



का. से. वि. केंद्रिय कार्यालय, चौथी मंज़िल, पश्चिम स्कन्ध, योगक्षेम जीवन बिमा मार्ग, मुंबई 400021, फोन नं: 022-66598428/66598426 ईमेल : [co\\_airbooking@licindia.com](mailto:co_airbooking@licindia.com) OS Department, Central Office, 4<sup>th</sup> Floor, West Wing, 'Yogakshema', J.B.Marg, Mumbai-400021 , Tel: 022-66598428/66598426.

TENDER FOR

**EMPANELMENT OF AGENCIES PROVIDING AIR TICKETING and ALLIED SERVICES (DOMESTIC/ INTERNATIONAL) IN CENTRAL OFFICE, MUMBAI**

**LIC OF INDIA,**

**OS DEPARTMENT, CENTRAL OFFICE, YOGAKSHEMA,**

**4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG,**

**MUMBAI- 400021**

## **PART A – NOTICE INVITING TENDER**

TENDER NOTICE FOR EMPANELMENT OF AGENCIES PROVIDING AIR TICKETING AND ALLIED SERVICES IN CENTRAL OFFICE, MUMBAI

TENDER NO: - 23/ 2025-2026

OS Department, Central Office, Life Insurance Corporation of India, Mumbai (hereinafter referred to as "The Corporation") having its Head Office at Yogakshema, Jeevan Bima Marg, Mumbai-400021 proposes to invite Sealed Tenders from Air Ticket Booking Agencies (Domestic/International) for Air Ticket booking of Executives/ Officials/Employees/Others under the purview of the Central Office of the Corporation. The Agencies should also provide assistance in VISA facilitation and overseas medical insurance etc. **A panel of two 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 two years 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 Rs.15 crores approximately in terms of sale of air ticket.**

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 fulfil 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 two 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 agency/ies agrees/agree to match L1 rates in each category. If L2 agency/ies does/do not agree to match the rates with L1, LIC reserves the right to transfer the offer to L3, L4 etc. The selected Bidder 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 this period will automatically result in cancellation of the offer.**

**Chief (OS)**

Schedule for the tender process is as given below:-

|   |   |
|---|---|
| Tender Notification Number and Date                               | 23/ 2025-2026   |
| Date of Publication of Tender                                     | 06.10.2025  |
| Earnest Money Deposit   | Rs.45,000/- in the form of Demand Draft/Pay Order drawn in favour of “LIC OF INDIA” payable at Mumbai to be paid at the time of submitting the tender in a separate envelope super scribed” <b>EMD FOR EMPANELMENT OF AGENCIES PROVIDING AIR TICKETING AND ALLIED SERVICES IN CENTRAL OFFICE, MUMBAI”</b> |
| Time , Date and Place for receipt of Tender Documents( LAST DATE) | Time - 11.30 am<br><b>Date – 27.10.2025</b><br>Place - LIC Of India,<br>LIC OF INDIA, Central Office, OS Dept, 4 <sup>th</sup> Floor, West Wing, Yogakshema, JB Marg, Mumbai- 400 021   |
| Pre- Bid meeting with Tenderers                                   | Time - 11.30 am<br><b>Date - 10.10.2025</b><br>Place - LIC Of India,<br>LIC of INDIA, Central Office, OS Dept, 4 <sup>th</sup> Floor, West Wing, Yogakshema, JB Marg, Mumbai- 400 021   |
| Time , Date and Place of Opening of Tender Document               | Time - 12.00 noon onwards<br><b>Date – 27.10.2025</b><br>Place : LIC Of India,<br>LIC OF INDIA, Central Office, OS Dept, 4 <sup>th</sup> Floor, West Wing, Yogakshema, JB Marg, Mumbai- 400 021   |
| Contact Details   | Sh Darshan Joshi - 9860345101   |
| Website of the corporation  | <a href="http://www.licindia.in">www.licindia.in</a>  |

The downloaded tender form must be complete in all respects and dropped in the tender box placed at the above mentioned address strictly within the dates and time mentioned above. The Master Envelope should contain separate envelopes for Technical Bid, Financial Bid and Demand Draft/Pay Order of Rs.45,000/-towards the Earnest Money Deposit (EMD) respectively.

**The tenders received after the last date and time of submission as mentioned above shall be rejected.**

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

LIC of India does not bind itself to accept the lowest or any other tender and reserves the right to reject all or any Bid or cancel the tender without assigning any reason whatsoever.

Chief (OS)

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

Life Insurance Corporation of India, Mumbai (hereinafter referred to as “The Corporation”) invites tender for empanelment of agencies for booking of air tickets (Domestic / International) for LIC’s Executives/Officials/Employees/Others from the Corporate Office.

**A panel of two 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 two years based on satisfactory performance and mutual consent with approval of the Competent Authority.** The Agencies should also provide assistance in VISA facilitation and overseas medical insurance etc. for a period of 3 Years (Thirty Six months) from the date of awarding contract and further extension, if any.

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

**“The Secretary (OS),  
Central Office,  
LIC of INDIA,  
Yogakshema,  
West Wing, 4<sup>th</sup> Floor,  
Jeevan Bima Marg,  
Mumbai - 400021”**

2. The last date and time for submission of tender is 27.10.2025 up to 11:30 am. The tender (Technical Bid) will be opened on the same day i.e. 27.10.2025, 12:00 noon onwards. The venue of opening of Technical Bid will be same as given above. i.e. Office Services Department, Central Office, LIC of INDIA, Yogakshema, West Wing, 4<sup>th</sup> Floor, Jeevan Bima Marg, Mumbai- 400021. The Technical Bids will be opened in presence of Tenderer or their authorized representatives (with a valid authorization letter). Tenders received after 11:30 am on 27.10.2025 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.in](http://www.licindia.in) or can be obtained from the office address as mentioned above. i.e. Office Services Department, Central Office, LIC of INDIA, Yogakshema, West Wing, 4<sup>th</sup> Floor, Jeevan Bima Marg, Mumbai- 400021

4. The Bid shall be valid for the period of **180 days** from the last date of submission of the tender.

5. 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 and Allied Services in Central Office, Mumbai**'.

The same shall bear the address as given below :-

**The Secretary (OS)**  
**LIC of India, Central Office,**  
**4<sup>th</sup> floor, West Wing, Yogakshema,**  
**Jeevan Bima Marg,**  
**Mumbai-400021**

and shall contain the following:

**Envelope-2** (Technical Bid) super-scribed as '**Technical Bid for Empanelment of Agencies providing Air Ticketing and Allied Services in Central Office, Mumbai**'.

**Envelope-3** (Financial Bid) super-scribed as '**Financial Bid for Empanelment of Agencies providing Air Ticketing and Allied Services in Central Office, Mumbai**'.

**Technical Bid i.e. Envelope-2** shall contain the following:

- Covering letter on Bidder's letter head as per the Annexure III (Bid submission form)
- Bidder's general details /information, as per Part-D (Technical Bid)
- Letter of Authority in favour of any one or two Executives of the Agency having authority to attend the Technical Bid & Financial Bid opening on specified dates & venue as per Annexure V
- Documents relating to agency's eligibility criteria mentioned below (All Annexure from Annexure I to Annexure VI)
- EMD of Rs 45,000/- only by way of Demand Draft/Pay Order from any Scheduled Bank drawn at Mumbai.

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.

**Financial Bid i.e. Envelope-3 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.

**6. 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.**

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

8. Bids must be accompanied by Earnest Money Deposit of Rs.45,000/- 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.

9. 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.

10. 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.

11. 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.

12. The validity of offer of the successful Bidders shall be at least 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 two years based on satisfactory performance and mutual consent and **with the approval of the Competent Authority.**

13. 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.

14. MSME holders on production of requisite document as per Annexure VI will be exempted from payment of EMD.

14. 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.

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

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

17. 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 regard is to be submitted on Bidder's letter head as per Annexure IV).

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

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

20. 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.

21. Successful Bidders shall enter into an agreement with LIC on non judicial stamp paper.

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

1. The Travel Agency should have experience of at least five years as on 31.03.2025 in the relevant field and providing such services to reputed Financial Institutions/ PSUs/ MNCS/ Large Corporate during each of the last three financial years ending 2022-23, 2023-24 and 2024-25.
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.
4. The Travel Agency should submit Balance Sheet, Profit & Loss Account & Income Tax Returns filed for the last three financial years i.e. 2022-23, 2023-24 and 2024-25.
5. The average annual turnover of the Travel Agency under Revenue from Operations, as per Audited Books of Account for the last three financial years i.e. 2022-23, 2023-24 and 2024-25, should not be less than Rs 40 crores.
6. The Travel Agency should be IATA approved.
7. The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerised 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 be prepared to deliver the requisite services on Sundays/Holidays and also 24\*7, if so required by LIC.
9. The Travel Agency should be in a position to make available dedicated staff for servicing the needs of the Corporation and place implant(s) 24\*7 as per requirement of LIC's Corporate Office, if so required.
10. The Travel Agency should be a direct agent of major airlines.
11. The agent should have service office within municipal limits of Mumbai along with 'shop & establishment' certificate.

**Each of the above criteria should be supported by documentary evidence.**

**AUTHORISED SIGNATORY**

**NAME / DESIGNATION**

**SEAL of the Firm/ Agency / Company**



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

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

- a) Assistance for issuing/obtaining new passport/renewal and miscellaneous passport related services.
  - b) Assistance for obtaining visa and for that purpose submitting and collecting passport at embassies.
  - c) Issuance of foreign exchange as per RBI guidelines.
  - d) Obtaining travel related insurance including overseas medical insurance.
  - e) Ensuring receipts of proper statements from airlines on discounts gained on deal codes secured by the Corporation and ensuring proper utilization thereof.
  - f) Assisting the Corporation in securing deal codes with other airlines.
2. The Travel Agency will be available 24\*7\*365 days for booking/cancellation of both domestic & international air tickets and also making available a dedicated staff/implant at the Corporation's office at their own cost, if required. The dedicated staff/implant would be an employee of the Agency.
  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. The Travel Agency shall also not sublet the work or part thereof.
  5. Earnest Money Deposit (EMD) of Rs 45,000/ (Rs Forty-Five Thousand only) in the form of Demand Draft/Pay Order drawn in favour of "LIC of India" payable at Mumbai 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 contract will be initially valid for a period of three years and may be further extended by two more years subject to satisfactory performance of the Agency and mutual consent with approval of Competent Authority.
  7. If the registration certificate of IATA is withdrawn or cancelled during the contract period, then the contract of the Agency will automatically stand cancelled.

8. 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.
9. The losses to the Corporation which are directly attributable to the Agency shall be deducted from the bills/adjusted from the Security Deposit.
10. 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.
11. The Agency shall be obliged to suggest cost-effective ticketing plan only under refundable basis. All tickets requested should be mailed to [co\\_airbooking@licindia.com](mailto:co_airbooking@licindia.com) in addition to the applicant employee. These tickets/related invoices should reflect the name of the person who has given the booking.
12. The Travel Agency will have to submit monthly/fortnightly statement of bills raised showing the amount of expenses on ticket booking airline wise/sector wise/booking type/domestic/international.
13. The Travel Agency should share GST invoices of all airlines under which Corporate Tickets will be booked on monthly/fortnightly basis.
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 of the tenderer and date.
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. Rates quoted in the Financial Bid should be exclusive of GST.
21. LIC reserves the right to reject or accept any or all tenders without assigning any reasons thereof.

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

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

24. PAYMENT TERMS:

It will be ensured that the bills will get settled within 7 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. Applicable GST will be paid.

24. 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 commits 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.
- f) 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. This failure may also result in the Agency / Company being debarred from participating in any other tender of LIC.

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
- iii) 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.

## 25. PENALTY CLAUSE:

- a. The travel agency is required to book the ticket immediately on receipt of communication from the concerned LIC of India travel desk representative. Such booking shall in no case, be later than 6 hours of receipt request or 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.

## 26. 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). 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. 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.

## 27. 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.

## 28. SECURITY DEPOSIT:

The successful Bidders have to provide a bank guarantee (as per Annexure VII) for an amount equal to Rs. 1,12,500/- (One Lakh Twelve Thousand Five Hundred Only) 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.

## 29. AIRLINES COMPUTERISED RESERVATION SYSTEM/SELF BOOKING PORTAL

The successful Bidder will have to provide customized portal for LIC for air ticket booking of Executives/Officials/Employees/Others of the Corporation for their personal as well as official tour. The portal should have the following features:

- Should be able to display rates of all flights, availability of seats, cost and timing, should be able to suggest/recommend the lowest fares within the desired time of +/- 1 hour. Should be able to provide details of data of travel done for required period, sector wise travel details, details of payment done, BSPMIS reports.
- Offer the best bargain available in the market for ticket bookings
- Should be able to do booking at preferred rates with corporate deal codes.
- Be able to enforce the corporate travel policies and offer a wider choice while ensuring bookings at the lowest rates.
- Do real time monitoring of all travel management activity along with logs of booking and audit trail.
- Any time anywhere access by internet, intranet of the LIC and mobile phones.
- In built arrangements in the software to customize the travel policy of LIC and subsequent changes in it from time to time.
- The entire arrangement should be real time and should display rates and availability of seats of all airlines.

30. In case of any complaints, you can contact the Independent External Monitor. We give below their details.

Shri Jose T Mathew IFS (Retd.),  
House No. 37/930, Ebrahim Pillai Lane,  
Via Kakkanad, Thrikkakara 682021,  
Dt. Ernakulam, Kerala.  
Email address: [jtmat507@gmail.com](mailto:jtmat507@gmail.com)

## 31. 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**

## **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 and Allied Services in Central Office, Mumbai”**.

TENDER No – **OS-B/23/2025-26**

|  |  |
|--|--|
| Name of the Firm/Agency/ Company &<br>Year of Registration<br>(Attach Certificate of Registration)                                     |  |
| Registered Address   |  |
| Office Address (if different from above)   |  |
| Name and Address of Directors / Proprietor   |  |
| Telephone Nos  |  |
| Email id and Website address   |  |
| Contact Person Particulars :   |  |
| 1.Name of the Contact Person   |  |
| 2. Mailing Address   |  |
| 3. Telephone and Mobile Numbers  |  |
| 4. Email id  |  |
| Bankers of the Firm / Agency/Company<br>Pl attach certified copies of Account statement<br>for last 3 months (July to September, 2025) |  |
| PAN (Attach certified copy)  |  |
| GST REGISTRATION NUMBER (Attach certified<br>copy)   |  |
| IATA Registration (copy to be enclosed)  |  |

### **Details of EMD**

|  |                        |
|--|------------------------|
| <b>Details of Demand Draft/Pay Order</b> | <b>EMD Rs 45,000/-</b> |
| Demand Draft / Pay Order No.             |                        |
| Date of Demand Draft / Pay Order         |                        |
| Name of Issuing Bank, Branch and Address |                        |

**Work Experience of agency in the field of Air Ticket Booking. Give details of the existing clients :- ( Attach separate sheet in the following format)**

| <b>Sr. No.</b> | <b>Name of Client</b> | <b>Govt. Office/ PSU/ Private</b> | <b>Year of Empanelment</b> |
|----------------|-----------------------|-----------------------------------|----------------------------|
|                |                       |                                   |                            |
|                |                       |                                   |                            |
|                |                       |                                   |                            |

**Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year 2022-23, 2023-24, 2024-25 based on the Audited Balance Sheets and Profit & Loss Account statement. (Please attach a copy of audited Balance Sheet and Profit & Loss Account ) :**

| <b>Sr. No.</b> | <b>Financial Year</b> | <b>Revenue from Operations – Average for three years should be Rs 40 crores</b> |
|----------------|-----------------------|---|
| <b>1</b>       | <b>2022-23</b>        |   |
| <b>2</b>       | <b>2023-24</b>        |   |
| <b>3</b>       | <b>2024-25</b>        |   |

| <b>Sr. No.</b> |   |  |
|----------------|---|--|
| <b>1</b>       | <b>Whether the Travel Agency is equipped with the requisite infrastructure in the form of Airline Computerised Reservation System (CRS), electronic mail, other modern communication systems and Self Booking Portal.</b> |  |
| <b>2</b>       | <b>Whether the Travel Agency is in a position to make</b>   |  |



|          |   |  |
|----------|---|--|
|          | <b>available dedicated staff/implants for servicing the needs of the Corporation at their own cost, if required</b> |  |
| <b>3</b> | <b>Whether the firm is MSME. EMD to be exempted on submission of requisite documents.</b>                           |  |

**AUTHORISED SIGNATORY**

**NAME / DESIGNATION**

**SEAL of the Firm/ Agency / Company**

**Annexure I**

**On Rs.500/- non-judicial stamp paper**

(REF: CVC Circular No.007/VGL/033/396514 DATED 28 SEP 2018)

## **PRE CONTRACT INTEGRITY PACT**

### **General:**

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

WHEREAS the BUYER proposes to procure Air Ticketing & allied services (Domestic/International) 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 lest any 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. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13** 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.
- 3.14** 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):

Shri Jose T Mathew IFS (Retd.),  
House No. 37/930, Ebrahim Pillai Lane,  
Via Kakkanad, Thrikkakara 682021,  
Dt. Ernakulam, Kerala.  
Email address: [jtmat507@gmail.com](mailto:jtmat507@gmail.com)

**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 (OS/HRMS), 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 CEO & MD, LIC and recues 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 **CEO & MD, 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 CEO & MD, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the CEO & MD 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: |
| CEO:    | Designation |                      |
| Deptt./ |             |                      |

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. )

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. )

**(on letterhead of the bidder)**

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.

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

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

Signature of Authorized Person

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

Seal :

**Annexure III - BID SUBMISSION FORM**

**Covering Letter on the letter head of the Bidder**

To

Life Insurance Corporation of India,

Dear Sir/Madam,

After examining the Bid Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, are 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 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 price 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:

#### **Annexure IV**

**On non-judicial stamp paper of Rs.500/-**

**UNDERTAKING BY BIDDER FOR NOT BEING BLACKLISTED**

As on date of submission of tender, we are not blacklisted by the Government/ any of the State Governments in India or any Financial Institution in India.

We are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to LIC.

There are no pending cases against us involving cheating/fraudulent activities.

We are not a defaulter in repayment of installment against credit with any LIC office.

**AUTHORISED SIGNATORY**

**NAME/DESIGNATION :**

**SEAL OF THE FIRM/COMPANY**

Date :

**Annexure V  
(on letter head of the bidder)**

**PROFORMA FOR LETTER OF AUTHORITY FOR ATTENDING OPENING OF TECHNICAL AND FINANCIAL BID**

No. Date:

Life Insurance Corporation of India,

Dear Sir/Madam,

We \_\_\_\_\_ hereby authorize following representative(s) to attend the opening of Technical Bid and Financial Bid and for any other correspondence and communication against above Bidding Document:

1) Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_

2) Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_

We confirm that we shall be bound by all commitments made by aforementioned authorized representatives.

Yours faithfully,

**Signature**  
**Name & Designation**  
**For and on behalf of**

**Note: This letter of authority should be on the letterhead of the Agency / Company and should be signed by a person competent and having the power of attorney to bind the Agency / Company.**

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

1. Attested copy of Registration of Firm / Agency / Company
2. Attested copy of Shop and Establishment Act wherever applicable
3. Attested copy of PAN
4. Attested copy of last 3 years Audited Books of Accounts (Balance Sheet and Profit & Loss Account) for the financial year 2022-23, 2023-24, 2024-25
5. Attested copy of last 3 years I.T. Returns for the financial year 2022-23, 2023-24, 2024-25
6. Attested copy of GST registration
7. Part D of Technical Bid Application along with all Annexure I to V
8. Copy of the terms and conditions at pages 9 to 14 in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Agency/ Company in token of their acceptance.
9. Separate sheet in reply to Work Experience data in the format given in Technical Bid.
10. Documentary evidence (copy of agreement etc.) of having service office within Municipal limits of Mumbai.

|                               |
|-------------------------------|
| <b>PART E - FINANCIAL BID</b> |
|-------------------------------|

(To be submitted in a sealed cover super-scribed as **“Tender for Empanelment of Agencies providing Air Ticketing & Allied Services”**).

| Sl. No | Nature of Work   | Services Charges (Rs)_____ (inclusive of all taxes except GST) |
|--------|--|--|
| 1      | All International Air Tickets – issue & delivery (Rate per ticket) | Rs _____ (in numbers)<br>Rs _____ (in words)                   |
| 2      | All Domestic Air Tickets – issue & delivery (Rate per ticket)      | Rs _____ (in numbers)<br>Rs _____ (in words)                   |
| 3      | Visa & Passport related services (Rate per Visa/ Passport)         | Rs _____ (in numbers)<br>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: