



OS Department, Divisional Office,  
1<sup>st</sup> floor, National Insurance Building(Annex)  
S V Patell Marg, Station Road, Nagpur-440001  
Tel:(0712)2873229, e-mai id: [os.nagpur@licindia.com](mailto:os.nagpur@licindia.com)

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**TENDER DOCUMENT (LIMITED)**

**FOR**

**EMPANELMENT OF AGENCIES PROVIDING AIR  
TICKETING SERVICES(DOMESTIC) FOR LIC, NAGPUR**

**(For a period of 3 years)**

Tender issued by,

DO OFFICE, NAGPUR DIVISIONAL OFFICE,  
NATIONAL INSURANCE BUILDING,  
S V PATEL MARG, NAGPUR-4400001  
Website: [www.licindia.in](http://www.licindia.in)



**NAGPUR DIVISIONAL OFFICE**

**NATIONAL INSURANCE BUILDING, S.V.PATEL MARG, STATION ROAD, NAGPUR. 440001.**

**Ph. Nos. 0712- 2873229, 2873230, email id: [os.nagpur@licindia.com](mailto:os.nagpur@licindia.com)**

**PART A - NOTICE INVITING LIMITED TENDER**

**TENDER NOTICE FOR EMPANELMENT OF AGENCIES PROVIDING AIR TICKETING SERVICES FOR LIC OF INDIA,  
NAGPUR DIVISIONAL OFFICE, WZ.**

**TENDER NO: 1/2025-26**

Life Insurance Corporation Of India, Nagpur Divisional Office, National Insurance Building, S V Patel Marg, Nagpur-440001 proposes to invite sealed Tenders from the empanelled Air Ticket Booking Agencies (Domestic) for Air Ticket booking of LIC's Executives/Officials/Employees/Agents/Others.

A panel of agencies will be prepared on the basis of qualifying conditions of Technical Bid and Financial Bid which will be valid for 3 (three) years. This validity period may be further extended by one year based on satisfactory performance and mutual consent with approval of the Competent Authority.

The approximate business volume for the next three years is estimated to be 1.50 crores approximately in terms of sale of air ticket and Rs. 4 lacs on account of commission/service charge payouts on the air tickets.

Service is to be provided for the jurisdictional offices of Nagpur Division, STC, Nagpur (as per enclosed list-Annexure -IV).

The proposals of the Bidders will be evaluated on Technical and Financial based selection.

The Bidders who fulfill all the requirements in the Technical Bid (Part D) and fulfils all other Terms and Conditions as per Tender document will be treated as qualified and considered eligible for opening of Financial Bid.

LIC will empanel minimum 3 (Three) agencies based on the quotes received from the Bidders in the Financial Bid. The lowest rates in each category will be determined from the quotations received from technically qualified Bidders. Agencies will be empanelled provided L2 and L3 agencies agree to match L1 rates. If L2 and L3 agencies do not match the rates with L1, LIC reserves the right to transfer the offer to L4, L5 etc. The selected Bidders other than L1 should give an acceptance in writing for agreeing to L1 rates within seven working days from the date of issue of the offer. Failure to accept the offer within the period will automatically result in cancellation of the offer.

Schedule for the Tender process is as given below:

SL. NO.	ACTIVITY	DETAILS
1	Tender No./ Date	<b>Tender No. 1/2025-26(Tender for AIR TICKET BOOKING SERVICE RATE) and Date 06.08.2025</b>
2	EMD	Rs. 8000/- ( <b>eight thousand only</b> ) by way of Demand Draft drawn on any Schedule Bank Payable at Nagpur Favoring Life Insurance Corporation of India. ( <b>Estimated service charge Cost Rs. 4 lacs</b> ). It is not applicable to MSME / NSIC Vendor/transporter/service provider with valid certificate.
3	Tender Fee	<b>Tender forms will be issued on payment of Rs.500/- plus 18% GST= Rs 590/-</b> in cash/DD on cash counter as non refundable tender fees from OS Department, National Insurance Building, SV Patel Marg, Station Road, Nagpur. 440001. From 06.08.2025 10.00 AM TO 18.08.2025 <b>up to 4.00 PM</b> . Tender forms may also be downloaded from our website <b>www.licindia.in</b> by clicking on Tender for " <b>Tender for AIR TICKET BOOKING SERVICE RATE CONTRACT</b> " <b>The Firms/Agencies/Companies having registration under NSIC/MSME will be eligible for exemption from tender fee.</b>
4	Date of Sale of Tender Documents and Time	06.08.2025 TO 18.08.2025 up to 04.00 PM.
8	Address for submission of bid (to be put in Tender Box)	OS Department. Life Insurance Corporation of India, Nagpur Divisional Office, National Insurance Building, S.V. Patel Marg, Station Road, Nagpur. 440001.
9	Last Date & Time Submission of Bids Document	Bidders fulfilling the eligibility condition for <b>Tender for AIR TICKET BOOKING SERVICE RATE CONTRACT</b> as per technical specification mentioned in the Tender should submit sealed covers Superscripted as <b>Tender No.1/2025-26 _dated 06.08.2025 Tender for AIR TICKET BOOKING SERVICE RATE CONTRACT</b> and name of Tenderer on or before 18.08.2025 up to 4.00 pm (last date submission of tender)
10	Technical Bid opening Date / Venue	The sealed covers will be opened by the Tender Opening committee on 18.08.2025_ <b>at 04.30 PM</b> . The concerned agency/firm may send one representative at the time of opening of the Tender. Venue address "Conference hall, N.I. Building, LIC of India, Divisional office, Nagpur".
11	Financial Bid	The financial Bid of the Technically qualified bidders only will be opened on a later date.
12	Contact Details	Ph.Nos. <b>0712- 2873229, 2873230</b> , email id: <b>os.nagpur@licindia.com</b>

13	Official Website (URL)	The tender Document can be downloaded from our website <a href="http://www.licindia.in">www.licindia.in</a> , go to "Tenders" and click on the link "Tender AIR TICKET BOOKING SERVICE RATE CONTRACT".
In case there is any change in the schedule the same will be displayed on our website.		

SR DIVISIONAL MANAGER



## **PART B-GENERAL RULES & INSTRUCTIONS**

Life Insurance Corporation Of India, Nagpur Division (hereinafter referred to as "The Corporation ") invites tender for empanelment of agencies for booking of air tickets (Domestic) for LIC's Executives/Officials/Employees/Agents/Others.

**A panel of agencies will be prepared on the basis of qualifying conditions of Technical Bid and financial Bid, which, will be valid for 3 Years and may be extended for one year based on satisfactory performance and mutual consent with approval of the Competent Authority**

1. Tender should be dropped in Tender Box (placed at LIC Head office at the below address) in sealed envelope bearing address:-

**"The MANAGER(OS), LIC OF INDIA, NAGPUR DIVISIONAL OFFICE, NATIONAL INSURANCE BUILDING, S V PATEL MARG, STATION ROAD, NAGPUR-440001.**

2. The last date and time for submission of tender is 18.08.2025 up to 04.00 PM. The tender (Technical Bid) will be opened on the same day i.e. 18.08.2025 at 04.30 PM. The venue of opening of Technical Bid will be same as given above. i.e. OS Department, LIC of India, Nagpur Divisional office, National Insurance building, S V Patel Marg, Nagpur-440001". The Technical Bids will be opened in presence of Tenderer or their authorized representatives (The representatives should carry authority letter on company's letter head duly signed & attested). Tenders received after 4.00 PM on 18.08.2025 will not be entertained and shall be rejected forthwith. Decision of the Competent Authority in this regard will be final, conclusive and binding on the tenderers' and the Corporation takes no responsibility for any delay whatsoever for submission of tender after due date and time given here above.

3. The tender form may be downloaded from website of Corporation- [www.licindia.com](http://www.licindia.com) or can be obtained from the office address as mentioned above. i.e. OS Department, LIC of India, Nagpur Divisional office, National Insurance building, S V Patel Marg, Nagpur-440001. The Bid shall be valid for the period of 180 days from the last date of submission of the tender.

4. The tender shall be submitted in two parts i.e. Part-D (Technical Bid) & Part-E (Financial Bid). The submission of tender document is as detailed below:

**Master Envelope-1:** It should be super-scribed 'Tender for Empanelment of Agencies providing Air Ticketing Services'

The same shall bear the address as given below :-

**THE MANAGER (OS)  
LIC OF INDIA  
NAGPUR DIVISIONAL OFFICE  
NATIONAL INSURANCE BUILDING  
S V PATEL MARG, STATION ROAD  
NAGPUR-440001**

and shall contain the following:

**Envelope-1 (Technical Bid) super-scribed as 'Technical Bid for Empanelment of Agencies providing Air Ticketing Services'**

**Envelope-2 (Financial Bid) super-scribed as 'Financial Bid for Empanelment of Agencies providing Air Ticketing Services'**

**Technical Bid i.e. Envelope-1 shall contain the following:**

1. Covering letter on Bidder's letter head as per the Annexure II (Bid submission form)  
Bidder's general details/information, as per Part-D (Technical Bid)

**Documents relating to agency's eligibility criteria mentioned below should be submitted)**

2. EMD of Rs 8000/- only by way of Demand Draft in favour of "LIC of India" from any Scheduled bank drawn at Nagpur

3. The envelope containing the Technical Bid should not contain any reference about the Financial Bid, failing which, the Bid shall not be taken up for scrutiny/assessment and shall be rejected.

**4. Financial Bid i.e. Envelope-2 shall contain:** the Financial Bid in the format i.e. Part-E given in the tender document. Submission of Financial Bid in any format other than the format provided in the tender document will not be accepted and the Bid will be rejected.

**5. Those Technical Bids which are found to be in order i.e. satisfying all the stipulated conditions in the contract shall be short-listed and Financial Bids of only such short-listed Bidders will be opened.**

6. Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the Bid proposal.

7. Bids must be accompanied by Earnest Money Deposit of Rs. 8000/- as specified in the Bid document. The EMD of unsuccessful Bidders will be refunded within 30 days of completing the Bidding process without any interest.

8. LIC reserves the right to change the dates mentioned in this Tender document, which will be communicated to the Bidders or will be published in LIC's website.

9. The information provided by the Bidders in response to this Tender document will become the property of LIC and will not be returned. LIC reserves the right to amend or reissue this Tender and all Amendments will be communicated to the Bidders or will be published in LIC's website and such amendments will be binding on them.

10. The Bids will be examined by LIC to determine whether they are complete and whether the required Bid security and other details / documents have been furnished / submitted. Bid determined as not substantially responsive will be rejected. LIC may at its discretion waive any minor non-conformity or

irregularity in Bid if it does not constitute a material deviation. Decision of LIC in determining whether any deviation is material or not shall be final and binding to all.

11. The validity of offer of the successful Bidders shall be **03(three) years** from the date of finalization of the order and the successful Bidder will be bound to provide service at agreed rates and Terms & Conditions during this period. This validity period may be further extended by **one year** based on satisfactory performance and mutual consent and **with approval of the Competent Authority**

12. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quote accordingly.

13. LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.

14. Any conditional offer / tender shall not be considered.

15. Any modification in the tender after opening date shall not be considered.

16 The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and Annexure forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in this Tender. The Bidder should not have been blacklisted by any office of LIC of India or any other establishment. (An undertaking in this regards is to be submitted on Bidder's letter head as **per Annexure III**).

17. Any effort on the part of Bidder to influence Bid evaluation process or award of contract may result in the rejection of the Bid.

(The Bidder shall be disqualified if any of these criteria are not fulfilled or the documents submitted are found to be false. The LIC reserves the right to modify or amend the eligibility criteria. The LIC's decision in any matter related to this Bid shall be final.

18. The Bid shall be signed by a person or persons so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company with its seal duly affixed shall sign the Bid.

19. Successful Bidders shall enter into an agreement with LIC on non judicial stamp paper of Rs.500/-.

#### **ELIGIBILITY CRITERIA FOR ONLINE & OFFLINE BOOKING OF TICKETS:**

1. The Travel Agency should have **experience of at least three years as on 31.03.2025** in the relevant field and providing Institutions/PSUs/MNCs/Large Corporate such services to reputed Financial institutions/PSUs/MNCs/large Corporate.

2. The Travel Agency should be a sole proprietary concern/partnership firm/company and should be registered with Registrar of Firms/Companies, wherever applicable

3. The Travel Agency should have a valid PAN Number, GST Registration Number

3 a). The agency should have a fully operational office preferably in Nagpur city. Presence in other major cities of India will have added advantage. A supporting document thereof (shop & Establishment licence Or gumasta etc ) to be given.

4.. The Travel Agency should submit Balance Sheet, Profit & Loss Account & Income Tax Return filed for the last three financial years i.e. 2021-22, 2022-23, 2023-24.

5.. The Travel Agency should have a average turnover/income of atleast Rs. 20 lacs from commission from sale of Air tickets & allied tour business and atleast Rs 1 crore from total business in the last three financial years 2021-22, 2022-23, and 2023-24

6.. **The Travel Agency should be IATA approved (mandatory condition).** Certificate/Registration copy to be provided.

7. The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems. The Agencies should also be equipped with Self Booking Tool / Portal.

8. The Travel Agency should have been providing domestic/international air ticket booking services, to reputed Financial Institutions/PSUs/MNCs/Large Corporate during each of the last three financial years ending 2021-22, 2022-23. 2023-24.

9. The Travel Agency should be prepared to deliver the requisite services on Sundays/Holidays and also 24\*7, if so required by LIC

10. The Travel Agency should not be a direct agent of major airlines

11. **The Travel Agency should be approved by Government of India - Ministry of Tourism (furnish the date of approval and its validity)**

## **PART C-GENERAL TERMS & CONDITIONS**

### **1. SCOPE OF WORK**

1) Ensuring receipts of proper statements from airlines on discounts gained on deal codes secured by the Corporation and ensuring proper utilization thereof.

2) Assisting the Corporation in securing deal codes with other airlines.

3).Booking of tickets through Corporate Code.

2. The Travel Agency will be available 24\*7\*365 days for booking/cancellation of air tickets.

3. The Travel Agency will be responsible for compliances with all central and state laws as per rules/regulations/by-laws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.

4. The Travel Agency shall not assign the contract or any part thereof to any other Agency/party without the prior consent/approval of LIC. The Travel Agency shall also not sublet the work or part thereof except with prior written consent of LIC.
5. Earnest Money Deposit (EMD) **of Rs. 8000/- (Rs. Eight thousand only)** in the form of Demand Draft/Pay order drawn in favour of "LIC of India" payable at Nagpur is to be submitted along with the tender documents. The EMDs of the unsuccessful Bidders will be refunded without any interest. The EMD of the successful Bidder would be converted into an interest-free Security Deposit and shall not carry any interest and would be refunded at the end of the contract period. Tenders without EMD would not be considered.
6. The Agency if empanelled and who has been already providing subsidiary services like booking of rail tickets, bus tickets, taxi services shall be deemed to be in the panel for providing such services.
7. The contract will be initially valid for a period of three years and will be further extended by one year subject to satisfactory performance of the Agency and mutual consent with approval of Competent Authority.
8. **If the registration certificate of IATA is withdrawn or cancelled during the contract period, then the contract of the Agency will automatically stand cancelled.**
9. The Travel Agency will have to provide prescribed travel related services in time. If the Agency fails to provide tickets and other Travel related services within the scheduled time, the Agency will be solely responsible for the same and no payment will be made for it.
10. The losses to the Corporation which are directly attributable to the Agency shall be deducted from the bills/adjusted from the Security Deposit.
11. The Travel Agency should have Computer Reservation Ticketing Facility of all airlines for domestic and international travel along with provision for online booking facility for the same to be extended to LIC through dedicated staff/implant, if required.
12. The Agency shall be obliged to suggest cost-effective ticketing plan only under refundable basis. All tickets requested should be mailed to [os.nagpur@licindia.com](mailto:os.nagpur@licindia.com) in addition to the applicant employee. These tickets/related invoices should reflect the name of the person who has given the booking.
13. The Travel Agency will have to submit monthly statement of bills raised showing the amount of expenses on ticket booking airline wise/sector wise/booking type/domestic/international.
14. Applicable taxes will be deducted at source at the time of settlement of bills unless the Bidder produces a certificate to the contrary from the Income Tax authorities. TDS certificate will be issued by LIC.
15. The Travel Agency should be in a position to provide credit limit for a period of four weeks, as LIC requires time for processing the bills. In cases where bills are settled after four weeks, no penalty shall be demanded by the Agency nor should they claim in future.

16. The tender document may be downloaded from our website: [www.licindia.in](http://www.licindia.in).

17. All the pages of the Tender and documents called for should bear the date and signature of the tenderer. All the entries by the tenderer should be in one ink and legibly written. Any overwriting, corrections & cuttings should bear initials and date of the tenderer.

18. Conditional/incomplete/late tender applications will be immediately rejected

19. Rates of service charges should be quoted both in figures as well as in words. In case the rates quoted in words and figures are at variance, the rates written in words will be taken as final.

20. LIC reserves the right to reject or accept any or all tenders without assigning any reasons thereof.

21. The Travel Agency will advise and extend the special offers being given by various airlines as and when such offers are made.

22. No advance payment will be paid for any purpose.

23. EMD- No interest shall be payable by LIC of India on EMD amount. EMD of unsuccessful Bidders shall be returned after the award of the contract. EMD of successful Bidder will be converted into Security Deposit.

#### **24. PAYMENT TERMS:**

It will be ensured that the bills will get settled within 30 days from the date of submission of correct bills and on completion of journey for which agency will have to furnish their bank account details to LIC. Excess payment, if any made shall be refunded to LIC without any delay and in any case within 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.

#### **25. 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.
- It is clearly understood by the Agency / Company that if a charge sheet is filed by any Competent Authority of the Government against the Agency / Company, the Agency / Company is obliged to notify



LIC within fifteen days of filing of the charge sheet. Failure to do so shall result in forfeiture of all payments due for service rendered after the date of filing of the charge sheet.

If there is a change in the name of the Agency / Company etc. arising out of:

- i) merging with some other company or
  - ii) collaboration with some other company or
- for any other reason

or, if any changes take place in the proprietorship or partnership of the Agency / Company, the Corporation should be intimated within 30 (Thirty) days of such changes, failing which all payments will be withheld and Corporation may terminate the hire agreement as may be deemed necessary, Whatever be the reason of changes, the subject hire agreement would be terminated unless the new company/entity accepts the subject Hire agreement at the same rates, terms and conditions laid down herein. The agency/company shall refund the excess money if any paid by the agency / company for the term for which the agreement/arrangement has run.

#### **26. 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 2 hours of receipt request or 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.500/- 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.500/- 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.

#### **27. FORCE MAJEURE:**

Force Majeure (FM) means extraordinary events or circumstances beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause) An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not excuse a party's non performance entirely, but only suspends it for the duration of FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. There may be a situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any

reason of FM for period exceeding 90(Ninety) days, earlier party may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an even covered in the FM Clause

**28. DISPUTES & DIFFERENCES:**

In all cases of dispute, the matter will be referred to the Competent Authority of L.I.C. of India and his decision shall be final and legally binding on the contractor.

**29. SECURITY DEPOSIT:**

The successful Bidders have to provide a **bank guarantee for an amount equal to 20000/-** for the contract period, within 15 days from the date of award of the Bid, from nationalized bank in a format made available by LIC. The LIC reserves the right to enforce the guarantee, in case the successful Bidder fails to comply any of its obligation as per the contract or Bid documents. No interest will be paid on the Security Deposit.

**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 outsourced 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 may be 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.

The Corporation reserves the right to call for missing/ additional requirements from the agency at any time in response to any query from the Appropriate Authorities.

We accept all the above terms and conditions.

AUTHORISED SIGNATORY

NAME / DESIGNATION

SEAL of the Firm/ Agency / Company/firm/Agency



**Order of Arrangement of Documents with Technical Bid: -(Self Attested)**

1. Attested copy of Firm/Agency/Company Registration
2. Copy of Shop and Establishment Act wherever applicable
3. Certified copy of the statement of Bank Account of the Firm/Agency/ Company of last 3 months i.e. Jan'25 to March'25
4. Attested copy of PAN/GIR Number
5. Attested Copy of last 3 years IT Returns filed by Firm/Company ie-;2021-22,2022-23, 2023-24
6. Attested copy GST registration
7. Part D of Technical Bid Application along with all annexure i.e. Annexure II
8. Certified copy of Profit and Loss Accounts of last three years i.e. 2021-22,2022-23, 2023-24
9. Attested copies of Balance sheets of last 3 financial years. ie 2021-22,2022-23, 2023-24
10. Separate sheet in reply to question no.9&10 of Technical Bid in the given format.

PART D-TECHNICAL BID

Bidder's General Information

(To be submitted in a sealed cover super scribed as "Technical Bid for Empanelment of Agencies providing Air Ticketing Service")

TENDER No 01/2025-26

No	Parameter	Details
1	Name and Type of the Firm/ Agency / Company: & Year of Establishment (Attach Certificate of Registration)	
2	Name of the Proprietor/ Director of the Firm/Agency Company	
3	<b><u>Full Address of Registered Office</u></b> Telephone number/s :- Email ID <b><u>Full Address of Operating Office/Branch:-</u></b> Telephone number/s :- Email ID	
4	Banker of the Company Firm / Agency/Company:  (Attach certified copy of A/C statement of Last 3 months i.e. Jan 2025 to March 2025) Telephone Number of Banker :-	
5	PAN NUMBER (Attach certified copy) :-	
6	GST REGISTRATION NUMBER (Attach certified copy) :- GST (Vendor details)  Name State(complete State Name) State Code Pan Number GSTIN Number Contact person Phone Number Mobile Number E mail ID	
7	IATA registration (copy of registration to be enclosed)	
8	Details of EMD Details of Demand Draft EMD 8000/-	

	Demand Draft / Pay Order No. Date of Demand Draft / Pay Order Name of Issuing Bank Branch Of Issuing Bank Address of Issuing bank	
9	Whether the Travel Agency is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail, other modern communication systems and Self Booking Portal.	
10	Whether the Travel Agency is in a position to make available dedicated staff/implants for servicing the needs of the Corporation at their own cost, if required	
11	Whether the Travel Agency is approved by Ministry of Tourism Government of India.	

12. Work Experience of agency in the field of Air ticket booking Give details of the existing clients:- (Attach separate sheet in the following format)

No	Name of Client	Whether Pvt/Govt body/PSU	Since when service is provided	Number of employees with Clients' office	Name, desg, Tel No, Email ID of authorised officials of clients with whom enquiry can be made

(Give reference with full details of person with whom enquiry in the above organizations can be made about work performance by our Authorized officials)

13. Turnover of the Company/Partnership Firm/ Proprietorship (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.):

NO	Financial Year	Average Turnover/Income of <u>Rs.20 lacs from Commission from sale of Air tickets &amp; allied tour business</u>	Average Turnover/Income of <u>Rs1 cr from Total Business</u>
1	2021-22		
2	2022-23		
3	2023-24		

14. Whether the firm is MSME. Requisite documents to be submitted.

#### DECLARATION

1. I, \_\_\_\_\_ Son/Daughter/ Wife of Sri \_\_\_\_\_ Proprietor/Director/ Authorised Signatory of the Firm/Agency/Company mentioned above is competent to sign the declaration and execute this Tender Document.
2. I have carefully read and understood all the terms and conditions of the Tender and undertake to abide by these terms and conditions.
3. The information / Documents furnished along with the application are true and authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate Law.

Signature of Authorized Person

Full Name : \_\_\_\_\_

Seal :

Date: - \_\_\_\_\_

Place : \_\_\_\_\_

PART E FINANCIAL BID -

(To be submitted in a sealed cover super-scribed as Tender for Empanelment of Agencies providing AirTicketing Services)

Sr No	Nature of Work	Service charges (Rs) (inclusive of all taxes/charges EXCEPT GST)
1	All Domestic Air Tickets issue & delivery (Rate per ticket)	Rs. _____(in numbers)  Rs. _____(in words)

The above quoted rates should be inclusive of all taxes **except GST**. GST will be as per prevalent rates.

AUTHORISED SIGNATORY

NAME/DESIGNATION

SEAL OF THE FIRM/COMPANY

Date:

**Annexure II - Covering Letter on the letter head of the Bidder**

**BID SUBMISSION FORM**

To

**The Sr Divisional Manager,**  
Nagpur Divisional Office,  
Life Insurance Corporation of India,  
Nagpur

Dear Sir,

After examining the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, pleased to offer to execute the Job and in conformity with, the said Bid Documents.

We confirm that this Bid is valid for a period of 180 days from the date of opening of Technical Bid, and it shall remain binding upon us and may be accepted by any time before the expiration of that period.

Until a final Agreement is prepared and executed, the Bid together with your written acceptance thereof in your notification of award shall constitute a binding Agreement between us.

We understand that Bid Document is not exhaustive and any action and activity not mentioned in Bid Documents may be inferred to be included to meet the intent of the Bid Documents shall be deemed to be mentioned in Bid Documents unless otherwise specifically excluded and we confirm to perform for fulfillment of Agreement and completeness of the Work in all respects within the time frame and agreed price.

We understand that you are not bound to accept the lowest priced or any Bid that you may receive.

We also confirm that as per the applicable law, we are authorized and competent to provide the service sought by the LIC in Bid documents.

SIGNATURE OF AUTHORISED PERSON WITH SEAL: \_\_\_\_\_

DATE:

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

(SIGNATURE OF WITNESS)

Witness Name :

Address :



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

NAGPUR DIVISIONAL OFFICE,

NATIONAL INSURANCE BUILDING, S.V.PATEL MARG, STATION ROAD, NAGPUR. 440001.

Ph.Nos. 0712- 2873229, 2873230, email id: os.nagpur@licindia.com

Annexure-III

**UNDERTAKING**

**Ref: OS/TENDER/ 1/2025-26**

We hereby confirm that we have not been blacklisted by LIC or PSU/ BFSI Organization/ Government / Semi Government / Quasi Govt. Departments in India as on date of submission of bid in response to the above.

We also agree with your terms and conditions quoted in tender.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2025

**Authorized Signatory Signature**

**NAME:**

**DESIGNATION:**

**Name and Address and SEAL OF THE FIRM / COMPANY:**

\*\*\*\*\*

LIST OF OFFICES (NAGPUR DO)		
	BO CODE	BR NAME
1	970	CITY
1	970	SO BUTIBORI
2	971	J V NGR
2	971	SO -MAUDA
2	971	SO-KAMPTEE
3	972	CITY
4	973	SADAR
5	990	CAB
5	990	SO-CLIA
6	993	CITY
7	99F	NAG (E)
8	99G	NAG (W)
8		SO HINGNA
9	97F	NAG (S)
10	974	WARDHA
10	974	SO-PULGAON
11	975	CHANDRAPUR-I
11	975	SO-MUL
12	976	GONDIA
12	976	SO-AMGAON
13	97A	BHANDARA
13		SO-PAUNI
14	97C	GADCHIROLI
14	97C	SO-ALLAPALLI
15	97D	SAKOLI
15		SO-LAKHNI
16	99B	WARORA
17	99D	BALLARPUR
18	99E	KATOL
19	99H	BRAHMAPURI
20	99M	ARVI
21	99N	RAMTEK
22	99R	UMRED
23	99S	HINGANGHAT
24	99V	CHANDRAPUR-II
25	97E	SAONER
26	9126	TUMSAR
26	9126	SO-TIRODA
		P&GS
27	D097	DIVISIONAL OFFICE



### TECHNICAL BID EVALUATION SCORING SHEET

Sr NO	CRITERIA/DESCRIPTION	MARKS
1	Travel agency should be based in Nagpur preferably. It may have operational presence in other Major cities (Only in Nagpur - 10 points Nagpur + Other Major cities-15 points	10 to 15
2	Travel agency should have a valid GST and PAN number	5
3	<b>Travel agency should be approved by IATA (mandatory condition). Agencies having NO IATA registration will be outright rejected.</b>	20
4	Travel agency should be approved by Govt of India - Ministry of Tourism 10	10
5	Number of well trained/professional staff at the agency office More than 3 but less than 5 → 5 points 5 and above → 10 points	5 to 10
6	If Travel agency has an average annual turnover of more than one crore from total business	10
7	If the travel agency is providing subsidiary services like booking of train /bus tickets, taxi services etc	5
8	Total years of experience (3 to less than 5 years-10 points 5 to less than 10 -> 15 points 10 & above -> 20 points	10 to 20
9	Client references (PSU/BANKS/FIs) 2 & above - 5 points)	5
	<b>TOTAL MARKS</b>	<b>100</b>
	<b>Minimum marks required for Technical qualification</b>	<b>65</b>

Note: The scoring criterion above must have documentary proof, wherever necessary, failing which, zero mark will be assigned to that criteria.

Date:

Signature of the Bidder

Place::

Name :