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# TENDER NOTICE

# TENDER FOR

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT(CAMC) of CCTVs  
INSTALLED AT VARIOUS OFFICES UNDER LIC BONGAIGAON DIVISION**

**LIC OF INDIA**

**“JEEVAN PRAKASH”, BARPARA MAIN ROAD, BONGAIGAON-783380**

**STD-03664.**

**Ref: BDO/OS/ CCTV/CAMC/2025-26**

**Dated :22.07.2025**

**E-mail: [os.bongaigaon@licindia.com](mailto:os.bongaigaon@licindia.com)**

**DATE OF ISSUE OF TENDER FORMS : *FROM 22.07.2025 To 11.08.2025***

**LAST DATE OF SUBMISSION OF TENDER : 12.08.2025 *UP TO 12.00 NOON***

**Name of Work : Comprehensive Annual Maintenance Contract(CAMC) of CCTVs Installed at Various Offices under LICI Bongaigaon Division.**



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## NOTICE

Life Insurance Corporation of India, Bongaigaon Divisional Office, intends to invite Sealed TENDER from vendors in a closed envelope under **TWO BID SYSTEM** for Comprehensive Annual Maintenance Contract(CAMC) of CCTVs Installed at various Offices under LIC Bongaigaon Division. The last date of submission of TENDER is **12.08.2025 up to 12.00 Noon**. For complete details, formats and terms & conditions of tender, please log on to [www.licindia.in/tender](http://www.licindia.in/tender). However, Tender form Downloaded from website shall accompany the pay order/Demand draft/or deposited at our cash counter for Rs. **118/-** along with technical bid.

Senior Divisional Manager, LIC of India, Bongaigaon Divisional Office, reserves the right to accept or reject any or all Offers/ TENDERS in Full/ Part without assigning any reason whatsoever.

**Sr. Divisional Manager**



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### Salient Features of the TENDER

Sr. No.	Title	Description
1	TENDER	Comprehensive Annual Maintenance Contract(CAMC) of CCTVs Installed at various Offices under LICI Bongaigaon Division.
2	TENDER Issuing Date	<b>22.07.2025</b>
3	Type of Bid	Two Packet Bid
4	Name and address to whom the TENDER is to be submitted	The Manager (OS) Life Insurance Corporation of India, Jeevan Prakash Building, Bongaigaon Divisional Office, Barpara, Bongaigaon-783380
5	Last Date and time of submission of TENDER	<b>12.08.2025, 12.00 noon</b> Applicants to ensure that their TENDER is received 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 TENDER	The Sealed TENDERS will be opened by the TENDER Opening Committee on <b>12.08.2025 at 03.30 p.m.</b> in presence of the Bidders or one of their authorized representatives (Authorization Letter as per the format provided with ID proof) who wish to attend at their own cost.
7	Date of opening of Financial Bids	Financial Bids of only those Bidders who qualify on Technical Bid will be eligible for opening. The Financial Bids will be opened on a later date that will be communicated to the bidders.
8	Contract Period	<b>Contract Shall be valid for a period of Four Years.</b>

9	Estimated Value of Contract for Four Years	<b>Rs. 376000/- (Excluding GST)</b>
10	Notice for termination of contract	The contract is subject to termination at any time if not found satisfactory by LIC or for any other reason whatsoever by serving 30 days' notice in writing by LIC and 90 days' notice by the agency.
11	Earnest Money Deposit	<b>Rs. 7500-(Rupees Seven thousand Five hundred only-)</b> by way of Demand Draft only in favor of "LIC of India" drawn on any Nationalized/Scheduled Bank payable at Bongaigaon. In case of micro and small enterprises who have valid MSME certificate will be

		exempted from payment of earnest money.
12	Evaluation Method	<b>Total wise Evaluation.</b>
13	Security Deposit	<b>05 % of the contract value.</b> The Security Deposit has to be deposited with LIC within 15(Fifteen) days from the date of issue of Letter of Acceptance by LIC in the form of <b>Demand Draft only</b> from any Nationalized/Scheduled Bank drawn in favour of “LIC of India” payable at Bongaigaon. The total Security Deposit will be refunded without any interest, after successful completion of the total Contract Period subject to deductions for any appropriations thereof required to be made by LIC as per the conditions of the contract.
14	Bid Offer Validity	180 Days
15	<b>Pre Bid Meeting</b>	<b>05.08.2025 at 12.30 noon.</b> The Corporation reserves the right to change the technical specifications after the Pre-Bid meeting. Any modification will be published on our website <a href="http://www.licindia.in">www.licindia.in</a> and will form part of the original tender.



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## Instructions to Bidders

1. LIC of India, Divisional Office, Bongaigaon invites sealed TENDERS from vendors in a closed envelope under TWO BID SYSTEM for Comprehensive Annual Maintenance Contract(CAMC) of CCTVs Installed at various Offices under Bongaigaon Divisional Office.
2. **EARNEST MONEY DEPOSIT:** The TENDER should be accompanied by a refundable **Earnest Money Deposit** of Rs. **7500/- (Rupees Seven Thousand Five hundred only-)** in the form of **Demand Draft only** favoring ‘LIC of India’ drawn on any Nationalized/ Scheduled Bank payable at Bongaigaon. The Earnest Money Deposit will be refunded to the unsuccessful bidders after finalization of the TENDER. The Earnest Money Deposit will not carry any interest.**In case of micro and small enterprises who have valid MSME certificate will be exempted from payment of earnest money.**
3. **TECHNICAL BID:** The bidders are requested to submit the **Technical Bid (Annexure A)** in a sealed cover super scribed as “**Technical Bid for “CAMC OF CCTV Bongaigaon”**”. The envelope shall contain the name, contact no. , E-Mail ID and address of the bidder. The following documents are to be submitted along with the Technical Bid.
  - a) Demand Draft for Rs. **7500/-as** EMD.
  - b) Technical Bid Annexure-A.
  - c) **Chartered Accountant Certified Proof of Turnover for the FY, 2021-22, 2022-23 and 2023-24. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period is required to be submitted.**
  - d) Copy of Work orders/experience certificates for at least two works executed in last four financial years including current year.
  - e) Signed copy of TENDER document as token of acceptance of TENDER terms and conditions.
  - f) Self-attested copy of PAN card.
  - g) Self-attested copy of GST registration certificate.
4. **FINANCIAL BID:** The bidders are requested to submit **Financial Bid (Annexure-B )** in a sealed cover super scribed as –“**Financial Bid for CAMC OF CCTV Bongaigaon”**”. These two Sealed Cover Envelopes (**Envelope -1, containing Technical Bid, TENDER Fee, EMD & other mentioned documents and Envelope- 2, containing Financial Bid**) are to be placed in a bigger sealed cover super scribed as “**TENDER for CAMC OF CCTV Bongaigaon”**”. The sealed cover containing the TENDER Papers is to be addressed: To



The Manager (OS),  
Life Insurance Corporation of India,  
Jeevan Prakash Building,  
Bongaigaon Divisional Office,  
**Barpara, Bongaigaon-783380**  
**Phone no-9101408552**

- Sr.Divisional Manager**

**Eligibility criteria at the time of furnishing TECHNICAL BID**

1. The Bidder Company / firm must have an average annual turnover of ₹ 4 lakhs in last three Financial years i.e. **FY 2021-22, 2022-23 and 2023-24**, Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period is required to be submitted.
2. The Bidder Company/Firm have experience of at least 2 works within previous four years including current financial year.
3. The Bidder Company/Firm should possess valid GST Registration Certificate. Self-certified copy of GST Certificate is required to be submitted.
4. The Bidder Company/Firm should possess valid PAN Card. Self-certified copy of PAN card is required to be submitted.
5. Micro & Small Enterprises 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 Department of Govt. of India to this effect with technical bid.
6. The Bidder Company/Firm is required to submit signed copy of TENDER document as token of acceptance of all terms and conditions.
7. The Bidder Company/Firm not exempted for TENDER Fee & EMD are requested to submit Demand Draft of Rs. 118/- as TENDER Fee & Demand Draft of Rs. 7500/- as EMD with Technical Bid.
8. 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.
9. **Own Office & Service Centre at Bongaigaon/or Guwahati** -The Firm must have its own office and service centre at Bongaigaon/or Guwahati. List of offices along with address and phone number of service centre to be provided with tender.

**Sr. Divisional Manager**

## Scope of Work & General Terms and Conditions for Tender

A. Comprehensive Annual Maintenance Contract(CAMC) of CCTVs Installed at various Offices under LICI Bongaigaon Division.

1) Make & Models for the Installed CCTVs and accessories are as under:

Sr. No.	Item Type for which CAMC to be done	Make	Total Quantity to be serviced	Year of Installation	Condition of Equipments
1	2 MP Dome Camera with 30 m IR	<b>Hikvision</b> <b>Samsung</b>	46	2018	Working Condition
2	2 MP Bullet Outdoor Camera with 30 M IR	<b>Hikvision</b> <b>Samsung</b>	6	2018	Working Condition
3	DVR 16 Channel	<b>Samsung</b>	1	2018	Working Condition
4	DVR 8 channel	<b>Samsung</b>	12	2018	Working Condition
5	DVR 4 channel	<b>Samsung</b>	2	2018	Working Condition
6	2 SATA ports, MAX 2 TB per HDD supported	<b>WD</b>	15	2018	Working Condition
7	Monitor 22 inches	<b>Samsung</b>	14	2018	Working Condition
10	Monitor 32 inches	<b>LG</b>	1	2018	Working Condition
11	Adaptor	5 AMP output	15	2018	Working Condition

**In case any equipments accessories found to be in out of order condition at the time of start of the contract, the cost of same will be borne by LIC as per the prevailing market rate, duly certified by the officer incharge and installation free of cost. Equipment cost only will be borne by LIC.**

2) Comprehensive Annual Maintenance Contract (CAMC) shall cover all software/hardware items, accessories, spares and consumables.

3) AMC shall be done on Quarterly basis and payment shall be made by Divisional Office at the end of every Quarter on submission of a satisfactory service report duly signed & seal by the location in charge/authorized official.

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8) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which is compatible with the system.

10) Service Engineers/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access the Systems.

12) The Corporation reserves the right to terminate/ cancel the whole or part of the agreement at their sole discretion after giving one month's notice to the service provider. If the contract is terminated by the service provider, it would be liable for penalty which shall be forfeiture of Security deposit.

13) Corporation reserves the right to increase or decrease the quantity to be serviced up to 25 percent during the currency of contract at the contracted rates. Bidders are bound to accept the orders accordingly.

The agreement will be signed by both the parties within 15 days from the date of issue of Work Order for which the Agency will submit non-judicial stamp paper of appropriate value. The contract shall remain in force initially for a period of **Four Years** from the date of Commencement of the work subject to further extension by **1(one)year** on the same terms and conditions with mutual agreement by both the parties subject to satisfactory performance to be determined by LIC authorities. Any extension granted will require renewal of all statutory registrations. However, the contract is subject to termination at any time if the services are not found satisfactory by LIC or for any other reason whatsoever by Serving 30 days' notice in writing by LIC and 90 days' notice by the Agency.



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- 18)** The Agency will indemnify and keep indemnified LIC from claim, loss or damage that may be caused to LIC on account of failure of the Agency to comply with their obligations under various laws towards their staff/employees employed by them or any loss or damage caused to LIC due to acts of omissions of Agency. The successful bidder has to furnish an



**Affidavit to LIC on a Stamp Paper of appropriate value as per Annexure C.**

**20. FORCE MAJEURE CLAUSE:** The TENDERer shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the TENDERer, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities. In case a Force Majeure situation arises, the TENDERer shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement. Unless otherwise directed by LIC of India in writing, the TENDERer shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

**Comprehensive Annual Maintenance Contract(CAMC) of CCTVs Installed at various Offices under LICI Bongaigaon Division.**

**1)Details of Locations where CAMC is to be provided on QUARTERLY Basis are as under:**

Name of office	2 MP DOVE IP CAMERA	2 MP IP BULLET CAMERA	2 TB HDD WD	DVR port			LG/Samsung Monitor
				4 Port	8 Port	16 Port	
Bongaigaon Divl Office	10	1	2	0	0	1	1x32"
Bongaigaon BO	3	0	2	0	1	0	1x22"
Barpeta Road BO	2	1	2	0	1	0	1x22"
Barpeta BO	3	0	2	0	1	0	1x22"
Bijni BO	2	1	2	0	1	0	1x22"
Bilasipara BO	2	1	2	0	1	0	1x22"
Dhubri BO	3	0	2	0	1	0	1x22"
Dudhnoi BO	3	0	2	0	1	0	1x22"
Goalpara BO	2	1	2	0	1	0	1x22"
Gossaigaon BO	2	1	2	0	1	0	1x22"
Kokrajhar BO	3	0	2	0	1	0	1x22"
Pathsala BO	3	0	2	0	1	0	1x22"
Tura BO	2	0	2	0	1	0	1x22"
Abhayapuri SO	2	0	2	1	0	0	1x22"
Chapor SO	2	0	2	1	0	0	1x22"
Gauripur SO	2	0	2	1	0	0	1x22"



## TECHNICAL BID

**Comprehensive Annual Maintenance Contract(CAMC)of  
CCTVs Installed at various Offices under LICI Bongaigaon Division.**

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<b>15</b>	Whether the CCTV equipment for which the rates are quoted in Financial Bid is strictly as per specifications given in annexure “B”. Annexure ‘B’ to be enclosed with specific remarks. Indicate if comprehensive AMC up to 5(including 1 yr onsite warranty) years will be undertaken.	
<b>16</b>	Details of TENDER Fees:	Amount: Demand Drat No.: Date: Bank:
<b>17</b>	Details of Earnest Money	Amount: Demand Drat No.: Date: Bank:

I/We have read and examined the Notice Inviting Tender, Annexure, Specifications Applicable, General Rules and Instructions, General Conditions of Contract, and all other documents referred to in the conditions of contract and all other contents in the tender document for the work and accept the terms and conditions of the tender in full conformity.

Date:

Place:

**SEAL & SIGNATURE OF THE CONTRACTOR/ VENDOR**



## FINANCIAL BID

**Comprehensive Annual Maintenance Contract(CAMC)of  
CCTVs Installed at various Offices under LICI Bongaigaon Division.  
(To be submitted in separate sealed envelope-2)**

SL N O	Address	No of unit	Estimated CAMC cost per Quarter /unit(excludin g GST) (A)	Estimated Four Year CAMC cost (excluding GST – (B=Ax4x4)
1	Comprehensive Annual Maintenance Contract of installed CCTV systems at Jeevan Prakash Building, Divisional Office-Bongaigaon	1	2500/-	40000/-
2	Comprehensive Annual Maintenance Contract of installed CCTV systems at Various Branches and SOs under LICI Bongaigaon Division	15	1400/-per office	336000/-
	<b>Total estimated amount of CAMC of installed CCTV Systems</b>			<b>376000/-</b>

**Please quote your most competitive percentage rates in estimated cost in summary of cost in the following page. Please Note, the CAMC charges are including of following:-**

1. Quarterly visit(once in three months)for preventive maintenance. There must be a gap of at least 60 days in 02 consecutive P.M visits.
2. Any number of Breakdown to be attended within 48 hours excluding travel time and Holidays.
3. Replacements of any parts for satisfactory operation of the installed CCTV systems including Cameras, DVR / NVR, Display Unit, Wires, Panel, power supply etc. -No charge shall be paid for this. The agency have to replace the faulty parts with similar configuration /make, without changing the originality of the installed system.
4. The above CAMC charges are excluding GST, which will be payable as per applicable rates.
5. Payment shall be made on quarterly basis subject to the submission of Preventive Maintenance Report duly counter-signed by respective Branch Authority/Divisional authority/officials.
6. If the lowest agency fail to attend the complaint within 96 hours, the rectification works shall be done at his risk & cost through other vendor and the expenditure incurred in this shall be recovered from his bill /Security Deposit.
7. No extra cost shall be paid on any account such as Labour charges ,TE/DA etc.

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Barpara, Bongaigaon- 783380 E-mail: [os.bongaigaon@licindia.com](mailto:os.bongaigaon@licindia.com)

**(Please quote your most competitive percentage rates in column given below)**

To

The Sr. Divisonal  
Manager LIC of  
India  
Bongaigaon  
Divisional office  
Bongaigaon

**Subject:- Comprehensive Annual Maintenance Contract(CAMC) of  
CCTVs Installed at various Offices under LICI Bongaigaon Division.**

Dear Sir,

We have examined the tender documents, terms and conditions stipulated therein, specifications of work etc. we the undersigned offer to execute the work of the subject cited above in conformity with the said specifications and conditions of contract at the standard schedule percentage rates quoted on estimated value(**Rs.376000/-**) are as under:

I/We submit our percentage rate as below:-

-----

a. Quoted percentage above(in figure).....

Quoted percentage above(in words).....

b. At Par(in words).....

c. Quoted percentage below(in figure).....

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Barpara, Bongaigaon- 783380 E-mail: [os.bongaigaon@licindia.com](mailto:os.bongaigaon@licindia.com)

Quoted percentage below(in words).....

**Final Quoted Amount after incorporating the quoted percentage:-**

Rs.....  
.....

**Signature of  
contractor (with seal  
& date )**

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### ANNEXURE-C

#### **AFFIDAVIT**

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

I / We \_\_\_\_\_ being \_\_\_\_\_ do hereby solemnly affirm and state as under:

Whereas Life Insurance Corporation of India has floated TENDER for CAMC of CCTVs installed at various offices under Life Insurance Corporation of India, Bongaigaon Divisional 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.

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Barpara, Bongaigaon- 783380 E-mail: [os.bongaigaon@licindia.com](mailto:os.bongaigaon@licindia.com)

## **ANNEXURE-D**

### **LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING**

The Manager (OS)  
Life Insurance Corporation of India  
Bongaigaon Divisional Office

**Sub: Authorization for attending Bid opening on \_\_\_\_\_ at \_\_\_\_\_ Hrs.**

Following person is hereby authorized to attend the bid opening of TENDER floated by Life Insurance Corporation of India, for CAMC of CCTVs Installed at various offices under Bongaigaon Division, on behalf of:

(Bidder Detail)

Name of the Person	Specimen Signature

**Authorized Signatory**

**(Name / Designation and Seal of the Firm /  
Company) Mobile/Email Id:**

**Date:**

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**ANNEXURE-E**

**Name of the Agency** .....( Compulsory)  
**(As per Bank A/C)**

**PAN NO.** .....( Compulsory)

**Address of Agency** :.....

.....

**Phone/Mobile No.(whats app)** :.....

**Email ID** :.....

**Agency Bank Name** :.....

**Bank Branch Name** :.....

**Address of the Bank** :.....

.....

**Agency Bank Account No.** :.....

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

**Bank IFSC code (11 Digit)** :.....

**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/E-mail ID:**

**Date:**

**Kindly enclose cancelled cheque leaf for verification of details.**

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### ENCLOSURE CHECK LIST

Sr.No.	PARTICULARS	Yes	No
01	Demand Draft for TENDER Fee & EMD enclosed with Technical Bid.		
02	All Annexures i.e. A, E duly signed and stamped are enclosed with Technical Bid		
03	Financial Bid Annexure B is duly signed and enclosed in a separate envelope		
04	All documents are duly signed & stamped		
05	Chartered Accountant certified proof of turnover for FY 2021-22, 2022-23 and 2023-24 are enclosed with Technical Bid		
06	Copy of work orders / experience certificate executed are enclosed with Technical Bid		
07	Self-Attested copy of PAN Card enclosed		
08	Self-attested copy of GST No .Enclosed		
09	NEFT Details along with cancelled Cheque enclosed		
10	Signed Copy of TENDER Document		

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, Bongaigaon Divisional Office.