



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

Eastern Zonal Office, OS Deptt: 4th Floor, Hindusthan Bldg., 4, C.R. Avenue,
Kolkata-700 072. Phone No. 2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

Tender No : LIC/EZ/OS/Air-Rail Tickets/Empl/24-25

Date: 14.02.2025

TENDER

DOCUMENT FOR

**AGENCIES PROVIDING AIR / RAIL TICKETING SERVICES (DOMESTIC) for LIC of
India**

**LIC OF INDIA
OS DEPARTMENT,
EASTERN ZONAL OFFICE,
HINDUSTAN BUILDING 4TH FLOOR,
4, CR AVENUE,
KOLKATA-700072.**

Last Date of Submission: 17.03.2025 upto 15:00 Hours



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NOTICE

Date: 14-02-2025

Empanelment of Firms for Air and/or Railway Tickets Booking Services for use by Eastern Zonal Office, Kolkata

Applications are invited from reputed interested firms, having office in **Kolkata only**, for empanelment of vendors , for Air and/or Railway Ticket Booking services of Eastern Zonal Office, Kolkata to be valid for three years. Tender document containing terms and conditions are available at our web site www.licindia.in/Tenders.

Applications along with enclosures as per Terms & Conditions are to be uploaded in the portal <http://www.tenderwizard.com/LIC> on or before 17/03/2025 (time:03:00 pm). Applications received after the last date and time shall not be entertained.

Zonal Manager

Note:

1. Firms / suppliers, who are already on the Zonal Office existing panel, should also apply for fresh empanelment.
2. Firms / suppliers, who have been blacklisted/removed /cautioned earlier, should not apply. If they apply, their applications will not be considered.
3. In case of any dispute, the decision of the Zonal Manager shall be final and binding on all.
4. Vendors should have office in Kolkata only.
5. Any query related to upload application on portal <http://www.tenderwizard.com/LIC>, please contact Sri Kanchan Kumar Bhadra, Mobile no.+91-8420265123

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**Empanelment of Firms for Air and/or Railway Tickets Booking Services
for use by Eastern Zonal Office, Kolkata**

Details of various Annexures are as under:

Sl. No.	Description	Page from To	No of Pages	Remarks
1	Notice	2 to 2	1	
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4	Instructions to Applicants	5 to 7	3	
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6	General Terms and Conditions	9 to 12	4	
7	Technical Bid	13 to 13	1	Annexure-A (Part-1)
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11	NEFT Mandate	23 to 23	1	Annexure-C
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**Empanelment of Firms for Air and/or Railway Tickets Booking Services
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Salient Features of the Tender

Sl.No.	Title	Description
1	E-Tender	E-Tender for Agencies providing Air and/or Rail Ticketing Services for LIC of India, Eastern Zonal Office
2	Offices where Air/Rail Ticketing Services are to be provided	LIC of India, Eastern Zonal Office, Kolkata
3	The documents to be uploaded on	Separate applications for Air & Rail ticket booking services along with enclosures as per Terms & Conditions are to be uploaded in the portal http://www.tenderwizard.com/LIC
4	E-Tender Fee	Rs.590/- (Rs500/- as tender fee + 18% GST) (non-refundable) by way of Demand Draft, in favor of “LIC of India” drawn on any Nationalized/Scheduled Bank payable at Kolkata or can be deposited by cash at our counter on working days (Timing-10:00 to 16:00 Hrs) for each Tender (Air & Rail).
5	Last Date and Time of submission of Tender	17.03.2025 by 15:00 Hours. Applicants to ensure that their tender is uploaded on or before the date and time specified, as no consideration whatsoever shall be given for postal or any kind of delay.
6	Date of opening of E-Tender (Technical Bid)	18.03.2025 at 14:30 PM
7	Notice for termination of contract	The contract is subject to termination at any time if not found satisfactory by LIC of India or for any other reason whatsoever by serving 30 days notice in writing by LIC and 90 days notice by the travel agency.
8	Earnest Money Deposit	Rs.15000/- (Rs.Fifteen Thousand only) for each Tender (Air & Rail) by way of Demand Draft in favor of “LIC of India” drawn on any Nationalized/Scheduled Bank payable at Kolkata or can be deposited by cash at our cash-counter on working days (Timing 10:00 to 16:00 Hours.)
9	Official Website	www.licindia.com
10	Security Deposit	The successful Agencies have to remit Rs.40000/- (for Air) and / or Rs.15000/-(for Rail) through NEFT/RTGS as security deposit within 15 days from the date of award of the Work Order. They can also provide a bank guarantee for the amount for the contract period, from any nationalized bank. The LIC reserves the right to enforce the guarantee, in case the successful agency fails to comply any of its obligation as per the contract or Tender documents. No Interest will be paid on Security Deposit.



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**Empanelment of Firms for Air and/or Railway Tickets Booking Services
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Instructions to Applicants

1. LIC of India, Eastern Zone, Kolkata, invites E-Tender, from travel agencies for Empanelment of Air/Rail Ticketing Services, for arranging air/rail tickets for our office, LIC of India, Eastern Zonal office.
2. For complete details and formats of Tender Document please log on to LIC's website www.licindia.in/Bottom-Links/Tenders. If there be any changes in the terms and conditions of the tender, they will be duly notified on this official website and no further intimation will be given through any other means.
3. Separate application will be submitted for Air & Rail Ticket Booking Services.
4. **TENDER FEE:** Demand Draft of Rs.590/- (Rs.500+18% GST) favoring 'LIC of India' drawn on any Nationalized/Scheduled Bank payable at Kolkata, deposited at our cash counter or can be deposited by cash at our counter towards non refundable Tender Fee for each Tender (Air & Rail).
5. **EARNEST MONEY DEPOSIT:** The tender should be accompanied by a refundable EMD of Rs.15000/- (Rs Fifteen thousand only) for each Tender (Air & Rail). The EMD will be deposited at our cash counter in the form of Demand Draft only favoring 'LIC of India' drawn on any Nationalized/Scheduled Bank payable at Kolkata or can be deposited by cash at our counter. The EMD will be refunded to the unsuccessful bidders after finalization of the tender. The Earnest Money Deposit will not carry any interest.
6. The Agency/Firm should have registered IATA number for (Air Ticket) and IRCTC registration number for (Rail Ticket),
7. The bidder Agency/Firm must have a valid PAN Card issued by Income Tax Department.
8. The bidder Agency/Firm should possess valid GST Registration number.
9. The Bidder shall have a valid certificate under Shops & Establishment Act.
10. Applicants registered as MSME/NSIC are exempted from depositing Tender fee and EMD provided they attach self-attested copy of the relevant certificate from the concerned of Govt. of India to this effect with technical bid.
11. Agencies/Firms that have been black listed/removed earlier by any Govt. office/PSU or any office of the Corporation, should not apply. If applied their applications will not be considered.
12. The Travel Agency should have an average turnover of Rs.5 Crores for tender of Air Ticket Booking Services & Rs.1 Crores for tender of Railway Ticket Booking Services from total

business in last three financial years (2021-22, 2022-23 and 2023-24).

13. The Bidder should submit Income Tax Return (ITR) for last three financial years (2021-22, 2022-23 and 2023-24)
14. All the pages/documents of the tender should bear signature of the bidder as token of having read and agreed with the entire terms & conditions.
15. **TECHNICAL BID:** The bidders are requested to upload following documents in the portal <http://www.tenderwizard.com/LIC> :
 - a)** Receipt of deposited Demand Draft of cash receipt of Rs.590/- as cost of Tender Fee as mentioned in the Tender.
 - b)** Receipt of deposited Demand Draft for Rs.15000/- or cash receipt as EMD.
 - c)** Technical Bid (Annexure A - Part 1).
 - d)** Service Charge (Annexure A – Part 2)
 - e)** Self-attested copy of IATA Registration Certificate for Air Ticket Booking Services.
 - f)** Self-attested copy of IRCTC Certificate.
 - g)** Signed copy of Pre-Contract of Integrity Pact
 - h)** Signed copy of tender document as token of acceptance of tender terms and conditions.
 - i)** Self-attested copy of PAN card.
 - j)** Self-attested copy of GST registration certificate.
 - k)** Turnover certificate from CA for FY 2021-22, 2022-23 & 2023-24.
 - l)** Self-attested copy of ITR for FY 2021-22, 2022-23 & 2023-24.
 - m)** List of existing clients (only list required).
 - n)** Self-attested copy of Certificate under Shop & Establishment Act.
 - o)** Self-attested copy of MSME/NSIC Certificate (if applicable).
 - p)** Self-attested Affidavit (Annexure C).
 - q)** NEFT Mandate Form (Annexure D) with cancelled cheque.
16. All the documents related to Technical Bid will be uploaded in the portal <http://www.tenderwizard.com/LIC> on or before 17/03/2025 (time: 15:00 Hrs).
17. LIC reserves the right to reject incomplete bids and bids lacking in details and without signatures or without relevant enclosures.
18. Tenders not confirming to the prescribed conditions or not complete in all respects will be rejected.
19. The last date for submission of tenders is as stipulated in the 'Salient features of

the Tender'. If any of the dates mentioned in the 'Salient features of the Tender' happens to be a holiday, the transaction will be made on the next working day.

20. The tenders will be opened on E-Tender portal on next working day from last date of submission of Tender.
21. The Zonal Manager, LIC of India, Eastern Zonal office reserves the right to make any modification/s in the tender before the last date of submission of tenders. The modification/s, if any, will be published on our website www.licindia.in/Bottom-Links/Tenders and will for part of the tender.
22. The Zonal Manager, LIC of India, Eastern Zonal office reserves the right to reject, accept any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for her/his actions and decisions.
23. The Zonal Manager, LIC of India, Eastern Zonal office also reserves the right to accept any bid in part or to split the contract between two or more bidders. Zonal Manager, LIC of India, Eastern zonal office does not bind himself to accept the lowest tender.
24. The LIC reserves the right for inclusion/exclusion for terms and conditions of the contract as per the requirements.

Zonal Manager



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**Empanelment of Firms for Air and/or Railway Tickets Booking Services
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SCOPE OF WORK RELATED TO AIR/RAIL TICKETING SERVICES

The Scope of the work related to Air/Rail Ticketing Services to be provided by the empanelled agency is as under:

For Air Ticket Booking Services

1. Booking of Air Tickets Domestic/International for all Air Lines.
2. Rescheduling / Cancellation of Air Tickets.
3. Ensuring receipts of proper statement from Airlines on discounts gained on deal codes secured by LIC and ensuring proper utilization thereof.
4. Assisting LIC in securing deal codes with other Airlines.
5. Providing Tickets through mail to the office and to the concern employees.

For Rail Ticket Booking Services

1. Booking of Rail Tickets as per the scheduled date & time.
2. Full / Partial Cancellation of Rail Ticket.
3. Rail Tickets Booking in Tatkal Quota (as per instruction from the concerned LIC of India travel desk representative Office).
4. Providing Tickets through mail to the office and to the concern employees.



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GENERAL TERMS & CONDITIONS RELATED TO AIR/RAIL TICKETING SERVICES

1. The travel agency will have to provide prescribed travel related services in time. If the Agency fails to provide tickets and other services within scheduled time, the Agency will be solely responsible for the same and no payment will be made for it.
2. The travel agency shall be obliged to suggest cost-effective ticketing plan for Air Ticket Booking only under refundable basis.
3. All tickets should be mailed to ez_ostickets@licindia.com in addition to the applicant employee.
4. The travel agency will book air tickets by quoting GST number and E-mail ID of LIC of India for receiving input tax credit by the Corporation.
5. The losses to the LIC which are directly attributable to the Agency/Firm shall be deducted from the bills.
6. The travel agency will have to submit fortnightly statement of invoice raised showing the amount of expenses on ticket booking.
7. The travel agency will ensure confirmation & itinerary information at ez_ostickets@licindia.com besides the email ID of the concerned employee and will update on the booking status and any further itinerary information via SMS (short messaging service), from time to time on the mobile number given by the employee at the time of booking.
8. The Agency will be available 24x7x365 days (including holidays) for booking/cancellation of Air/Rail Tickets and also make available dedicated Staff.
9. The travel agency will be responsible for compliance with all central and state/UT laws as per rules/regulations and orders of the local authorities and statutory bodies as may be in force from time to time during the contract period.
10. Applicable taxes will be deducted at source at the time of settlement of invoice unless the firm produces a certificate to the contrary from the Income Tax Authorities.
11. Rail ticket booking will be done only in Express/Mail trains. Class will be confirmed by the concerned LIC of India travel desk representative.
12. Rail Ticket Booking will be done as per written communication by the LIC travel desk representative.
13. The empanelment will be valid for 03 (THREE) year only.

14. If the registration certificate of IATA/IRCTC is withdrawn or cancelled during the contract period, then the contract of the Agency will be automatically stand terminated.
15. The travel agency must be able to map the deal/corporate codes of LIC with all the Airlines in order to get the air tickets booked in Corporate Fares of LIC.
16. The travel agency should have Computer Reservation Ticketing facility of all the Airlines and/or Railway Services.
17. The agency/firm should have their Bank Account. The self-attested detail of the Bank account should be submitted along with the NEFT mandate form attached with the tender.
18. Self-attested copy of PAN card of the firm shall be provided with the Technical Bid.
19. The agency/firm should be registered with Goods and Service Tax Departments. Certified copy of the registration shall be given with the Technical Bid.
20. All the pages/documents of the tender should bear signature of the bidder as a token of having read and agreed with the entire tender terms and conditions.
21. All the entries by the bidder should be legibly written. Any overwriting, corrections & cuttings should be avoided. Any tender received with overwriting, corrections& cuttings, whether attested or not will not be considered for evaluation and will be rejected.
22. LIC reserves the right to cancel the agreement by giving one month notice in writing without assigning any reason whatsoever.
23. LIC of India reserves the right to call for clarification/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
24. LIC of India does not bind itself to accept the lowest or any other tender and reserves the right to reject all or any Bid or cancel the tender without assigning any reason whatsoever.
25. The tenders will not be submitted after the last date and time of submission as mentioned above.
26. Any agency/firm submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quote accordingly.
27. MSME certificate holders have to submit the requisite documentary proof for the same.
28. Any conditional offer/tender shall not be considered.
29. Any modification in the tender after opening date shall not be considered.
30. Any dispute arising out of or related to this tender shall be deemed to have arisen in Kolkata and shall be under adjudication by any Hon'ble Court in Kolkata only.

Payment Procedure:

The travel agency will have to submit bill receipts for ticketing services to the Office of LIC of India, Eastern Zonal Office on credit for a minimum period of 15 days from the date of issuance of tickets. Payment will be made to the travel agency through NEFT mode only. Excess payment, if any made shall be refunded to LIC without any delay, but not later than 7 days from the date of demand from LIC or else it will be deducted from next payment due. GST will be paid as applicable.

TERMINATION CLAUSE:

LIC reserves its right to terminate the services, fully or partially for any reason at its absolute discretion by giving one month's notice in writing, including but not limited to the following:

- (a) If the agency / company is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of Competent Jurisdiction.
- (b) If the Agency/Company commit any breach of the terms of this agreement/ tender document.
- (c) If any charge sheet is filed by a Competent Authority of the Government against the Agency / Company, or the Agency / Company is convicted by a criminal court on grounds of moral turpitude.
- (d) The Agency / Company is involved in wrongful billing. In addition hereto wrongful billing shall also result in the Agency / Company being debarred from participating in any other tender of LIC.
- (e) The engagement is not in the interest of the LIC or the LIC no more requires any such service.

PENALTY CLAUSE:

- a. The travel agency is required to book the ticket immediately on receipt of communication from the concerned LIC of India travel desk representative. Such booking shall in no case, be later than 6 hours of receipt request or for air travel 2-3 hours before scheduled departure of flight in case of priority / urgent /same day booking whichever is earlier. In the event of failure to do so, the Travel Agent will be liable to pay a sum of Rs 1500/- per incident.
- b. Travel agency must book the ticket strictly at the most economical fare available for the indicated time slot as per the Deal Code of various airlines with LIC of India unless otherwise specified in the booking request given by the concerned LIC of India travel desk representative. Failing to do shall lead to penalty of Rs 1500/- per incident in addition to difference between the lowest cost and actual cost of the ticket booked.
- c. In case, cancellation of the ticket is not made by the travel agency even after written communication by the concerned LIC of India travel desk representative requesting such cancellation, no payment shall be made to empanelled travel agency for that particular ticket.

PROVISIONS OF SECTION 33(3) and 33(4) OF THE INSURANCE ACT, 1938 AS AMENDED BY THE INSURANCE LAWS (AMENDMENTS) ACT, 2015:

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, register, other documents and the data base in the custody of the agency in respect of service out sourced by the LIC of India. It shall be the duty of the agency to provide such documents/statements/information as may be required by IRDAI within such time as maybe specified by IRDAI. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, Managing Director or Other Officer of the agency or contractor where the services are outsourced by LIC of India.

Zonal Manager



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**Empanelment of Firms for Air and/or Railway Tickets Booking Services
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ANNEXURE-A (PART-1)

TECHNICAL BID

S.NO	TITLE	DESCRIPTION
1	Tender	E-Tender for Travel Agencies providing Air/Rail Ticketing Services for LIC of India, Eastern Zonal Office
2	Date of Establishment/Incorporation of the Agency/Firm	
3	Correspondence address, Telephone No. & mobile no. / E-mail id	
4	Status of the Company/Firm : Proprietary / Partnership/limited company/Public Limited Company	
5	Detail of the Partners/Directors if any	
6	Name of Chief Executive with his Present addresses and Telephone Nos.	
7	Whether registered with IATA, if apply for Air Ticket Booking Services(attach copy of Registration Certificate)	
8	Whether registered with IRCTC, if apply for Rail Ticket Booking Services (attach copy of Registration Certificate)	
9	Whether Online Booking facility available?	
10	Whether willing to depute one dedicated Executive to look after bookings of LIC?	
11	Whether Black listed by any Govt. deptt. /Public sector company/any office of the Corporation.	
12	Whether having Goods and Service Tax Registration no.(attach self-attested copy)	
13	Websites details of the Agency/Firm	

Signature(S) of the Owner/Owners/Partners

Name:

Address:

Mobile:

E-mail:



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ANNEXURE-A (PART-2)

SERVICE CHARGE

Sl No.	Nature of Work	Service Charges (Rs) (Per Ticket Basis)
1	All Domestic / International Air Tickets with LIC Deal code / Tour Code of respective airlines – Issue & Delivery	
2	Rescheduling of Air Tickets	
3	Cancellation of Air Tickets (Full/Partial)	
4	All Railway Tickets – Issue & Delivery	
5	Rail Tickets Booking in Tatkal Quota	
6	Cancellation of Rail Tickets (Full / Partial)	

The above quoted rates are inclusive of all taxes except GST.
GST will be applicable as per prevalent rated.

**Signature and Stamp of the Firm
(Address, Phone No, Mobile No & Email-ID)**



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**Empanelment of Firms for Air and/or Railway Tickets Booking Services
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PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on.....day of the month of..... 2025., between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021 (hereinafter called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s.....represented by Shri.....(Hereinafter called the "BIDDER/SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure(*Name of the Stores/Equipment/Item/Service*).... and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter in to this Integrity Pact and agree as follows:-

1. Commitments of the BUYER

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

All the officials of the BUYER will report to the “**Chief Vigilance Officer**” of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

3. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or

recommendation.

4. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

5. The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

6. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

7. The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC)

/ Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate carelest any such information is divulged.

8. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

9. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

10. If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2 (77) of the Companies Act, 2013.

11. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

12. The Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

Previous Transgression

1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect to any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

2. The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Sanctions for Violations:

1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or anyone of the following actions, wherever required:-
 - (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
 - (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

2. The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
3. The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

Independent Monitors:

The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor(s):

1. Shri Arun Chandra Verma, IPS (Retd)
C-1204, C Tower, Amrapali. Platinum Complex,
Mobile-8130386387 Sector-119, Noida (UP)
E-mail id: acverma@gmail.com

The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the **Executive Director(E&OS), LIC.**

The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recues himself / herself from that case.

The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

The Monitor will submit a written report to the **Chairman, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

Validity:

The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

2. The parties hereby sign this Integrity Pact at.....on.....

BUYER BIDDER Name of the Officer:

Designation LICI , Eastern Zonal Office

Witness

1..... 1.....

2..... 2.....

(* Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.)

** Please specify the "Name of Authority" in place of "Authority Designated" wherever mentioned in the Contract)



Eastern Zonal Office, OS Deptt: 4th Floor, Hindusthan Bldg., 4,C.R.Avenue,
Kolkata-700 072.Phone No.2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

**Empanelment of Firms for Air and/or Railway Tickets Booking Services
for use by Eastern Zonal Office, Kolkata**

ANNEXURE-‘B’

**AFFIDAVIT
(TO BE GIVEN BY SUCCESSFUL BIDDER)**

I/We _____, being
Indian _____ Citizens _____ residing _____ at _____ -
_____ do hereby solemnly
affirm and state as under:-

Whereas Life Insurance Corporation of India has floated tender for ARC with Travel Agencies for Air/Rail Ticketing Services for Life Insurance Corporation of India Eastern Zonal Office and in respect of the same, I/we being one of the Bidders, confirm that I/ We strictly follow various laws as mentioned in the Terms & Conditions of the Tender.

I/We further state that I/we shall indemnify Life Insurance Corporation of India against all claims, which may be made upon Life Insurance Corporation of India and it shall be at liberty and is hereby empowered to deduct the amount of any damages, compensation costs, charges and expenses arising or occurring of any claim of damages, from any sum or sums due to or to become due to us.

I/We state that Life Insurance Corporation of India has considered my/our bid on the basis of the statement made by me / us in this affidavit. I / We further state that non compliance of any provisions shall be sufficient reason for Life Insurance Corporation of India to terminate the contract. Besides taking recourse to other legal remedies available in the Contract.

Solemnly affirmed at _____ this _____ Day of _____ 2025 before me.



Eastern Zonal Office, OS Deptt: 4th Floor, Hindusthan Bldg., 4,C.R.Avenue,
Kolkata-700 072.Phone No.2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

**Empanelment of Firms for Air and/or Railway Tickets Booking Services
for use by Eastern Zonal Office, Kolkata**

ANNEXURE-‘C’

APPLICATION FOR PAYMENT THROUGH NEFT FROM AGENCY

Name of the Agency :
(As per Bank A/c)

PAN NO. :(Compulsory)
Address of Agency :
.....

Phone / Mobile no. : (FOR SMS Alert)

Email ID :

Agency’s Bank name :

Bank Branch Name :

Address of the bank :

Agency Bank Account No.: (Full Digit 11-16)

Type of A/C : Saving A/c Current A/c OD A/c CC A/c

Bank IFSC Code No. :
(11 DIGIT IFSC CODE)

I have checked the above details with my banker and confirm that they are correct. Please transfer the amount payable to me as per details stated above.

Authorized Signatory
(Name / Designation and Seal of the Firm / Company)
Mobile/Email Id:
Date:

Kindly enclose cancelled cheque leaf for verification of details.



Eastern Zonal Office, OS Deptt: 4th Floor, Hindusthan Bldg., 4,C.R.Avenue,
Kolkata-700 072.Phone No.2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

**Empanelment of Firms for Air and/or Railway Tickets Booking Services
for use by Eastern Zonal Office, Kolkata**

CHECK LIST OF DOCUMENTS TO BE SUBMITTED ALONGWITH TECHNICAL BID

Sl.No (1)	Name of Document (2)	Enclosed (YES / NO) (3)
01	Receipt of deposited Demand Draft or cash receipt for Tender Fee enclosed.	
02	Receipt of deposited Demand Draft or cash receipt for EMD enclosed.	
03	Technical Bid (Annexure A - Part 1) enclosed.	
04	Service Charge (Annexure A – Part 2) enclosed	
05	Self-attested copy of IATA Registration Certificate / IRCTC Registration Certificate enclosed.	
06	Signed copy of Pre-Contract Integrity Pact enclosed.	
07	Self-Attested copy of PAN Card enclosed.	
08	Self-attested copy of GST Registration Certificate enclosed.	
09	Self-attested copy of certificate of Shop & Establishment Act enclosed.	
10	Self-attested copy of MSME/NSIC Certificate (if applicable) enclosed.	
11	Self-Attested copy of Affidavit (Annexure C) enclosed.	
12	NEFT Mandate Form (Annexure D) along with cancelled cheque enclosed	
13	Signed copy of Turn over for CA for last three years enclosed.	
14	Signed copy of ITR for last three years enclosed.	
15	List of existing clients enclosed.	
16	All tender documents duly signed & stamped enclosed.	

Bidders are requested to ensure that the self-attested documents, as required under Tender conditions are enclosed while submitting the Tender to Life Insurance Corporation of India, Eastern, Zonal Office. All pages of the technical bid must be numbered serially and the page number of every document enclosed be tallied in Column (3) herein above.