



दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड
DELHI METRO RAIL CORPORATION LTD.

CONTRACT NO. OHMisc-927

Group Term Life Insurance

Tender Document

Notice Inviting Tender (NIT)

DELHI METRO RAIL CORPORATION LTD.

**5th FLOOR, C-WING, METRO BHAWAN,
FIRE BRIGADE LANE, BARAKHAMBA ROAD,
NEW DELHI 110001**

Index

Clause	Descriptions	Page Number
1.1	General	3
1.2	Pre-Qualification Requirements	4
1.2.2	Eligibility of the Tenderer	4
1.3	Tender document consist	4
	Instructions for Online Bid Submission	6-7

NOTICE INVITING TENDER (NIT)**1.1 General**

1.1.1 Delhi Metro Rail Corporation Ltd. (DMRC) invites Open tender through e-tendering system (i.e. Technical and Financial bid) from various Insurance Companies, duly licensed by Insurance Regulatory and Development Authority (IRDA) for Contract no. OHMisc-927: Group Term Life (GTL) policy of sum insured value of Rs. 25 lakh for DMRC employees numbering about 14208 (Approx.). The premium will be paid on twelve-month basis for a sum assured of Rs. 25 Lakh (Maximum) per employee to cover all types of death under GTL.

1.1.2 The key details are as follows:

Sr.No.	Item	Details
a.	Name of work	OHMisc-927: Group Term Life Insurance.
b.	Contract Period	01 (one) year (may be extended for further 2 Years on mutually agreed terms and conditions)
c.	Tender available for online participation	From 10.06.2021 to 09.07.2021 (up to 14:00 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app Tender document can only be obtained after registration of tenderer on the website https://eprocure.gov.in/eprocure/app .
d.	Cost of Tender Form and EMD	NIL
e.	Pre Bid Meeting (Online)	17.06.2021 at 11:00 Hrs. The pre-bid meeting shall be conducted through video conferencing using software apps such as microsoft teams etc. All Prospective bidders shall provide the details of the person(s) (maximum up to two) who will be participating in such virtual meeting at least one day before the meeting (latest by 11:00 Hrs. on 16.06.2021) to the registered official email of DMRC i.e. cetenderonm@dmrc.org , so that links having details such as software apps, meeting ID, password etc. can be mailed to these persons preferably 12 hours before the scheduled pre-bid meeting.
f.	Last date of Seeking Clarification	16.06.2020 (upto 17:00 Hrs.) (Queries shall be submitted online through e-tendering portal against the respective tender)
g.	Last date of issuing amendment, if any	29.06.2021
h.	Tender submission Start Date and Time (online)	02.07.2021 (from 09:00 Hrs.)
i.	Tender submission end Date and Time (online)	09.07.2021 (Up to 14:00 Hrs.)
j.	Date & Time of opening of Tender (Technical Bid) (online)	12.07.2021 at 14:30 Hrs.
k.	Validity of Tender	180 days from the last date of submission of tender.
l.	Authority and place for seeking clarifications	CE/Tender (O&M), Delhi Metro Rail Corporation Ltd., 5th Floor, C-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001

1.2 **PRE-QUALIFICATION REQUIREMENTS**

- 1.2.1 This invitation for tender is open to only IRDA licensed Insurance companies of India for "GROUP TERM LIFE INSURANCE" of DMRC Ltd. All tenders submitted shall include the following information:-
- 1.2.2 General information on the tender/Insurer shall be furnished in **Appendix-2 of FOT**. Copies of original documents defining the constitution and legal status, certificate of registration and ownership, principal place of business of the company, corporation, firm.
- 1.2.3 The authorized signatory of the tenderer/Insurer shall sign each page of tender, Power of Attorney in favour of the signatory will be required to be furnished as detailed in Clause A4 of ITT.
- 1.2.4 Cancellation or creation of a document such as Power of Attorney, which may have bearing on the tender/contract, shall be communicated forthwith in writing by the tenderer/Insurer to the Employer.

1.2.2 **Eligibility of the Bidder**

- (a) The Bidder should have a valid IRDA license on date of tender submission & exposure in the field of providing Group Personal Insurance services to organizations of Government/Private/PSU **Sector for 3 years (non-overlapping) during last 7 years ending last day of the month previous to the month of tender submission**. Intermediaries are not eligible for Group Term Life Insurance tender. The bidder shall submit details of experience executed by them in the Proforma given in **Appendix-3 of FOT** of this tender document.
- (b) Minimum annual gross written premium at least one year in the last 3 financial years ending 2019-20:
- (i) For Life Insurer: 1000 Crores.

Gross written Premium and claim settlement ratio should be same as given in the annual/reports/ financial statements of insurance companies available in public domain on their website or IRDA website. In case of any mismatch in data, data available on IRDA website shall prevail. If the bidder qualifies this criteria in F.Y. 2020-21 the same shall also be taken into consideration subject to production of documentary evidence.

- (c) **The minimum claim settlement ratio should be equal to or greater than 90%**. Insurance companies are supposed to enclose self-declaration signed by authorized signatory along with annual report highlighting claim settlement ratio in the Proforma given in **Appendix-4 of FOT** of this tender document.

1.3 **Tender document consists of the following:**

- a. Notice Inviting Tender
 - b. Instructions to Tenderers (Including Annexures)
 - c. Form of Tender (Including Appendices)
 - d. General Terms & Conditions
 - e. Employer's Requirements
 - f. BOQ
- 1.3.1 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of CE/Tender (O&M), Delhi Metro Rail Corporation, 5th Floor, C-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001.
- 1.3.2 All Tenderers are hereby cautioned that tenders containing any deviation or reservations as described in Clause E4.4 of "Instructions to Tenderers" and/or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.

- 1.3.3 The intending tenderers must be registered on e-tendering portal <https://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.
- 1.3.4 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid **class-II** or **class-III** digital signature. The tender document can only be downloaded from e-tendering portal using class-II or class-III digital signature. However, the tenderer shall upload their tender on <https://eprocure.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.
- 1.3.5 Tender submissions shall be done online on <https://eprocure.gov.in/eprocure/app> after uploading the mandatory scanned copies of tender document and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.
- 1.3.6 Submission of Tenders shall be closed on e-tendering website of DMRC at the date & time of submission prescribed in NIT after which no tender shall be accepted.
It shall be the responsibility of the bidder / tenderer to ensure that his tender is uploaded online on e-tendering website <https://eprocure.gov.in/eprocure/app> before the deadline of submission. DMRC will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.
- 1.3.7 Tenders shall be valid for a period of **180 days** (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the latest Date of Submission of Tender.
- 1.3.8 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the DMRC for rejection of his proposal.
- 1.3.9 Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- 1.3.10 Letter of acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder.
- 1.3.11 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 the them. Bidders shall take such addendum or corrigendum into consideration while submitting their bids.
- 1.3.12 For any corruption related complaint, tenderer may contact CVO, DMRC (email-cvodmrc@gmail.com Ph.011-23418406. However, no tender related queries shall be enquired from CVO, DMRC. For any queries/clarification related to tender, the bidder may attend pre-bid meeting and/or upload their queries online within the date and time specified at Clause 1.1.1 (f) and 1.1.1 (g) of NIT respectively.

CE/Tender (O&M)

Delhi Metro Rail Corporation Limited

Instructions for Online Bid Submission:

1. GENERAL

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

2. REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

3. SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

4. PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be uploaded as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

5. SUBMISSION OF BIDS

- a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders are requested to note that they should necessarily submit their **financial bids** in the format provided and no other format is acceptable. If the price bid has been given as a **standard BOQ format with the tender document**, then the same is to be downloaded and to be filled by all the bidders. **Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder)**. No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- e) All the documents being uploaded by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

6. ASSISTANCE TO BIDDERS

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- c. For any Technical queries related to Operation of the Central Public Procurement Portal Contact at: Tel: 0120-4001062, 0120-4001002, 0120-4001005, 0120-6277787.
E-Mail Support:
Technical - support-eproc(at)nic(dot)in
Policy Related - cppp-doe(at)nic(dot)in