

LIFE INSURANCE CORPORATION OF INDIA
MUMBAI DIVISIONAL OFFICE II, BKC, MUMBAI
OFFICE SERVICES DEPARTMENT



TENDER DOCUMENT FOR PROVIDING COMPREHENSIVE SERVICE MAINTENANCE
CONTRACT FOR CCTV SYSTEMS INSTALLED AT BRANCHES, SATELLITE OFFICES,
CUSTOMER ZONE AND MDO-II

AT LIC Digital Building C-10, G Block, BKC, Bandra (East) Mumbai 400 051.

LAST DATE OF SUBMISSION OF TENDER:- 10.07.2026



Mumbai Divisional Office -II, OS Department, First Floor, LIC Digital Building, C-10, G block, BKC, Bandra East, Mumbai -400051. TEL. NOS. :- 022-69375107

Ref:-M.D.O.-II/OS/CCTV/2026-27

Date:-01.07.2026

Tender for Comprehensive Service Maintenance Contract for CCTV Systems installed at branches, Satellite offices, Customer Zone, MDO-II etc.

Sealed tenders are being invited for the comprehensive service maintenance contract for CCTV SYSTEMS installed at our various branches, Satellite Offices, Customer Zone, MDO-II Division.

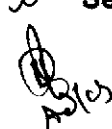
Following are the terms & conditions of the tender.

1. We propose to have the COMPREHENSIVE SERVICE MAINTENANCE CONTRACT for one year [may be renewable for further period of one or two years] for the CCTV systems installed at our various branches, Satellite offices, Customer Zone, MDO-II Divisional Office in Mumbai. The bid documents have been put on our website viz. licindia.in under head "TENDERS" from where they can be downloaded. The tenders will be issued physically up to 12.30 pm on 10.07.2026 by paying the tender fee as mentioned under **OTHER TERMS & CONDITION**. The offers are invited in one part only viz. financial bid only, in sealed envelope containing Financial Bid (FB) as per the annexure – A, A-1 along with signed tender document dated 01.07.2026 containing the General terms & conditions governing the CSMC tender, Demand Draft for Earnest Money Deposit & copies of PAN card, GSTIN certificate, cancelled cheque. The tender should contain nothing but the price aspects without any conditions. The envelopes should be super-scribed as "Financial Bid – Quotation for the contract for CSMC of the CCTV Systems" & the sentence "NOT TO BE OPENED BEFORE DUE DATE & TIME OF QUOTATION OPENING" be written on the envelope. Further applicant's name & address should be written below. After noting the date & time of submission on the envelope from the designated officer in OS department you are requested to drop the same in the tender box kept in the cabin of Manager [OS] situated at OS dept., 1st floor, MDO-II, First Floor, LIC digital Building, C-10, G block, BKC, Bandra East, Mumbai - 400051 on or before the stipulated date & time by **hand delivery only**.
2. The TENDER papers can be collected from our office at an address given above between 01.07.2026 to 10.07.2026 during the cash hours of the office viz. 10.15 am to 5.00 pm on Monday to Friday by paying Rs.500/- + GST [NON REFUNDABLE] as tender fees. The vendor who is getting the tender document downloaded from our website are exempted from submitting tender fees. MSME vendors are also exempted from submitting tender fees subject to submission of valid copy of the certificate issued by appropriate authority. The specified tender should be submitted to this office on or before 10.07.2026 by 12.30 pm. Delay of any kind will not be considered. Our tender opening committee will open the tenders on 10.07.2026 at 03.30 pm or on next day at same time in OS dept. Authorized representatives of the willing firms may remain present at the specified place at specified time & date with appropriate identity proof & authority letter.
3. Sealed tender containing financial bid is to be submitted in the enclosed format of annexure –A, along with signed tender document dated 01.07.2026 containing the terms & conditions governing the CSMC tender, Demand Draft for EMD, and self attested copies of PAN card, GST certificate, cancelled cheque.
4. An earnest money deposit [EMD] of Rs.10,000/- be paid by DD in favour of LIC of India, payable at Mumbai. No interest will be paid on the EMD. Tender without EMD will not be entertained. MSME vendors are exempted from submitting EMD subject to submission of valid copy of the certificate issued by appropriate authority. After submission of tender any request to substitute or modify the tenders received after the prescribed due date & time of submission of the tender will not be considered. In the event of withdrawal of the tender by the vendor during the period of submission of tender and expiry period of tender will result in forfeiture of the vendor's EMD & other penalties if any. EMD of the unsuccessful bidders will be refunded by NEFT immediately after the date of finalizing the tender. EMD of the vendor getting the orders will be refunded by NEFT after submitting the security deposit.

5. The terms & conditions of the CSMC will be as per the annexure – A & tender document dated 01.07.2026.
6. Tender should be valid for a period of three months [90 days] from the date stipulated for the submission. The tender must be clear. All the questions must be answered specifically, failing which the tender may be disqualified. All the pages of the tender document are to be signed by the vendor.
7. Tender with any condition is liable to be rejected.
8. If there is a discrepancy between figures & words, the amount in words shall prevail. No change in rates of CSMC will be allowed during the period of contract.
9. The tender shall be evaluated based upon the total of rates quoted for Comprehensive Service Maintenance Contract for all the CCTV systems including cost of various components that may have to be installed additionally.
10. No advance payment will be made. The payment will be made quarterly by the respective branch office/ Division, in case of satellite offices by their parent branches/ Division after rendering preventive maintenance service once in a quarter by producing proper bill with copies of preventive maintenance report. Preventive maintenance service must be given with appropriate duration. Appropriate TDS shall be deducted as per the law during the currency of the contract.
11. Apart from preventive maintenance services, 'n' number of breakdown calls are to be attended free of cost within 24 hours from lodging the complaint failing which may attract suitable penalty which the competent authority may deem fit.
12. Security deposit @ 5% on the total cost of the contract is to be deposited at OS / Mumbai DO -II by demand draft payable at Mumbai within 14 days from the acceptance of the contract. The security deposit will be towards the defect liability period of one year which will not carry any interest.
13. CSMC contract will initially be for one year which may be extended further for one or two years on same rates, terms & conditions provided the services found satisfactory.
14. Liquidated Damages:- In case of delayed service whatever reasons / breach of contractual obligations the liquidated damages, without prejudice to the other remedies available, @ 2% of the total cost of the work order per week or part thereof delayed will be recovered from the payment / security deposit.
15. Password reset should be free of cost for "n" number of times.
16. Payment against the shifting of camera, installation of new camera will be settled depending upon actual components, cables used & against joint measurement of work done. Shifting of CCTV racks should be done at tenderer's own cost if need be.
17. Force Majeure :- If there is delay in services by the firm in the event of force majeure, the firm will not be held responsible for such delay in imparting the services.
18. If the vendor refuses to accept or refuses to execute the work order after acceptance for whatever reason then vendor is liable to any or all of the following penalties which are binding upon him.
 - a. Forfeiture of EMD, security deposit
 - b. Imposition of penalty
 - c. Termination of the contract for default
 - d. Debar / Blacklisting of the firm

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.

L.I.C. of India reserves the right to reject any or all the tenders at any time without assigning any reason whatsoever.


Senior Divisional Manager


Confirmation by the Vendor:-

All the above terms & conditions are accepted.

 Authorized Signatory with Seal of the firm

ANNEXURE-A**FINANCIAL BID / RATE SCHEDULE****PART-A : COMPREHENSIVE AMC RATE:-**

Sr. No.	Office Name	Total Cameras	Rate per Camera per Year (Rs.)	Total Amount (Rs.)	GST 18%	Grand Total (Rs.)
1	Division Office					
2	Branches, Satellite offices and Customer Zone					
	TOTAL					

PART-B : ACCESSORIES REPLACEMENT RATE:-

Sr. No.	Item Description	Make / Specification	Unit Rate (Rs.)	GST 18%	Grand Total (Rs.)
1	IP Dome Camera 2MP	Hikvision / Dahua / CP Plus			
2	Surveillance HDD 4TB	WD Purple / Seagate			
3	DVR 16 Channel	Hikvision / Dahua			
4	SMPS 12V 10A	Standard			
	Total				

GRAND TOTAL = Total Part A + Part B**DECLARATION BY THE BIDDER**

I/We hereby agree to abide by all the terms and conditions stipulated in the tender document.

Signature of Bidder : _____

Name : _____

Seal of Firm : _____

Date : _____