



## **TENDER DOCUMENT**

**For**

**“Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O.- 3”**

**Ref: LIC/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01**

**Life Insurance Corporation of India  
Mumbai Divisional Office - 3  
Office Service Department  
New India Building, 1<sup>st</sup> Floor,  
S. V. Road, Santacruz (West), Mumbai 400054  
Email: [os.mumbai-do3@licindia.com](mailto:os.mumbai-do3@licindia.com)**

This Tender document is the property of Life Insurance Corporation of India (LIC). It should not be copied, distributed, or recorded on any medium, electronic, or otherwise, without LIC's written permission. Use of contents given in this document, even by the authorized personnel/agencies for any purpose other than the purpose specified herein, is strictly prohibited as it will amount to copyright violation and thus punishable under the Indian law

| ACTIVITY SCHEDULE |                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                        |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| S.N.              | Name of Project/Tender                                                                                                                                                                         | “Annual Contract for Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. - 3”                                                                                                                                                                                 |
| 1                 | Tender/Bid Invitation date                                                                                                                                                                     | Monday, 1 <sup>st</sup> July, 2026                                                                                                                                                                                                                                                     |
| 2                 | Tender/Bid type<br>Tender Reference Number                                                                                                                                                     | Open Market<br>Ref: LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01                                                                                                                                                                                                                 |
| 3                 | Raising of queries before Pre-Bid Meeting by email only                                                                                                                                        | Email id: <a href="mailto:os.mumbai-do3@licindia.com">os.mumbai-do3@licindia.com</a> by 06.07.2026,5.30 pm, Monday                                                                                                                                                                     |
| 4                 | Process of Tender/Bid                                                                                                                                                                          | Offline/physical mode only:<br>Technical Bid<br>Commercial (Financial) Bid                                                                                                                                                                                                             |
| 5                 | Pre-Bid Meeting                                                                                                                                                                                | Thursday, 09.07.2026/ 11.30 am, LIC of India, Mumbai Divisional Office 3, Office Service Department, New India Building, 1 <sup>st</sup> Floor, Near Nanavati Hospital, S. V. Road, Santacruz (West), Mumbai 400054                                                                    |
| 6                 | Tender Fee: Rs. 295.00 (Rupees Two Hundred Ninety five only) Rs. EMD(Earnest Money deposit): Rs. 40,000.00 (Rupees Forty Thousand only) by Demand Draft payable at Mumbai/ Closing Date & Time | Demand Draft should be kept in Third envelope and all envelopes to be insert in main envelope duly sealed.<br>Exemption will be given to Micro and Small Enterprises (MSEs) as defined in Public Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) |
| 7                 | Last date & time of Submission of Bid offline/physical by the Bidders                                                                                                                          | Wednesday, 16.07.2026, 3.00 pm                                                                                                                                                                                                                                                         |
| 8                 | Technical Bid Opening Date, Time & Venue (By Tender Opening Committee)                                                                                                                         | Wednesday, 16.07.2026, 3.30 pm<br>LIC of India, Mumbai Divisional Office 3, Office Service Department, New India Building, 1 <sup>st</sup> Floor, Near Nanavati Hospital, S. V. Road, Santacruz (West), Mumbai 400054                                                                  |
| 9                 | Opening of Commercial (Financial) Bid of Technically qualified bidders only                                                                                                                    | Dates will be informed later                                                                                                                                                                                                                                                           |
| 10                | Name & Address for Communication                                                                                                                                                               | The Manager (OS)<br>L I C of India, Mumbai Divisional Office 3, Office Service Department, New India Building, 1 <sup>st</sup> Floor, Near Nanavati Hospital, S. V. Road, Santacruz (West), Mumbai 400054                                                                              |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Bid Related queries | <b>AO (OS)</b><br><b>L I C of India, Mumbai Divisional Office 3,</b><br><b>Office Service Department, New India</b><br><b>Building, 1<sup>st</sup> Floor, Near Nanavati Hospital,</b><br><b>S. V. Road, Santacruz (West), Mumbai 400054</b><br><a href="mailto:os.mumbai-do3@licindia.com">os.mumbai-do3@licindia.com</a><br><b>Contact Number- 022 67819231/67819272</b> |
| <p>Note: Any addendum/corrigendum/ date extension in respect of above Tender shall be issued on our website: <a href="https://licindia.in/tenders">https://licindia.in/tenders</a> and no separate notification shall be issued in the press.</p> <p>Bidders are therefore requested to regularly visit above websites to keep themselves updated Detailed tender notice and Bid documents for downloading are also available in this website.</p> |                     |                                                                                                                                                                                                                                                                                                                                                                           |

- The Tender document can be downloaded from website <https://licindia.in/tenders>. Corrigendum(s)/Amendment(s), if any, would appear only on the website and will not be published in any other media.
- For wider awareness and publicity, the Notice of this Tender will be published in the leading newspapers.
- The Bids received after the last date and time as mentioned above shall be rejected.
- 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.
- LIC of India reserves the right to relax / amend the Terms & conditions, eligibility conditions or any other clause mentioned in this Tender document, at its sole discretion, which will be binding on all the bidders.
- LIC of India does not bind itself to accept the lowest or any Bid and reserves the right to reject all or any bid or cancel the tender without assigning any reason what so ever.
- Bids must be submitted physically (Hard prints) only in sealed envelope superscripting **“Tender for Annual Contract for Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. - 3”**. The Bids completed in all respect (sealed envelope) must be submitted to **L I C of India, Mumbai Divisional Office 3, Office Service Department, New India Building, 1<sup>st</sup> Floor, Near Nanavati Hospital, S. V. Road, Santacruz (West), Mumbai 400054** before date and time indicated in the Activity Schedule of this Tender documents above.
- LIC of India will not be responsible for any technical fault/ problem leading to delay or non-submission of bids; hence bid should be submitted timely to avoid last minute submission.
- All Bidders are mandated to ensure compliance with all the applicable Laws/ Acts / Rules including Labour Code 2025. Any non-compliance will be treated as breach of contract and LIC may take suitable actions as per the Contract (SLA) and/or any other prevailing regulations.

## **DISCLAIMER**

This Tender is issued for informational purposes and does not constitute an offer or obligation for LIC of India to enter into a contract. The Tender document is not a recommendation, offer or invitation to enter into a contract, agreement, or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the LIC of India and any successful Bidder as identified by LIC of India, after completion of the selection process as detailed in this document. No contractual obligation what so ever shall arise from the Tender process unless and until a formal contract (Service Level Agreement) is signed.

The purpose of this Tender is to provide the Bidder with information to assist the formulation of their Bid. This Tender does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this Tender and where necessary obtain independent advice. LIC of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability, or completeness of this Tender. LIC of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender.

This document is the property of LIC of India and is meant for the exclusive purpose of bidding as per the Specifications, Terms, Conditions and Scope indicated. It shall not be copied, distributed or recorded on any medium, electronic or otherwise, without written permission thereof. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copy right violation and thus, shall be punishable under the Indian Law.

Subject to any law to the contrary and to the maximum extent permitted by law, LIC of India and its Directors, Officers, employees, agents disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this Tender document and any addendum/corrigendum to it or conduct ancillary to it whether or not the loss or damage arising in connection with any omission, default, lack of care or misrepresentation on the part of LIC of India or any of its officers, employees or agents. All information processed by the Bidder during solution deployment and maintenance belongs to LIC of India. By having the responsibility to maintain the infrastructure, the Bidder does not acquire implicit access right to the information or right to redistribute the information.

|                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Confidentiality</b> – All information included in this Tender document is confidential and only for the recipient's knowledge. No information included in this document or disclosed in any discussions connected to it can be disclosed to any other party. Receipt and viewing of this document imply acceptance of the above confidentiality norms.</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## **1. Introduction and Background**

### **1.1. Introduction**

LICI of India came into existence on 1<sup>st</sup> September 1956. LICI is the largest life Insurance Company in India having strong presence in both urban and rural markets of India, and its products are accessible to a wide range of customers. Listed on the stock exchanges since 17.05.2022, LICI continues to prioritize customer-centric services. LICI's Mumbai Divisional office – 3 located at Santacruz East having 19 branches, 7 Satellite offices, Sales Training Centre and 2 Customer Zones located across Mumbai. Along with Digital Communications, various communications are made by LICI to policyholders through postal dispatch. These Postal dispatches consist of mass/bulk mailing, inland letters, ordinary letters, etc. through Indian POST on regular basis. **The Annual Contract is made with the Postal Agency for Postal dispatch services. Apart from Postal dispatch there is another annual contract for In-house courier services for movements of papers/documents/letters between all departments and offices under jurisdiction of MMR area. This Tender process is initialized for aforesaid both annual contracts.**

### **1.2 Objective**

This Tender is an invitation for the offline/physical Bid to the open market vendors in Mumbai Metro region only, having experience and expertise in providing services / activities as detailed in the scope of this Tender.

**LICI invites offline/physical Bids from experienced Part-wise single service providers for:**

**Part I : Dispatch via India Post (ordinary and inland letters)**

**Part II: Daily In house courier services**

### **1.3 Relationship between Parties:**

1. The parties to the Tender are the Bidder/s & LICI and subsequently selected bidder/s and LICI, as stated in the Tender.
2. Nothing contained herein shall be construed as establishing a relationship in the nature of master and servant or principal and agent between LICI and the selected bidder/s. The Bidder, subject to this Tender, is legally the main principal/master of the Experts, for performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. **Authorized Representative:** Any action required or permitted to be taken and any document required or permitted to be executed under this Tender by LICI or the Selected Bidder may be taken or executed by the officials specified in the Tender.
4. **Good Faith:** The Parties shall act in good faith concerning each other's rights under this Tender and adopt all reasonable measures to ensure the realization of the objectives of this Tender. The Selected Bidder shall always act, in respect of any matter relating to this Tender or the Services, as a faithful advisor to LICI and shall at all times support and safeguard LICI's legitimate interests in any dealings with the third parties.

#### **1.4 Addresses and Contact Number:**

For all purposes of the contract including arbitration there under, the address and contact number of the Bidder mentioned in the Tender shall be final unless the Bidder notifies a change of it. The Bidder shall be solely responsible for the consequences of any omission or error to notify change of address, contact no, etc. in the aforesaid manner.

#### **1.5 Questions & Clarifications**

The Bidder will not disclose or discuss the contents of the Tender document with any officer, employee, consultant, director, Agent, or any other person associated or affiliated in any way with LIC of India or any of its customers, suppliers, or Agents without the prior written consent of LIC of India, except to the extent provided herein below in this Tender document.

Bidders are required to direct all communications related to tender, including notification of late Response submission to the Nominated Point of contact which is –

**The Manager (OS)**

**L I C of India, Mumbai Divisional Office 3,  
Office Service Department, New India Building,  
1<sup>st</sup> Floor, Near Nanavati Hospital, S. V. Road,  
Santacruz (West), Mumbai  
00054**

**Email: [os.mumbai-do3@licindia.com](mailto:os.mumbai-do3@licindia.com)**

**Contact Number- 022**

**67819231/67819272**

## **1.6 Confidentiality cum Non-Disclosure Agreement (NDA) & Pre-Contract Integrity Pact (IP):-**

### **A. Confidentiality cum Non-Disclosure Agreement (NDA)**

The selected (successful) Bidders have to execute Non-Disclosure Agreement on a Non-judicial stamp paper of Rs 500/- or an amount as prescribed by the respective State Govt./authority as per Annexure - 3. The NDA should be notarized and stamped and should be submitted within 30 days from receipt of LOI.

### **B. Pre-Contract Integrity Pact (IP)**

This Tender is issued on the condition that only those bidders who submit assigned Pre-Contract Integrity Pact to LIC on a stamp paper of requisite value would be eligible to participate in the bidding. The "Pre-Contract Integrity Pact" as per Annexure-IV is to be submitted.

The bidders are required to execute and upload a scan of the "Pre-Contract Integrity Pact" on requisite non judicial stamp paper, at the time of e-submission of the bid and submit the original to Manager OS within prescribed timelines.

As indicated, in the Tender document, all Bidders shall have to sign the Pre-Contract Integrity Pact with LIC as per 'Format: Integrity Pact'.

As per CVC Circular No 04/06/23 having Reference No 015/VGL/091 dated 14/06/2023 of Revised Standard Operating Procedure (SOP) under clause No 2.2. "Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial rules/ Guidelines etc. as may be applicable to the organization concerned."

Bids without a signed Pre-Contract Integrity Pact shall be rejected.

As per CVC Circular No 04/06/23 having Reference No 015/VGL/091 dated 14.06.2023 of Revised Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02/2.04 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP signed by both the parties till the completion of contract. Afterward of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them."

Bidders may refer:

[https://dtf.in/wp-content/files/CVC\\_Circular\\_dated\\_14.06.2023\\_-Adoption and implementation of Integrity Pact - revision of eligibility criteria and process of nomination of Independent External Monitors.pdf](https://dtf.in/wp-content/files/CVC_Circular_dated_14.06.2023_-Adoption_and_implementation_of_Integrity_Pact_-_revision_of_eligibility_criteria_and_process_of_nomination_of_Independent_External_Monitors.pdf)

**Bidders should meet all the Eligibility Criteria and also submit the EMD & Pre-Contract Integrity Pact for this Tender.**

## **2. Tender-Scope of Work**

### **2.1 Invitation to Bid-Open Market:**

The Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956(Act. 31 of 1956) and having its Mumbai Divisional Office – 3 at New India Building, first floor, S.V. Road, Santacruz (West), Mumbai-400054 hereby invites Offline/Physical bids through two bid system, to this **Open market** Tender from eligible and experienced service providers for the postal dispatch and Courier services in Two Parts as below:

#### **Part I: Postal Dispatch services**

#### **Part II: In-house Courier Services**

The Bidders who are having registered offices in MMR area, are invited to submit an offline/physical Technical bid together with an offline/physical Commercial (Financial)bid. The Bids will be the basis for eligibility criteria evaluation, technical & commercial (financial) evaluation & consideration and ultimately for a signed Contract (SLA) with the selected Bidder.

The Tenders must be submitted in the sealed envelopes superscripted as **"Annual Contract for Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3"** as detailed below:

**Envelope No. 1:** Consisting technical bid documents and all supporting copies required for technical evaluation.

**Envelope 2:** Consisting Demand Draft payable at Mumbai towards non-refundable **Tender fees Rs. 295.00 (Rupees Two Hundred Ninety five only) and EMD(Earnest Money deposit) Rs. 40,000.00 (Rupees Forty Thousand only)**refundable within a period of 30 days completing tender process. The bidders registered under MSME are exempted from Tender fees and EMD with submission of valid MSME registration certificate.

**Envelope 3:** Commercial/Financial Bid (Compulsory in Sealed envelope)

**Envelope 4:** Big envelope consisting all three envelopes mentioned above, superscripted as **"Annual Contract for Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3"**

The selected vendor must deliver a comprehensive, end-to-end service that includes Postal dispatch for part I and in-house courier services as out lined in this Tender document.

The selection process will be separate for each part bid offer for are a based servicing in MMR (Mumbai Metropolitan Area consisting of Mumbai and Suburbs, Thane, Kalyan-Dombivali, Navi Mumbai, Mira-Bhayandar, Ulhasnagar, Bhiwandi-Nizampur, Vasai-Virar, Panvel and Badlapur-Ambarnath Municipalities jurisdiction). Technical Bids will be opened and evaluated. Those Technical bids which are found to be in order i.e. qualifying all the stipulated conditions shall be short-listed and Commercial (Financial) Bids of only such short-listed technically qualified bidders will be opened.

### **Technical Bid Proposal:**

- a) **The Technical bid shall not include any financial information. A Technical bid containing financial information shall be declared non responsive / invalid.**
- b) **The Technical bid may be declared non responsive / invalid, if the bid is not accompanied by the requisite documents & EMD, as stipulated in the Tender document.**
- c) **Commercial (Financial) Bid Proposal:**
  - 1. **The Commercial (Financial) bid shall not include any technical condition/ information.**
  - 2. **Commercial (Financial) bid shall be submitted in INR only, excluding GST and/or any other Tax/Duty.**

- d) Tenders should be filled with neat, legible, and correct entries. Indistinct figure should be avoided.
- e) Quotation should be given as per annexure, which is enclosed. Rates must be quoted for all categories. No column should be left blank.
- f) Contract will be awarded as per the rates quoted. Rate will be considered at basic price excluding GST for selection.
- g) All the annexures applicable for eligibility conditions are to be attached (The copies)
- h) 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.
- i) The LIC of India reserves the right to reject any/all tenders without assigning any reason. Tenders are advised to carefully note the instructions contained/ mentioned in the Tender form.

### **2.2 Broad scope of Work:**

#### **Part I : Postal Dispatch services**

- 2.2.1 Dispatch of Mass/bulk mailing, inland letters, ordinary letters, etc. are to be collected from all departments and offices under Mumbai D.O.-3 through the services of India Post.
- 2.2.2 The dispatch will be collected daily from the offices, insertion in envelopes, gumming, pasting; in case of inland letters, folding, gumming, pasting, franking, etc. to be done by the vendor.
- 2.2.3 Vendor will manage end to end process, which will include inserting the printed document(s) including additional inserts /pamphlets etc. (if any) into window envelope as per the requirement, pasting of envelope, postal franking, and handover to India Post.
- 2.2.4 Vendor should have their independent postal dispatch arrangements through India Post and will be fully accountable for the services related to end-to-end dispatch of documents to the Customers. (A copy of such agreement to be submitted at the time of submission of Bid with a validity period of one (01) year or more). Validity of the India Post letter should be for the entire duration of the contract and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained at least one month (01 month) before the expiry of the earlier permission letter.

- 2.2.5 Vendor will have to adhere to all the formalities/ processes required by postal department for handing over consignments to them.
- 2.2.6 Postal Charges will be actual as per India Post Invoice/Agreement with vendor, after bulk rebate/discount.
- 2.2.7 Vendor will manage logistics of movement material from printing facility to India Post & LIC Branch Offices (if required). This is required wherever printed documents are to be sent to LIC Branch Offices.
- 2.2.8 The bidder cannot sub-contract any of the assigned work. The contractor will have no right to transfer or assign the contract or any rights there under to anyone.
- 2.2.9 Communication Security between the parties needs to be adhere to, as mentioned by LIC of India from time to time. All the consignment in all our offices in India should be delivered within reasonable time, if not then submit reason.
- 2.2.10 All the dispatch from all the locations as per Annexure , pertaining to a single day, must be collected and distributed. The delivery of the dispatch should be made by 3 working days including day of collection of Dispatch.
- 2.2.11 The agency will depute their representatives to our offices for collection and delivery of documents. There representative will have to be provided with a suitable letter of authority and identity card with out which he shall not be authorized to collect the consignments.
- 2.2.12 Daily delivery of Dak at the locations should be done by the agency before 01. 00 PM.
- 2.2.13 Daily collection of Dak from the location would be done preferably between 10.00 AM TO 04.00 PM to close of office hours or mutually agreed time with local LIC office.
- 2.2.14 Vendor should provide the details of delivery along with the proof of delivery/non-delivery with details and reason for non-delivery to LIC in case of any Complaints/ grievances of the Policy Holders within 2 days.
- 2.2.15 The Articles/Documents/Stationary/Inland, etc. picked by the Contractor should be dispatched within 24 hours from the time of picked up. **The penalty for delay by Agency will be charged @ 1% of the Total service charges approved by the Corporation.** The delay on the part of Departments/Offices/Branches of the Corporation will be excluded from this penalty clause i.e. NO penalty will be charged for this reason.

## **Part II: In-House Courier Services**

- 2.2.16 The pick-up and delivery of all letters, documents, files, parcels, etc. from all departments, Branch Offices, Satellite Offices, Sales Training Centre, Customer Zones under Mumbai D.O.-3 located in MMR area, on daily basis. The dispatch shall be delivered to all offices of LIC in located in MMR, if required.
- 2.2.17 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.
- 2.2.18 All PODs (Proof of Delivery) shall be regularly submitted within a month from the booking date and on demand in specific cases, if required earlier. The PODs should invariably bear date of delivery and the seal WITH SIGNATURE of the consignee.
- 2.2.19 The agency will depute their representatives to our offices for collection and delivery of documents. The representative will have to be provided with a suitable letter of authority/identity card without which he shall not be authorized to collect the consignments.
- 2.2.20 If the consignment is not delivered within the stipulated time period as mentioned in ii)

above (except on occasions like imposition of curfew or due to occurrence of natural calamity like floods etc.) or damaged in transit, the Corporation shall impose penalty. Third party charges, if any, shall also be borne by the agency, which shall be deducted from their monthly bill or Security Deposit with the Corporation.

- 2.2.21 In case of loss of documents, the agency shall lodge FIR, claim insurance Compensation, and fulfill every formality as deemed necessary in recovering the Documents and making good the losses suffered by the Corporation.
- 2.2.22 Courier agency will have to preserve the delivery records at least for the period of 2 years and shall be in position to produce the same as and when demanded in case of any dispute.
- 2.2.23 The Articles/Documents/Stationary/Inland, etc. picked by the Contractor should be dispatched within 24 hours from the time of picked up. **The penalty for delay by Agency will be charged @ 1% of the Total service charges approved by the Corporation.** The delay on the part of Departments/Offices/Branches of the Corporation will be excluded from this penalty clause i.e. NO penalty will be charged for this reason.
- 2.2.24 The Service Provider agency shall obtain at their 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, Municipality, or any other body by reason of their conducting Courier Services at various LIC Offices. The Service Provider agency will also comply with all their statutory obligations towards their staff like ESIS, EPF, License under Contract Labor Act and Rules etc., as per the prevailing laws. Further they shall have to ensure that no child labor is employed.

### **3.1 Technical conditions for Eligibility**

- 3.1.1 The bidder should possess a valid India POST mailing license in Mumbai, Thane and Navi Mumbai (MMR). Vendor should have their independent postal dispatch arrangements through India Post and will be fully accountable for the services related to end-to-end dispatch of documents to the Customers. (A copy of such agreement to be submitted at the time of submission of Bid with a validity period of one (01) year or more). Validity of the India Post letter should be for the entire duration of the contract and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained at least one month (01 month) before the expiry of the earlier permission letter.
- 3.1.2 The bidder should have an office and fully operational presence in Mumbai, Thane and Navi Mumbai (MMR). If there's uncertainty or contingency in one location, dispatch should happen from the other location without delay.
- 3.1.3 The bidder should possess an inland letter making machine for efficient mailing operations.
- 3.1.4 The bidder should have experience handling mailing operations for LIC OR reputed government/private offices with annual dispatch of 500000 articles. The bidder should have a minimum average monthly capacity of 50000 articles over the last 3 years. The bidder should have a minimum turnover of ₹50,00,000 in each of the last three financial years.
- 3.1.5 The bidder should have earned a profit in each of the last three financial years.
- 3.1.6 The bidder should possess valid CRISIL and ISO certifications.

- 3.1.7 The bidder's firm/company should have been in existence for at least completed 3 years.
- 3.1.8 No advance postage payment will be provided; bidders must have sufficient funds to make arrangements accordingly.
- 3.1.9 Vendor will have to adhere to all the formalities/ processes required by postal department for handing over consignments to them.
- 3.1.10 **The Technical conditions eligibility mentioned above are broadly for Part I - Postal dispatch services. The Bidders offering Bid for Part II – In-House Courier services, are to submit all required documents except documents required exclusively for postal agency services.**

### **3.2 General Terms and Conditions**

- 3.2.1.1 LICl expects the Bidder(s) to provide end-to-end solution for the activities covered in the scope section. The solution proposed should conform to the best industry standards and practices.
- 3.2.1.2 The scope & requirements described in this Tender document are broad and indicative in nature. LICl reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.
- 3.2.1.3 The bidder shall represent and acknowledge to LICl that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this Tender Document. The bidder represents that the proposal to be submitted in response to this Tender Document shall meet the proposed Tender Document requirement.
- 3.2.1.4 If any services, functions or responsibilities not specifically described in this Tender Document are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this Tender Document, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this Tender Document and shall be provided by the bidder at no additional cost to LICl .
- 3.2.1.5 Considering the scale of the assignment, any service which forms apart of the Scope of work that is not explicitly mentioned in scope of work as excluded would form part of this Tender Document, and the Bidder is expected to provide the same at no additional cost to LICl.
- 3.2.1.6 The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the LICl. The LICl will not accept any plea of the Bidder at a later date for omission of services on the pre text that the same was not explicitly mentioned in the Tender Document.
- 3.2.1.7 Upon submission of the bid by the bidder, the bidder takes full responsibility for the performance of all provisions and terms and conditions of this Tender Document, LICl expects the bidder to fulfill all the terms and conditions of this Tender Document.

- 3.2.1.8 The proposed activity shall be carried out offsite, at the Bidder's own/leased premises. The Bidder must have operational facilities at all locations MMR area.
- 3.2.1.9 Vendor should adhere to IRDAI regulations and guidelines (issued from time to time) along with outsourcing policy of LIC.
- 3.2.1.10 Period of Contract: 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 rates and terms and conditions at the sole discretion of LIC of India.
- 3.2.1.11 The rates quoted shall be inclusive of ALL TAXES, DUTIES, ETC., Excluding G.S.T as per applicable rates.
- 3.2.1.12 Receipt 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 24 months and shall be in position to produce the same as and when demanded in case of any dispute.
- 3.2.1.13 The agreement of contract should be executed on Non-Judicial Stamp Paper of Rs 500/- (Five Hundred only).
- 3.2.1.14 Termination: LIC may terminate the contract without assigning any cause by giving three 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 these agreements are terminated.
- 3.2.1.15 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 consequence of 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 the LIC.
- 3.2.1.16 The 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, the 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.
- 3.2.1.17 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 taking over charge, the LIC reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.
- 3.2.1.18 **The successful Bidder has to deposit Rs. 1,00,000/- (Rupees One lac only) towards security Deposit in the form of DD drawn at any Nationalized Bank favoring "LIC of India" payable at Mumbai.**

- 3.2.1.19 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 etc.
- 3.2.1.20 Payment Terms: 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 billing month along with proof of delivery POD, if applicable).
- 3.2.1.21 Payment will be made by NEFT/RTGS only after deducting applicable TDS and any statutory Deductions as per law.
- 3.2.1.22 Liquidated Damages/Penalty Clause: 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 forth at consignment or part thereof, subject to maximum 25% of total Freight Value of delivery rate will be charged.** Quantum of liquidated damages assessed and levied by the LIC shall be final and not challengeable by the Agency.
- 3.2.1.23 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. The 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.
- 3.2.1.24 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, accidental-route, the consequences thereof Including legal compensations, if any, and payable during the execution of the contract. The LIC shall not be in anyway responsible for any accident or damages incurred or claims arising their form during the period of the contract.
- 3.2.1.25 Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, the LIC at its discretion may without prejudice to any other right or remedy available to the LIC in the tender and the contract, forfeit the entire Security Deposit submitted by the Agency, apart from blacklisting of the agency for further participation in any of the tenders of the LIC.
- 3.2.1.26 Indemnity: The Courier Agency hereby covenants and agrees to indemnify and shall at all times keep indemnified the LIC against any loss or damage that the 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 the LIC may reasonably incur or suffer and to indemnify and keep indemnified the LIC in all respects.

- 3.2.1.27 Jurisdiction: In the event of any dispute or difference arising out, the jurisdiction will be Mumbai only.
- 3.2.1.28 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 Division.
- 3.2.1.29 Personnel engaged in services shall not take any item from the Office premises without the consent by authorized official of the LIC of India. All the consignment in all our offices in India should be delivered within reasonable time, if not then submit reason.
- 3.2.1.30 Transit Insurance covered items are to be taken with utmost care.
- 3.2.1.31 The employees / agents of the service provider shall never consider 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 the LIC.
- 3.2.1.32 The contractor will have no right to transfer or assign the contract or any rights there under to anyone.
- 3.2.1.33 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 the LIC staff, the service provider shall take necessary and appropriate action immediately.
- 3.2.1.34 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 the LIC from time to time, it shall be open and lawful for the 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 the 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.
- 3.2.1.35 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 formality as deemed necessary in recovering the documents and making good the loss suffered by the LIC. All the charges shall be borne by the service provider.
- 3.2.1.36 The service provider shall take proper instructions from LIC for the execution of the contract at different places and will faithfully comply with the same during the course of the contract.
- 3.2.1.37 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 to the LIC for losses or damages on account of such breach.
- 3.2.1.38 The courier firm/agency should have their own establishment franchisees at all our office locations within Division mentioned in table as per Annexure D 'The tenderer shall be responsible for services of his franchisees.

- 3.2.1.39 All Dak from all the locations as per Annexure , pertaining to a single day, must be collected and distributed.
- 3.2.1.40 The delivery of the dak should **be made by 3 working days** including day of collection of Dak.
- 3.2.1.41 The agency will depute their representatives to our offices for collection and delivery of documents. The representative will have to be provided with a suitable letter of authority identity card without which he shall not be authorized to collect the consignments.
- 3.2.1.42 Daily delivery of Dak at the locations should be done by the agency before 01.00 PM.
- 3.2.1.43 Daily collection of Dak from the location would be done preferably between 10.00 AM TO 04.00 PM to close of office hours or mutually agreed time with local LIC office.
- 3.2.1.44 All PODs (proof of Delivery) shall be regularly submitted within a week from the booking date at the booking location/office and on demand in specific cases, if required earlier. The POD's should invariably bear date of delivery and seal with Signature of the consignee The Payment will be released only on the submission of the PODs. Initially the contract shall be for TWO years which is renewable on same rates, terms, and Conditions at our sole discretion for further one year subject to satisfactory Services.
- 3.2.1.45 The Service Provider agency shall obtain at their 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, Municipality, or any other body by reason of their conducting **Courier Services at various LIC Offices**. The Service Provider agency will also comply with all their statutory obligations towards their staff like ESIS, EPF, License under Contract Labor Act and Rules etc., as per the prevailing laws. Further they shall have to ensure that no child labor is employed.
- 3.2.1.46 The personnel engaged by the service provider shall be their own employees and LIC shall in no way be responsible or liable for payment of their wages and other benefits. Further the personnel engaged by the service provider shall not deemed to be employees of LIC and shall not be entitled to any benefits either of a temporary or a regular employee of LIC. LIC will have no obligations towards such employees and such personnel will not be entitled to claim any kind of employment with LIC.
- 3.2.1.47 The service provider or any of their agents, employees, servants, or anyone else on their behalf will not in any way make use of the name of LIC or its officers, employees, or agents in their dealings with outsiders while making any purchase concerning or for running the courier services contract.
- 3.2.1.48 The service provider shall arrange to carry out regular medical checkup of the staff employed by the service provider to ensure that they are not suffering from any infectious/contagious disease.
- 3.2.1.49 LIC shall not be liable to pay any damages/claims made under the Workmen's Compensation Act, or rules thereunder or for compensation payable in consequence of any accident or injury sustained by any person in employment for purpose of Courier Services.

3.2.1.50 The service provider shall exercise effective control and supervision of the persons employed by them. LIC will have right to ask the service provider to terminate the services of any of their employees if found to be of a bad character, impolite, discourteous, or suffering from any contagious disease at any time. The service provider and their staff shall follow the security rules and regulations of LIC in force and instructions issued from time to time. If there is any violation LIC will be free to take action against the service provider.

**3.2.1.51 Conditional tenders will not be accepted.**

### **3.3 Minimum Eligibility Criteria for Technical Qualification:**

**Kindly note that individually all Minimum Eligibility Criteria for technical qualification are to be fulfilled as on the date of issuance of this Tender Document.**

| Sr. No. | Minimum Eligibility Criteria                                                                                                                                                                                                                                                                                                                | Documents Required                                                                                                                               |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | The Bidders must have been established/ registered under the Companies Act, 1956/Companies Act, 2013 amended from time to time and have a legal entity in India with minimum 5 years of existence on the day of submission of bid.                                                                                                          | Certificate of Incorporation of the Company duly certified by a Notary Public (Details to be provided as per Annexure)                           |
| 2       | The Bidder must have an Average Annual Turnover of INR 50 Lacs (INR Fifty Lacs) within India business only during the last 03 Financial Years (2022-23, 2023-24, 2024-25)                                                                                                                                                                   | Audited Financials for the last 03 Financial Years (2022-23, 2023-24, 2024-25) (Details to be provided as per Annexure)                          |
| 3       | Profitability after Tax (PAT)Average Annual Profit during the last 03 Financial Years within India business only (2022-23, 2023-24, 2024-25): Minimum 15 lacs                                                                                                                                                                               | Last three financial years (2022-23, 2023-24, 2024-25)Profit details – duly certified by Chartered Accountant                                    |
| 4       | The Bidder must have a Net worth of at least INR 1.50 crores [INR One Crore Fifty Lacs] within India business only as per the audited financials of Financial Year 2024-25.<br>The net worth giving UDIN (Unique Document Identification Number) of the bidder must not have eroded in the last three financial years ending on 31.03.2025. | Certificate from the statutory Auditor for the Net worth for Financial Year 2024-25. The Format of Net Worth Certificate is as given in Annexure |
| 5       | The bidder should have experience handling mailing operations for LIC OR at government/corporate/reputed offices with annual dispatch of 500000 articles.                                                                                                                                                                                   | Latest Performance certificate (including satisfactory performance and Proof of Experience) from all the Companies serviced is to be attached    |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6  | The bidder must have its own infrastructure - premises, machineries, manpower etc. in Mumbai, Thane, Navi Mumbai (MMR) area for fulfilling the scope of work required under this Tender. Out of the MMR Mumbai/ Navi Mumbai / Thane is mandatory. All such premises should be leased/owned & in the name of the Bidder.                                                                                                                                                                                                                                                                                                                                 | Details of Factory License of each location in Bidder's name and Property and Assets owned to be certified by Statutory auditor.<br><br>GST certificate of each location to be submitted                                                                                                                                                                                                                                                                                                                                                    |
| 7  | The Bidder must have in-house logistics arrangements with India Post for pickup of bulk articles on a daily basis from all locations mentioned in the Tenders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Certified Copy of Postal arrangements tie up documents to be provided (Valid National Account letter) in the name of the Bidder, issued by India Post to be submitted having a validity period of 01 year or more. Validity of the India Post letter should be for the entire duration of the contract and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained at least one month (01 month) before the expiry of the earlier permission letter. |
| 8  | The bidder must own & submit the In-land letter making machine and franking machineries.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Machinery list duly certified by a Chartered Engineer. (Details to be provided as per Annexure )                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9  | The Bidder must have Disaster Recovery Centre (DRC), Risk Mitigation & Business Continuity Plan (BCP) in place in case of any disruption (Pandemic, natural calamities and any other type of disruptions)                                                                                                                                                                                                                                                                                                                                                                                                                                               | Details of Disaster Recovery Centre (DRC) with Machine capacity details, etc. Certificate by Chartered Engineer & certified copy of BCP to be submitted by the Bidder.                                                                                                                                                                                                                                                                                                                                                                      |
| 10 | The bidder having the history of Blacklisting/De-empanelment/ Debarring/Removal from Empanelment due to serious violation of terms and conditions of tender/Pending litigation due to serious violation of terms and conditions of tender by any Bank, Government/ Central/ State/ Semi Government/Public Sector Unit/autonomous bodies under State/ Central Government of India/any other foreign Government during the last five (05) financial years in India or abroad, will not be eligible to participate in this tender.<br>A similar ban subsequent to the submission of the Bid, but before the award of the contract shall also be disclosed. | Self-declaration should be submitted with the bid in this regard, along with details of history of Blacklisting/ De-empanelment/ Debarring/Removal, if any. (Details to be provided as per Annexure)                                                                                                                                                                                                                                                                                                                                        |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | Bidder should comply with all applicable Union, State and local laws, ordinance, regulations in performing its obligations including the procurement of licenses, permissions, certificates, etc. payment of taxes, if required. Bidder has to submit self-certification in this regard, on its letterhead.                                                                                                             | Self-declaration should be submitted with the bid in this regard. (Details to be provided as per <b>Annexure</b> )                                                                                                                                                                                                                                                                                                                             |
| 12 | Details of fines/ penalties / litigation filed by/against the Company or any of the offices within India & abroad during last 5 years, if yes provide the details.                                                                                                                                                                                                                                                      | Self-declaration should be submitted with the bid in this regard. (Details to be provided as per <b>Annexure</b> )                                                                                                                                                                                                                                                                                                                             |
| 13 | The Bidder should have full-fledged Administrative Office set up preferably in Mumbai/Navi Mumbai/ Thane (MMR) and should be leased/owned in the name of the Bidder.                                                                                                                                                                                                                                                    | Municipal/Govt. Authority issued License, Permissions, Utility Bills, Tax paid receipts etc. to be attached, duly certified by Authorized signatories.                                                                                                                                                                                                                                                                                         |
| 14 | The Bidder/firm and/or any of its Promoter/Directors should not be having any credit facilities classified as Non-Performing Assets and defaulter Account as on date of issuance of this Tender either in their individual capacity <b>Or</b> as Director/Trustee/Guarantor and having any litigation with Bankers/any other Organization on account of Creditor any such similar facilities issued by them.            | Bidder/Firm should submit a Declaration (as per <b>Annexure</b> ) on their letterhead and authority to check their /Credit Risk Score Reports. A copy of CRISIL/Credit Risk Score is to be submitted by duly authorized signatory along with Declaration.<br><b><u>Minimum CRISIL Score required</u></b> : 'A' (Good). In case any such default/ litigation is there, the Bidder/ firm will be liable to be ineligible for the Tender Process. |
| 15 | Tender Fee and Earnest Money Deposit (EMD)<br>Tender Fee: Rs. 295/-<br>EMD: Rs. 40000/-<br><br><b>By way of Demand Draft of Any Nationalized Bank payable at Mumbai in the name of L I C of India.</b><br>Exemption will be given for Micro and Small Enterprises as per Government Rules as applicable                                                                                                                 | Each bid must be accompanied with a Tender Fee and Earnest Money Deposit as mentioned in point 2.1 of this tender                                                                                                                                                                                                                                                                                                                              |
| 16 | The Bidder/firm and/or any of its Promoter Directors should not be - having any history of Insolvency and was/currently not engaged in any criminal case/s and proceedings as on date of issuance of this Tender either in their individual capacity or as Director/Trustee/ Guarantor or as a Firm. If any such instance or the case is there, the Bidder/Firm will be liable to be ineligible for the Tender Process. | Bidder/Firm should submit a Declaration (asper Annexure on their letterhead with full facts.                                                                                                                                                                                                                                                                                                                                                   |

Scanned copies of relevant documents, Certificates, Undertaking, Self declaration duly attested/certified as per requirements, should be uploaded as proof in support of the claims made. LIC reserves the right to verify/evaluate the claims made by the Bidder independently. Any decision of LIC in this regard shall be final, conclusive, and binding upon the Bidder. Each document/page to be numbered, signed and sealed with date by the Bidder (Authorized official only) .

### **3.3.1 Policies of the Government-For MSE units**

- (a) No Relaxation in Prior Turnover and Experience will be considered.
- (b) Relaxation in EMD will be given to Micro and Small Enterprises (MSE) units.
- (c) Central Government policies restrict the participation of entities from:
  - 1. Certain countries sharing land borders with India and
  - 2. Countries that restrict the participation of Bidders from India.(Declaration to be provided as per **Annexure**)
- (d) No Relaxation in any Technical Criteria (As per Minimum Eligibility Criteria for Technical Qualification) will be provided.

3.3.2 **SPOC**–The Bidder will provide to LIC of India the list of its nominated Officials along with escalation Matrix, office telephone numbers and mobile numbers, Email Ids, each location wise, who can be contacted in case of any grievance/information requirement and immediately intimate to LIC in case of any changes thereafter.

3.3.3 **Certificates:** Bidder's offer is liable to be rejected if they do not upload any of the certificates/documents sought in the Bid/Tender document and Corrigendum, if any.

3.3.4 All the bidders should ensure that they are GST Compliant and their quoted tax structure/ rates are as per GST Act/ Rules. Bidders should be registered under GST and furnish a GSTIN number and GST Registration Certificate in their offer unless they are specifically exempted from registration under a specific notification /circular / section /rule issued by statutory authorities.

**GST Registration Number (15-digit GSTIN).** If the Bidder has multiple business verticals in a state and has separate registration for each vertical, the GSTIN of each vertical concerned with the service delivery shall be quoted. If the services provided are from multiple states, the Bidder should mention GST registration numbers for each state separately.

3.3.5 Notwithstanding anything stated above, LIC reserves the right to assess the capabilities and capacity of the Bidder to fulfill the contract in the overall interest of LIC of India.

3.3.6 Any statutory or regulatory approvals and compliances thereof shall be the sole responsibility of the bidders. LIC shall not be a party to any violation of any Laws / Regulations / Statutes / Intellectual Property Rights of whatsoever nature by the bidders.

### 3.3.7 Signing of Bid:

The individual signing the Bid or other documents connected with contract must specify whether he/she signs as:

- a) A representative of the company, in which case he/she must have authority to execute contracts on behalf of the company and to refer to arbitration disputes concerning the business of the company either by virtue of the agreement or by a power of attorney.
- b) Director or a Principal Officer duly authorized by the Board of Directors of the Company, if it is a company.
- c) In case of partnership firms, a copy of the partnership agreement or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
- d) In case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any partner, the bid and all other related documents must be signed by all partners of the firm
- e) A person signing the bid format or any documents forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the persons so signing had no authority to do so, the Competent Authority may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- f) The bidder should sign and affix the stamp of the firm on each page of the Bid and all its Annexures as the acceptance of the offer made by the bidder.
- g) **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS TENDER NOTICE INVITING BID.**

### 3.3.8 Submission of Original Documents & Verification

All participating Bidders need to submit the Original and Certified Documents, as applicable, as mentioned in this Tender document, as part of various Annexures etc. Also, Bidders should submit the attested, signed & sealed copies of all other documents, along with Originals for verification at LIC on the day of Technical Bid Evaluation, as per Activity Schedule. If the Bidder/s is unable to submit the required documents in Original, bid shall be treated as unresponsive and liable to be rejected along with disqualification from the Tender Process. No further representation will be entertained in this regard.

### 3.3.9 PROVISION OF SECTION 33(3) AND 33(4) OF THE INSURANCE ACT, 1938 AS AMENDED BY THE INSURANCE LAWS (AMENDMENTS) ACT, 2015.

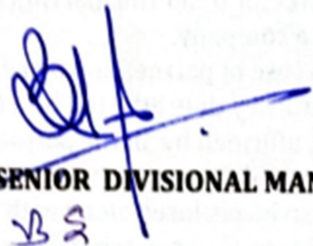
In terms of provision of section 33(3) of the Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents, and the data base in the custody of the Contractor in respect of services 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 times as may be specified by IRDAI.

In terms of provision 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 Officers 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 Contractor or agency where the services are outsourced by LIC of India.

3.3.10 The Corporation reserve the right to call for any record or requirements from the Contractor at any time in response to a query from the Appropriate Authorities.

3.3.11 LIC of India reserves the rights 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.



**SENIOR DIVISIONAL MANAGER**  
B S

**Annexure-I****Technical Proposal/Bid Format Cover Page****Information required on cover page:**

*Ref: Tender No. **LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01** dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

**Name of Bidder:**

**Type of document: Technical Proposal Scope applied for  
(part I/ Part II/ Both Parts):**

**TECHNICAL PROPOSAL/BID SUBMISSION FORMAT**

|    | <b>Item</b>                                                                                                                       | <b>REQUIREMENTS</b>                                                                                                                                                                                                                                                            |
|----|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Executive Summary<br>Suitability Analysis – To explain the ability to handle the requirements of LIC of India in terms of Volumes | A one (1) page summary of the Tender response highlighting the fitment of proposed solution to LICI                                                                                                                                                                            |
| 2. | Company Overview                                                                                                                  | Duly Attested copies to be provided of Certificate of Incorporation/Registration in the name of Bidder to be provided within India only Details of Board of Director/Trustee/M D/CEO/Partners Pan card of the Company registered in India. GST Registration Certificate of the |
|    | Registered Office:                                                                                                                |                                                                                                                                                                                                                                                                                |
|    | Address:                                                                                                                          |                                                                                                                                                                                                                                                                                |
|    | Telephone No: E-Mail:                                                                                                             |                                                                                                                                                                                                                                                                                |
|    | Toll free customer care number:                                                                                                   |                                                                                                                                                                                                                                                                                |
|    | GSTIN:                                                                                                                            |                                                                                                                                                                                                                                                                                |
|    | Date of Incorporation:                                                                                                            |                                                                                                                                                                                                                                                                                |
|    | Experience(in yrs):                                                                                                               |                                                                                                                                                                                                                                                                                |
|    |                                                                                                                                   | Company Board Resolution & placed on affidavit, the authorized person to sign all bid documents.<br>Board Resolution & placed on affidavit, the authorized person to execute the contract on behalf of the Company.<br>Power of Attorney PoA)                                  |

|    |                                                                                                                                                                                              |                                                                                                                                                                                                                                                               |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. | Name of the contact person, telephone no. and email ID                                                                                                                                       | Details to be provided                                                                                                                                                                                                                                        |
| 4. | Ownership(specify):- <ul style="list-style-type: none"> <li>• Indian Holding</li> <li>• Total Capital infused (in INR)</li> <li>• Company registration Number and Validity period</li> </ul> | Enclose Certifications + Details                                                                                                                                                                                                                              |
| 5. | Details of the Administrative Office and other offices:<br>Details of the Bidders office locations and administrative office in Mumbai/Navi Mumbai/Thane (MMR)                               | List of Offices with addresses to be attached/Utility Bills etc.<br>Enclose Certifications + Details                                                                                                                                                          |
| 6. | Process, Experience and Client Testimonials                                                                                                                                                  | 1. Overall solution in the context of LICI and describe how it would address the key requirements<br>2. List of existing Clientele with information with overview of support provided on projects undertaken for them of similar nature                       |
|    |                                                                                                                                                                                              | 3. Companies, Geographical Locations of Operations.<br>4. Information to be provided on the industry exposure, projects executed. (This should include experience of Dispatch with Life Insurance Companies including LICI.) Enclose Certifications + Details |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.  | Financial Performance-Average Annual Turnover >=INR 50 Lacs for the last 03 year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 1. Certified copies of Audited financial statements & annual report for the 03 (three) financial years (02022-2023,2023-24 & 2024-25), duly certified by Chartered Accountant.                                                 |
| 8.  | Profitability after Tax-Average Annual Profit: Minimum 15 lacs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Certified copies of the ITRs filed by the entity for the preceding 3(three) Financial years (2022-2023, 2023-24&2024-25), duly certified by Chartered Accountant.                                                              |
| 9.  | Net worth (in INR) Minimum 1.50 Crore during last FY (2024-25]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Certificate from the statutory Auditor for the Net worth for Financial Year 2024-25. The Format of Net Worth Certificate is as given in <b>Annexure</b> .                                                                      |
| 10. | Number of Public sector/corporate / reputed companies serviced by the bidder in the financial year 2025-26 within India business only.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Latest Performance certificate (including satisfactory performance and Proof of Experience) from all the Companies serviced is to be attached                                                                                  |
| 11. | <p>The Bidder must have successfully executed Contract within India Business only over the last <b>Three (03) years</b> (2022-23,2023-24 and 2024-25) &amp; fulfilling either of the conditions:</p> <p><b>Either:</b><br/>The value of at least <b>One (01)</b> of the Contract for the Dispatch services must be minimum <b>INR 10 lacs</b> in any one of the last 03 financial years</p> <p><b>OR:</b><br/>The value of at least <b>Two (02)</b> Contracts for Dispatch services, each having a value in excess of <b>INR 25 Lacs</b> in any one of the last 03 financial years</p> | <p>Bidder should be fulfilling any <b>One (01)</b> of the mentioned <b>Three (03)</b> criteria. Copy of work orders/ agreements from the LIC indicating the Policy Bond Printing work, tenure &amp; value. <b>Annexure</b></p> |

|     |                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | <p><b>OR:</b><br/>The value of at least <b>Three (03)</b> Contracts for LIC Policy Dispatch services, each having a value in excess of <b>INR 50 lacs</b> in any one of the last 03 financial years.</p>                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12. | <p>The bidder must have its <b>own</b> infrastructure - building, machines, manpower etc. in ready state at <b>any</b> locations across MMR for fulfilling the scope of work required under this Tender. Mumbai/ Navi Mumbai / Thane (MMR) is mandatory. All such locations should be leased/owned &amp; in the name of the Bidder.</p> | <p>Details of Factory License of each location in Bidder's name and Property and Assets owned to be certified by Statutory auditor. GST certificate of each location to be submitted</p> <p>LICI may verify the same during site visits to all the Locations of the shortlisted bidder.</p>                                                                                                                                                                                                                                                                             |
| 13  | <p>The Bidder must have <b>in-house</b> logistics arrangements <b>with India Post</b> for pickup of bulk articles on a daily basis from all the proposed printing locations.</p>                                                                                                                                                        | <p>Certified Copy of Postal arrangements tie up documents to be provided <b>(Valid National Account letter)</b> in the name of the Bidder, <b>issued by India Post</b> to be submitted having a validity period of 01 year or more. Validity of the <b>India Post letter should be for the entire duration of the contract</b> and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained at least one month (01 month) before the expiry of the earlier permission letter.</p> |
| 14  | <p>The bidder must own &amp; submit the list of machines at each location for scope of work under this Tender which is duly certified by a Chartered Engineer.</p>                                                                                                                                                                      | <p>Machinery list duly certified by a Chartered Engineer. (Details to be provided as per Annexure)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15 | The Bidder must have Disaster Recovery Centre (DRC), Risk Mitigation & Business Continuity Plan (BCP) in place in case of any disruption (Pandemic, natural calamities and any other type of disruptions)                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Details of Disaster Recovery Centre (DRC) with Machine capacity details, etc. Certificate by Chartered Engineer & certified copy of BCP to be Submitted by the Bidder.                                         |
| 16 | The bidder having the history of Blacklisting/De-empamentment/Debarring/Removal from Empanelment due to serious violation of terms and conditions of tender/Pending litigation due to serious violation of terms and conditions of tender by any Bank, Government/ Central/ State/ Semi Government/Public Sector Unit/autonomous bodies under State/ Central Government of India/any other foreign Government during the <b>last five (05) financial years</b> in India or abroad, will not be eligible to participate in this tender.<br>A similar ban subsequent to the submission of the Bid, but before the award of the contract shall also be disclosed. | Self-declaration should be submitted with the bid in this regard, along with details of history of Blacklisting /De-empamentment/ Debarring/ Removal, if any. (Details to be provided as per <b>Annexure</b> ) |
| 17 | Letter from Competent Authority                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Letter from Board of the Company of the Bidder providing name, designation, address, and contact details of the authorized person for communication and to sign The documents                                  |
| 18 | Pre-Contract Integrity Pact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | As per <b>Annexure IV</b> attached                                                                                                                                                                             |
| 19 | Quality control methods-Periodic audit so falls modes and training to maintain service quality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Last 08 Quarterly/04 Half yearly Quality Control Certificates & AMC Certificates to be attached.                                                                                                               |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20 | The Bidder/firm and/or any of its Promoter Directors should not be - having any credit facilities classified as Non-Performing Assets and defaulter Account as on date of issuance of this Tender either in their individual capacity <b>Or</b> as Director/ Trustee/ Guarantor and having any litigation with Bankers/any other Organization on account of Credit facilities issued by them.                             | Bidder/Firm should submit a Declaration (as per <b>Annexure</b> ) on their letterhead and authority to check their CRISIL /Credit Risk Score Reports. A copy of CRISIL/ Credit Risk Score is to be submitted by duly authorized signatory along with Declaration. <b><u>Minimum CRISIL Score required:</u></b> 'A' (Good). In case any such default/ litigation is there, the Bidder/ firm will be liable to be in eligible for the Tender Process. |
| 21 | The Bidder/firm and/or any of its Promoter Directors should not be - having any history of Insolvency and was/currently not engaged in any criminal case/s and proceedings as on date of issuance of this Tender either in their individual capacity or as Director/Trustee/Guarantor or as a Firm.<br>If any such instance or the case is there, the Bidder/Firm will be liable to be ineligible for the Tender Process. | Bidder/Firm should submit a Declaration (as per <b>Annexure</b> ) on their letterhead with full facts.                                                                                                                                                                                                                                                                                                                                              |
| 22 | Other relevant information and supporting documents                                                                                                                                                                                                                                                                                                                                                                       | a) Bidder may include any other information deemed necessary to                                                                                                                                                                                                                                                                                                                                                                                     |
|    |                                                                                                                                                                                                                                                                                                                                                                                                                           | LICI regarding any other aspect of the proposed solution(s) and/or the project<br>b) Any other documents found necessary may be attached                                                                                                                                                                                                                                                                                                            |

**Enclosures duly attested have to be attached wherever required.**

**\*The above technical aspects are for postal dispatch & in house services. However, the bidders participating for Part II only ie in house services may provide relevant data excluding information about postal services.**

All documents must be signed by the Company Secretary/authorized representative of the Bidder(s). Relevant portions, in the documents submitted in pursuance of Minimum Eligibility Criteria, should be highlighted

The above information furnished by the Bidder is accurate and is verified and authenticated by the Board of the Directors of Company of the Bidder.

**Place:**

**Signature of the Authorized  
Signatory & Seal**

**Date:**

**Annexure-II**

**Commercial (Financial) Bid/quote for**

**"Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O.- 3"**  
**Ref: LIC/MDO-3 /2026-27**

**(To be submitted in the Price Bid template on the Commercial  
(Financial Bid) page only)**

**PART I : POSTAL DISPATCH SERVICES**

| <b>S.<br/>No</b> | <b>Items with Specifications</b>                                                                                                                                                                                                           | <b>Unit of<br/>Measurement</b> | <b>Unit Rate<br/>(in INR<br/>only)</b> | <b>Total<br/>Cost</b> |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------|-----------------------|
| 1                | Handling and Service Charges<br>(Collecting Mass/bulk mailing,<br>inland letters, ordinary letters, etc.,<br>daily from the offices insertion in<br>envelopes, folding, gumming,<br>pasting, franking, delivering to<br>Indian POST, etc.) | PerArticle                     |                                        |                       |

**\*The Franking will be done by the postal agent on owned franking machines.**  
**No extra charges for any maintenance or functions for these machines are to be paid.**  
**Only Postal Charges will be reimbursed as per actual values**

1. No changes should be made to the other cells.
2. Prices should be Exclusive of GST.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Authorized Signatory

Name:

Contact No.:

Designation:

Office Seal:

**Annexure-II****Commercial (Financial) Bid/quote for****"Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O.- 3"****Ref: LIC/MD03/2026-27/****(To be submitted in the Price Bid template on the Commercial (Financial Bid) page only)****PART II : IN-HOUSE COURIER SERVICES**

| Sr. No. | Particulars                                                                                                                                                                                                                        | Rate Given for                                  | Rs. | Ps. |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-----|-----|
| 1       | Collect Daily Tapal & Files from MDO-3& Distribute to all branches, Satellite Offices, STC and Customer Zones in Mumbai& Back. (Once in a day)                                                                                     | 1. letters/documents up to <b>250 gm to 1kg</b> |     |     |
|         |                                                                                                                                                                                                                                    | *Every additional 1 kg                          |     |     |
|         |                                                                                                                                                                                                                                    | 2. Parcel up to 5 kg                            |     |     |
|         |                                                                                                                                                                                                                                    | *Every additional 1 kg                          |     |     |
| 2       | Collect Daily NB Papers/Dockets from NB/PS/Claims Department/MDO-3& Distribute to all branches, Satellite Offices, STC and Customer Zones in Mumbai& Back. Similarly, from Branches to Departments of MDO-3 & Back (Once in a Day) | Dockets up to 5 kg                              |     |     |
|         |                                                                                                                                                                                                                                    | *Every additional 1 kg                          |     |     |
|         |                                                                                                                                                                                                                                    |                                                 |     |     |
|         |                                                                                                                                                                                                                                    | *Every additional 1 kg                          |     |     |
| 3       | Minimum charges of visit per day Irrespective of no. of Documents to be picked up from originating office including empty visit for every additional visit per location                                                            | Visit Charge                                    |     |     |
|         |                                                                                                                                                                                                                                    | Parcel/Dockets up to 5kg                        |     |     |
|         |                                                                                                                                                                                                                                    | *Every additional 1 kg                          |     |     |

1. For Part II POD is compulsory (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 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.
3. No changes should be made to the other cells.
4. Prices should be Exclusive of GST.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Authorized Signatory

Name:

Contact No.:

Designation:

Office Seal:

## **Notes to Annexure II**

- i. The Bidder may Bid for Part I OR part II OR Both Parts as per eligibility criteria.**
- ii. The Final contractor will be selected on the basis of lowest Bid for Both parts individually.**
- iii.** Charges should be quoted in Indian Rupees only and should be exclusive of applicable taxes i.e. GST and/or any other Tax/duty should not be mentioned.
- iv.** LICl shall deduct the TDS as applicable.
- v.** There shall be no minimum volume guarantee for any activity.
- vi.** Time to time number of quantum of dispatch may increase/decrease.
- vii.** The responsibility and cost of logistics for completing the above activities will be borne by the bidders. However, India Post-dispatch related expenses shall be borne by LICl. (actual charged by India Post after bulk rebate/discount)
- viii.** Commercial (Financial) quote/bid has to be given only in above format in manner specified in the document in terms of activities and rates. Any modification, deviation or conditional submission will result in rejection of quote.
- ix.** Decision of the LICl will be final.

**ANNEXURE**

**Confidentiality cum Non-Disclosure Agreement**

(No deviations in wordings permitted)

**(To be executed by the selected Bidders only on Rs. 500/-Stamp / Franked paper & notarized) (as applicable in the area of jurisdiction) Each page to be signed by Authorized Signatory**

This Non-disclosure Agreement("NDA") is made and entered into this Day of in the year BY AND BETWEEN Life Insurance Corporation of India, a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its Central Office at 'Yogakshema', J B Marg, Mumbai 400 021 and Its Mumbai divisional Office – 3 at New India Building, 1<sup>st</sup> Floor, S.V. Road, Santacruz (West), Mumbai 400054, hereinafter referred to as "LICI"

AND

<Company Name> accompany incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at  
<Company Name & Address>shall be referred to herein as a "Respondent".

LICI and the Respondent shall individually be referred to as "Party" and collectively referred to as "Parties".

WHEREAS the Respondent is aware that while responding to LICI's Tender *Ref: Tender No. LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01 dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*, the Respondent may be gathering information on LICI's Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc.,("Proprietary Information")indicated as confidential by LICI and made available to the Respondent while responding to the Tender Document, is privileged and strictly confidential to and / or proprietary of LICI.

WHEREAS Respondent agrees to receive the Proprietary Information or other information from LICI and treat all such information as confidential information and to safeguard LICI's confidential information, property, information systems, network, databases, and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees that:

Respondent agrees to hold all Confidential Information received from LICI in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said Tender Document; restrict disclosure of such Confidential Information to its employees and employees of its affiliated or partner

companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LICI.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants' reports, trade secrets, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of said Tender Document in the form of project documents, discussions on system architecture, data shared for the sole purpose of evaluating and finalizing the system configuration onsite shall be the sole property of LICI and shall be treated with the same degree of confidentiality as that of the respondent. Respondent will ensure that no breach of confidentiality occurs at its own/leased premises as well as during and after the onsite engagement as a part of this project engagement

Without the prior written consent of LICI or except as otherwise provided herein, the Respondent will not:

- Distribute or disclose to any other person any of the Confidential Information.
- Permit any other person to have access to the Confidential Information.
- Use the Confidential Information for any purpose other than the Permitted Use; or disclose to any other person

That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LICI. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees, and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

Without the written consent of LICI the Respondent should not make public announcements/ comments on any website/ or issue any media statements about the LICI, Tender Document or Tender Document process, the existence of this engagement and its scope.

The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from LICI with the same degree of care as it normally exercises to protect its own proprietary information

of a similar nature. Respondent agrees to promptly inform LICI of any unauthorized disclosure of LICI's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of LICI without the permission from LICI. The Respondent shall ensure that their employees will not disclose any information of LICI even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:

- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder.
- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party.
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information.
- Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LICI.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LICI prompt written notice of such request so that LICI may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives LICI written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts, at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in Tender Document or by LICI.

Respondent agrees that Confidential Information is and shall at all times remain the property of LICI. Respondent acknowledges that the Confidential Information is confidential and material to the interests, business, and affairs of LICI and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business, and affairs of LICI. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LICI and shall be returned upon written request or upon the Respondent's determination that it no

longer has a need for such information. Use of such property or licenses without the permission of LICI is strictly prohibited and the respondent will ensure that any of its employees or representatives does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LICI shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LICI of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LICI.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LICI makes any representations nor extends any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from LICI to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LICI or its affiliated companies or any commitment by LICI or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of LICI or any third-party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LICI in any advertisement, press etc., without the prior written consent of LICI.

Upon the request of LICI, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents, or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LICI. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LICI shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LICI in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LICI or a commitment by LICI to enter into any business relationship with the Respondent or with any other entity. If the parties desire to

pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

Respondent agrees that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of three years thereafter regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understands and agrees that no failure or delay by LICl in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power, or privilege hereunder.

The Respondent herein agrees and undertakes to indemnify and hold LICl harmless from any loss, damage, claims, liabilities, charges, costs or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.

This Agreement shall be governed and construed in accordance with the laws of India. In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

Respondent agrees not to assign this Agreement or any interest herein without express prior written consent of LICl.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein. Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language. Cost of arbitration may be borne by the respective parties.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

For and on behalf of<Respondent Company><Address of Respondent>

**Authorized Signatory Name:**

**Designation:**

**Office Seal:**

**Date:**

**Place:**

**Annexure**

**PRE-CONTRACT INTEGRITY PACT**

(No deviations in wordings permitted)

**(To be submitted on Rs. 500/-stamp paper of (as applicable in the area of jurisdiction) by the Bidder and each page to be signed by Authorized Signatory.**

General: This pre-bid pre-contract Agreement (herein after called the Integrity Pact) is made on..... day of the month of ..... 2026. Between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LICI") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its Central office at "Yogakshema" Jeevan Bima Marg Mumbai 400021 and its Mumbai Divisional Office – 3 at New India Building, 1<sup>st</sup> Floor, S.V. Road, Santacruz (West), Mumbai 400054. (herein after called the "CORPORATION" 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" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS

the CORPORATION proposes to procure Tender Document for *Ref: Tender No. LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01 dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

and the BIDDER is willing to offer/has offered the services and

WHEREAS

the BIDDER is a private company/public company/Government undertaking, /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the CORPORATION is performing its function under the LICI 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 CORPORATION to obtain the desired said stores/ equipment/ item/service at a competitive price inconformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDER 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 CORPORATION 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: -

### **Commitments of the CORPORATION**

The CORPORATION undertakes that no official of the CORPORATION, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organization 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.

The CORPORATION 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.

All the officials of the CORPORATION will report to the “Chief Vigilance Officer” of the Corporation any attempted or contemplated breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the CORPORATION with full and verifiable facts and the same is prima facie found to be correct by the CORPORATION, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the CORPORATION 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 CORPORATION the proceedings under the contract would not be stalled.

### **Commitments of the BIDDER**

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: -

The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the CORPORATION, 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.

The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the CORPORATION or otherwise in procuring the Contractor for bearing 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 favor or disfavor to any person in relation to the contract of any other contract with the Government.

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.

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

The BIDDER further confirms and declares to the CORPORATION 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 CORPORATION 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.

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 CORPORATION or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

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 cartelization in the bidding process.

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

The BIDDER/Contractor will not commit any offence under the relevant Bhartiya Nyaya Sanhita (BNS) /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 CORPORATION 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.

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

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

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 Corporation, the same should be disclosed. The term "relative" for this purpose would be as defined in section

2(77) of the Companies Act, 2013.

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 CORPORATION.

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.

#### **Previous Transgression**

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 to 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.

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.

#### **Sanctions for Violations:**

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 CORPORATION 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 (after the contract is signed) shall stand forfeited either fully or partially, as decided by the CORPORATION and the CORPORATION 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 EMD and Security Deposit if furnished by the BIDDER, in order to recover the payments, already made by the CORPORATION, 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 CORPORATION resulting from such cancellation/recession and the CORPORATION 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 LICl for a minimum period of five years which may be further extended at the discretion of the CORPORATION.
- (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 CORPORATION to forfeit the same without assigning any reason for imposing sanction for violation of this pact

The CORPORATION will be entitled to take all or any of the actions mentioned above at items (i) to (v3) on 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 XII of the Bhartiya Nyaya Sanhita (BNS), 2023 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

The decision of the CORPORATION 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 of this Pact.

### **Independent Monitors**

The CORPORATION has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitors

- Shri Jose T Mathew, IFS(Retd),  
House Number 37/930, Ebrahim Pillai Lane,  
Vakkannur, Thrissur-680021  
Dist Ernakulam, Kerala-682021  
Email : [jtm507@gmail.com](mailto:jtm507@gmail.com)
- Shri Sanjay Kumar Srivastava, IAS (Retd)  
C-II, 2475, Vasant Kunj,  
New Delhi-110070  
Email Address: [svastava.sk001@gmail.com](mailto:svastava.sk001@gmail.com)

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.

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.

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

As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Sr. Divisional Manager, Mumbai D.O.-3, LICl.

The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the CORPORATION 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 of India and recues himself / herself from that case.

The CORPORATION 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.

The Monitor will submit a written report to the CEO & MD, LIC of India within 8 to 10 weeks from the date of reference or intimation to him by the CORPORATION /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

If the Monitor has reported to the CEO & MD, LIC of India, a substantiated suspicion of an offence under relevant IPC/PC Act, and the CEO & MD, LIC of India 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.

**Facilitation of Investigation:** In case of any allegation of violation of any provisions of this pact or payment of commission, the CORPORATION 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.

**Law and Place of Jurisdiction:** This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the CORPORATION.

**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.

**Validity:** The validity of this Integrity Pact shall be from date of its signing and extend up to 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. 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

The parties here by sign this Integrity Pact at..... on.....

CORPORATION

BIDDER

Name of the Officer:

CEO:

Designation/Dept

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.

## Annexure

### Offer Letter and Compliance Certificate for Tender conditions and Bid validity (Affidavit on INR 500/- stamp paper duly notarized)

Ref:

Date:

To,

The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V. Road, Santacruz (West),  
Mumbai – 400054

*Ref: Tender No. LIC/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01*

*Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

1. Having read and examined the Tender documents including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake the services in conformity with the said Tender documents in accordance with the Prices indicated in the Commercial Proposal and made part of this Tender Response.
2. If our offer is accepted, we, the undersigned offer to carry out the said activities mentioned above in conformity with the terms and conditions of the said Tender Documents.
3. I/We confirm that this offer is valid for 180 days from the last date for submission of this Tender response to LIC.
4. Until a formal contract is prepared and executed, this offer, together with LIC's written acceptance thereof through LOI, shall constitute a binding contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We understand and agree that LIC has right to reject the offer in full or part without assigning any reasons, whatsoever.
7. We have never been debarred/black-listed by any regulatory /statutory authority/ Central Govt./State Govt./PSU or any other organization in India.
8. We or our group entity and related parties do not have any insurance intermediary license and that none of our Directors have any insurance agency. None of our directors will ever obtain any insurance license either as a broker or an agent [individual or Corporate Agency] during the term of the agreement with LIC and for a period as stipulated in the SLA, subsequent to the termination of the contract with LIC.
9. I/We unconditionally accept the Terms and Conditions mentioned in the Tender document and it's Annexures. I/We state that LIC may consider my/our bid on the basis of the statement made by me/us in this Affidavit.
10. I/We further state that the information sought by LIC in these documents are true and correct and any information if found to be incorrect at any stage during the Tender process or after Award of contract or during service period as per contract, shall make the bid /contract liable to be repudiated/terminated. Further, I/We accept that in such case Earnest Money Deposit (EMD) / Performance
11. Security Deposit shall be forfeited.
12. I/We state that Non-compliance of any provisions, being a statutory requirement, any misstatement made, shall be sufficient reason for LIC, apart from as mentioned in the relevant sections & clauses of this Tender document/ contract, to terminate the Contract/disqualification from tender process and the EMD/Security Deposit will be forfeited/invoked, besides taking recourse to other legal remedies available in the Tender Document /Contract.
13. I/We undertake, if our Bid / proposal is accepted, to commence services as per the Tender document, as accepted, within 30 days, calculated from the date of receipt of your notification of award.
14. I/We shall have no cause of action/any legal proceedings/complaint against the LIC due to the rejection of my/our tender Bid or Non selection as a successful Vendor or non-award of the Contract or disqualification.

Yours faithfully,

**Authorized Signatory**

**Company Stamp**

**Date:**

**Place:**

## **Annexure**

### **Mandatory 'Information Security Requirements' Criteria (To be signed & submitted by the Bidder)**

#### **Overview:**

The services, processes and solutions deployed for LICI shall follow a standard configuration/customization process and shall meet the functional, security, performance, legal, regulatory, and statutory requirements of LICI. The bidders shall comply with "Guidelines on Information and Cyber Security for insurers", published by IRDAI on 7<sup>th</sup> April, 2017 and any subsequent changes in this document and DPDP Act 2023 and DPDP Act Rules. The bidders shall comply with the provisions of Information Technology Act, 2000(amended 2008 ) other applicable legal requirements and standards to protect the customer's data,

The bidders shall also comply with LICI IT Policy, Information Security Policy and Procedures, LICI Policy on Information Security Requirements for Third Party in key concern areas as under:

- Responsibilities for data and application privacy and confidentiality.
- Responsibilities on system and software access control and administration.
- Custodial responsibilities for data, software, hardware, and other assets of LICI being managed by or assigned to the Bidder.
- Physical Security of the facilities.
- Incident response and reporting procedures.
- Password Policy of LICI.
- Data Encryption/Protection requirement of LICI.
- Server hardening, security policies, and Secure Configuration Documents.
- Sharing of Background Verification of its personnel, working on LICI Project.
- Business Continuity Management and Disaster Recovery.

The bidder having access to IT infrastructure of LICI shall be managed as per Third Party Access Standard & Procedure of LICI. If required, LICI Policy on Information security requirement for third-party document will be shared with the successful bidder.

LICI shall reserve the right to carry out Security Assessment of the services, processes, applications and solutions and underlying infrastructure components of the selected bidders through their empaneled information security service provider. In case of any observations or vulnerabilities reported during these testing, the successful bidder shall close the observation and mitigate the risk within one month without any additional commercial levied to LICI.

Failure to close the vulnerabilities within one month will attract penalty. The contracts relating to outsourced services with the selected bidders shall detail security requirements in compliance with LICI Security Policies and supporting Standards & Procedures and the selected bidders shall demonstrate compliance with such requirements.

## **Annexure**

**(To be submitted by the selected bidder on banks Letter Head)**

### **Security Deposit**

This Deed of Guarantee executed by the \_\_\_\_\_ (Bank name) (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India (hereinafter referred to as "LICI"), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 for an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) at the request of (Selected Bidder's Name & Address) \_\_\_\_\_ (hereinafter referred to as the "Selected Bidder"), who has been selected a successful bidder in the Tender Reference <\*> dated <\*> and is required to submit Security Deposit in terms of the aforesaid Tender.

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, up to a total amount of Rs. \_\_\_\_ (In Words - \_\_\_\_\_ Rupees only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. \_\_\_\_ (Rupees \_\_\_\_\_ only). Whereas \_\_\_\_\_ incorporated under companies act having its registered office at \_\_\_\_\_ is participating in Tender ref \_\_\_\_ for \_\_\_\_ is submitting this guarantee under the terms & conditions of the said Tender.

LICI need not prove or show grounds or reasons for the demand of any part or the full amount of guarantee.

This Security Deposit will be valid for a period up to \_\_\_\_\_ (for a period of <\*> from the date of contract)

The Bank hereby covenants and declares that the guarantee hereby given is an unconditional, irrevocable one and shall not be revoked by a Notice or otherwise. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

We hereby confirm that we have the powers to issue this guarantee in your favor under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this Security Deposit.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

**Sealed & Signed by the Bank**

### **Annexure (Bid Covering letter)**

**(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)**

To,  
The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor, S.V.Road,  
Santacruz (West),  
Mumbai – 400054

*Ref: Tender No. **LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01**  
Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

We have examined the Ref: Tender No. **LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01** dated 01.07.2026 for **Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3**, including all its Annexures. We, the undersigned have read, understood, complied with, and stand bound by all requirements of the Tender document, and offer to design, size, procure, install and maintain all the items mentioned in the Tender and the other schedules/annexures of requirements and services for LIC in conformity with the said Tender documents in accordance with the schedule of Prices indicated in the Commercial Bid and made part of this Tender.

1. If our bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents.
2. If our bid is accepted, we will obtain and submit to LICI the Security Deposit in the form prescribed by LICI for a sum equivalent One Lakh.
3. We agree to abide by this tender offer from the date of Tender opening and our offer shall remain binding on us and may be accepted by LIC at any time before expiry of the offer.
4. This bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We agree that LICI is not bound to accept the lowest or any bid that LICI may receive and LICI may reject any Bid or accept without assigning any reasons or giving any explanation whatsoever.
7. We certify that we have provided all the information requested by LICI in the format requested for. We also understand that LICI has the exclusive right to reject this offer in case LICI is of the opinion that the required information is not provided or is provided in a different format.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Authorized Signatory

Name:

Contact No.:

Designation:

Office Seal:

**Annexure**

**ITR and Turnover for last three years duly certified by Chartered Accountant**

**(on CA Letter Head)**

**Name of the Bidder Firm & Address:**

| <b>S. No.</b> | <b>Financial Year</b> | <b>Annual Turnover (In Rs.)</b> |
|---------------|-----------------------|---------------------------------|
| <b>1.</b>     | <b>2022-23</b>        |                                 |
| <b>2.</b>     | <b>2023-24</b>        |                                 |
| <b>3.</b>     | <b>2024-25</b>        |                                 |

Attach copies of audited statement of Accounts (Balance Sheets, P & L Accounts etc.) and ITRs for last three years.

**Signature**

**Seal**

**Name**

**Place & Date**

**Annexure**

**Proof of experience for working with the Central/ State Government Department/  
Ministry/ PSU / Life Insurer**

**Copy of empanelment and successful completion or a certificate from the concerned  
Ministry/ Department/ PSU/Other Life Insurer to be submitted.**

## **Annexure**

### **FORMAT FOR NET WORTH CERTIFICATE**

**(To be given on the letterhead of the Statutory Auditor)**

#### **To Whomsoever It May Concern**

**Name of the Firm/Company:**

**Address:**

**PAN No:**

**Entity Type** (Partnership/Private Limited/Others):

It is to certify that as per the audited Balance Sheet and Profit & Loss Account during the Financial Year....., the Net Worth of M/s (Name & Registered Address of Individual /Firm/Company) as on 31<sup>st</sup> March.....(previous financial year from the year in which NIT is published Rs.....(Rupees. Application invited for Empanelment is after considering all liabilities. It is certified that computation of Net Worth based on me /Our scrutiny of the Books of Accounts, Records and Documents is true and correct to the best of my / our knowledge.

This certificate is issued at the request of [Name of the Individual/ Entity] for the purpose of tender submission to LIC of India, as per Ref: LIC/CO/NBR/TENDER/CPPB/2026-27/01. It is based on the information and documents made available to us, and no independent valuation has been carried out.

Place:

Date:

For [Name of CA Firm]  
(Chartered Accountants)

Signature & Seal

Name of Chartered Accountant:

Membership No.:

**Annexure**

**Proforma/Undertaking**

**DECLARATION REGARDING BLACKLISTING/DEBARRING FROM TAKING PART IN  
TENDER/BID & CRIMINAL ACTIVITIES**

**(To be executed and attested by Public notary / Executive Magistrate on Rs. 500/-  
non judicial stamp paper by the Bidder)**

I/We \_\_\_\_\_ (Bidder) hereby declare that the bidder  
namely M/s. \_\_\_\_\_ has not been blacklisted or debarred or  
engaged in criminal activities in the past by Union / State Government or any Organization  
during the **last five (05) financial years** in India or abroad and has no litigation in any of  
the Court(s). Or I / We \_\_\_\_\_ (Bidder) hereby declare that the bidder  
namely M/s. \_\_\_\_\_ was blacklisted or debarred or engaged in  
criminal activities by Union/State Government/PSU or any Organization during the **last five  
(05) financial years** in India or abroad, for a period of \_\_\_ years w.e.f. to The period is over  
on \_\_\_\_\_ and now the firm/company is entitled to take  
part in Government/PSU tenders. In case the above information found false I/We are fully  
aware that the tender/ contract will be rejected/cancelled by the LIC of India.

Date: -

Place:

Agency / Deponent Attested:

Name

Public Notary / Executive Magistrate) Address

\_\_\_\_\_  
Signature & Seal of Authorized Signatory of the Agency

**Annexure****Undertaking for Genuineness of The Document(s)/Certificate(s)**

I/We..... participating in the TENDER/BID Ref. No.

and, I/We hereby declare that all our documents / certificate are genuine and give an undertaking stating that all the document/certificate submitted for admission into the BID No.\_\_\_\_\_ dated\_\_\_\_\_for the work/Services to be procured by LIC of India. We hereby declare that all our certificates are genuine.

I/We am/are aware that if the submitted relevant certificate (s) is/are found to be not genuine at a later date my/our participation is liable to be cancelled and I/We am/are liable for criminal prosecution as may be legally deemed fit further I/We agree that I/We abide by the Rules and Regulations of the LIC of India.

**Date: -**

**Place:**

-

**(Signatory authority with seal)**

**Firm/Company Name & Address**

**Annexure**

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS**

**(On Company Letter head)**

**Bid Security Declaration Form**

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

Tender Ref. No. \_\_\_\_\_

To,

(Complete name & Address

of the LIC of India)

I/We, the undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the LIC of India during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Security Deposit, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

**Signed:** (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

**Name:** (insert complete name of person signing he/she Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on day of \_\_\_\_ (insert date of signing), Place .....

Corporate Seal (where appropriate)

**Annexure**

**Company Incorporation Certificate from Registrar of Companies**  
**to be submitted by bidder** duly certified by a Notary Public

**Annexure**

**MSME Certificate issued by competent authority**

**to be submitted by bidder as mentioned in Terms & Conditions.**

## **ANNEXURE- I**

### **AFFIDAVIT**

(To be submitted by Bidder on non-judicial stamp paper of Rs. 500/- (Rupees Five Hundred only) duly attested by Notary Public)

Affidavit of Mr.....S/o.....Resident of  
.....I, the deponent above named do  
hereby solemnly affirm and declare as under: That I am the Proprietor/Authorized  
signatory of M/s ..... Having its Head Office/Regd. Office at  
.....

That the information/documents/Experience certificates/Bank Guarantee(s) submitted  
by M/s..... along with the Bid/proposal for..... (Name of work)  
To LIC of India are genuine and true and nothing has been concealed. I shall  
Have no objection in case LIC verifies those from issuing authority(ies).

I shall also have no objection to providing the original copy of the document(s), in case  
LIC demands of or verification. I hereby confirm that in case, any document, information &  
/ or certificate submitted by me found to be incorrect / false / fabricated, LIC at its  
discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD /  
All dues as per LIC policy.

I, ....., the Proprietor/Authorized signatory of  
M/s.....do hereby confirm that the contents of the above Affidavit  
Are true to my knowledge, and nothing has been concealed there from and that no part  
of it is false.

Verified at.....this.....day of.....

DEPONENT

ATTESTED BY (NOTARY PUBLIC)

**Annexure**  
**Land Border Declaration**

(This letter should be on the letterhead of the Bidder firm duly signed by an authorized signatory)

To,  
The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V.Road, Santacruz (West),  
Mumbai – 400054

*Ref: Tender No. LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01*  
*Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier*  
*Services for LIC of India, Mumbai D. O. – 3*

**Re: Invitation For Tender**

Dear Sir,

I have read Office Memorandum F. No. 6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144(xi) in GFRs 2017 which defines clauses regarding restrictions for procurement from a bidder from a country which shares a land border with India.

I certify that ..... (bidder) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that ..... (bidder) fulfils all requirements in this regard and is eligible to be considered for this Tender Process.

Dated at ..... this ..... day of ..... 2026.

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

## Annexure

### Authorization to Attend Pre-Bid & Other Meeting/s

(on Company Official Letter Head)

Bidder's Name.....

[Address and Contact Details]

Date.....

To

The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V.Road, Santacruz (West),  
Mumbai – 400054

**Subject: Authorization to attend Pre-Bid & Other Meeting/s on \_\_\_\_ (date)**

*Ref: Tender No. LIC/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01*

*Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

Following person/sis/are hereby authorized to attend the Pre-Bid & Other Meeting/s for the tender mentioned above on behalf of \_\_\_\_\_ (Bidder) in the order of preference given below.

| Sr.                      | Name | Government Photo ID Type/Number |
|--------------------------|------|---------------------------------|
| I.                       |      |                                 |
| II.                      |      |                                 |
| Alternate Representative |      |                                 |

Note:

1. Maximum of two representatives (carrying valid Government photo IDs along/ a signed copy of it by it's Authorized Official) shall be permitted to attend the Pre-Bid & Other Meeting/s. An alternate representative shall be permitted when regular representatives cannot attend.
2. Permission to enter the hall/venue where the Pre-Bid & Other Meeting/s is/are conducted may be refused if authorization as prescribed above is not submitted.

**Signatures of Bidder**

**or**

**The Officer Authorized to sign the Bid.**

**Documents on behalf of the Bidder**

**[name & address of Bidder and seal of the company/firm]**

**Annexure**

**(On Company Letterhead)**

**SELF-DECLARATION**

To,  
The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V.Road, santacruz (West),  
Mumbai – 400054

**Sub: Self-Declaration – Compliance with All Applicable Laws & Regulations (Sr. No. 21 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01  
Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier  
Services for LIC of India, Mumbai D. O. – 3*

Sir/Madam,

We, M/s \_\_\_\_\_, having our registered office at, do hereby solemnly declare and confirm the following:

We are in compliance with all applicable Union, State and Local laws, ordinance, and regulations in performing our obligations. We have duly obtained all necessary licenses, permissions, certificates etc. as required, and are paying all applicable taxes as required under law.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For** \_\_\_\_\_ **(Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

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

Designation: \_\_\_\_\_

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

Place:

*(Affix Company Seal Here)*

Enclosures:

1.....

2.....

Annexure

**(On Company Letterhead) SELF-DECLARATION**

The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V.Road, Santacruz (West),  
Mumbai – 400054

**Sub: Self-Declaration – Details of Fines / Penalties / Litigation (Sr. No. 22 of Minimum Eligibility Criteria or Technical Qualification)**

*Ref: Tender No .LIC/MD0 3/OS/Tender/Dispatch & Courier/2026-27/01*

*Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

**Sir/Madam,**

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare that during the last 5 years, the details of any fines, penalties or litigation filed by/against our Company or any of our offices in India and abroad are as follows:

**Any fines/penalties/litigation pending? (Please tick): YES/NO**

If YES, please provide details below:

1. Nature of Case/Fine/Penalty:
2. Filed By/Against:
3. Forum/ Court/ Authority:
4. Current Status:
5. Amount Involved(if any):
6. Extra Sheets/relevant documents should be attached as supporting documents.

If NO, we hereby confirm that there are no fines, penalties or litigations filed by or against our Company or any of our offices in India and abroad during the last 5 years.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

Authorized Signatory:

Name:

Designation:

Company Seal & Signature:

Date:

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

*(Affix Company Seal Here)*

Enclosures:

- 1.....
- 2.....

**ANNEXURE****(On Company Letterhead) SELF-DECLARATION**

To,  
The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V.Road, Santacruz (West),  
Mumbai – 400054

**Sub: Self-Declaration regarding NPA & defaulter Account Status, Credit Facilities & Authority to check CRISIL / Credit Risk Score (Sr. No. 28 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01  
Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. – 3*

Sir/Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

**PART A- Declaration Regarding NPA Status, defaulter Account & Litigation****1. Non-Performing Assets (NPA) Status/defaulter Account:**

We hereby declare that our Firm / Company and/or any of our Promoter Directors, in their individual capacity or as Director/Trustee/Guarantor do not have credit facilities classified as Non-Performing Assets (NPA), defaulter account as on the date of issuance of this Tender: If any, details:

**2. Litigation with Bankers/Other Organizations:**

We hereby declare that our Firm / Company and/or any of our Promoter Directors do not have any pending litigation with any Banker or any other organization on account of credit facilities issued by them, either in their individual capacity or as a Director/ Trustee / Guarantor, as well as as any defaulter Credit/Loan Account with any of Banks/Credit organizations/any other

If any, details:

**3. Details of Promoter, Directors:**

The following is the complete list of Promoter Directors of our Firm/Company:

| Sr. | Name of Promoter /Director | Designation | DIN/PAN No. | NPA (Yes/No) | Litigation (Yes/No) |
|-----|----------------------------|-------------|-------------|--------------|---------------------|
| 1.  |                            |             |             |              |                     |
| 2.  |                            |             |             |              |                     |
| Sr. | Name of Promoter /Director | Designation | DIN/PAN No. | NPA (Yes/No) | Litigation (Yes/No) |
| 3.  |                            |             |             |              |                     |
| 4.  |                            |             |             |              |                     |

*(Add rows as required)*

If Yes to any of the above, please provide details:

**PART B–Authority to Check CRISIL/Credit Risk Score**

We, M/s \_\_\_\_\_, hereby authorize LIC of India and/or its authorized representatives to access, verify, and check the CRISIL Score / Credit Risk Score Report of our Firm / Company and of the following Promoter Directors, in their individual capacity or as Director / Trustee / Guarantor, for the purpose of evaluation of our bid submitted against the above-referenced Tender:

| Sr. | Name of Promoter / Director | PAN Number | Date of Birth |
|-----|-----------------------------|------------|---------------|
| 1.  |                             |            |               |
| 2.  |                             |            |               |
| 3.  |                             |            |               |
| 4.  |                             |            |               |

*(Add rows as required)*

**PART C–Enclosures**

We hereby enclose the following documents along with this Declaration:

1. Copy of CRISIL/Credit Risk Score Report of the Firm/Company (not older than 3 months) – Enclosed
2. Copy of CRISIL / Credit Risk Score Report of each Promoter Director (not older than 3 months) – Enclosed
3. List of all Promoter Directors with DIN/PAN details – Enclosed

We hereby confirm that the above declaration is true, correct, and complete to the best of our knowledge and belief. We understand that any non-disclosure and suppression of material facts or misrepresentation regarding this subject matter and declaration shall render our bid liable for outright rejection and may result in blacklisting from future tenders with LIC of India.

Further, at any point and time during the process of Tender and/or during the Contract period subsequently if at any point of time, came to the notice of LIC regarding non-disclosure/suppression of material fact in this regard, the bid will be liable to be rejected and/or Contract will be terminated and suitable action will be taken against the Vendor/Firm, as detailed in the document under Clause 33.

Thanking you,

**For** \_\_\_\_\_ **(Company/Firm Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

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

Designation: \_\_\_\_\_

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

Place:

*(Affix Company Seal Here)*

## Annexure

**(On Company Letterhead)**  
**SELF-CERTIFICATION**

To,  
The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor,  
S.V.Road, Santacruz (West),  
Mumbai – 400054

**Sub:Self-Certification–Infrastructure&OperationalCapabilities(Clause3.7)**

*Ref: Tender No. LICI/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01*

*Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. - 3*

Sir/Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and certify that we possess the following infrastructure and operational capabilities as required under Clause 3.7:

| sl | Infrastructure/Capability Required                                            | Available (Yes/No) | Remarks/Details |
|----|-------------------------------------------------------------------------------|--------------------|-----------------|
| 1. | Inland letters Machines                                                       | Yes/No             |                 |
| 2. | Manpower for Envelope Insertion and other allied jobs etc.                    | Yes/No             |                 |
| 5. | Valid National Account Letter in the name of the Bidder, issued by India Post | Yes/No             |                 |
| 7. | In-house Logistics for handing over Dispatch to India Post                    | Yes/No             |                 |

We confirm that all the above are operational and supporting documentary evidence is enclosed herewith.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

For \_\_\_\_\_ (Company Name)

**Authorized Signatory:**

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

Designation: \_\_\_\_\_

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

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

Company Seal& Signature:

*(Affix Company Seal Here)*

Enclosures:

1.....

2.....

3.....

**Annexure  
(On Company Letterhead)  
SELF-DECLARATION**

To,  
The Sr. Divisional Manager,  
LIC of India, Mumbai D.O.3  
New India Building, 1st Floor, S.V.Road,  
Santacruz (West),  
Mumbai – 400054

**Sub: Self-Declaration– No History of Insolvency and No Criminal Cases (Sr. No. 30 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/MDO 3/OS/Tender/Dispatch & Courier/2026-27/01*

*Dated 01.07.2026 for Annual Contract of Postal Dispatch and In-house Courier Services for LIC of India, Mumbai D. O. - 3*

Sir/Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare that the Bidder / Firm and /or any of its Promoters / Directors.

1. Do not have any history of insolvency
2. Were/are currently not engaged in any criminal cases

As on the date of issuance of this Tender, either in their individual capacity or as Director / Trustee / Guarantor or as a Firm.

We further declare that if any such instance or case exists, we acknowledge that the Bidder shall be liable to be declared ineligible for the Tender process.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

Authorized Signatory:

**Company Seal & Signature:**

**(Affix Company Seal Here)**

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_  
Place: \_\_\_\_\_

Enclosures:

- 1.....
- 2.....
- 3.....

## ANNEXURE

### Addresses of the Branches & Satellite Offices & Departments under Mumbai Division-III

| Sr. No. | Name and address of the Office |                                                                      |
|---------|--------------------------------|----------------------------------------------------------------------|
| 1       | 886                            | 2 <sup>nd</sup> Flr, New India Bldg, Santacruz West                  |
| 2       | 887                            | Gr. Flr, New India Bldg. Santacruz West                              |
| 3       | 888                            | Samant Estate, Goregaon East, Mumbai                                 |
| 4       | 890                            | Hemu Classic Bldg, S.V. Road, Malad West, Mumbai.                    |
| 5       | 891                            | Swapna Siddhi, Akuril Road, Kandivli East, Mumbai                    |
| 6       | 893                            | Jeevan Seva Bldg, Ground Flr, Santacruz West.                        |
| 7       | 924                            | D J House, Old Nagardas Rd, Andheri East, Mumbai                     |
| 8       | 926                            | Mukut, S.V. Road, Bandra West, Mumbai                                |
| 9       | 935                            | Jeevan Shikha, J.B. Nagar, Borivli West, Mumbai                      |
| 10      | 91C                            | 1 <sup>st</sup> Flr, New India Bldg, Santacruz West                  |
| 11      | 91Q                            | Satellite Classic Bldg, Jogheshwari East, Mumbai                     |
| 12      | 91V                            | J B Nagar Shopping Centre, Borivli West, Mumbai                      |
| 13      | 89A                            | Satellite Classic Bldg, Jogheshwari East, Mumbai                     |
| 14      | 89C                            | 2 <sup>nd</sup> Flr, Jeevan Shikha, J.B. Nagar, Borivli West, Mumbai |
| 15      | 89E                            | Shivanand, S.V. Road, Goregaon West, Mumbai                          |
| 16      | 89F                            | Satellite Classic Bldg, Jogheshwari East, Mumbai                     |
| 17      | 89G                            | Sakinaka, Mumbai                                                     |
| 18      | 89H                            | Shivanand, S.V. Road, Goregaon West, Mumbai                          |
| 19      | 9051                           | Gr. Flr, New India Bldg. Santacruz West                              |
| 20      | SO 935                         | Thakur Complex, Kandivli East, Mumbai                                |
| 21      | SO935                          | Nallsopara.                                                          |
| 22      | SO 924                         | Andheri West.                                                        |
| 23      | SO 890                         | Charkop, Kandivli West.                                              |
| 24      | SO 891                         | MTNL, Bhyandar East                                                  |
| 25      | SO 91V                         | Mira Road,                                                           |
| 26      | SO 887                         | MTNL, Khar West                                                      |
| 27      | STC                            | Jeevan Shikha, J.B. Nagar, Borivli West, Mumbai                      |
| 28      | C.ZONE – BVI                   | J B Nagar Shopping Centre, Borivli West, Mumbai                      |
| 29      | C.ZONE – BKC                   | MTNL, BKC, Bandra                                                    |
| 30      | DIV. OFFICE                    | 2 <sup>nd</sup> Flr, New India Bldg, Santacruz West, Mumbai          |

**\*\*End of the TENDER Document\*\***