



Estates & Office Services Department
South Central Zonal Office
"Jeevan Bhagya", Saifabad,
Hyderabad - 500004

Ref: Tender 03 /SCZ/OS/Gen/2025-26

Dt: 12.09.2025

TENDER NOTICE FOR COURIER SERVICES

TENDER FOR PROVIDING COURIER SERVICES FOR LIC SCZO (Tender No 03 /SCZ/OS/Gen/2025-26)

Life Insurance Corporation of India, South Central Zonal Office, Saifabad, Hyderabad intends to invite sealed TENDER for courier services on contract BASIS. For further details, please log on to www.licindia.com and go to "Tenders" and click on the link, "TENDER FOR Courier Services at SCZO, Hyderabad". Details of particulars given hereunder in this Tender notice:

NO.	ACTIVITY	DETAILS OF TENDER PARTICULARS
1	Tender issue Date	15.09.2025 (Tenders can be downloaded from our web site as mentioned above or can be obtained at the address mentioned in sl. No. 3 on all working days from 10.00 AM to 3.00 PM)
2	Tender Application Fee	Rs. 100/- + GST 18/- (Rupees One Hundred Only) (Non-Refundable) by way of Cash payable across the Cash Counter at Zonal Office, Hyderabad/ Demand Draft drawn in favor of LIC OF INDIA, on any Scheduled Bank payable at Hyderabad.
3	Address for submission of Bid to be put in Tender Box in OS Department	The Assistant Secretary (OS/General), Life Insurance Corporation of India, S C ZONAL OFFICE. "Jeevan Bhagya", Saifabad, Hyderabad – 500004.
5	Last date for Tender submission	06.10.2025 at 12.00 Hours
6	Technical Bid Opening Date/Venue	The sealed covers having Technical Bids will be opened by the Tender Opening Committee on 06.10.2025 at 15.00 Hrs. in the presence of bidders or one of their representatives who choose to attend. Venue as mentioned in the address above in sl. No. 3
7	Financial Bid	The Financial Bid will be opened at a later date which will be intimated separately to Technically qualified bidders only.

REGIONAL MANAGER (E&OS).

Dept :OS/ Stationery

ANNEXURE 'A'
TENDER FOR PROVIDING COURIER SERVICES FOR LIC SCZO
Tender No.03 /SCZ/OS/Gen/2025-26

Life Insurance Corporation Of India, South Central Zonal Office, Opp. Secretariat, "Jeevan Bhagya", Saifabad, Hyderabad-500004, invites tenders under two-bid system from reputed and experienced agencies of COURIER SERVICES to provide Courier Service of documents and Goods. The interested agencies are required to submit the technical and financial bid separately as mentioned below:

1. Technical Bid (Annexure-B) and Undertaking (Annexure-C) in Sealed Cover -1, duly superscripted as "Technical Bid "
2. Financial Bid (Annexure-D) in Sealed Cover-2, duly superscripted as "Financial Bid".
3. Both Sealed cover-1 and Sealed cover-2 should be placed in a Sealed Cover-3 superscripted "Tender for providing Courier Services for S.C. Zonal Office, Hyderabad".

The duly sealed Cover may be dropped in the Tender Box kept at First Floor, E&OS Department, LIC OF INDIA, South Central Zonal Office, Saifabad, Opposite to Secretariat, Hyderabad, 500004.

TERMS AND CONDITIONS GOVERINING THE CONTRACT
I. Scope of Work:

- 1) The successful Bidder will have to provide courier services to LIC of India for S.C.Z.O., Hyderabad by deploying their personnel to collect & deliver post as per appropriate instructions issued by LIC of India officials from time to time.
- 2) The service provider will have to engage persons, to carry out :

Sl. No.	Name of Service	Service
1	Courier Services	Daily collection of articles during office hours

II. Eligibility Conditions:

- 1) Only authorized agencies in the business of providing courier service with minimum experience of 3 years, as on 01.04.2025 need apply. Proof for the date of starting of Business of courier service is to be submitted.
- 2) The courier agency should have their offices in all major cities of India particularly in Andhra Pradesh, Telangana and Karnataka.
- 3) Financial turnover for last 3 years, ending with March 2025 should be not less than Rs. 10 Lakhs per annum.
- 4) The bidders shall have the following Registrations, the details of the same to be provided in the Technical Bid and attested copies of the same is to attached to the Technical Bid.
 - a. Registration with the various statutory bodies as necessary for carrying out the business.
 - b. GST Registration

- 5) Bidder must have SMS/Website tracking system to track the consignment.
- 6) Bids received without requisite documents, shall not be entertained.
- 7) Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible.
- 8) Bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- 9) Bidder should not be blacklisted / terminated by any Government organization / agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices. An undertaking to this effect should be submitted as per Annexure 'C'.

III. Period of Contract:

- 1) LIC of India intends to enter into an agreement with the successful bidder for an initial period of two years with a provision for further extension by one year, with the same terms and conditions at the sole discretion of LIC of India, if the services are found satisfactory.
- 2) The rates quoted shall be including of ALL TAXES, DUTIES, ETC., Excluding G.S.T
- 3) Proof of delivery (POD) is to be submitted within a month and on demand in specific cases, if required earlier and shall preserve the delivery records at least for the period of 12 months and shall be in position to produce the same as and when demanded in case of any dispute.
- 4) The agreement of contract should be executed on Non Judicial Stamp Paper of Rs.200/- (Two Hundred only) / appropriate rates as applicable.

IV. Termination:

- 1) LIC may terminate the contract without assigning any cause by giving one months' notice in writing. However, the notice period may be extended by mutual agreement till alternate arrangements are made. Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by both the parties during the "period of termination notice and the same must" be satisfied before this agreement is terminated.
- 2) The agency shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the execution of the work in full, but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of agreement by LIC.
- 3) LIC without prejudice to any other remedy, reserves the right to terminate the Tender/ contract in whole or in part and also to blacklist the Agency for a suitable period without giving any notice or found guilty for breach of condition/s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by agency or by its staff or agent. LIC's decision in such a situation shall be final and shall be accepted by the service provider without any objection or resistance. In such case of termination, LIC will have the right to put in place any other agency for carrying out the remaining enrolment work. Any extra expenditure shall be recovered from the agency.
- 4) If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the period of first three months from the date of starting the work, LIC reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

V. Security Deposit:

- 1) The successful Bidder has to deposit Rs. 10,000/- (Rupees Ten Thousand Only) towards Security Deposit in the form of DD / Bankers Cheque drawn at any Nationalized Bank favoring "LIC of India" payable at Hyderabad.

- 2) The Security Deposit will be kept with LIC for the contract period. The Security Deposit will be refunded without interest on expiry of the contract subject to adjustment of all outstanding dues if any.
- 3) Please note that **there is no exemption** for MSME REGISTERED bidders in Security Deposit.

VI. Payment Terms:

- 1) **Invoicing and Payment:** The service provider has to submit their monthly invoice / bill in triplicate to LIC of India at the end of each calendar month on or before 7th of following month for the services rendered during the month along with proof of delivery (POD).
- 2) Payment will be made by NEFT/RTGS only after deducting applicable TDS and any statutory Deductions as per law.

VII. Liquidated Damages:

- 1) The timely and accurate delivery of the letters / articles / packets / documents etc., with utmost promptness is the essence of this tender. Extensions of the time limit of the delivery of the packets / articles / documents beyond the agreed delivery schedule will not be given except in exceptional circumstances. In case of delay in delivery beyond the agreed delivery schedule, **penalty at the rate of 5% per day of the freight value for that consignment or part thereof, subject to maximum 25% of total Freight Value of delivery rate.** Quantum of liquidated damages assessed and levied by LIC shall be final and not challengeable by the Agency.
- 2) The Agency shall exercise due care and caution while transporting the consignments to avoid any damage or loss at any stage. The Agency shall be responsible for the safety of the consignment in their custody. LIC shall be at liberty to recover all the damages or any payable amount from the Agency's monthly bills, if the Agency fails in taking care of the consignment in its custody.
- 3) All the material shall be deemed to be in the possession of the Agency and in his care and custody, at his risk and responsibility from the moment they have been handed over to and accepted in writing by the Agency or his representative at the pickup point and till such time they are delivered to the addressees under proper acknowledgement. The Agency shall be responsible for any mishap, accident en-route, the consequences thereof including legal compensations, if any, and payable during the execution of the contract. LIC shall not in any way be responsible for any accident or damages incurred or claims arising there from during the period of the contract.
- 4) Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, LIC at its discretion, may without prejudice to any other right or remedy available to LIC in the tender and the contract, forfeit the entire performance Security Deposit submitted by the Agency, apart from blacklisting of the agency for further participation in any of the tenders of LIC.

VIII. Validity of the Bids:

Bids shall remain valid for 180 days after the date of opening of Technical Bids prescribed by LIC. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

IX. Indemnity:

The Courier Agency hereby covenants and agrees to indemnify and shall at all times keep indemnified LIC against any loss or damage that LIC may sustain as a result of the failure or neglect of the Bidders to faithfully carry out its obligations under this agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Agency or its employees, agents, representatives and further to pay for all losses, damages, costs, charges and expenses which LIC may reasonably incur or suffer and to indemnify and keep indemnified LIC in all respects.

X. Jurisdiction:

In the event of any dispute or difference arising out, the jurisdiction will be Hyderabad only.

XI General Conditions:

- 1) Tender Application fee of Rs 100/- plus GST of Rs.18/- which is non-refundable is to be paid by way of DD drawn on LIC OF INDIA on any Scheduled Bank, payable at Hyderabad. Pl note that this Tender fee is not applicable for bidders who are having valid in force MSME registration certifications. (MSME Certificate to that extent is to be attached to the tender document to that extent.)
- 2) Tenders should be filled with neat, legible and correct entries. Indistinct figures should be avoided. The amount/rates should be filled in figures as well as words. Correction / Omission / Overwriting / Cutting should be dated and initialed. Being difference in words and figures, the rates written in words shall be taken for calculation.
- 3) **Quotation should be given as per annexure, which is enclosed. Rates must be quoted for all categories and all groups. No column should be left blank.**
- 4) Lowest tender will be decided based on value of "Grand Total ", quoted by the vendor in Financial Bid. Please Refer Financial for the Term "Grand Total".
- 5) The tender should be signed at all places provided therein. 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. Any tender document not so signed may be liable for rejection.
- 6) LIC of India reserves the right to reject any/all tenders without assigning any reason. Tenderers are advised to carefully note the instructions contained/mentioned in the Tender form.
- 7) The Service Provider must report to the OS Department of LIC of India on weekly basis for details of complaints/suggestions if any, with regard to services to be rendered in the Zonal Office.
- 8) Personnel engaged in services shall not take any item of Zonal Office premises without the consent by authorized official of LIC of India.
- 9) All the consignment in all our offices in India should be delivered within reasonable time i.e. within 3 to 4 days, if not then submit reason.
- 10) Transit Insurance covered items are to be taken with utmost care.
- 11) The employees / agents of the service provider shall never be considered to enjoy any right to enter the premises of LIC offices by virtue of this agreement or otherwise at any time except with the prior permission of LIC.
- 12) The contractor will have no right to transfer or assign the contract or any rights there under to anyone.
- 13) The service provider shall be responsible for the conduct and behavior of his employees. If any employee of the service provider is found misbehaving with LIC staff, the service provider shall take necessary and appropriate action immediately.
- 14) If the service provider commits any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by LIC from time to time, it shall be open and lawful for LIC to terminate this agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or contractor at the risk and cost of the service provider and the service provider shall have no right to claim any compensation whatsoever on this account. The service provider shall be liable to pay forthwith to LIC, the difference of payments made to such other sources, besides damages at double the rate of payment for the period of failure in providing the services or part thereof.
- 15) In the event of any loss/damage being caused to LIC on account of the negligence of the service provider's employees the service provider will lodge FIR, claim insurance compensation & fulfill every formalities as deemed necessary in recovering the documents and making the good the loss suffered by LIC. All the charges shall be borne by the service provider.

- 16) The service provider shall take proper instructions from LIC for the execution of the contract at the different places and will faithfully comply with the same during the course of the contract.
- 17) If the service provider commits breach of any covenant or any clause of this agreement, LIC may send a written notice to the service provider to rectify such breach within the time limit specified in such notice. In the event the service provider fails to rectify such breach within the stipulated time, the Agreement shall forthwith stand terminated and the service provider shall be liable for losses or damages on account of such breach to LIC.
- 18) Conditional tenders will not be accepted.

Sealed Tenders addressed to the "The Assistant Secretary(OS/General), E&OS Department, LIC OF INDIA, "Jeevan Bhagya", South Central Zonal Office, Saifabad, Hyderabad -500004", can be dropped in Tender Box kept in First Floor, E&OS Department, LIC OF INDIA, South Central Zonal Office, Hyderabad or be handed over to Sri D Badrinarayana, AO or in his absence to Sri U V Rao, Asst. Secretary(OS) at I Floor, E&OS Department, LIC OF INDIA, South Central Zonal Office, Hyderabad on or before 12.00 Hrs. on 06.10.2025. Tenders will be opened on 06.10.2025 at 15.00 Hrs.

Place: Hyderabad
Date :12.09.2025

Regional Manager (E&OS).

TECHNICAL BID

ANNEXURE 'B'

TENDER FOR PROVIDING COURIER SERVICES FOR LIC SCZO

Kindly provide information for the following:

S.N O.	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) as at 1.04.2025.	
3	Correspondence address and Telephone No. [Details of email and website, if any]	
4	Address of Head Office (if Separate) and Telephone No.	
5	Status Proprietary/Partnership limited company/Public Limited Company	
6	Whether the Courier Firm is registered with concerned authority. Certificate copy should be enclosed.	
7	Name of Chief Executive with his Present addresses and Telephone Nos.	
8	Name of Representative (s) with Designation who would be calling on us and attending to our jobs	
9	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)	
10	P A N No. (Copy to be enclosed)	
11	G.S.T No. (Copy to be enclosed)	

12	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)	AY-2023-24	
		AY 2024-25	
		AY 2025-26	
13	Turnover for last Three years (Copies to be enclosed)	FY-2022-23	
		FY 2023-24	
		FY 2024-25	
14	Courier Firm should have Branches in all major cities of India, particularly in Andhra Pradesh, Telangana & Karnataka		
15	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 Annexure "A" (Terms & Conditions governing the contract), Annexure B" (Technical Bid) and Annexure "C" (Undertaking) and, I/We understand that if any false information is revealed at a later date, any contract made between ourselves and LIC, on the basis of the information given by me/us can be treated as invalid at the sole discretion of LIC and I/We will be solely responsible for the consequences.
2. I/We agree that the decision of LIC 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 ATTHIS.....DAY OF2025

AUTHORISED SIGNATORIES WITH SEAL

UNDERTAKING BY BIDDER

We hereby confirm that we have not been blacklisted by LIC or any PSU / Central or State Government / Semi-Government / Quasi-Governments Departments as on date of submission of Tender

DATED ATTHIS.....DAY OF2025

AUTHORISED SIGNATORIES WITH SEAL

**LIFE INSURANCE CORPORATION OF INDIA,
SOUTH CENTRAL ZONAL OFFICE, HYDERABAD**

ANNEXURE – D

FINANCIAL BID

(Please mention the cost of ONE COVER in Indian Rupees)

**NAME
AND
ADDRESS
OF THE
BIDDER:**

DT:

S.NO	WEIGHT	HYDERABAD & LOCAL GHMC AREA LIMITS	TELANGANA	Andhra Pradesh	KARNATAKA	MUMBAI	OTHER PLACES EXCLUDING PLACES MENTIONED IN COL "A","B","C","D", & "E"	TOTAL i.e = A + B + C+ D+ E +F
		(A)	(B)	(C)	(D)	(E)	(F)	
		(Amount per cover in Rs.)	(Amount per cover in Rs.)	(Amount per cover in Rs.)	(Amount per cover in Rs.)	(Amount per cover in Rs.)	(Amount per cover in Rs.)	(Total amount in Rs.)
1	Up to 50 Gms							
2	51 - 100 Gms							
3	101-150 Gms							
4	151-250 Gms							
5	251- 500Gms							
6	501- 1000Gms							
7	Rate for every additional 250 Gms over 1 Kg							
8	TOTAL	GRAND TOTAL i.e. Totals of (A) + (B)+ (C) + (D)+(E) +(F)						

NOTE 1 : 'L1' WILL BE DECIDED BASING ON VALUE OF " GRAND TOTAL"

NOTE 2 : Rates quoted above are inclusive of all taxes and excluding GST.

NOTE 3 : Conditional Tenders will not be accepted.

Seal and Signature of the vendor.