

## **EXPRESSION OF INTEREST**

**EOI NOTICE NO.: HQ/SEC/MISC/EOI/2021**

**Date: 12.10.2021**

**Subject: Invitation of “Expression of Interest” for Engagement of Insurance Consultant/ Broker for Dedicated Freight Corridor Corporation of India Ltd. (DFCCIL)**

- A.** Dedicated Freight Corridor Corporation of India Ltd. (DFCCIL) invites Expression of Interest from IRDAI licensed Insurance Consultants/Brokers for assisting DFCCIL in its Insurance portfolio management which includes Property/Asset, Liability etc. The selected Insurance Consultant/Broker will advise and assist DFCCIL in pre-placement, placement & post placement services of various Insurance Policies **at no cost to DFCCIL.**
- B.** Expression of Interest documents can be downloaded from the website [www.dfccil.com](http://www.dfccil.com) – Tender – Active Tender
- C.** Proposals shall be submitted online through email (Paramshiv@dfcc.co.in) as well as in hard copy by courier/speed post before the last submission date and time (05.11.2021, 1600 hours) to General Manager, Security, Dedicated Freight Corridor Corporation of India Ltd. 5th Floor, Supreme Court Metro Station Building Complex, New Delhi – 110001. It should be super scribed with **“EOI for engagement of Insurance Consultant/Broker for DFCCIL, Ref No HQ/SEC/MISC/EOI/2021 Date 12.10.2021”** along with bidder’s name and address on the envelope. Proposal received after the due date and time shall be rejected and decision of DFCCIL in this regard shall be final and binding.
- D.** DFCCIL may modify the EOI by issuing an addendum before last date of submission of the Application. Any addendum thus issued shall be part of EOI and shall be posted on the website. To give respondents reasonable time in which to take addendum into account in preparing their applications, DFCCIL may extend the last date of submission of response.
- E.** DFCCIL reserves the right to reject any or all the offers **in part or full** without assigning any reasons whatsoever.
- F.** DFCCIL is not liable for the cost incurred in the preparation of Expression of Interest and submission and not liable for any other cost whatsoever it may be.
- G.** Offers should invariably be kept open for 90 days to be reckoned from the date of opening of offer.
- H. Last date of submission is 05.11.2021 before 1600 hours.**

## INTRODUCTION

### Dedicated Freight Corridor Corporation of India Ltd

Ministry of Railways has launched its flagship project, the Dedicated Freight Corridors (DFCs) for construction of approximately 3300 kms of mostly double, electrified, high axle load track, with liberal space envelope, fit for running high capacity wagons heavy haul freight trains at cruising speeds of 75 km/hr and maximum speed of 100 km/hr, between JNPT, Mumbai and Dadri (Western Route) and Kolkata to Ludhiana (Eastern Route).

Dedicated Freight Corridor Corporation of India (DFCCIL), a wholly owned subsidiary of Indian Railways, is a Schedule 'A', Special Purpose Vehicle is an independent corporate entity registered under the Companies Act, 1956. It will bring down unit cost of transportation and deliver at faster speed. The Government has empowered, DFCCIL to develop, construct, operate and maintain the DFC lines for increasing the capacity of the Railways network to carry freight trains.

DFCCIL will function as an infrastructure manager offering non-discriminatory access to qualified train operators and will operate independently. To complement the efforts of DFCCIL, Indian Railways (IR) will upgrade its own feeder routes connecting to the DFC and will also procure, own, operate/run the freight trains on the DFC network. The freight revenues from the traffic run over the DFC will directly go to IR and the DFCCIL will be paid Track Access Charges for making the tracks and line capacity available to IR for the movement of trains.

The services provided by DFCCIL will have customer interface and thus invite liabilities for deficiency in services, losses/damages to the customers and protection of its assets. Adequate risk assessment and risk mitigation techniques are required to efficiently control these risks by way of availing insurance services. Assistance of a professional insurance consultant/broker is required to advise, structure, and obtain the most suitable customized insurance product from the market and administer it.

#### **1. SCOPE OF WORK FOR THE INSURANCE CONSULTANT / BROKER:**

The scope of work for the Insurance Consultant/Broker covers the following aspects. However, DFCCIL may enlarge or modify the scope of work at any point of time depending upon its needs:

1. Evaluation of various Insurance needs of the DFCCIL, customization, design, and placement of Insurance Policy.
2. Functioning as a Strategic Consultant/Broker for DFCCIL and assisting DFCCIL in pre-placement, placement, and post placement process of the Insurance programme.
3. Preparing tender documents and sending to the Insurance companies, finalizing the terms & conditions thereof including but not limited to coverage, excess, exclusions, period of indemnity, policy wordings, policy clauses and warranties.
4. Facilitating Insurer meetings & assisting in short listing the TPAs, negotiating the best price from the Insurers
5. Claim monitoring & Periodic Review.
6. Validation and Forecasting of Additional Coverage Benefits
7. Provide Servicing Support in Designing the Service Level Agreement to be signed between the Insurance Company and DFCCIL highlighting the scope of services and timeliness.

8. The selected consultant/broker shall have to sign a non-disclosure agreement with DFCCIL.
9. DFCCIL reserves the right to accept the recommendations or alter the terms and conditions of the suggestions by Consultant/Broker. The final decision would be that of DFCCIL. The strategy of DFCCIL would be maximum risk coverage with minimum premium output. The services rendered by the Consultant/Broker shall be free of cost and DFCCIL shall not entertain any request for remuneration or any request for re-imburement etc.

## **2. Claim Management:**

- a. Resolution/ Realisation of claims.
  - i. Coordinating and assisting in realisation of claims as per provisions and guidelines laid down by IRDAI.
  - ii. Coordinating with insurers.
  - iii. Coordinating with Insurance companies, Surveyors, TPAs etc. for prompt settlement of claims.
  - iv. Guidance in relation to interpretation of policy wordings / Conditions, Warranties, Deductibles etc. during claim processing.
- b. To arrange for submission of monthly report on claim settlement position and pending issues.
- c. Assisting in speedy realisation of premium refund/materialisation of claim.

## **3. Miscellaneous Services:**

1. Keeping DFCCIL informed of the latest IRDAI regulations and guidelines.
2. Advising DFCCIL, from time to time, on developments in the Insurance Industry having impact on the Corporation

## **4. Eligibility Criteria:**

The insurance consultant / broker / bidder must:-

- A. Be registered under The Companies Act, 2013 (amended from time to time).
- B. Hold valid GST registration and PAN at the time of submission of EOI.
- C. Have valid accreditation / license by IRDAI at the time of submission of EOI.
- D. Have experience of operating as an IRDA Licensed insurance consultant/broker for at least 03 consecutive years as on 31.03.2021.
- E. Have an experience of handling direct insurance and reinsurance business for at least 03 consecutive years as on 31.03.2021.
- F. Have its offices in India with an office in New Delhi/NCR.
- G. Have a positive net worth consecutively for the last 3 financial years as on 31.03.2021.
- H. Have a minimum annual turnover of Rs. 50 crores only from consultation / broking for each of the past 03 years as on 31.03.2021.
- I. Not belong to any Industry Group / house.
- J. Have web-based application system to provide status of policy, claim etc. on real time basis.
- K. The insurance consultant/broker or any of the partners / members / directors etc. should neither have been disqualified / cancellation of license by IRDAI nor blacklisted / levied any penalty during the last 3 financial years as on 31.03.2021.
- L. The consultant/broker shall be selected based on the criteria at Annexure I.

Note: Valid documentary evidence in support of the above, duly attested by the principal officer/Authorised Official, must be submitted, failing which the offer shall be summarily rejected.

**5. Disqualification:**

The insurance consultant/broker should be disqualified for the following:-

- a) Fail to submit all the required documents for EOI within the due date and time.
- b) Make misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- c) Fail to provide related clarifications when sought.
- d) Declared ineligible by any company for corrupt and fraudulent practices or blacklisted during the last 03 years

**6. Duration of Contract/Policy:**

The initial period of engagement would be for 3 years which may be extended based on performance purely at the discretion of DFCCIL's management. DFCCIL reserves the right to terminate the appointment after completion of the policy year(s) if services are not found to be up to the mark.

**7. Remuneration:**

The appointed Insurance Consultant/Broker shall/should confirm that Insurance consultancy services will be at no direct cost/free of cost to DFCCIL, who shall not pay any kind of brokerage/fees/remuneration etc. for the services rendered by the Insurance Consultant/Broker cum advisor to DFCCIL. DFCCIL shall neither entertain any request for remuneration/fees etc. nor any claim for remuneration / reimbursement of expenses / losses. The bidder shall be eligible to earn brokerage from the shortlisted insurer as per applicable regulations by IRDAI. The bidder shall be eligible to earn brokerage from the shortlisted insurer as per applicable regulations by Insurance Regulatory and Development Authority of India (IRDAI).

**8. Other Conditions:**

- a) At any time prior to the deadline for submission of proposal, DFCCIL may for any reason, modify the proposal. The prospective Bidder will be notified of amendment, if any and such amendment shall be binding on the Bidders.
- b) During presentation, DFCCIL may seek clarifications with respect to the Bid submitted. Bidders should respond with the explanation within the time frame specified.
- c) DFCCIL reserves the right to cancel the complete EOI without assigning any reason whatsoever.

**9. Confidentiality Agreement:**

The documents handled during the tenure of the contract by the Consultant/Broker should be treated as strictly confidential and cannot be used for any other purpose other than the matter exclusively related to DFCCIL. Post selection for empanelment, the Consultant/Broker will sign a Non-Disclosure Agreement with DFCCIL.

All pages of the bidders EOI must be signed by the authorised signatory with page serial numbers. The documents should be arranged in sequence as mentioned in the EOI.

#### **10. Declaration:**

Bidder shall confirm and undertake that they have not been banned from Business with respect to Insurance broking & similar business, as on date of submission of the offer as per undertaking given below to be executed by the authorised signatory of the company. In case at a subsequent date the successful bidder / licensee is found to have been banned for business as given above, DFCCIL shall be at liberty to have full rights to cancel the appointment and take other recourse as per law. The declaration should be in the following format.

“I/We hereby declare that there is no case with the Police / Court / IRDA /SEBI / Regulatory authorities against me/us. I/We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / Autonomous Body / Financial Institution / Court etc. during the previous 3 years. I/We certify that I/We am not involved in any scam or disciplinary proceedings settled or pending adjudication. I/We also hereby declare that all information, material to the decision of empanelment has been disclosed in this document and nothing has been concealed and / or withheld. I/We hereby undertake and confirm that I/We have understood the scope of work properly and shall comply with the terms of engagement”.

Signed/stamped/Date.

Authorised Signatory

#### **Enclosures:**

- A. Copies of Certificate of Registration, Memorandum of Association and Articles of Association.
- B. PAN and GST Registration Certificate
- C. Copy of license / accreditation issued by IRDA.
- D. Validity of IRDA license / accreditation for 3 years as on 31.03.2021.
- E. Self Certification / Declaration on letterhead.
- F. Self Certified list of offices with communication address, name and contact of the consultant/broker.
- G. Copies of Audited Balance Sheet and Profit Loss statements for the past 3 financial years as on 31.03.2021.
- H. Declaration on letterhead by the authorised signatory of the company.
- I. Copies of Govt customers empanelment letters or policy copies.
- J. Covering letter on letterhead.

For any clarifications kindly contact Sh. Paramshiv, General Manager, Security; Tel 011-23454940; email paramshiv@dfcc.co.in

**EVALUATION CHART**

<b>S N</b>	<b>Parameters</b>	<b>Maximum Marks</b>	<b>Marks Scored</b>
1	Experience in number of years as Insurance Consultant/Broker	<b>10</b>	
	Up to 07 years	05	
	Above 7 years up to 15 years	7.5	
	More than 15 years	10	
2	Number of Government Customers (State/ Central/Autonomous Govt bodies) served as Insurance Consultant/Broker as on date	<b>10</b>	
	Up to 07	05	
	More than 07 up to 15	7.5	
	More than 15	10	
3	Annual Insurance Consultation / Brokerage Income during each of the last 3 financial years	<b>10</b>	
	Up to Rs. 50 crores	05	
	More than Rs 50 Crores up to Rs. 200 Crores	7.5	
	More than Rs. 200 Crores	10	
4	Number of employees in servicing of claim and product	<b>10</b>	
	Up to 50 employees	05	
	More than 50 up to 100 employees	7.5	
	More than 100 employees	10	
5	Number of claims (Asset & Liability) handled during the last 3 financial years	<b>10</b>	
	Up to 250 claims	5	
	More than 250 up to 1000 claims	7.5	
	More than 1000 claims	10	
6.	Number of policies (employee, motor, overseas travel, retail are excluded) handled during the last 3 financial years where the sum insured is greater than Rs. 5000 crores.	<b>10</b>	
	Up to 5 policies	5	
	More than 5 up to 20 policies	7.5	
	More than 20 policies	10	
7	Evaluation committee to award marks on the presentation	<b>15</b>	
	Criterion will be Value additions by the Insurance Consultant/Broker and the claim handling techniques		
	<b>TOTAL</b>	<b>75</b>	