समुद्रीय प्रशासन महानिदेशालय, मुंबई

DIRECTORATE GENERAL OF MARITIME ADMINISTRATION , MUMBAI

Request for Bid (RFB)
for
Empanelment of General Insurance Companies for Group Personal Accident Insurance Coverage under the Seafarers Welfare Fund Society (SWFS)

RFB Ref. No.: 46/24/2026-11

Date of Issue: 17.08.2026

ISSUING AUTHORITY:
Directorate General of Maritime Administration (DGMA)
Postal Address: 9th Floor Beta Building, I-Think Techno Campus, Kanjurmarg (East), Mumbai - 400 042 (India)

E-Mail: n.mukesh@gov.in/ deo1.swfs@govcontractor.nic.in
Tel. No.: 91-22-25752040/41/42/43/45
(From 9:30 A.M. to 6:00 P.M.)

Disclaimer

The information contained in this Request for Bid (RFB) or subsequently provided to any Bidder by or on behalf of the Directorate General of Maritime Administration (DGMA), Government of India (hereinafter referred to as the "Client") is provided solely for the purpose of assisting Bidders in preparing and submitting their Bids.

This RFB is neither an agreement nor an offer by the Client to any Bidder. The information contained in this RFB is provided in good faith and is subject to verification, amendment, modification, or withdrawal by the Client at any time without assigning any reason.

While reasonable care has been taken in the preparation of this RFB, the Client, the Seafarers Welfare Fund Society (SWFS), and their officers, employees and representatives make no representation or warranty, express or implied, as to the accuracy, adequacy, completeness or reliability of the information contained in this RFB. Bidders are advised to conduct their own independent examination of the requirements and to obtain such professional advice as they may consider necessary before submitting their Bids.

The Client reserves the right to accept or reject any or all Bids, annul or modify the bidding process, or amend this RFB at any stage without thereby incurring any liability to any Bidder.

All costs and expenses incurred by the Bidders in connection with the preparation and submission of their Bids shall be borne solely by the respective Bidders. The Client shall not be liable, in any manner whatsoever, for any such costs or expenses, irrespective of the outcome of the bidding process.

Submission of a Bid shall be deemed to constitute the Bidder's unconditional acceptance of the terms and conditions contained in this RFB.

TABLE OF CONTENT

SECTION 1: NOTICE INVITING TENDER (NIT)

Sl. No.	Particulars	Details
1	Name of Client	Directorate General of Maritime Administration (DGMA)
2	Tender Reference Number	
3	Tender ID (CPPP)	
4	Title of Bid	Empanelment of General Insurance Companies for Group Personal Accident Insurance Coverage under the Seafarers Welfare Fund Society (SWFS)
5	Tender Type	Open Tender
6	Selection Method	Quality and Cost Based Selection (QCBS) with Technical and Financial Weightage of 60:40
7	Tender Category	Non-Consultancy Services
8	Procurement Method	e-Procurement through CPPP (https://eprocure.gov.in)
9	Bid Submission Mode	Online only
10	Bid System	Two-Bid System (Technical & Financial)
11	Earnest Money Deposit (EMD)	INR ……………(Exemption as per Govt. norms)
12	EMD Payable To	
13	EMD Payable At	
14	Bid Document Download Start Date	
15	Bid Submission Start Date	
16	Bid Submission End Date	
17	Technical Bid Opening Date	
18	Financial Bid Opening Date	To be notified on CPPP
19	Address for Communication	

Directorate General of Maritime Administration

9th Floor Beta Building, I-Think Techno Campus,

Kanjurmarg (East), Mumbai - 400 042 (India)

Section 2 – Instructions to Bidders (ITB)

A. General

1) Introduction

a) This Section provides the information and instructions necessary for prospective bidders to prepare and submit their Bids. It also sets out the procedures to be followed by the Directorate General of Maritime Administration (DGMA), Government of India (hereinafter referred to as the "Client") for the receipt, opening, evaluation, and empanelment of General Insurance Companies for providing Group Personal Accident Insurance Coverage to eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS).

b) The Client shall empanel eligible General Insurance Companies through a Two-Bid System comprising Technical Bid and Financial Bid. The Technical and Financial Bids shall be evaluated in accordance with the methodology specified in this RFB. The final ranking of bidders shall be determined under the Quality and Cost Based Selection (QCBS) method, and up to the specified number of General Insurance Companies may be empanelled based on the combined QCBS scores.

c) This Request for Bid (RFB) sets out the bidding process, eligibility requirements, scope of services and other terms and conditions governing the selection and empanelment of General Insurance Companies.

d) Before preparing and submitting the Bid, bidders are advised to carefully examine all instructions, conditions, eligibility requirements, scope of services, and other provisions contained in this Request for Bid (RFB). Failure to furnish the required information or comply with the requirements of this RFB may result in rejection of the Bid.

2) Code of Integrity

a) The Client and all officers or employees of the Client, whether involved in the procurement process or otherwise, and the bidders and their agents, representatives, or employees participating in the procurement process, as well as any other persons directly or indirectly involved in the procurement process, shall maintain the highest standards of integrity and shall comply with the Code of Integrity prescribed under the General Financial Rules (GFR), 2017.

b) In the event of a breach of the Code of Integrity by a bidder, the Client, after providing a reasonable opportunity of being heard, may take appropriate action, including but not limited to:

(i) Exclusion of the bidder from the procurement process;

(ii) Cancellation of pre-contract negotiations and forfeiture or encashment of Bid Security (EMD), wherever applicable;

(iii) Forfeiture or encashment of any other security or guarantee relating to the procurement;

(iv) Recovery of any payments made by the Client together with applicable interest;

(v) Cancellation of the empanelment or contract and recovery of losses suffered by the Client;

(vi) Debarment of the bidder from participation in future procurements of the Client for a period not exceeding three (3) years, or such period as may be prescribed under applicable rules and regulations.

3) **Eligibility and Qualification Criteria:**
   a) This RFB is open to General Insurance Companies holding a valid licence issued by the Insurance Regulatory and Development Authority of India (IRDAI) and meeting the Eligibility and Qualification Criteria specified in Section 3 of this RFB.
   b) Bidders shall comply with the conflict of interest and other eligibility requirements specified in this RFB.
   c) The Client reserves the right to verify any information or documents submitted by a Bidder at any stage of the bidding process.

4) **Conflict of Interest:**
   a) Bidders shall avoid any actual or potential conflict of interest that may affect the fairness, transparency, or integrity of the bidding process or execution of the Agreement.
   b) Any actual or potential conflict of interest shall be promptly disclosed in writing to the client. Failure to disclose such conflict may result in rejection of the bid, termination of the Agreement, or any other action deemed appropriate by client.
   c) A bidder shall be considered to have a conflict of interest if it:
      (i) Participates in more than one bid for the same procurement;
      (ii) Has common ownership, control, or management with another bidder participating in the same procurement;
      (iii) Has a relationship with any person involved in the procurement process that may influence the outcome; or
      (iv) Has access to confidential information that provides an unfair competitive advantage.
   d) DGMA reserves the right to disqualify any bidder or terminate the Agreement if a conflict of interest is found at any stage of the procurement process or during the Empanelment Period.

B. Preparation of Bid

5) **General Considerations:**
   The Bidder shall prepare and submit its Bid strictly in accordance with the requirements of this RFB. Failure to furnish the required information or documents may result in rejection of the Bid.
6) **Bid Security:**

   a) Bidders shall furnish Earnest Money Deposit (EMD) in the amount and manner specified in Section 1: Notice Inviting Tender (NIT).
   b) Bids not accompanied by the required EMD, unless exempted under applicable Government rules, shall be rejected as non-responsive.

c) Bidders claiming exemption from EMD shall submit the prescribed declaration and supporting documents.
d) The EMD shall remain valid for a period of forty-five (45) days beyond the Bid validity period.
e) The EMD may be forfeited or the Bid Securing Declaration invoked if the Bidder:

   (i) withdraws or modifies its Bid during the validity period;
   (ii) submits false, incorrect, or misleading information;
   (iii) violates the Code of Integrity;
   (iv) fails to sign the Agreement after award; or
   (v) fails to furnish the required Performance Security.

f) EMD of unsuccessful bidders shall be returned without interest after completion of the bidding process.
g) EMD of the empanelled bidder shall be returned upon execution of the Agreement and submission of the required Performance Security.

7) Cost of Preparation of Bid:

The Bidder shall bear all costs associated with the preparation and submission of its Bid. Client shall not be liable for any such costs, regardless of the outcome of the bidding process.

8) Language of Bid

The Bid and all related correspondence shall be in English. Documents in any other language shall be accompanied by a self-certified English translation, which shall prevail for interpretation purposes.

9) Documents Comprising the Bid:

a) The Bidder shall submit all documents, declarations, undertakings, forms and supporting documents required under this RFB. The list of documents to be submitted is provided in Annexure 2 (Bid Submission Checklist). The Bid shall be complete in all respects and accompanied by all requisite documentary evidence in support of the Bidder's eligibility, qualification and technical proposal.
b) All forms, declarations and undertakings shall be submitted in the prescribed formats provided in Section 5, wherever applicable.
c) Submission of a Bid shall be deemed to constitute unconditional acceptance of all the terms and conditions contained in this RFB.

10) Only One Bid:

A Bidder shall submit only one Bid for this procurement. Submission of multiple bids, either directly or through affiliates, subsidiaries, or related entities, may result in rejection of all such bids.

11) **Pre-Bid Meeting**:

a) Client may conduct a Pre-Bid Meeting on the date, time, and mode specified in the Notice Inviting Tender (NIT) to clarify provisions of the RFB.

b) Participation in the Pre-Bid Meeting is optional. Bidders may submit queries through CPP Portal or email within the prescribed timeline.
c) Clarifications, replies to queries, and any corrigendum/addendum issued by client shall be published on the CPP Portal and shall form an integral part of this RFB.

12) Bid Validity:

a) The Bid shall remain valid for a period of 180 days from the last date of submission of bids.
b) Any Bid with a shorter validity period shall be rejected as non-responsive.
c) Client may request an extension of Bid validity in exceptional circumstances. A Bidder may refuse such request without forfeiture of EMD.
d) Where EMD has been furnished, its validity shall be suitably extended along with the Bid validity period.

13) Clarification and Amendment of RFB:

a) Bidders may seek clarifications on this RFB through the CPP Portal or email within the prescribed timeline.
b) The Client may issue clarifications, corrigenda, or amendments to the RFB before the Bid Submission Deadline. Such communications shall be published on the CPP Portal and shall form an integral part of this RFB.
c) The Client may extend the Bid Submission Deadline, where considered necessary, including in the event of a material amendment to the RFB.

14) Technical Bid Format and Content:

a) The Technical Bid shall be submitted in the prescribed formats along with the supporting documents specified in this RFB.
b) The Technical Bid shall not contain any financial or price-related information. Any Bid containing such information in the Technical Bid shall be rejected.
c) Only the information and documents submitted in accordance with the requirements of this RFB shall be considered for technical evaluation.

15) Financial Bid:

a) The Financial Bid shall be submitted in the prescribed BOQ format available on the CPP Portal.
b) Bidders shall quote the premium rate for a Sum Assured of Rs.1,00,000 (Rupees One Lakh) per eligible Seafarer.
c) The premium rates for higher Sum Assured options shall be derived on a proportionate basis from the quoted premium rate for the Sum Assured of Rs. 1,00,000 (Rupees One Lakh).
d) The quoted premium rates shall be exclusive of applicable GST and other statutory taxes, which shall be payable separately at the prevailing rates.
e) The premium rates quoted by the empanelled bidder(s) shall remain firm and fixed throughout the Empanelment Period.
f) The Financial Bid shall be evaluated in accordance with the QCBS evaluation methodology specified in Clause 22 of this RFB.

g) Conditional Financial Bids or Financial Bids not submitted in the prescribed format shall be rejected.

C. Submission, Opening and Evaluation of Bid:

16) Submission of Bid:

a) Bids shall be submitted online through the CPP Portal on or before the Bid Submission Deadline. Manual submissions shall not be accepted.
b) Bidders shall be responsible for timely submission of their Bids. The Client shall not be responsible for delays arising from system failure, internet connectivity, or other technical reasons.
c) Bidders may modify, resubmit, or withdraw their Bids before the Bid Submission Deadline. Only the last submitted Bid shall be considered.
d) No Bid shall be modified or withdrawn after the Bid Submission Deadline.

17) Opening of the Technical Bid:

Technical Bids shall be opened online on the date and time specified in the NIT or as subsequently notified through an addendum/corrigendum. If the opening date falls on a holiday, the bids shall be opened on the next working day.

18) Responsiveness and Clarifications

a) The Client shall examine the Bids to determine their completeness, responsiveness, and compliance with the requirements of this RFB.
b) The Client may seek clarifications or permit correction of minor deficiencies that do not materially alter the substance of the Bid.
c) No change to the quoted premium rate or any material term of the Bid shall be permitted during the evaluation process.
d) The Client reserves the right to verify any information or document submitted by a Bidder. If any information is found to be false or misleading, the Bid may be rejected or the Contract terminated, as applicable.

19) Evaluation of Technical Bid

Technical Bids shall be evaluated in accordance with the Eligibility, Qualification and Technical Evaluation Criteria specified in Section 3 of this RFB. Only Bidders achieving the minimum Technical Qualifying Score specified in Section 3 shall be considered technically qualified and eligible for opening of their Financial Bids.

20) Confidentiality:

a) Information relating to bid evaluation and recommendations shall remain confidential until completion of the selection process.
b) Any attempt by a bidder to influence the evaluation process may result in rejection of the bid and other action as deemed appropriate by client.
c) All communications regarding the bidding process shall be made only in writing.

21) Opening of Financial Bid:

a) Financial Bids of only technically qualified bidders shall be opened.
b) The date and time of opening of Financial Bids shall be notified through the CPP Portal.
c) The Financial Bids shall be opened and recorded in accordance with the applicable procurement procedures.

22) Financial Evaluation and QCBS Ranking:

a) The Financial Bids of technically qualified Bidders shall be evaluated based on the premium rate quoted for a Sum Assured of Rs.1,00,000 (Rupees One Lakh), exclusive of applicable GST.
b) The Bidder quoting the lowest evaluated premium rate (Fm) shall be assigned a Financial Score (Sf) of 100 marks. The Financial Score of other Bidders shall be calculated as follows:

$$\mathbf{Sf = (Fm / F) \times 100}$$

Where:

Sf = Financial Score of the Bidder
Fm = Lowest evaluated premium rate
F = Evaluated premium rate quoted by the Bidder

c) The Combined QCBS Score shall be calculated as follows:
Combined Score (S) = (St × 0.60) + (Sf × 0.40)
The Technical Score (St) and Financial Score (Sf) shall carry weightages of 60% and 40%, respectively.
Where:
S = Combined QCBS Score
St = Technical Score of the Bidder
Sf = Financial Score of the Bidder

d) Bidders shall be ranked in descending order of their Combined QCBS Scores.

23) Empanelment and Selection of Insurer by Eligible Seafarers:

a) The first three (3) highest-ranked Bidders (H1, H2 and H3) shall be empanelled by the Client for providing Group Personal Accident Insurance coverage under the Seafarers Welfare Fund Society (SWFS).
b) In the event that two or more Bidders obtain the same Combined QCBS Score at the last empanelment position, all such Bidders shall be assigned the same rank and shall be empanelled, notwithstanding the specified maximum number of empanelled insurers.
c) The approved premium rates of each empanelled insurer shall be notified by the Client.
d) Eligible Seafarers shall have the option to obtain Group Personal Accident Insurance coverage from any of the empanelled insurers at the approved premium rate applicable to the selected insurer and the applicable Sum Assured.

e) Empanelment shall not guarantee any minimum number of policies or volume of business to any empanelled insurer. The Client shall not be liable to allocate any minimum business to any empanelled insurer, and the choice of insurer shall rest solely with the eligible Seafarer.

24) Right to Accept or Reject Bids

Client reserves the right to accept or reject any bid, annul the bidding process, or reject all bids at any stage without assigning any reason and without incurring any liability to the bidders.

25) Notification of Empanelment

a) The Client shall issue a Letter of Empanelment (LoE) to the empanelled bidder(s) prior to the expiry of the Bid validity period.

b) The Letter of Empanelment shall constitute notification of empanelment, subject to fulfilment of the requirements specified in this RFB, including submission of the Performance Security, where applicable.

26) Execution of Agreement:

Each empanelled bidder shall execute the Agreement within twenty-eight (28) days from the date of issue of the Letter of Empanelment or within such period as may be specified by the Client.

27) Empanelment Period

a) The empanelment and the Agreement shall remain valid for a period of three (3) years from the Effective Date of the Agreement.

b) The approved premium rates of the empanelled insurer(s) shall remain firm and fixed throughout the empanelment period, including any extension thereof, and shall not be subject to any escalation or revision.

c) The Client may, at its sole discretion, extend the empanelment and the Agreement for a further period of up to two (2) years on the same terms and conditions, subject to satisfactory performance of the empanelled insurer(s) and mutual agreement of the parties.

28) Grievance Redressal/ Complaint Procedure:

a) Any bidder aggrieved by a decision of client during the procurement process may submit a written representation within ten (10) days from the date of publication of the relevant decision.

b) Client shall examine the representation and communicate its decision within a reasonable period.

c) The grievance mechanism shall not apply to matters relating to procurement policy, selection methodology, cancellation of the bidding process, or other decisions taken by client in accordance with applicable rules and regulations.

d) Submission of a grievance shall not automatically suspend or delay the procurement process.

Section 3 – Eligibility, Qualification Criteria

This Section sets out the Eligibility Criteria, Minimum Qualification Criteria and Technical Evaluation Criteria for evaluation of Bids. No criteria other than those specified in this Section shall be used for evaluation.

The evaluation shall be carried out in three stages:

Stage I – Eligibility Evaluation (Pass/Fail)
Stage II – Minimum Qualification Evaluation (Pass/Fail)
Stage III – Technical Evaluation (100 Marks)

Only Bidders satisfying the Eligibility Criteria (Part A) shall be considered for Minimum Qualification Evaluation.

Only Bidders meeting all the Minimum Qualification Criteria (Part B) shall be considered for Technical Evaluation (Part C).

Only Bidders obtaining the minimum Technical Qualifying Score (Part C) shall be considered technically qualified and their Financial Bids shall be opened.

Part A – Eligibility Criteria (Pass/Fail):

EC No.	Criteria	Description	Supporting Document
EC1	Legal Status	General Insurance Company incorporated in India and holding a valid licence issued by the Insurance Regulatory and Development Authority of India (IRDAI) to undertake General Insurance business.	Certificate of Incorporation and IRDAI Licence
EC2	Statutory Registration	Valid PAN and GST Registration	PAN and GST Certificates
EC3	Financial Standing	Not insolvent, bankrupt, under liquidation or receivership	Declaration by Authorized Signatory
EC4	No Blacklisting	Not blacklisted, debarred, or declared ineligible by any Government Authority/PSU	Declaration in prescribed format
EC5	Conflict of Interest	No conflict of interest as specified in the RFB	Declaration in prescribed format

Part B – Minimum Qualification Criteria (Pass/Fail)

QC No.	Criteria	Pass Threshold	Supporting Document
MQ1	IRDAI Licence	Valid IRDAI Licence to undertake General Insurance Business with minimum three (3) years of operation.	IRDAI Registration Certificate

QC No.	Criteria	Pass Threshold	Supporting Document
MQ2	Claims Settlement Ratio	Average CSR of at least 95% during the last three financial years	IRDAI Annual Reports or Certificate from Statutory Auditor/Company Secretary based on IRDAI published data
MQ3	Solvency Ratio	Minimum 150% as per latest audited financial statements	Latest Audited Financial Statements or Certificate from Statutory Auditor confirming Solvency Ratio
MQ4	Group Personal Accident Insurance Experience	Experience of administering Group Personal Accident Insurance policies covering at least 50,000 insured persons under one or more Group Personal Accident Insurance schemes during any of the last three financial years	Client Certificate / Work Order / Policy Schedule / Completion Certificate or any other documentary evidence indicating the number of insured persons covered under the Group Personal Accident Insurance Scheme.
MQ5	Digital & Service Infrastructure	Availability of online enrolment, policy servicing, grievance redressal and claims management system	Self-certification along with screenshots, brochures, system architecture, user manuals or other documentary evidence demonstrating availability of the online systems

Only bidders satisfying all the above proceed to Part C.

Part C – Technical Evaluation Criteria (100 Marks)

TC No.	Criteria	Marking Criteria	Maximum Marks
TC1	Claims Settlement Ratio (Average of Last Three Financial Years)	≥95% to <96% = 8 Marks ≥96% to <97% = 12 Marks	20

TC No.	Criteria	Marking Criteria	Maximum Marks
		≥97% to <98% = 16 Marks≥ 98% to <99% = 18 Marks ≥99% = 20 Marks	
TC2	Solvency Ratio (Latest Audited)	150% to <175% = 4 Marks 175% to <200% = 7 Marks 200% to <225% = 8 Marks ≥225% = 10 Marks	10
TC3	Group Personal Accident Insurance Experience	Largest Group Personal Accident Insurance Scheme / Policy administered during any of the last three financial years: 50,000 to <2,00,000 insured persons = 5 Marks 2,00,000 to <4,00,000 insured persons = 10 Marks 4,00,000 to <6,00,000 insured persons = 15 Marks 6,00,000 to <8,00,000 insured persons = 18 Marks ≥8,00,000 insured persons = 20 Marks	20
TC4	Digital & Service Infrastructure	Online Enrolment = 3 Marks Online Policy Servicing = 3 Marks Online Claims Management & Tracking = 3 Marks Online Grievance Redressal System = 3 Marks MIS / Dashboard / Reporting = 3 Marks	15
TC5	Technical Presentation	Understanding of SWFS requirements and proposed implementation approach = 5 Marks Digital solution & system demonstration = 5 Marks Claims management & service delivery	20

TC No.	Criteria	Marking Criteria	Maximum Marks
		model = 4 Marks Implementation & transition plan = 3 Marks Response to Committee's queries = 3 Marks	
TC6	Project Team & Customer Support	Dedicated Relationship Manager = 3 Marks Dedicated Claims Support Team = 3 Marks Helpdesk / Toll-free / Email Support = 3 Marks Periodic MIS & Review Mechanism = 3 Marks Training & Awareness Programme for Seafarers = 3 Marks	15
	Total		100

Notes

a) Technical Evaluation shall be carried out only for Bidders meeting all the Eligibility and Minimum Qualification Criteria.

b) The Technical Presentation shall be conducted before the Technical Evaluation Committee on the date and time communicated by the Client.

c) The Technical Score (St) obtained by each technically qualified Bidder shall be used for QCBS evaluation.

d) A Bidder obtaining less than 70 marks shall be declared technically non-responsive, and its Financial Bid shall not be opened.

e) A Bidder declared technically qualified shall not acquire any right to empanelment. Empanelment shall be based on the Combined QCBS Score in accordance with Clause 22 and the provisions of Clause 23 of this RFB.

Section -4 Scope of Service (SOS)

(This Part describes the services and capabilities expected from the empanelled General Insurance Companies. It is indicative and represents minimum service expectations. Detailed contractual obligations and coverage terms will be finalised post-empanelment.)

1) Background

A. Scheme Background

The Directorate General of Maritime Administration (DGMA), Ministry of Ports, Shipping and Waterways, Government of India, intends to empanel IRDAI-registered General Insurance Companies for providing Group Personal Accident Insurance Coverage to eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS).

The Scheme shall primarily focus on Group Personal Accident (GPA) Cover for eligible Indian seafarers. Additionally, Optional General insurance products may be offered by empanelled insurers separately; however, such products shall not form part of the mandatory coverage under this RFB.

The empanelled insurer(s) shall be responsible for policy issuance, premium administration, claims processing and settlement, and customer support services in accordance with the terms of this RFB.

The Scheme aims to provide affordable and accessible general insurance coverage to seafarers and enhance the financial security and welfare of seafarers and their families. In this RFB, "SWFS Members" refers to Indian seafarers, whether serving on Indian-flagged vessels or foreign-flagged vessels, who are covered under the insurance policy.

B. Existing Insurance Coverage and Seafarer Profile

Indian Seafarers are generally covered under various insurance and compensation arrangements, including employer-sponsored insurance policies, Collective Bargaining Agreements (CBAs), statutory compensation mechanisms, and other welfare schemes. However, the extent of such coverage may vary depending upon the employer, vessel, rank, employment status, and contractual arrangements.

The proposed Scheme is intended to supplement, and not replace, existing insurance and welfare benefits available to seafarers. The Scheme seeks to provide compulsory group personal accident insurance coverage with Sum Assured options ranging from Rs.1,00,000 to its multiple.

The following information is provided for reference purposes only:

Particulars	Indicative Numbers* (One Year tenure)
Registered Seafarers	7,35,114
Active Seafarers* (A+B)	3,23,429
Officers (A)	1,13,993
Ratings (B)	2,09,436
Average Annual Enrolment Expected	~ 40,000

* Active Members: Indian seafarers who are currently serving onboard an Indian-flagged sor foreign-flagged vessel.

The above figures are indicative only and shall not constitute any guarantee of enrolment, premium volume, policy issuance, or business allocation under the Scheme.

C. Indicative Historical Incident Data

As there is presently no insurance scheme in operation, historical claims data is not available. However, for the purpose of assisting bidders in understanding the broad risk profile, indicative information on reported seafarer incidents available with the DGMA for the period January 2021 to March 2026 is enclosed.

The incident statistics have been compiled based on records available with DGMA and are presented by age band and cause of death/incident. The data is intended solely as a reference for bidders while formulating their proposals.

Year-wise Incidents by Age Band — Jan 2021 to March 2026*							
Total: 300 incidents							
Year	**18-25**	**26-30**	**31-40**	**41-50**	**51-60**	**NA**	**Total**
2021	8	2	17	18	15	6	**66**
2022	5	4	17	12	10	9	**57**
2023	5	8	22	13	9	4	**61**
2024	2	2	9	7	5	9	**34**
2025	0	0	0	0	0	68	**68**
2026	0	0	0	0	0	14	**14**
GRAND TOTAL	**20**	**16**	**65**	**50**	**39**	**110**	**300**

Year-wise Incidents by Cause of Death — Jan 2021 to March 2026*									
Total: 300 incidents									
Year	**Natural / Illness**	**Cardiac / Heart Failure**	**COVID -19**	**Suicide**	**Accident / Work Related**	**Drowning / Man Overboard**	**Fire / Explosion**	**Toxic Gas / Inhalation**	**Unknown / Unclassified**	**Total**
2021	15	7	18	5	4	1	2	1	13	**66**
2022	26	7	0	6	6	2	0	1	9	**57**
2023	37	7	0	6	2	1	1	0	7	**61**
2024	21	4	0	3	2	2	1	1	0	**34**
2025	18	10	1	5	4	5	2	3	20	**68**
2026	4	2	0	2	0	0	0	0	6	**14**
GRAND	**121**	**37**	**19**	**27**	**18**	**11**	**6**	**6**	**55**	**300**

TOTAL										

*Indicative figures only.

The above information is based on available records and is provided in good faith for reference purposes only. DGMA does not warrant its completeness or accuracy and shall not be liable for any pricing assumptions made by bidders based on such information.

D. Indicative Age Profile of Eligible Seafarers

Age Group	**Approx. No. of Active Seafarers**
Up to 30 Years	3,50,290
31–40 Years	2,47,536
41–50 Years	93,557
51–60 Years	38,842

The above information is indicative and provided solely for reference purposes. DGMA does not guarantee the accuracy, completeness, enrolment levels, premium volume, policy issuance, or business allocation under the Scheme.

2) Objectives

The main objectives of this engagement are to:

a) Provide group personal accident insurance coverage for seafarers
b) Enhance financial security for seafarers and their families
c) Cover accidental death and accidental disability risks beyond existing CBA benefits.
d) Ensure inclusive, portable, and easily accessible insurance coverage
e) Implement efficient, transparent, and seafarer-friendly claims management
f) Guarantee clear beneficiary protection and timely payouts
g) Comply with IRDAI regulations and data protection laws
h) Enable monitoring, reporting, and policy performance oversight
i) Supplement, not replace, existing statutory or CBA benefits

3) Scope of Services

The General Insurance Company shall perform, but not be limited to, the following tasks**:**

a) Policy Design, Premium Structure and Actuarial Assessment

The Insurer shall:

a. Undertake an independent actuarial assessment and propose suitable Group Personal Accident (GPA) Insurance products for SWFS members.
b. Quote premium rates on a per ₹1,00,000 Sum Insured basis for financial evaluation under the RFB.
c. Clearly indicate:
    i. Sum Insured options;
    ii. Premium rates;
    iii. Entry and exit age criteria;
    iv. Coverage conditions;
    v. Exclusions and limitations;
    vi. Underwriting assumptions.
d. Propose coverage suitable for all categories of seafarers including Cadets, Trainees, Ratings, Officers, Masters and Chief Engineers.

e. Provide recommendations regarding age-based or uniform premium structures.
f. Ensure that the proposed structure remains affordable, scalable and administratively feasible for SWFS members.

b) Eligibility and Enrolment

a. Coverage shall be available to Indian Seafarers who are members of SWFS.
b. The minimum entry age shall be 18 years and the maximum entry age shall be as permitted under the insurer's product structure.
c. Coverage shall remain portable and shall not be affected by changes in employer, vessel, flag state, trade route, or Recruitment and Placement Service Licence (RPSL) agency.
d. Enrolment shall be facilitated through digital and online mechanisms.
e. No individual medical examination shall ordinarily be required for enrolment under the group policy structure.
f. Coverage shall commence from Day One of enrolment without waiting periods.

c) Scope of Coverage

The GPA Scheme shall provide 24x7 worldwide protection on

a) A Full-Duty basis, including:
1. On-board employment periods;
2. Shore leave;
3. Waiting periods between contracts;
4. Temporary unemployment between shipping assignments;
5. Training, certification and medical examination periods;
6. Travel to and from ports, airports, joining locations and training institutions;
7. Periods spent in India or abroad awaiting deployment.

b) Off-Duty basis, including:
1. Shore leave;
2. Waiting periods between contracts;
3. Temporary unemployment between shipping assignments;
4. Training, certification and medical examination periods;
5. Travel to and from ports, airports, joining locations and training institutions;
6. Periods spent in India or abroad awaiting deployment.

d) Mandatory Benefits

The empanelled Insurance Company shall provide the following mandatory benefits:

Accidental Death Benefit (AD)

a. 100% of the applicable Sum Insured shall be payable to the nominee or legal heir in the event of accidental death occurring within the policy terms.

Permanent Total Disability (PTD)

a. 100% of the applicable Sum Insured shall be payable for Permanent Total Disability arising from an accident, including but not limited to:
   i. Loss of sight in both eyes;
   ii. Loss of two limbs;
   iii. Total and irreversible paralysis;
   iv. Any other condition recognized under the insurer's PTD schedule.

Permanent Partial Disability (PPD)

a. PPD benefit shall be payable as per the insurer’s approved disability schedule, ranging from 5% to 75% of the applicable Sum Insured.

b. The PPD schedule shall be clearly disclosed as part of the policy documentation.

e) Optional Benefits/Cover

The Insurer may separately propose and quote:

a. Temporary Total Disablement (TTD) Benefit;
b. Hospitalization Benefit following accidental injury;
c. Fracture Benefit;
d. Ambulance Benefit;
e. Rehabilitation and Prosthetic Support;
f. Accident Medical Expense Reimbursement;
g. Family Transportation Benefit;
h. Education Support Benefit for dependent children;
i. Any other IRDAI-approved Personal Accident rider.
j. Other products such as Motor Insurance, Two-Wheeler Insurance, Household Insurance, etc

Premiums quoted for optional benefits shall be indicated separately and shall not form part of financial evaluation unless specifically notified by SWFS.

f) Underwriting and Continuity Requirements

a. Coverage shall commence from Day One of enrolment.
b. No pre-acceptance medical examination shall ordinarily be required.
c. The insurer shall clearly disclose all exclusions and limitations.
d. Coverage shall continue uninterrupted during the period of insurance.
e. The insurer shall provide continuity of coverage in the event of policy renewal or transition between insurers, subject to mutually agreed terms.

g) Digital Platform and Technology Requirements

The Empanelled Insurance Company shall provide:

a. Online enrolment platform;
b. Digital policy issuance;
c. Online claim submission and tracking;
d. Mobile-responsive access;
e. Dashboard for SWFS administrators;
f. Bulk upload facility for member data;
g. API integration capability with SWFS systems;
h. Digital storage and retrieval of policy and claim documents;
i. Real-time claim status tracking for beneficiaries and SWFS administrators.

h) Addition and Deletion of Members

a. New SWFS members shall be incorporated into the Scheme on a quarterly basis.
b. Premium shall be charged on a pro-rata basis.
c. Members ceasing to be SWFS members shall be removed on a quarterly basis.
d. Unexpired premium shall be refunded on a pro-rata basis, subject to no claim having arisen

i) Beneficiary Protection

The Insurer shall provide:

a. Simple nomination facilities;

b. Change of nominee facility;
c. Direct transfer of claim proceeds to beneficiaries;
d. Dedicated assistance to nominees during claims processing;
e. Easy-to-understand claim procedures;
f. Clear communication of claim requirements and timelines

j) Customer Support and Grievance Redressal

The Insurer shall:

a. Appoint a dedicated Relationship Manager for SWFS.
b. Establish a dedicated claims support team.
c. Provide toll-free helpline, email and web-support channels.
d. Maintain an online grievance redressal mechanism.
e. Provide escalation up to:
    i. Dedicated Relationship Manager;
    ii. Grievance Redressal Officer;
    iii. Insurance Ombudsman

k) Reporting and Monitoring

The Insurer shall submit Monthly, Quarterly and Annual MIS reports covering:

a. Member enrolments;
b. Premium collections;
c. Claims intimated;
d. Claims settled;
e. Claims pending;
f. Claims rejected with reasons;
g. Disability claim trends;
h. Turnaround time analysis;
i. Grievance statistics;
j. Loss ratio analysis.

l) Awareness and Outreach

The Empanelled Insurance Company shall conduct:

a. Digital awareness campaigns;
b. Webinars and orientation sessions;
c. Awareness programmes on policy coverage and exclusions;
d. Claim filing awareness programmes;
e. Distribution of FAQs, policy guides and beneficiary information materials;
f. Awareness programmes for seafarers and their families.

A dedicated resource for outreach and awareness shall be deployed at SWFS

m) Insurance E-Card and Certificate of Insurance

The Empanelled Insurance Company shall issue a co-branded SWFS Insurance E-Card and Certificate of Insurance containing:

a. Name of insured member;
b. Membership number;
c. Policy number;
d. Emergency contact details;
e. Claims helpline details;
f. QR-code enabled verification facility.

n) Additional Conditions

a. The scheme shall not replace or dilute any statutory, contractual, employer-sponsored, P&I, CBA or welfare benefits available to seafarers.
b. SWFS reserves the right to audit policy administration, claims records and service levels.
c. The insurer shall maintain confidentiality and comply with applicable data protection requirements.
d. Coverage and benefits under the GPA scheme shall be in addition to existing entitlements available to seafarers.

o) Service Level Agreements (SLA)

The Insurance Company shall adhere to the following performance standards for operational and service delivery:

S. No.	Service Parameter	SLA Standard / Performance Metric	Measurement Method	Frequency of Evaluation	Penalty / Correctiv Action
1	Acknowledgement of enrolment request	Within 1 working day	Timestamp / email log	As and when	1 warning for 3 breaches; continued non-compliance to be reviewed by SWFS
2	Issuance of policy / coverage confirmation	Within 3 working days of receipt of complete enrolment data	Date of enrolment vs. policy issuance	As and when	≥10% delayed cases in a quarter → ₹500 per delayed policy, capped at ₹25,000 per quarter
3	Claim acknowledgement	Within 24 hours of claim intimation	Claim log timestamp	Quarterly	₹1,000 per case beyond SLA
4	Communication of document deficiencies	All deficiencies to be communicated in a single consolidated communication within 3 working days of claim receipt	Claim file review	Quarterly	₹1,000 per delayed or fragmented communication
5	Settlement of non-investigated claims	Within 7 working days from receipt of complete claim documents	Claim receipt vs. settlement date	Quarterly	₹5,000 per delayed settlement, capped at ₹1,00,000 per quarter
6	Completion of claim investigation (where required)	Within 30 days of claim intimation	Investigation report date	Quarterly	₹2,500 per delayed investigation
7	Settlement of	Within 45 days	Claim	Quarterly	₹5,000 per delayed

S. No.	Service Parameter	SLA Standard / Performance Metric	Measurement Method	Frequency of Evaluation	Penalty / Correctiv Action
	investigated claims	from claim intimation	intimation vs. settlement date		settlement, capped at ₹1,00,000 per quarter
8	Claim rejection communication	Within 7 working days of decision, with clear reasons for rejection	Decision vs. rejection communication	Quarterly	₹2,500 per delayed or unreasoned rejection
9	Grievance acknowledgement	Within 24 hours of receipt	Customer service log	Quarterly	₹500 per delayed acknowledgement
10	Resolution of grievance (First Level)	Within 7 working days	Case log review	Quarterly	₹1,000 per unresolved case beyond SLA
11	Dedicated helpline / support response	Minimum 90% of calls/emails responded to within 48 hours	Call/email logs	Quarterly	Written notice for <90% compliance; persistent default to attract review of continuation
12	Nominee-friendly claim processing	Simplified claim procedure with minimum documentation requirements; no repetitive requests for documents already submitted	Claims audit and beneficiary feedback	Half-yearly	Written warning and corrective action plan for repeated complaints

Section 5: Bid Submission Forms

Form-1

Bid Submission Letter

(On Insurance Company's Letterhead)

RFB Reference No.: ___________________________
Date: ___________________________

To
Directorate General of Maritime Administration (DGMA)
9th Floor Beta Building, I-Think Techno Campus,
Kanjurmarg (East), Mumbai - 400 042

Subject: Submission of Bid for Empanelment of General Insurance Companies for Providing Group Personal Accident Insurance Coverage to Eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS)

Sir / Madam,

We, M/s ______________________________, having carefully examined the Request for Bid (RFB), including all instructions, terms and conditions, hereby submit our Bid for empanelment.

We certify that:

a) We are a General Insurance Company duly incorporated in India and holding a valid licence issued by the Insurance Regulatory and Development Authority of India (IRDAI) to undertake General Insurance business.
b) We meet all Eligibility and Qualification Criteria specified in the RFB and have submitted the required supporting documents.
c) We have carefully read and understood the RFB and unconditionally accept all its terms and conditions.
d) We do not have any conflict of interest as defined in the RFB and have not been debarred or blacklisted by any Government authority.
e) The information and documents submitted by us are true, complete, and correct. We understand that any false or misleading information may result in rejection of our Bid or cancellation of empanelment.
f) We agree that this Bid shall remain valid for the period specified in the RFB.
g) We authorize the DGMA to verify any information or documents submitted by us in connection with this Bid.
h) We understand that DGMA reserves the right to accept or reject any or all bids, annul the bidding process, or modify the procurement process without assigning any reason.
i) We certify that the undersigned is duly authorized to submit this Bid and make declarations on behalf of the General Insurance Company.

Yours faithfully,

Authorized Signatory : _____________________
Name : _____________________
Designation : _____________________
For and on behalf of : _____________________
(Name of Insurance Company)
Seal & Signature

Form-2

Insurance Company Particulars

(On the Letterhead of the Insurance Company)

Sr. No.	Particulars	Details
1	Name of Insurance Company	
2	Corporate Identity Number (CIN)	
3	IRDAI Registration / Licence Number	
4	Date of Incorporation	
5	Date of Commencement of Insurance Business	
6	Registered Office Address	
7	Principal Place of Business (if different from above)	
8	Number of Years in General Insurance Business	
9	Website Address	
10	Contact Person & Designation	
11	Telephone Number	
12	Mobile Number	
13	Email Address	
14	PAN	
15	GSTIN	

Authorized Signatory

Name: ___________________________

Designation: ___________________________

For and on behalf of:

[Name of Insurance Company]

(Seal & Signature)

Form-3

Declaration of Eligibility, Non-Blacklisting and No Conflict of Interest

(On the Letterhead of the Insurance Company)

RFB Reference No.: ____________________

I/We, ___________________ (Name), ___________________ (Designation), being the duly authorized representative of ___________________ (Name of the General Insurance Company), hereby solemnly declare and undertake as follows:

1. The Insurance Company is not blacklisted, debarred, banned, or declared ineligible by any Ministry/Department of the Government of India, State Government, Public Sector Undertaking, Regulatory Authority, or Statutory Body as on the last date of submission of the Bid.
2. No proceedings for blacklisting, debarment, or suspension are pending against the Insurance Company as on the date of submission of the Bid.
3. The General Insurance Company has not been convicted by any court of law for any offence involving fraud, corruption, bribery, or other unethical business practices during the preceding three (3) years.
4. The Insurance Company does not have any conflict of interest that may affect the fairness, transparency, or integrity of the bidding process.
5. The General Insurance Company is submitting only one Bid in response to this RFB and is not participating in the procurement through any affiliate, associate, subsidiary, consortium member, or any other related entity in a manner that would give rise to a conflict of interest.
6. The General Insurance Company has not attempted to influence the procurement process through any improper means and ...has complied with the Code of Integrity prescribed under the General Financial Rules, 2017 and other applicable procurement guidelines.
7. The General Insurance Company shall promptly disclose any actual or potential conflict of interest arising during the bidding process or during the validity of the Agreement.
8. The information furnished in the Bid and supporting documents is true, complete, and correct to the best of our knowledge and belief.

I/We understand that any false declaration, misrepresentation, suppression of facts, or non-disclosure may result in rejection of the Bid, cancellation of empanelment, and such other action as may be permissible under applicable laws and procurement rules.

Authorized Signatory

Name: __________________________
Designation: __________________________
For and on behalf of:
[Name of Insurance Company]

(Seal & Signature)

Form-4

Technical Evaluation Data Sheet

TC No.	**Evaluation Criterion**	**Bidder's Response**	**Documentary Evidence Enclosed (Yes/No)**
TC1	Incurred Claims Ratio (Average of the Last Three Financial Years)		
TC2	Solvency Ratio (Latest Audited)		
TC3	Group Personal Accident Insurance Experience		
TC4	Digital & Service Infrastructure		
TC5	Technical Presentation	Not Applicable (to be evaluated by the Technical Evaluation Committee)	
TC6	Project Team & Customer Support		

Authorized Signatory

Name: ___________________________
Designation: ___________________________
For and on behalf of:
[Name of Insurance Company]
(Seal & Signature)

Form-5

Implementation & Customer Support Details

Particular	Bidder's Response
Proposed Implementation Methodology	
Dedicated Relationship Manager / Nodal Officer	
Dedicated Claims Support Team	
Online Enrolment & Policy Issuance System	
Helpdesk / Toll-free / Email Support	
Service Escalation Matrix	
Claims Processing & Settlement Mechanism	
Online Grievance Redressal System	
MIS & Reporting Mechanism	
Awareness and Communication Plan for Seafarers	

Form -6

Financial Bid Format (BOQ)

(To be uploaded in Excel format on CPP Portal)

Sl. No.	Description	Unit	Premium Rate (Rs.) Exclusive of GST
1	Annual Premium for Group Personal Accident Insurance Coverage with a Sum Assured of Rs. 1,00,000 per Eligible Seafarer – Full Duty Cover	Per Insured Person	

Sl. No.	Description	Unit	Premium Rate (Rs.) Exclusive of GST
1	Annual Premium for Group Personal Accident Insurance Coverage with a Sum Assured of Rs. 1,00,000 per Eligible Seafarer – Off-Duty Cover	Per Insured Person	

Notes:

a) The quoted premium rate shall be exclusive of GST and other applicable statutory taxes, which shall be payable separately at the prevailing rates.
b) The premium rates for higher Sum Assured options shall be derived on a proportionate basis from the quoted premium rate for a Sum Assured of Rs.1,00,000 (Rupees One Lakh).
c) The quoted premium rate shall remain firm and fixed throughout the Empanelment Period and shall not be subject to any escalation or revision.
d) Financial evaluation shall be based on the premium rate quoted against Sl. No. 1 in accordance with the Quality and Cost Based Selection (QCBS) methodology specified in the RFB.
e) Conditional Financial Bids or Financial Bids not submitted in the prescribed format shall be rejected.

Section 6: Annexures

Annexure-1

Bid Submission Checklist

Sl. No.	Document	Submitted (Yes/No)
1	Bid Submission Letter	
2	Declaration of Eligibility, Non-Blacklisting & No Conflict of Interest	
3	Certificate of Incorporation	
4	Valid IRDAI Licence	
5	PAN	
6	GST Registration	
7	Claims Settlement Ratio documents	
8	Solvency Ratio certificate	
9	Group Personal Accident Insurance experience documents	
10	Digital Infrastructure documents	
11	Technical Presentation (if required)	
12	Power of Attorney/Board Resolution authorizing the signatory	
13	Any other document required under the RFB	

Annexure-2

Pre-Bid Query Format

(To be submitted on the Bidder's Letterhead)

Date: ___ / ___ / 20__

To,

Subject: Submission of Pre-Bid Queries – Empanelment of General Insurance Companies for Providing Group Personal Accident Insurance Coverage to Eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS)

Sir/Madam,

We refer to the Request for Bid (RFB) No. __________ dated __________ issued by the Directorate General of Maritime Administration (DGMA).

In accordance with the provisions of the RFB, we hereby submit our queries/clarifications for your consideration in the format given below.

Kindly provide necessary clarifications to enable us to submit a responsive bid.

Yours faithfully,

Authorized Signatory

Name: ______________________

Designation: ______________________

Name of Insurance Company: ______________________

Contact Details: ______________________

Email ID: ______________________

Pre-Bid Query Format

S. No.	RFB Section / Clause No.	Page No.	Existing Provision	Query / Clarification Sought	Suggested Modification

Annexure-3

EMD Bank Guarantee Format

(*To be executed on non-judicial stamp paper of appropriate value)*

Bank Guarantee No.: ____________

Date: ____________

To,

Bank Guarantee

Whereas M/s. ___________________________ (hereinafter referred to as the "Bidder") has submitted its Bid against RFB No. __________ dated __________ for Empanelment of General Insurance Companies for Providing Group Personal Accident Insurance Coverage to Eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS); And whereas the Bidder is required to furnish an Earnest Money Deposit (EMD) of Rs.__________ in the form of a Bank Guarantee;

We, ___________________________ (Name of Bank), having our registered office at _________________, hereby irrevocably and unconditionally undertake to pay the Directorate General of Maritime Administration (DGMA), on first written demand and without demur, any amount up to Rs. (Rupees __________________ only) in the event of default by the Bidder in accordance with the terms of the RFB.

We further undertake that:

a) This Guarantee shall remain valid up to ____________;
b) We shall honour any demand made by DGMA without requiring proof or justification;
c) This Guarantee shall not be affected by any change in the constitution of the Bidder or the Bank;
d) This Guarantee shall be irrevocable during its validity period.

Any claim under this Guarantee must be received by us on or before ____________, failing which all rights under this Guarantee shall stand extinguished.

For and on behalf of the Bank

Authorized Signatory

Signature: ___________________

Name: ______________________

Designation: _________________

Bank Name: __________________

Branch & Address: ____________

(Official Seal)

Annexure-4

Letter of Empanelment (LoE)

No.: _____________

Date: _____________

To,

M/s ___________________________

Subject: Letter of Empanelment for Empanelment as General Insurance Company under Seafarers Welfare Fund Society (SWFS)

Sir/Madam,

With reference to your Bid submitted against RFB No. __________ dated __________ for Empanelment of General Insurance Companies for Providing Group Personal Accident Insurance Coverage to Eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS), we are pleased to inform you that your Bid has been found responsive and acceptable.

Accordingly, the Directorate General of Maritime Administration (DGMA) hereby empanels your Company for providing Group Personal Accidental Insurance coverage under the Scheme, subject to the terms and conditions of the RFB, your Bid, and the Empanelment Agreement.

The empanelment shall remain valid for a period of three (3) years from the Effective Date of the Agreement, unless terminated earlier in accordance with the terms thereof.

The premium rate accepted by DGMA is as follows:

Description	**Accepted Premium Rate (Exclusive of GST)**
Annual Premium for Rs. 1,00,000 Sum Assured	Rs.

Policy allocation shall be made in accordance with the provisions of the RFB and the Empanelment Agreement.

You are requested to:

1. Sign the Empanelment Agreement within ____ days of issuance of this Letter.
2. Nominate a nodal officer for coordination with DGMA.

Failure to comply with the above requirements may result in cancellation of this award without any further notice.

Please sign and return the duplicate copy of this Letter as a token of acceptance.

For and on behalf of

Authorized Signatory

Name: ___________________

Designation: ___________________

Date: ___________________

Acceptance by Insurance Company

We hereby accept the above Letter of Empanelment and agree to abide by all terms and conditions contained therein.

For ___________________________

Authorized Signatory

Name: ___________________

Designation: ___________________

Date: ___________________

Annexure-5

Empanelment Agreement

This Agreement is made on this ___ day of _______, 2026

BETWEEN

The Directorate General of Maritime Administration (DGMA), Ministry of Ports, Shipping and Waterways, Government of India, having its office at Mumbai (hereinafter referred to as "DGMA"), which expression shall include its successors and assigns;

AND

M/s ____________, a General Insurance Company incorporated under the laws of India and holding a valid licence issued by the Insurance Regulatory and Development Authority of India (IRDAI) to undertake General Insurance business, having its registered office at __________ (hereinafter referred to as the "Insurer"), which expression shall include its successors and permitted assigns.

DGMA and the Insurer are hereinafter collectively referred to as the “Parties”.

1. Purpose

DGMA has empanelled the Insurer for providing Group Personal Accident Insurance coverage to eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS).

2. Empanelment Period

This Agreement shall remain valid for a period of three (3) years from the Effective Date. DGMA may extend the Agreement for a further period of up to two (2) years on the same terms and conditions, subject to satisfactory performance and mutual consent.

3. Scope of Services

The Insurer shall:

a) Provide Group Personal Accident Insurance coverage under the Scheme;

b) Provide insurance coverage for such Sum Assured(s) as may be opted by eligible Seafarers under the Scheme;

c) Issue policies and coverage certificates;

d) Facilitate enrolment and policy servicing;

e) Process and settle claims;

f) Maintain grievance redressal and customer support mechanisms;

g) Submit reports as required by DGMA.

4. Premium Rates

The approved premium rate for a Sum Assured of Rs.1,00,000 (Rupees One Lakh) is Rs._____ per eligible Seafarer per annum, exclusive of GST.

Premium rates for higher Sum Assureds shall be determined on a proportionate basis in accordance with the provisions of the RFB.

5. Selection of Insurer

Eligible Seafarers shall have the option to obtain Group Personal Accident Insurance coverage from any of the empanelled insurers at the approved premium rates applicable to the selected insurer.

Empanelment shall not guarantee any minimum number of policies or volume of business to the Insurer.

6. Claims and Service Obligations

The Insurer shall establish efficient mechanisms for:

a) Enrolment and policy issuance;

b) Claims registration and settlement;

c) Grievance handling;

d) Customer support and communication.

The Insurer shall comply with the Service Levels prescribed in the RFB.

7. Reporting

The Insurer shall submit periodic reports relating to enrolments, claims, grievances, and policy performance in such format and frequency as may be specified by DGMA.

8. Confidentiality

The Insurer shall maintain confidentiality of all information relating to seafarers, nominees, beneficiaries, and the Scheme and shall comply with applicable data protection laws and regulations.

9. Suspension, De-Empanelment and Termination

DGMA may suspend or terminate the empanelment in the event of:

a) Material breach of this Agreement;

b) Misrepresentation or submission of false information;

c) Regulatory action affecting the Insurer's ability to provide insurance services;

d) Persistent service deficiencies;

e) Fraudulent or corrupt practices.

10. Force Majeure

Neither Party shall be liable for failure to perform obligations due to events beyond its reasonable control, including natural disasters, war, civil disturbances, pandemics, or governmental actions.

11. Dispute Resolution

Any dispute arising out of this Agreement shall first be resolved amicably.

Failing such resolution, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act, 1996. The seat of arbitration shall be Mumbai and proceedings shall be conducted in English.

12. Governing Law

This Agreement shall be governed by the laws of India.

13. Entire Agreement

This Agreement, together with the RFB, Letter of Empanelment, clarifications, and the Insurer's Bid, constitutes the entire agreement between the Parties.

For For Directorate General of Maritime Administration (DGMA)

Authorized Signatory

Name: __________________

Designation: __________________

Date: __________________

For the Insurer

Authorized Signatory

Name: __________________

Designation: __________________

Date: _____________