


TENDER DOCUMENT

TENDER FOR RATE CONTRACT OF COURIER SERVICES AT VARIOUS OFFICES OF LIFE INSURANCE CORPORATION OF INDIA MUMBAI DIVISIONAL OFFICE- 4, MUMBAI.

SR NO	ACTIVITY	DETAILS
1	TENDER DATE	02.09.2025
2	EMD	Rs. 70,000/-
3	Address for the sub-mission of sealed bid to be put in Tender Box in OS Dept. Mumbai D.O.4	The Manager (OS) LIC of India, OS Dept, 3rd Floor, Mumbai D.O.4, Yogakshema, Jeevan Bima Marg, Mumbai-400021.
4	Submission of Bids, Last Date & Time	16.09.2025 (5.30pm)
5	Opening Date/Venue of technical Bid	17.09.2025 (11.00 am) Venue as mentioned in the address above in Sr. No. 4.
6	Financial Bid	The Financial Bid will be opened at a later date.
7	Duration of Contract	The contract shall be for THREE years.
8	Contact Details	Manager (OS), Mumbai Divisional Office-4, No.022-66599239/40/41. Email ID- os.mumbai-do4@licindia.com

The pre-Bid Meeting will be held on 08.09.2025 at 11.30 a.m. at the above address.


MANAGER (OS).



MUMBAI DIVISIONAL OFFICE -4
OFFICE SERVICE DEPARTMENT, 3rd FLOOR,
EAST WING, YOGAKSHEMA, J B MARG,
NARIMAN POINT, MUMBAI - 400021
TEL. NO. : 022-66599241/40/39.

Bid Document to be submitted for Contract of Courier Services for all offices under M.D.O.-IV.

LIC of India, O.S.Dept, Mumbai Divisional Office- IV invites Competitive Bids from eligible category vendor having 3 years experience for the Annual Contract of Courier Services for all offices listed in the Annexure-C. The contract of Courier Services will be made on agreed rates, terms & conditions for all offices under M.D.O.-IV. Bidder may visit all offices to check the job of needs and locations of the offices and satisfy themselves before submitting the Bid document.

The Bid form and all required documents must be complete in all respect. For any required document or relaxation as registered under MSME/NSIC, valid registration copy to be attached along with your quotation. All the parts/Annexures are part of this Bid document and shall be duly signed by authorized person of the Bidder.

The details are as follow:-

Annual Rate Contract of Courier Services :

- A. The job of courier services includes collection, Pre-post services and despatch of daily all types of Tapal, Files etc. from Yogakshema Bldg. Nariman Point and all 18 branch offices, 9 Satellite offices, Customer Zone Office, MASH dept., DTC dept., EDMS Dept. etc.
- B. Daily visits to all offices are compulsory. The courier person visiting the offices should confirm every day from O.S.Dept. of respective offices that no dispatch of any department is left out and should sign in the register for each visit. The adequate persons should be deployed by the contractor to cover all offices. The travel and conveyance charges of the persons deployed for the jobs are to be borne by the contractor and no separate charges/reimbursement will be paid.

ANNEXURE-C enclosed herewith.

Specific Terms & Conditions of the Annual Rate Contract of Courier Services :

- 1 The contract's current scope includes:
 - i) The contractor must have office at Mumbai having minimum experience of 3 years having Annual Turnover Rs.3,00,000/-.

- ii) The Contractor would be required depute its authorised representative to our Offices (As per Annexure "C") daily at a given time, to collect mail/Tapals/Files/Notices/Documents, etc. And issue receipts in respect of individual envelopes/packets received by them for sending by Couriers.
 - iii) **TIME SCHEDULE** – Consignment collected should be delivered to the consignee within stipulated period of time as follows :-
 - Within 24 hours in Metropolitan and Big Cities
 - Within 48 hours in Other Cities.
 - For Mofussil Areas – Within 72 Hours.
 - iv) The contractor is responsible for arranging transport vehicles, hamals, etc. and bearing all related expenses such as transport levies and tolls.
 - v) Proof of Delivery (POD) must be regularly submitted within a month from the dispatch date and promptly upon specific request. POD must include the delivery date and bear the consignee's seal with Signature.
 - vi) The contractor will assign representatives to our offices for collection & delivery of documents/stationery and delivery. These representatives must possess a suitable letter of authority/ identity card to authorize consignment collection.
 - vii) Failure to deliver within the specified timeframe (except on Holidays, during curfews or due to natural disasters) or transit damage will incur penalties imposed by the Corporation. Third-party charges, if applicable will be deducted from the contractor's monthly bill or Security Deposit. In case of loss of stationery & documents, the contractor must fill a FIR, claim insurance compensation and complete necessary formalities to recover documents and compensate the Corporation for losses suffered.
 - viii) Undelivered consignments should be returned to our offices (As per Annexure "C") within a week from the booking date.
 - ix) The courier contractor must maintain delivery records for atleast three years and produce them upon demand in case of disputes.
2. The contractor shall obtain at his own expenses, all licenses, permissions etc. that may be required for conducting Courier Services and pay all the Taxes/penalties becoming payable to the Government any other body by reason of their conducting courier services at various LIC offices. The contractor will also comply with all their statutory obligations towards their staff like ESIS, EPF, license under Labour Contract Act and Rules etc. as per the prevailing laws. Further they shall have to ensure that no child labour is employed.
3. The contract shall be for a period of **THREE YEARS** from the commencing date of the contract. However, the Corporation reserves the right to terminate the contract without assigning any reason by giving the notice

of 1 month. The decision will not be challengeable in any court of law. The contractor will have to give a notice of 1 MONTH if the contractor wishes to terminate the contract before expiry of the contract period. In both these cases, Security Deposit will be forfeited without any claim whatsoever on the Corporation.

4. The Contractor must submit monthly bills to the office & mention date & time of picking the mail on acknowledgement and would be required to get the date and time of delivery mentioned in "Proof of Delivery" & a statement detailing the number of stationery boxes/bundles delivered that month, along with the respective address's signature on their consignment note/PODs. Billing will be calculated based on the weight and the monthly bill amount will be determined accordingly. Taxes, if applicable at the prevailing rate will be deducted at the source from the bill.
5. Penalty will be deducted for delayed delivery @ 5% per day of the freight value for that consignment or part thereof subject to maximum 25% of total freight value of delivery rate.
6. The worker engaged by the contractor shall be contractor's own employees and Corporation shall in no way be responsible or liable for payment of their wages and other benefits. Further the workers engaged by the contractors shall not be deemed to be the employees of the Corporation and shall not be entitled to any benefits either of a temporary or a regular employee of the Corporation. The Corporation will have no obligations towards such employees and such persons will not be entitled to claim any kind of employment with the Corporation.
7. The Contractor or any of their agents, employees, servants or anyone else on their behalf will not in any way make use of the name of Corporation.
8. The contractor will have no rights to transfer or assign the contract or any rights, there under to anyone.
9. The contractor shall arrange to carry out regular medical check-up of the staff employed by the contractor to ensure that they are not suffering from any infectious/contagious disease.
10. The Corporation shall not be liable to pay any damages/claims, made under the Workmen's Compensation Act, or rules there under or for compensation payable in consequence of any accident or injury sustained by any person in employment for purpose of this Courier Services.



11. The contractor shall exercise effective control and supervision of the person employed by them. The Corporation will have right to ask the contractor to terminate the services of any of their employee if found to be of a bad character, impolite, discourteous or suffering from any contagious disease at any time. The contractor and their staff shall follow the security rules and regulations of the Corporation in force and instructions issued from time to time. If there is any violation, the Corporation will be free to take action against the contractor.
12. The vendor declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other lawful or unethical business practices shall not be eligible. The vendor should not be blacklisted/ terminated by any Government organization for unsatisfactory past performance. An undertaking to this effect should be submitted on the letterhead.
13. Preferably the bidder should have SMS/website tracking system to track the consignment.
14. Bids received without requisite documents,, shall not be entertained.
15. Bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
16. The determination of this contract shall not in any manner whatsoever bear prejudice to or alter any claim that the Corporation may have against the contractor under this contract prior to the determination thereof.
17. In terms of provisions of Section 33(3) of the Insurance Act, 1938 as amended by the Insurance Laws(Amendments) Ordinance, 2014. Insurance Regulatory Authority of India(IRDAI) is authorised to verify all such books of account, register, other documents and the data base in the custody of contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents/statements/information as may be required by IRDAI within such time as may specified by IRDAI.
18. **Integrity Pact:** As per CVC guidelines, we are attaching herewith Integrity Pact Agreement Draft. All participating vendors are requested to submit Integrity Pact Agreement Draft, duly filled in, along with their quotation. Integrity pact is a part of contract and parties concerned are bound by its provisions. Only those vendors who commit themselves to the Integrity Pact would be considered in tendering process. The successful bidder should provide Integrity Pact on Rs.500/- Stamp Paper.

The Corporation reserves the right to call for missing/ additional requirements/information from the applicant at the time of scrutiny of the Bids received in response to this notice. The Corporation does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Bid process without assigning any reason whatsoever.

Decision of the Corporation will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the Schedule.

E.M.D.- The Tenderer will have to deposit an amount Rs. 70,000/= towards EMD by D.D./Bankers Cheque/NEFT. The EMD will not carry any interest. EMD of a tenderer will be forfeited if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect after the due date of the tender within the period of validity of the tender. Quotation without the EMD will be summarily rejected. MSME who have registered with of Director of Industries/ District Industries Centre will be exempted from payment of EMD. They have to submit the copy of the latest Certificate with their quotation.

SECURITY DEPOSIT shall be payable by the successful Tenderer for an amount of Rs. 1,75,000/= within 21 days from the date of contract. Security Deposit will not carry any interest. Security Deposit would be forfeited in the event of a breach of terms and conditions of the contract by the contractor.

G.S.T.- The contractor has to remit G.S.T. amount received from LIC of India to the Government Authorities & file all the due Returns on G.S.T. Portal within prescribed time limit.

LIMITATION OF LIABILITY: Except in cases of criminal negligence or wilful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs provided that this exclusion shall not apply to any obligation of supplier/ contractor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the contract, in tort or otherwise shall not exceed the total contract price with LIC under this contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

DISPUTES: In the event of any disputes or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred to an arbitrator mutually appointed by both the parties, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act,



1996. The venue of arbitration shall be Mumbai, subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.

Notwithstanding the above, the decision of LIC of India shall be final and binding on the Contractor.

VALIDITY OF CONTRACT:

The rates should be valid for the entire period of contract between the Corporation and the contractor.

Tenders should be filled with neat, legible and correct entries. Indistinct figure should be avoided. The amount/rates should be filled in figures as well as words. Correction /Omission / Overwriting / Cutting should be initialed. Being difference in words and figures, the rates written in words shall be taken for calculation.

Quotation should be given as per annexures, which is enclosed. Rates must be quoted for all categories and all groups. No column should be left blank.

The tender should be signed at all places provided there in. Also all pages and corrections/alterations should be initialed. Each sheet of the tender document is required to be signed along with the seal by the authority person/ persons submitting the tender in token of his/their having acquainted themselves with the instructions to tenders, standard conditions, special conditions, financial bid, scope of work and all other clauses of this tender document.


The tenders shall be submitted in the following format:-

1. **Envelope No. 1-** should contain the Annexure A- (Technical Bid). The Application Forms as duly completed. Stamped and signed with all enclosures as per the tender document.(Check List) and Superscribed as **TECHNICAL BID**.
2. **Envelope No. 2-** should contain Annexure B (Financial Bid)- completed and signed and Superscribed as **FINANCIAL BID**.
3. **Envelope No.3 -** should contain Tender EMD i.e. DD of Rs. 70,000/- towards refundable EMD to be Super scribed as **TENDER FEE/EMD**.
4. **Envelope No. 4 -** All the 3 Envelopes No. 1,2 and 3 are to be kept into this envelope. The envelope should be sealed properly with sealing



and super scribed as "Tender for Courier services at LIC OF INDIA, M.D.O.-4 ". The name of firm should be mentioned on the envelope.

Sealed Tenders addressed to Manager (OS), LIC of India, Mumbai Divisional Office-4, OS Dept, 3rd floor, East Wing, Yogakshema , Jeevan Bima Marg, Mumbai- 400 021 can be dropped in Tender Box on 3rd floor in OS Department, LIC of India, MDO-4, on or before 5.30 pm on 16.09.2025.


Sr. Divisional Manager



UNDERTAKING ON LETTERHEAD BY VENDOR TO L.I.C.OF INDIA

To,
The Sr. Divisional Manager, LIC of India,
M.D.O.- 4, Yogakshema, Mumbai.

Dear Sir,

Sub: Tender for THREE YEARS RATE CONTRACT FOR COURIER SERVICES at Offices of L.I.C., MDO-4, Mumbai.

With reference to the above tender Notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer for the Annual Contract of Courier Services as detailed in your above referred tender notice. I/We hereby confirm that we have not been black listed by LIC or any PSU/BFSI organization/ Government /Semi Govt./Quasi Govt. Departments in India, as on date of submission of bid in response to the above Tender.

I/We have read and examined the notice Inviting Tender, Corrigendum, Annexures, scope, specifications applicable, General Rules and Instructions , General Condition of Contract, all 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.

I/We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender form. I/We also confirm that the offer shall remain valid for THREE years from date of award of work.

I/We understand that the Corporation is not bound to accept the offer either in part or in full and that the Corporation has the right to reject the offer in full or in part without assigning any reason whatsoever. I/We have read the instructions appended and all terms and conditions.

I/We understand that if any false information is detected at a later date, any future contract made between ourselves and LIC of India, on the basis of the information given by me/us can be treated as invalid by the Corporation and I/We will be solely responsible for the consequences. I/We agree that the decision of LIC of India in selection of Service Providers will be final and binding to me/us.

All the information furnished by me hereunder is correct to the best of my knowledge and belief. I/We agree that I/We have no objection if enquiries are made about the work listed by me/us in the accompany in sheets.

I/We agree that I/We have not applied in the name of sister concern for the subject tender.

I/We confirm that I/We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.

I also confirm that no child labour is employed with us.

Date:

Place:

Yours faithfully,

Authorized Signatories
(Name & Designation, Seal)

TECHNICAL BID**ANNEXURE 'A'****TENDER FOR PROVIDING COURIER SERVICES FOR ALL OFFICES UNDER THE
JURISDICTION OF LIC OF INDIA, MUMBAI DIVISIONAL OFFICE -IV**

S.NO.	INFORMATION SOUGHT	INFORMATION PROVIDED
1	Name of the Firm(In Block Letters)	
2	Date of Establishment/Incorporation (The firm should have been established 3 years before)	
3	Correspondence address and Telephone No. [Details of email and website ,if any]	
4	EMD	DD NO. : DATE : BANK NAME : AMOUNT : 70,000/-
5	Details of Tender Fee deposited	
6	Address of Head Office (If Separate) and Telephone No.	
7	Status Proprietary/Partnership /limited company/Public Limited Company	
8	Whether the Courier Firm is registered with concerned authority. Certificate copy should be enclosed.	
9	Name of Chief Executive with his Present address and Telephone Nos.	
10	Name of Representative (s) with Designation and mobile number who would be calling on us and attending to our jobs	
11	Name of bankers with addresses with whom you maintain the bank accounts. (Xerox copy of cheque leaf or Pass Book First Page to be enclosed)	
12	PAN No. (Self-attested PAN Card Copy to be enclosed)	
13	G.S.T No. (Self-attested Copy to be enclosed)	
14	Work Orders of PSUs/State Govt./Central Govt /Reputed Institutions to be enclosed	

15	Have your firm ever been blacklisted by LIC of India or PSU/BFSI/Govt/Semi Govt. Dept.	
16	State the latest Income Tax Assessed year and the amount of tax assessed(copies of last 3 years, IT Returns, Balance sheets & Revenue A/C to be enclosed)	AY2023-24
		AY2024-25
		AY2025-26
17	Turn over for last Three years (Copies to be enclosed) (Minimum Rs.3,00,000 every year)	FY2022-23
		FY2023-24
		FY2024-25
18	Courier Firm should have good number of Branches in Mumbai and their branches/ franchises in all the location as Per Annexure C	
19	Are you agreeable to abide strictly by the Terms and Conditions of the Tenders and Contracts	

Note: All the relevant documents/certificates to be enclosed.

Note: All the pages of application form and documents must be signed with seal.

1. I/We have read the instructions appended to the Terms & Conditions governing the contract, Undertaking & Declaration ,and Annexure A " (Technical Bid).I/We understand that if any false information is revealed at a later date, any contract made between me/us and the Corporation, on the basis of the information given by me/us can be treated as invalid at the sole discretion of the Corporation and I/We will be solely responsible for the consequences.
2. I/We agree that the decision of the Corporation will be final and binding on me/us.
3. All the information furnished by me here under is correct to the best of my/our knowledge and belief.

**DATED AT.....THIS.....DAY
OF.....2025.**

AUTHORISED SIGNATORIES WITH SEAL



MUMBAI DIVISIONAL OFFICE-4, OFFICE SERVICE
DEPT., 3rd FLOOR,
EAST WING, YOGAKSHEMA , J B MARG, NARIMAN
POINT,
MUMBAI-400021. TEL. NO. : 022-66599241/40/39

FINANCIAL BID

ANNEXURE-B

Name of the Contractor:

We have gone through the details of terms and conditions and nature of services to be provided in this tender document. Accordingly, we submit herein below the financial bid having regard to the area mentioned in Annexure C and the description to be used as mentioned in Nature of Work.

QUOTATION FOR ANNUAL CONTRACT FOR COURIER SERVICES TO OFFICES UNDER MUMBAI DIVISIONAL OFFICE-IV.

Rates in Rs. Courier Services

(Excluding of GST)

PART-I

Sr. No.	Particulars	Rate Given for	Rs.
1	Delivery of Letters/Documents/ /Parcels to other offices of corporation/ other companies/individuals from all offices under Mumbai DO-4 (local delivery : BMC Limit & TMC limit &Vashi)	1. letters/documents upto 250 gm	
		*every additional 100gm	
		2. Parcel upto 5kg	
		*every additional 1 kg	
2	Delivery of Letters/Documents/Parcels to other offices of corporation/ other companies/individuals from all offices under Mumbai DO-4 (Domestic delivery : Indian territory area other than BMC & TMC Limit & Vashi)	1. letters/documents upto 250 gm	
		*every additional 100 gm	
		2. Parcel upto 5kg	
		*every additional 1 kg	

3	Delivery of Notices(Delivery Run Sheet)/letters to other offices of corporation/ other companies/individuals from all offices under Mumbai DO-4 (local delivery : BMC Limit & TMC limit &Vashi)	Without POD	
4	Delivery of Notices(Deliver Run Sheet)/Letters to other offices of corporation/ other companies/individuals from all offices under Mumbai DO-4 (Domestic delivery : Indian territory area other than BMC & TMC Limit &Vashi)	Without POD	

FINANCIAL BID

Name of the Contractor:

Rates in Rs. Courier Services (Excluding of GST)

PART-II

Sr.No.	Particulars	Rs. Ps.
1	Services for First Class Mail/Speed Post in Loose Stationery (SB Discharge Form / Cheque etc.) Activities Involved	Quote Lump sum Rate per article involving all the activities (Rs.) (INCLUDING POSTAGE CHARGES applicable)
	Collection of Articles from all offices as per Annexure 'C'.	
	Folding & Insertion of Letter/s in window envelopes	
	Gumming/Pasting	
	Franking Labour Charges	

Note :

1. For Part I to II POD is compulsory for all except Sr. No. 3,4 (POD = Proof of Delivery).
2. For Part I Daily visits to all Offices are compulsory. The Courier person visiting the offices should confirm every day from Office Service Department of respective Offices that no dispatch of any department is left out. And to ensure that the same adequate persons should be deployed by the agency.
3. For Part II Only authorized Bulk/Mass Mailing Agencies should quote the rates for the above activities along with the copy of the Bulk/Mass Mailing License issued by the postal authorities for our record.
4. Contract will be awarded to the vendor whose overall weighted rate for respective category is lowest. In the event of a tie in the rate quoted, the tenderer having highest average turnover for the last three Financial Years 2024-2025, 2023-2024, 2022-2023 will be considered.
5. In case of identical lowest bid by more than one bidder, the selection will be made by giving priority to the agency having higher average turnover of last financial years.
6. The price quoted should be inclusive of all charges excluding GST. GST will be paid at prevailing rates on actual basis.
7. The delivery of the documents should be made within 24 hours in

metropolitan & big cities and within 48 hours in other cities. For mofussil areas, delivery of document should be made in 72 hours.

8. All P.O.D. (proof of delivery) should be provided along with the Monthly Bill and also on demand as and when required by the Divisional office, Branch offices or satellites offices within two days from the date of Demand in specific cases. The PODs should invariably bear date of delivery and the seal WITH SIGNATURE of the consignee.
9. Daily visits to all Offices under the jurisdiction of Mumbai Division-4 are compulsory. The Courier person visiting the offices should confirm every day from Office Services Department of respective Offices that no dispatch of any department is left out. And to ensure the same, adequate persons should be deployed by the agency.
10. The firm/agency should submit invoice to respective LIC office where the consignments collected for Payment by 5 working days of next month. The invoice should consist of location-wise details of DAK duly verified by authorized person of locations/office. Income tax deductions as applicable of time shall be made during bill settlement.

Signature of Tenderer /Vendor with Seal

LIST OF OFFICES OF MUMBAI DIVISION-IV**ANNEXURE-C**

SR. No.	Branch / SO	Address
1	Mumbai Divisional Office-4, OS Dept.	Yogakshema, 3rd floor, East Wing, Jeevan Bima Marg, Nariman Point, Mumbai 400021.
2	90A	United India Building, 2 ND Floor, Sir P M Road, Fort Mumbai 400001
3	90C	Indian Globe Chambers, 2nd floor, D.N.Road, Fort Mumbai 400001
4	90H	Bombay Life Building, 45/47, 4th floor, Flora Fountain, Fort, Mumbai 400001
5	880	Laxmi Insurance Building, 5th Floor, Sir P M Road, Fort, Mumbai 400001
6	881	Laxmi Insurance Building, 5th Floor, Sir P M Road, Fort, Mumbai 400001
7	884	Bombay Mutual Building, 4th Floor, D.N Road , Fort , Mumbai
8	895	United India Building, 1st Floor, Sir P M Road, Fort Mumbai.
9	896	Gresham House, 1st Floor, Sir P M Road, Fort, Mumbai.
10	898	Jeevan Vihar Building, 5th & 6th Floor, 75, Mumbai Samachar Marg, Fort Mumbai.
11	899	Jeevan Vihar Building, 5th & 6th Floor, 75, Mumbai Samachar Marg, Fort Mumbai.
12	902	Western India Building, 4th Floor, Sir P M Road, Fort, Mumbai.
13	906	United India Building, 4th Floor, Sir P M Road, Fort Mumbai.
14	908	Bombay Mutual Building, 4th Floor, D.N Road , Fort , Mumbai
15	912	Asian Building, 1st & 2nd Floor, Ramjibhai Kamani Marg, Ballard Estate, Mumbai
16	915	Jeevan Prakash Buildg, 2nd Floor, Sir P M Road, Fort Mumbai.

17	919	Jeevan Prakash Building, 3rd Floor, Sir P M Road, Fort Mumbai.
18	923	Jeevan Prakash Building, 5th Floor, Sir P M Road, Fort Mumbai.
19	925	Jeevan Prakash Building, 1st Floor, Sir P M Road, Fort Mumbai.
20	90A-SO WORLI	G002, Rajan House, Appasaheb Marathe Marg, Nr. Century Bazar Signal, Prabhadevi 400025
21	880-SO BKC	MTNL Building, Telephone Bhavan, Bandra Kurla Complex, G North Block, Bandra(East), Mumbai 400098
22	902-SO BORIVALI	502, Bhoomi Saraswati, 5th Floor, Near Chamunda Circle, Borivli (w) Mumbai-92.
23	908-SO COLABA	MTNL Building, Telephone Exchange, Lala Nigam Road, Nr. Strand Cinema, Colaba Mumbai-5.
24	915-SO VILE PARLE	Plot No.4, Rajkamal Building, A wing, Shop No 1, Subhash Road, Vile Parle (E) Mumbai - 400 057
25	919-SO BORIVALI	101, 1st Floor, Shree Radhe Empire, Chandavarkar Road, Borivali(W.), Mumbai 400092
26	923-SO DAHISAR	Madhuban Hall, 1st Floor, Near Dahisar Railway Station, Dahisar (E) Mumbai-68.
27	CUSTOMER ZONE DAHISAR	Madhuban Hall, 1st Floor, Near Dahisar Railway Station, Dahisar (E) Mumbai-68.
28	925-SO POWAI	Hiranandani Garden, Gateway Plaza, 502/503, Near Pizza Hut, Powai, Mumbai - 400 076.
29	925-SO PAREL	106-A, Apna Bazar Building, 2nd Floor, Naigaon, Dadar (E) Mumbai - 400 014.
30	EDMS DEPT.	United India Building, 5th floor, Sir P M Road, Fort, Mumbai 400001.
31	DTC Dept.	Jeevan Vihar Building, 7th Floor, 75, Mumbai Samachar Marg, Fort Mumbai.

CHECK LIST

1. Demand Draft of EMD of Rs.10,000/= or **MSME Certificate for exemption of EMD.**
2. Copy of PAN Card.
3. Copy of Certificate of GST Registration.
4. Address proof of Office in Mumbai.
5. Copy of Registration of Courier Firm from Concerned Authority.
6. Last 3 years I.T>Returns.
7. Copy of last 3 years Turnover.
8. Xerox Copy of cancelled cheque leaf.
9. Work Orders of PSUs/State Govt./Central Govt./Reputed Institutions if any.
10. Rate for all categories Quotation as per Annexure 'B' PART I & II.
11. Experience Certificates for minimum 3 years.
12. Set up of organization clearly indicating details of manpower available for performing this service.
13. Undertaking.
14. Acceptance of Terms & Conditions. Please upload signed copy of each page of Terms & Conditions as token of Acceptance and submit as **PART OF TENDER DOCUMENT.**

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2025. , 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. (here in after 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/srepresented 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 into this Integrity Pact and agree as follows:-

1.Commitments of the BUYER

1.1 - 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.

1.2 - 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.

1.3 - 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.

2. 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

3. 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:-

3.1 - 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.

3.2 - 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.

3.3 - 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.

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

3.5 - 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.

3.6 - 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.

3.7 - 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.

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

3.9 - The BIDDER/Contractor will not commit any offence under the relevant India 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 care to ensure that no such information is divulged.

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

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

3.12 - 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.

3.13 - The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

3.14 - 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.

3.15 - 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.

4. Previous Transgression

4.1 - 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 of 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.

4.2 - 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.

5. Sanctions for Violations:

5.1 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 any one 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.

5.2 - 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.

5.3 - 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.

6. Independent Monitors:

6.1 - 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):
.....

6.2 - 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.

6.3 - 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.

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

6.5 - 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.

6.6 - 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 rescues himself / herself from that case.

6.7 - 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.

6.8 - 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.

6.9 - 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.

7. 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.

8. Law and Place of Jurisdiction:

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

9. 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 extent 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.

10. Validity:

10.1 - The validity of this Integrity Pact shall be from date of its signing and extend upto 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.

10.2 - 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.

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

BUYER

BIDDER

Name of the Officer:
Designation
Deptt./

CEO:

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider
Stores/equipment/item/service
Bidding process/ bid evaluation/process of availing services

Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)