The bidders who do not submit/ summary of bids in BOQ format will not be considered.

1.5 Technical Bids submitted by the bidders shall be evaluated by DMRC and opportunity will be given to bidders by way of a notice on the DMRC tender website, requiring them to complete their deficiencies as per tender requirement and submit only online clarifications. Bidders shall submit technical bids & commercial / financial bids which shall be submitted separately on / as per the relevant annexure. In case any financial bid is incorporated in the technical bid the same shall be treated invalid & such bid shall be rejected on this ground itself. The technical bids of the various bidders shall be evaluated vis-à-vis a technical eligibility criteria & thereafter the financial bids of only those bidders shall be opened who are qualifying the technical eligibility criteria. Though evaluation of tender will be done by DMRC in respect of all insurance policies taken together (Ref. policy sl. no. 1 to 10 at page no. 2) however, DMRC reserves the right to accept or reject any bid in part or full, without assigning any reason whatsoever. The DMRC reserves the right to place the individual policies at its sole discretion and also reserves its right to select an insurer on an overall basis or select the lowest bidder on each cover / policy individually. However, bids received for selective polices instead of all policies (sl. No. 1 to 10 at page no. 2) shall be disqualified, therefore, only those bids shall be considered which will be received for all polices as defined in the scope of work.

1.6 In case there is a tie at L1 position, the tie between two or more bidders at/for L1 position/bid the bidder / insurer having the highest gross written premium/turnover in last 3 financial years as given above in the tender will be considered for selection/appointment.

1.7 The offer of the Bidder shall be valid for a period of 3 months from the date of submission of Tender.

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1.8 Successful tenderer shall have to enter into detailed agreement with DMRC Ltd. as per terms and conditions notified through this tender notice within 30 days of the date of issue of letter of acceptance.

1.9 Under any of the insurance policies contained in this tender, DMRC may request for addition / deletion / alteration/ modification in the values insured hereunder in any of the policies at any time during the policy period and the effective premium for such alteration will be charged / refunded by the insurer on pro-rata basis for the unexpired / expired period of the risk only. The addition / deletion / alteration/ modification on pro-rata basis shall also apply to any operational responsibilities taken over by DMRC or assigned by any government to DMRC or capital additions during the currency of the policy.

1.10 Interested companies shall submit only one tender covering entire 100% of the risk for each policy to be insured within their own capacity for the above scope of the contract. Confirmation regarding that there shall be no sharing of risk amongst insurance companies should be submitted to DMRC under signature & seal of authority at the level of General Manager or equivalent Annexure XII.

1.11 If at any time prior to the last date for submission of tenders, DMRC may at its own initiative or in response to clarification or query raised by the prospective bidders may modify tender documents by issuing addendum/corrigendum, the same shall be binding on them. Bidders shall take such addendum and corrigendum into consideration while submitting their bids.