समुद्रीय प्रशासन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF MARITIME ADMINISTRATION , MUMBAI

Request for Bid (RFB)
for
Selection of a Life Insurance Company for Providing Term Life Insurance Coverage to Indian Seafarers 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 by or on behalf of the Directorate General of Maritime Administration (DGMA), Government of India, is provided solely for the purpose of assisting prospective Bidders in preparing and submitting their Bids.

This RFB is not an agreement and does not constitute an offer or invitation to contract. The information contained herein is provided in good faith and may be amended, supplemented, modified, or withdrawn by DGMA at any time in accordance with the provisions of this RFB.

While reasonable care has been taken in preparing this RFB, DGMA, the Seafarers Welfare Fund Society (SWFS), and their respective officers, employees, and representatives do not make any representation or warranty, express or implied, as to the accuracy, completeness, or reliability of the information contained herein. Bidders are advised to undertake their own due diligence and seek independent professional advice before submitting their Bids.

DGMA reserves the right to accept or reject any or all Bids, cancel or modify the bidding process, or issue clarifications, corrigenda, or amendments to this RFB in accordance with applicable laws and procurement procedures.

All costs and expenses incurred by a Bidder in connection with the preparation and submission of its Bid shall be borne solely by the Bidder. DGMA shall not be liable for any such costs, 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 of 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	Selection of a Life Insurance Company for Providing Term Life Insurance Coverage to Indian Seafarers 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 (DGMA),

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

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

Section 2 – Instructions to Bidders (ITB)

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 receipt, opening, evaluation and selection of a Life Insurance Company for providing Term Life Insurance coverage to eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS).

b) This Request for Bid (RFB) sets out the bidding process, eligibility requirements, scope of services and other terms and conditions governing the selection and engagement of the Life Insurance Company.

c) 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 selection 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 Life 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 performance of the Contract.

b) Any actual or potential conflict of interest shall be promptly disclosed in writing to the Client.

c) A bidder shall be considered to have a conflict of interest if it:
   (i) participates in more than one Bid for this procurement;
   (ii) has common ownership, control, or management with another Bidder participating in this procurement;
   (iii) has a relationship with any person involved in the bidding process that may influence its outcome; or
   (iv) has access to confidential information that provides an unfair competitive advantage.

d) The Client may reject or disqualify a Bid or terminate the Contract if a conflict of interest is identified or not disclosed at any stage of the bidding process or during the Contract Period.

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 may be invoked, as applicable, 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 successful 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 1 (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.

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 or other action in accordance with this RFB.
c) All communications relating to the bidding process shall be made 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) QCBS Evaluation and Selection:

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:

$$Sf = (Fm / F) \times 100$$

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)
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. The Bidder obtaining the highest Combined QCBS Score shall be ranked H1 and selected as the Successful Bidder.
e) In the event of a tie in the Combined QCBS Score, the Bidder obtaining the higher Technical Score shall be ranked higher. If the Technical Scores are also equal, the Bidder having the higher average Claims Settlement Ratio during the last three financial years shall be ranked higher.

23) Right to Accept or Reject Bids

a) 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.
b) 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.

24) Notification of Award

a) The Client shall issue a Letter of Award (LoA) to the Successful Bidder prior to expiry of the Bid Validity Period.
b) The Letter of Award shall constitute the notification of award and shall be subject to the Successful Bidder fulfilling the requirements specified in this RFB, including submission of the Performance Security, where applicable.

25) Execution of Contract Agreement:

The Successful Bidder shall execute the Contract Agreement within twenty-eight (28) days from the date of issue of the Letter of Award or within such other period as may be specified by the Client.

26) Contract Period

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

b) The premium rates accepted under this RFB shall remain firm and fixed throughout the Contract 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 Contract for a further period of up to two (2) years on the same terms and conditions, subject to the satisfactory performance of the Successful Bidder and mutual agreement of the Parties**.**

27) 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 specified in Part C shall be declared technically qualified, and only their Financial Bids shall be opened and evaluated.

Part A – Eligibility Criteria (Pass/Fail):

EC No.	Criteria	Description	Supporting Document
EC1	Legal Status	Life Insurance Company incorporated in India and holding a valid licence issued by the Insurance Regulatory and Development Authority of India (IRDAI) to undertake Life 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 Life Insurance Licence	IRDAI Registration

QC No.	Criteria	Pass Threshold	Supporting Document
		with minimum 3 years of operation	Certificate
MQ2	Claims Settlement Ratio	Average Individual Death Claims Settlement Ratio (CSR) of at least 95% during the last three financial years.	IRDAI Annual Reports or a Certificate from the 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 Life Insurance Experience	Experience of administering one or more Group Term Life Insurance policies covering at least 50,000 lives in aggregate during any one of the last three financial years.	Client Certificate/Work Order /Policy Schedule / Completion Certificate indicating number of lives covered
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 ≥97% to <98% = 16 Marks	20

TC No.	Criteria	Marking Criteria	Maximum 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 Life Insurance Experience	Largest Group Term Life Insurance Policy administered during any one of the last three financial years: 50,000 to <2,00,000 lives = 5 Marks 2,00,000 to <4,00,000 lives = 10 Marks 4,00,000 to <6,00,000 lives = 15 Marks 6,00,000 to <8,00,000 lives = 18 Marks ≥8,00,000 lives = 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 model = 4 Marks Implementation & transition plan = 3 Marks Response to Committee's queries = 3 Marks	20

TC No.	Criteria	Marking Criteria	Maximum 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 a Technical Score of less than 70 marks shall be declared technically non-responsive, and its Financial Bid shall not be opened.

Section -4 Scope of Service (SOS)

(This Part describes the services and capabilities expected from the selected Life Insurance Company for providing Group Term Life Insurance coverage under SWFS. It is indicative and represents minimum service expectations. Detailed contractual obligations and coverage terms will be finalised post-selection.)

1) Background

A. Scheme Background

The Directorate General of Maritime Administration (DGMA), Ministry of Ports, Shipping and Waterways, Government of India, intends to select an IRDAI-registered Life Insurance Company for providing Group Term Life (GTL) Insurance coverage to eligible Indian Seafarers under the Seafarers Welfare Fund Society (SWFS).

The selected insurer 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 life 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 life 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*
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 or 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 TOTAL	**121**	**37**	**19**	**27**	**18**	**11**	**6**	**6**	**55**	**300**

*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
Above 50 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 comprehensive and continuous group term life insurance coverage for seafarers
b) Enhance financial security for seafarers and their families
c) Cover non-occupational death risks and exceptional circumstances beyond CBAs
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 Life 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 Term Life 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:
    - Sum Assured options;
    - Premium rates;
    - Entry and exit age criteria;
    - Coverage conditions;
    - Exclusions and limitations;
    - Underwriting assumptions.
d. Propose a coverage structure suitable for all categories of seafarers including Cadets, Ratings, Officers, Masters and Chief Engineers.
e. Provide recommendations regarding age-based or uniform premium structures, wherever applicable.

   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. The insurer may propose extension of coverage to retired seafarers or former seafarers, subject to underwriting norms and separate policy conditions.
   d. Coverage shall remain portable and shall not be affected by changes in employer, vessel, flag state, trade route, or recruitment and placement agency.
   e. Enrolment shall be facilitated through digital and online mechanisms.
   f. No individual medical examination shall ordinarily be required for enrolment under the group policy structure.

c) Scope of Coverage

The Group Term Life Insurance Scheme shall provide life insurance protection on a 24x7 worldwide basis, including during:

   a. On-board employment periods;
   b. Shore leave;
   c. Waiting periods between contracts;
   d. Periods of temporary unemployment between shipping assignments;
   e. Training, certification and medical examination periods;
   f. Travel to and from ports, airports, training institutions and joining locations;
   g. Periods spent in India or abroad awaiting deployment.

d) Mandatory Benefits

The Selected Insurance Company shall provide the following mandatory benefit:

Death Benefit

100% of the applicable Sum Assured shall be payable to the nominee or legal heir upon death of the insured seafarer due to:

   a. Natural causes;
   b. Illness or disease without disease specific exclusion;
   c. Accidental causes;
   d. Pandemic or epidemic related causes, subject to regulatory permissions and policy terms.

e) Optional Benefits

The Insurer may separately propose and quote:

   a. Additional Term Life Cover;
   b. Critical Illness Cover;
   c. Terminal Illness Benefit;
   d. Income Benefit Rider;
   e. Waiver of Premium Rider;
   f. Any other IRDAI-approved rider suitable for seafarers.

Premiums quoted for optional riders shall be indicated separately and shall not form part of financial evaluation unless specifically notified by SWFS. Additional Optional cover will be partly funded by SWFS.

f) Underwriting Requirements

   a. Coverage shall commence from Day One of enrolment.
   b. The insurer shall clearly disclose all exclusions and limitations in the policy document.

c. Coverage shall continue uninterrupted during the policy period for enrolled members.

g) Digital Platform and Technology Requirements

The Selected Insurance Company shall provide:

a. Online enrolment platform;
b. Digital policy issuance;
c. Online claims 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.

h) Addition and Deletion of Members

a. New SWFS members shall be incorporated into the Scheme on a monthly basis.
b. Premium for newly added members shall be charged on a pro-rata basis.
c. Members who cease to be SWFS members shall be removed on a monthly basis.
d. Unexpired premium relating to such members 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 the claim process.
e. Clear communication regarding 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 helpline and email support.
d. Maintain an online grievance redressal mechanism.
e. Provide escalation mechanisms up to the Grievance Redressal Officer and 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 along with reasons.
g. Grievance statistics.
h. Turnaround time for claims processing.
i. Loss ratio and claim ratio analysis.

l) Awareness and Outreach

The Selected Insurance Company shall conduct periodic awareness initiatives including:

a. Digital awareness campaigns.

b. Webinars and orientation sessions.
c. Claim filing awareness programmes.
d. Distribution of policy guides, FAQs and beneficiary information material.
e. 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 Selected Insurance Company shall issue a co-branded SWFS Insurance E-Card and certificate of insurance to every enrolled member 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 Selected Insurance Company shall comply with all applicable IRDAI regulations and statutory requirements.
b. SWFS reserves the right to audit policy administration, claim settlement records, service levels and related documentation.
c. The proposed scheme shall be in addition to and shall not substitute any statutory, contractual, employer-sponsored or CBA-related benefits available to seafarers.
d. The insurer shall maintain confidentiality of all personal and policy data and comply with applicable data protection laws.

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	Claim file review	Quarterly	₹1,000 per delayed or fragmented communication

S. No.	Service Parameter	SLA Standard / Performance Metric	Measurement Method	Frequency of Evaluation	Penalty / Correctiv Action
		within 3 working days of claim receipt			
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 investigated claims	Within 45 days from claim intimation	Claim intimation vs. settlement date	Quarterly	₹5,000 per delayed 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 Selection of a Life Insurance Company for Providing Term Life Insurance Coverage to Indian Seafarers under SWFS

Sir / Madam,

We, M/s _____________________________, having examined the Request for Bid (RFB) document and all related instructions, hereby submit our Bid for consideration.

We certify that:

a) We are a Life Insurance Company duly incorporated in India and holding a valid licence issued by the Insurance Regulatory and Development Authority of India (IRDAI).
b) We meet all Eligibility, Minimum Qualification and Technical Evaluation requirements 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 award or termination of the Contract.
f) We agree that this Bid shall remain valid for the period specified in the RFB.
g) We authorize 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 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 (Life Insurance)	
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 of Operation in Life 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), duly authorized to represent ___________________________ (Name of Insurance Company), hereby declare that:

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, to the best of our knowledge, are pending against the Insurance Company as on the last date of submission of the Bid.
3. The Insurance Company has not been convicted of 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 Insurance Company is submitting only one Bid and is not participating in this procurement through any affiliate, associate, subsidiary, or other related entity.
6. The Insurance Company has not attempted to influence the procurement process through any improper means and has complied with the Code of Integrity prescribed under applicable procurement rules.
7. The 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 material facts, or non-disclosure may result in rejection of the Bid, cancellation of the award, termination of the Contract, 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]
Date: ____________
Place: ____________
(Seal & Signature)

Form-4

Technical Evaluation Data Sheet

TC No.	**Evaluation Criterion**	**Bidder's Response**	**Documentary Evidence Enclosed (Yes/No)**
TC1	Claims Settlement Ratio (Average of last three FYs)		
TC2	Solvency Ratio (Latest Audited)		
TC3	Group Life 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]
Date: _____________
Place: _____________
(Seal & Signature)

Form-5

Implementation & Customer Support Details

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

Authorized Signatory: ____________________________
Name: ____________________________
Designation: ____________________________
For and on behalf of: ____________________________
[Name of Insurance Company]
Date: _____________
Place: _____________
(Seal & Signature)

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 Term Life Insurance Coverage with Sum Assured of Rs.1,00,000 per Seafarer	Per Insured Person	

Notes:

1. The quoted premium rate shall be exclusive of GST.
2. Premium rates for higher Sum Assured options shall be derived proportionately from the quoted premium rate for Rs.1,00,000 Sum Assured.
3. The quoted premium rate shall remain firm and fixed throughout the contract period.
4. Financial Evaluation shall be carried out in accordance with the QCBS methodology specified in the RFB.
5. Conditional financial bids shall be rejected.

Section 6: Annexures

Annexure-1

Bid Submission Checklist

Sl. No.	Document	Submitted (Yes/No)
1	Bid Submission Letter (Form-1)	
2	Insurance Company Particulars (Form-2)	
3	Declaration of Eligibility, Non-Blacklisting and No Conflict of Interest (Form-3)	
4	Technical Evaluation Data Sheet (Form-4)	
5	Implementation & Customer Support Details (Form-5)	
6	Certificate of Incorporation	
7	Valid IRDAI Licence to Undertake Life Insurance Business	
8	PAN	
9	GST Registration Certificate	
10	Claims Settlement Ratio (CSR) supporting documents	
11	Solvency Ratio supporting documents	
12	Group Term Life Insurance Experience supporting documents	
13	Digital & Service Infrastructure supporting documents	
14	Power of Attorney / Board Resolution authorizing the Authorized Signatory	
15	Earnest Money Deposit (EMD) / Bid Security Declaration (where applicable)	
16	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 – RFB for Selection of a Life Insurance Company for Providing Term Life Insurance Coverage to Indian Seafarers under 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 Selection of Life Insurance Companies for providing Term Life Insurance Coverage to Indian Seafarers;

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 , 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)