



**LIFE INSURANCE CORPORATION OF INDIA**

Central Office, OS Dept  
"Yogakshema"  
4<sup>th</sup> floor, West Wing  
Jeevan Bima Marg, Nariman Point  
Mumbai - 400 021  
Tel.: 022-66598412, 66598409  
E-mail: co\_eos@licindia.com

**E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

**TENDER NO: LIC/OS/ Mail/01/04/2023**

Life Insurance Corporation of India, Mumbai (hereinafter referred to as "Corporation") having its Head Office at Yogakshema , Nariman Point , Mumbai- 400021 proposes to invite tenders for Empanelment of Courier service providers.

E - Tenders are invited from established Courier Service Providers hereinafter referred to as "Service providers" based at Mumbai, Thane or Navi Mumbai and operating their business from Mumbai, Thane or Navi Mumbai having minimum experience of five years in the profession of providing courier services all over India as well as outside India and should have rendered satisfactory courier services to at least two Public Sector Undertaking / Banks / Central or State Government Offices. Service providers who are interested in empanelment on our panel and fulfilling conditions as per terms and conditions may apply under the two bid system.

**Secretary (OS)**



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

**E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

**CONTENTS**

<b>S.NO</b>	<b>DESCRIPTION</b>	<b>PAGE NO.</b>
1	Tender Notice	3 - 4
2	Terms, Conditions and instructions for Bidders	5 - 10
3	Instructions in regard to Submission of Tenders / Bids	11 -13
5	Information to the bidders for using online electronic tendering system (eTS)	14 - 17
4	Scope of services and Payment Terms and Conditions	18 - 19
5	Tender Evaluation Procedure	20
6	Technical Bid -Annexure A	21 - 23
7	Check List of Documents to be submitted with Technical Bid-Annexure I	24- 25
8	Non relationship Certificate- Annexure II	26
9	List of Present and Past clients - Annexure III	27
10	Certificate regarding Turn over- Annexure IV	28
11	Acceptance letter-Annexure V	29
12	Undertaking for Non Blacklisting/Prosecution of Firm-Annexure VI	30
13	List of Division offices-Annexure VII	31-32
14	Pre contract Integrity Pact- Annexure VIII	33-40
15	Specimen of No Dues Certificate -Annexure IX	41-42
16	Specimen of Agreement - Annexure X	43-47
18	Instructions and Terms and conditions for Financial Bid	48
19	Financial Bid-Annexure B	49-51

**Secretary (OS)**



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
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**E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

**NOTICE INVITING E-TENDER (NIT)**

Life Insurance Corporation of India invites e-bids through **website**  
<http://www.tenderwizard.com/LIC> from eligible bidders empanelment of Courier service providers

The Schedule of the Tender given below:

Bid Document No.	LIC/OS/ Mail/01/04/2023
Name of work	E – Tender for Empanelment of Courier service providers.
Earnest Money Deposit	Rs. 20,000/- in form of Demand Draft/ Pay Order drawn in favour of “LIC of India” payable at Mumbai to be submitted at the time of submitting the hard copy of the tender documents (mentioned in point no 4 of Terms, Conditions and Instructions for Bidders) in a separate envelope super scribed “TENDER FOR EMPANELMENT OF FIRMS FOR PROVIDING COURIER SERVICES - EMD”.
Period during which DD towards EMD and hard copy of other documents as per Tender shall be submitted.	<b>Upto 27<sup>th</sup> April 2023 upto 11.30 am to be submitted to The Secretary OS, LIFE INSURANCE CORPORATION OF INDIA, Central Office, OS Dept, 4<sup>th</sup> floor, West Wing, “Yogakshema”, Jeevan Bima Marg, Nariman Point Mumbai – 400 021</b> If the Bidder fails to submit the original D.D. for EMD within date & time as specified, the Bid Document will be declared non -Bonafide and shall not be opened irrespective of fact that scanned copy of the DD might have been uploaded in e-Portal.
Date of tender & Publication of Advertisement in newspaper	<b>7<sup>th</sup> April 2023</b>
Online Bid submission closing date & time	<b>26<sup>th</sup> April 2023 upto 11.30 pm</b>
Submission of Hard copies of some documents mentioned in Tender in Office : date & time	<b>27<sup>th</sup> April 2023 upto 11.30 am</b>
Time , Date and Place of Opening of Online Technical Bid	Time - <b>2.00 pm onwards</b> Date - <b>27<sup>th</sup> April 2023</b> Place : Central office, Conference Hall, 4 <sup>th</sup> floor, West Wing, Yogakshema , Nariman Point , Mumbai- 400 021



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

**E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

Time , Date and Place of Opening of Online Financial Bid	Will be intimated later on after finalizing Technical Bid Place : Central office, Conference Hall, 4 <sup>th</sup> floor, West Wing, Yogakshema , Nariman Point , Mumbai- 400 021
Pre- Bid meeting with Tenderers	Time - <b>11.30 am</b> Date - <b>12<sup>th</sup> April 2023</b> Place - LIC Of India, Central office, Conference Hall, 4 <sup>th</sup> floor, West Wing, Yogakshema , Nariman Point , Mumbai- 400 021
Contact E-mail	<b>co_eos@licindia.com</b>
<p>Note: Any addendum/corrigendum/ date extension in respect of above tender shall be issued on website: <a href="http://www.tenderwizard.com/LIC">http://www.tenderwizard.com/LIC</a> only and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep themselves updated. Detail tender notice and Bid documents for downloading are also available in this website.</p> <p style="text-align: right;"><b>Secretary (OS)</b></p>	

The tender document can be downloaded from website [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC). Corrigendum(s)/ Amendment(s), if any, would appear only on the website and will not be published in any other media.

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

The Bidder shall submit the hard copies of documents related to Technical Bid as mentioned in the Tender to Following address :

Secretary (OS)  
Life Insurance Corporation of India  
Central Office, OS Dept  
Yogakshema, West Wing, 4<sup>th</sup> Floor  
Jeevan Bima Marg  
Nariman Point, Mumbai 400021

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 does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.

**Secretary (OS)**



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## **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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### **TERMS, CONDITIONS AND INSTRUCTIONS FOR BIDDERS**

Life Insurance Corporation of India, Mumbai (hereinafter referred to as "Corporation ") having its head office at Yogakshema, Nariman Point, Mumbai- 400021 invites E -tenders for Empanelment of Courier service providers.

The tender document can be downloaded from website [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC). Corrigendum(s)/ Amendment(s), if any, would appear only on the website and will not be published in any other media.

1. The tender shall be submitted in two parts i.e. Part - I (Technical Bid - Annexure A) and Part - II (Financial Bid - Annexure B). The mode of submission of tender will be: - online only on the [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC) website. However some documents related to Technical Bid shall additionally be submitted in LIC Office.
2. Bidder has to submit the Tender Online/Offline Bids as under

#### **A) Online Submission**

**Technical Bid : Annexure "A"** with other documents :The Bidder shall fill and sign Technical Bid (Annexure A) with Integrity Pact , Declaration, Undertaking (Filled and signed) along with supporting documents/ attachments. All documents shall be self-attested by authorized Signatory of bidder with an undertaking that full responsibility is taken by him/ her on behalf of the bidder for veracity of submitted documents. Bidder shall upload all these documents alongwith scanned copy of the Demand Draft/ Pay Order of the EMD on the abovesaid website. Financial Bid shall not be uploaded with Technical Bid.

**Financial Bid: Annexure "B"** The figures shall be quoted in the Financial Bid Template. No other document, conditions shall be uploaded along with documents of FINANCIAL BID. The bid should be strictly in the format as given in Annexure B. **No other document, conditions shall be uploaded along with documents of FINANCIAL BID.**

#### **B) Offline Submission**

Sealed envelope superscripting the name "**TENDER FOR EMPANELMENT OF FIRMS FOR PROVIDING COURIER SERVICES**" containing following documents to be submitted to our office addressed to - Secretary OS, LIFE INSURANCE CORPORATION OF INDIA, Central Office, OS Dept, 4<sup>th</sup> floor, West Wing, "Yogakshema", Jeevan Bima Marg, Nariman Point, Mumbai – 400021 on or before the date & time specified / extended date & time if any for submission of online Bids.



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YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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- a) All Documents as per Annexure I
  - b) All Pages from Terms, Conditions and instructions for Bidders to Tender Evaluation Procedure ( pages 5 to 20) and Corrigendum/Amendments (if any) duly signed by the authorized Signatory of the Bidder.
  - c) Original Physical Demand Draft/Pay order of Rs 20000 (Rs. Twenty Thousand only) in favour of "Life Insurance Corporation of India" payable at Mumbai towards EMD OR MSME certificate claiming exemption from EMD.
3. If the Bidder fails to submit Original DD/Pay Order on or before the specified date and time, the Bid Document will be declared non-Bonafide and shall not be opened irrespective of fact that scanned copy of the DD/Pay Order might have been uploaded in e-Portal, even if the delay is due to extraneous factor.
  4. Those intending tenderer not registered on the website i.e. [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC) mentioned above with M/s Antares Systems Limited are required to get registered beforehand. If needed they can be imparted training on online tendering process as per details available on the website ie, [www.tenderwizard.com](http://www.tenderwizard.com). The intending tenderer must have class-III digital signature to submit the tender.
  5. Possession of Digital Signature Certificate (DSC) and registration of the Bidders on the portal i.e. <http://www.tenderwizard.com/LIC> is a prerequisite for e-Tendering.

For Registration and for further details on e-tendering, please visit website above mentioned portal (website) or below mentioned Helpdesk details.

**Office Address:**

Antares Systems Limited.  
E-Tender helpdesk  
#24, Sudha Complex,  
03rd Stage, 04th Block,  
Basaveshwaranagara,  
Bangalore - 560079,

**Help Desk Contact Details:**

Tel: 91-8045982100  
Mobile: 9686115304/9686115323  
E-mail: [lokesh.hr@antaressystems.com](mailto:lokesh.hr@antaressystems.com)  
[raghuprashanth@antaressystems.com](mailto:raghuprashanth@antaressystems.com)  
Senthil Raj - 8693843194

6. The secretary (OS) reserves the right not to open Financial Bid of any/ all the Bidders at his/her sole discretion without assigning any reason whatsoever.
7. The last date time of online submission of e-tender is 26<sup>th</sup> April 2023 up to 11.30 p.m. and offline documents is 27<sup>th</sup> April 2023 upto 11.30 am. The tender (**Technical Bid**) will be opened on 27<sup>th</sup> April 2023, 2.00 p.m. onwards. The venue of opening of Technical Bid will be as given above. i.e. Yogakshema, West Wing, 4th Floor, Jeevan Bima Marg, Nariman Point, Mumbai- 400021". The Technical Bids will be opened in presence of Tenderers or their authorized representatives. The



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YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
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### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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Tender documents received after 11.30 am on 27th April 2023 will not be entertained and shall be rejected forthwith. Decision of the Competent Authority in this regard will be final, conclusive and binding on the bidders and the Corporation takes no responsibility for any delay whatsoever for submission of tender on or after due date and time given here above.

8. The bid shall be valid for the period of six months from the date of opening of Technical Bid.
9. **EMD of Rs. 20,000/- (Rs. Twenty thousand only) in form of Demand Draft/ Pay Order drawn in favour of "LIC of India" payable at Mumbai to be submitted along with the tender.** EMD of unsuccessful vendors will be refunded within one month from the date of finalization of tender. In case of successful vendor, the EMD shall be refunded within one month of completion of the tender process. Kindly note that EMD will not fetch any interest.
10. Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for empanelment of courier service provider shall be short-listed and Financial Bids of only such short-listed bidders will be opened. Such short-listed bidders will be intimated for the opening of Financial Bid. Financial Bids consists of Annexure B. L1 will be decided on the basis Annexure B separately for
  - (A) Rates for Mumbai,
  - (B) Rates for Domestic Destinations,
  - (C) Surface courier Rates (separately for each Zone)
  - (D) International Courier Rates
11. Any Bidder submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quote accordingly.
12. LIC of India reserves the right to call for any missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
13. Any conditional offer / tender shall not be considered.
14. Any modification in the tender after opening date shall not be considered.
15. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and forming a part and parcel of it. The successful tenderer shall sign and execute a Service Agreement subsequently which shall be inclusive of the terms and conditions as set forth in tender document as per Annexure X.
16. One representative from Bidder should be present for pre-bid meeting and also at the time of opening of Technical Bid and Financial Bid. Date of opening of Financial Bid will be intimated later on.
17. The Bidder/Tenderer should have a proper established office premises having necessary infra-structure and sufficient man-power on its rolls so as to provide



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POINT, MUMBAI 400021

### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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immediate, satisfactory and efficient courier services. Tenders received from Firms/establishments operating from residential premises and not having proper established office premises having necessary infra-structure and manpower on its rolls shall be rejected. The decision of Secretary (OS), Life Insurance Corporation of India, in this regard shall be final and binding on the Bidders/Tenderers.

18. The Bidders/Tenderers are hereby informed that the Corporation may arrange inspection of the office premises and infra-structure facilities of Bidder/Tenderer through a Committee of Officials of the Corporation and/or through an Investigator appointed for the purpose to verify the existence and status of firm/establishment with necessary infra-structure facility in providing satisfactory and efficient courier services so as to take a decision about the qualification of Technical Bids of Bidder/Tenderer. The decision of Secretary (OS), Life Insurance Corporation of India, in this regard shall be final and binding on the Bidders/Tenderers.
19. The Bidder/Tenderer should have a **minimum experience of five years** in the field of providing courier services.
20. The Bidder/Tenderer should have a **valid PAN Number** issued by Income Tax Authority. Submit photo-copy of PAN Card.
21. The Tenderer/Bidder **should be registered with Goods & Service Tax Authority** and should have a valid GST Number issued by Statutory Authority and should be ready to issue GST Compliant Bills/Invoices for release of payment. Submit self attested photo-copy of GST Registration with GST number.
22. The Corporation will debar Bidders/ Tenderers having relatives working in Life Insurance Corporation of India from tendering in any capacity. A Non-relationship Certificate is required to be submitted as per **Annexure II** of the Tender Document.
23. The Bidder/Tenderer should have rendered satisfactory courier services to at least two Public Sector Insurance Corporation / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute. The Bidder/Tenderer should furnish List of Clients to whom satisfactory courier services are given by them during the last three financial year's i.e. 2019-20, 2020-21 and 2021-22. Attach Certificates from concerned Clients/Companies. Attach list of present and past clients as per **Annexure III**.
24. The Bidder/Tenderer should have a On-line Developed Software available on its Official Website so as to enable the Corporation to track status, date and time of delivery of each consignments handed over for delivery to the Bidder/Tenderer.
25. The Bidder/Tenderer should have minimum average annual turn-over of Rs. 10 Crs and should have earned profit during the last five financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22. Attach Certificate from Chartered Accountant in this regard as per format given in **Annexure IV**.



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POINT, MUMBAI 400021

### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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26. The Bidder/Tenderer will have to submit "Acceptance Letter" on its Letter Head as per specimen given in **Annexure V**.
27. The Tenders from Individual/ Firm/ Organization including its Partners Shareholders/ Directors, who have been blacklisted/prosecuted by any departments / statutory bodies in any State or by any Court of Law, shall not be entertained. An Undertaking on the Letter Head of the Company as per specimen given in **Annexure VI** is required to be submitted along with Technical Bid
28. The tenders (directly or indirectly) from any firm/establishment whose services have not been found satisfactory by Life Insurance Corporation of India authorities earlier shall not be entertained.
29. The Tenders from Bidders whose Technical Bid(s) were earlier rejected by Life Insurance Corporation of India on account of fake supporting documents etc. shall not be entertained.
30. The Earnest Money shall be forfeited if :-
  - A) The Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.
  - B) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.
  - C) The Successful Bidder/Tenderer fails to comply with the GST and otherrules and regulations set forth by Government.
31. As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro, Small and Medium Enterprises (MSMEs) provided such MSMEs enclose certified copy of Valid Certificate of Registration as MSMEs issued by appropriate Registering Authority and letter from such Registering Authority certifying exemption from payment of Earnest Money Deposit to such MSMEs. Kindly note that if these documents are not attached with the Technical Bid of Tender Document submitted by MSME Bidder / Tenderer their Bid / Tender shall not be considered /entertained and shall be treated as rejected.
32. The empanelled service provider who becomes successful in Financial Bid will be awarded the **Contract of Courier Services for a period of 1 year** which can be extended for 1 more year and thereafter further by 1 more year, if required, on same rates, terms and conditions at the discretion of the Corporation.
33. During the term of Contract, there will be no revision in the rates. If during the said contract period the service provider expresses his inability to fulfill the contract, it will be treated as a breach of contract and the contract will be terminated. In such a case the Corporation reserves a right to
  - (i) Forfeit the security deposit submitted by the service provider.
  - (ii) Black list the service provider for 3 years.



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
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POINT, MUMBAI 400021

### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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34. The service provider, after the award of contract, shall not sublet the contract fully or partially.
35. Termination of the Contract
  - i. The Contract can be terminated by either party by giving 60 days'notice.
  - ii. The Contract is also liable to be terminated by the Corporation if ,
    - a. The service provider abandons the work
    - b. The service provider assigns or sublets the work either in whole or in part thereof or
    - c. The service provider makes default in the proceedings of the work under the contract, at any time during the Contract Period, with due diligence and continue to do so even after a notice is issued by the Corporation or
    - d. The service provider becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
    - e. The service provider persistently disregards the instructions issued by the Corporation or
    - f. The service provider fails to adhere to the agreed schedule of work or
    - g. The information submitted by the service provider in the Tender is found to be false or
    - h. The service provider fails to perform the obligations and violates the provisions as per the terms of the Contract.
36. If the service provider desires to terminate the contract, he shall give prior notice of at least 60 days as mentioned above, failing which, Security Deposit is liable to be forfeited.
37. In all cases of dispute, the matter will be referred to the Executive Director and his/her decision will be binding upon the service provider.
38. Selected service provider, to whom the final contract will be awarded, shall enter into SERVICE AGREEMENT subject to the laws. The Stamp Duty, Execution Cost etc shall be borne by the Service Provider entering into the Service agreement with the Corporation.
39. All payments to the Service Provider will be made through NEFT/ RTGS only.
40. The service provider should sign and affix firm's seal on all pages of documents submitted.



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YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

**E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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**INSTRUCTIONS IN REGARD TO SUBMISSION OF BIDS**

**NOTE:** Bidder should note that non-compliance of the following instructions will render the tender liable for rejection.

1. Address to which the Sealed Cover containing Original Demand Draft / Pay Order of Rs. 20000/- towards EMD and prequalification bid (Technical Bid – Annexure A) along with Original documents in sealed envelope marked Technical Bid / EMD are to be submitted:

**The Secretary OS  
LIFE INSURANCE CORPORATION OF INDIA,  
Central Office, OS Dept  
Yogakshema, 4<sup>th</sup> floor, West Wing,  
Jeevan Bima Marg,  
Nariman Point  
Mumbai – 400 021**

2. Last date for Submission of Online Bids is **26<sup>th</sup> April 2023, 11.30 pm. Refer NIT & Corrigendum /Amendments if any.**
3. The bidders are advised in their own interest to submit their bid documents well in advance from last date/time of submission of bids so as to avoid problems which the bidders may face in submission at last moment /during rush hours.
4. Bidder should fill in all the relevant information in prescribed templates/forms as required in the e-tendering System.
5. The Bidder should quote the rates only in the Financial Bid (Annexure B) Template to be downloaded from tender portal and should be uploaded on tender portal without making any changes in the setting of template on or before the date and time specified for online Bid submission.( Financial bid template will be visible after registration and payment to Antares systems)
6. No liability whatsoever will be admitted nor claim allowed in respect of errors in the submitted Bid due to missing / duplicate uploaded documents etc.
7. The contract shall be deemed to have come into existence on issue of letter of acceptance to the successful Bidder,
8. Earnest Money of Rs 20,000/- accompanying the tender will be accepted only in the form of DemandDraft / Pay Order in favor of “Life Insurance Corporation of India” payable at Mumbai.



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
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### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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Any tender, which is not accompanied by Earnest Money Deposit shall be summarily rejected.

Scanned copy of the DD/Pay order shall be uploaded on e-tender portal while submission of Bids.

9. The Tender Documents as uploaded excluding Financial Bid Template can be viewed and downloaded free of cost by anyone including intending tenderer. But Financial Bid Template can be downloaded only by the registered bidders and the Bid can only be submitted after uploading the mandatory scanned documents such as EMD & all other documents shall be as per Notice Inviting e-tender. Bidder to upload scanned copies of all the documents including valid GST registration / PAN No as stipulated in the tender document.
10. The bidders are advised to submit complete details with their bids as Technical Bid Evaluation will be done on the basis of documents uploaded on Tender Wizard Portal by the bidders with the bids. The information should be submitted in the prescribed proforma. Bids with Incomplete /Ambiguous information will be rejected.
11. The bidders are required to quote strictly as per terms and conditions, specifications, standards given in the tender documents and not to stipulate any deviations.
12. The bidder(s) if required, may submit queries, if any, through E-mail on **co\_eos@licindia.com** and in writing to the tender inviting authority to seek clarifications as per dates mention in NIT but latest by so as to reach LIC office not less than 2 days prior to the date of Pre-bid meeting (if to be held as per NIT). LIC will address only those queries which are essentially required for submission of bids. LIC will not reply the queries which are not considered fit like replies of which can be implied /found in the NIT/ Tender Documents or which are not relevant or in contravention to NIT/Tender Documents or queries received after PRE-BID meeting.
13. The Pre-Bid meeting shall be attended by the intending bidders only. **Further, the intending bidders should depute their authorized person with authorization letter in original to attend the pre-bid meeting.**
14. **List of Documents to be scanned, uploaded within the period of tender submission duly signed by authorized Signatory of the Bidder.**
  - a. Technical Bid (Annexure - A) duly completed and signed by Authorized Signatory of the Bidder with Supporting documents.



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
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POINT, MUMBAI 400021

### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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- b. All Documents as per Annexure I duly signed by the authorized Signatory of the Bidder.
- c. All Pages from Terms, Conditions and instructions for Bidders to Tender Evaluation Procedure (pages 5 to 20) and Corrigendum/Amendments (if any) duly signed by the authorized Signatory of the Bidder.

#### **15. Submission of Financial Bid and Other Bid Documents.**

- a) Financial Bid Template is provided in protected Excel Sheet format, keeping open only those cells where the Bidder needs to fill the information as given in the Bid Documents. The Bidders to fill the necessary information and amount quoted and upload the Financial Bid (Annexure B) Template on E-tender Portal within the specified date & time.
- b) Other Bid Documents uploaded by LIC including Tender to be downloaded by the Bidder and all the Bid Documents including Tender to be digitally signed by the Bidder and uploaded on E-tender Portal as specified in Para 14 above within the prescribed date & time.

16. Tenders containing errors are liable to be considered non-bonafide at the discretion of the Secretary (OS)

17. The Life Insurance Corporation of India reserves the right to reject any or all tenders or cancel/withdraw the invitation for bid without assigning any reasons whatsoever thereof. LIC does not bind itself to accept lowest tender.

#### **NOTE:**

1. All the uploaded documents should be in readable, printable and legible form failing which the Bids are liable for rejection. The document submitted in hard copy should be indexed and duly page numbered

**2 All the uploaded and submitted documents shall be considered as duly signed by contractor/ authorized representative.**



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

## **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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### **INFORMATION TO THE BIDDERS FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS)**

Information for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/LIC> adopted by Life Insurance Corporation of India as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

- 1) **Registration of the Contractors/Bidders:** All the contractors intending to participate in the tenders floated online using Electronic Tendering System (ETS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/LIC>.
- 2) After successful Registration on above mentioned portal, contractor will get a User ID and a Password to access the website.
- 3) **Viewing of Online Tenders:** The bidders can view tenders floated on Electronic Tendering System (eTS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/LIC>. They can view the details like Detailed e-Tender Notice, Enrolment Form, Part-I & Part-II of tender documents, other terms & conditions & relevant information and download the required documents by making login on to the above portal. The bidders can also view the e-tendering Program and the Time Schedule (Key Dates) for all the tenders floated using the Electronic Tendering System on above e- Tender Portal.
- 4) **Obtaining a Digital Certificate and its Usage:** On e-Tendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.
- 5) The intended bidders may obtain Class III digital certificate from any Certifying Authority or Sub- certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from one such certifying authority as given below :-
  - i) TATA Consultancy Services Ltd. 11th Floor, Air India Building, Nariman Point, Mumbai-400021 website – [www.tcs- ca.tcs.co.in](http://www.tcs-ca.tcs.co.in)



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

### E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER

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- ii) Sify Communications Ltd.  
III Floor, Tidel Park, 4 Canal Bank Road, Taramani,  
Chennai-600113. Website - [www.safescrypt.com](http://www.safescrypt.com)
  - iii) MTNL Trustline CA  
O/o DGM (IT-CA), 5515, 5th Floor,  
Core-V Mahanagar Doorsanchal  
Sadan, CGO Comple, MTNL,  
Delhi-110003. Website - [www.mtnltrustline.com](http://www.mtnltrustline.com)
  - iv) iTrust CA (IDRBT)  
Castle Hills, Road No.1, Masab  
Tank, Hyderabad, Andhra  
Pardesh -500057. Website -  
[idrbtca.org.in](http://idrbtca.org.in)
  - v) (n)Code solutions  
301, GNFC Tower, Bodak Dev,  
Ahmedabad-380054, Gujarat.  
Website - [www.ncodesolutions.com](http://www.ncodesolutions.com)
  - vi) National Informatics Centre Ministry of Communication and  
Information Technology A-Block CGO Complex, Lodhi Road,  
New Delhi-110003. Website <https://nicca.nic.in>
  - vii) e-Mudhra CA  
3i Infotech Consumer Serivces Ltd3rd Floor, Sai  
Arcade, Outer Ring Road, Devarabeesanahalli,  
Bangalore560036, KarnatakaWebsite -  
<http://www.e-Mudhra.com>
- 6) Contractors may contact the service provider on following telephone  
numbers or e-mail address for any kind of support:
- Lokesh H R 9686115304  
Raghuprashanth B G 08040482121  
E-Tender helpdesk Help  
[licetenderhelpdesk@gmail.com](mailto:licetenderhelpdesk@gmail.com)  
[licetenderhelpdesk@gmail.com](mailto:licetenderhelpdesk@gmail.com)
- E-Tender helpdesk  
#24, Sudha Complex,  
03rd Stage, 04th Block,  
Basaveshwaranagara,  
Bangalore - 560079



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

## E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER

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### Help Desk Contact Details:

Tel: 080-40482000/121/133/140

Mobile: 9686115304/9686115323

E-mail: lokesh.hr@antaressystems.com

raghuprashanth@antaressystems.com

[dscprocessingunit@yahoo.com](mailto:dscprocessingunit@yahoo.com)

- 7) The Bid (online offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC), In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- 8) Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.
- 9) In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority, in case of change of authorized user and that a fresh digital certificate is procured and issued an "authorization certificate" for the new user. The procedure for application of a digital certificate will remain the same for the new user.
- 10) The same procedure holds true for the authorized users in a Private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company
- 11) **Download of Tender Documents:** The tender documents can only be downloaded from the Electronic Tendering System on the Portal <http://www.tenderwizard.com/LIC>.





LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

## **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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### **12) Submission of Online Bids:**

The Bidders need to download the Bids Documents including the Blank Template of Financial Bid (Annexure B). The Financial Bids Template is to be filled without making any changes in the format and the completely filled in templates of Financial Bid shall be digitally signed & uploaded on the e- Tender Portal using DSC within the time and last date specified for online submission of Bids i.e **on 26<sup>th</sup> April 2023 up to 11.30 p.m.** The Tender Document including amendments shall also be digitally signed & uploaded on the e-tender portal using Digital Signature Certificate. The scanned copies of self-attested supporting documents of Technical Bid, Integrity Pact, scanned copies of DD /Pay Order of EMD are to be uploaded while submitting the Bids, as specified in Para 14 (Pages 12 & 13).

The bidders are strictly advised to follow dates and time as mentioned. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule to continue their participation in the tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as "Submitted" before the expiry date and time of that particular stage and he should possess a copy of receipt of completion of each stage to be performed from his end. It will be the sole responsibility of the bidder if the status of a particular stage is "pending" till the expiry date and time of that stage and he is not able to proceed further in the e tendering process.



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

## **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

### SCOPE OF SERVICES AND PAYMENT TERMS AND CONDITIONS

1. The successful Bidder/ Tenderer will be empanelled on the panel of the Corporation for courier services providers for providing courier services for a initial period of three years, which can be extended by one more year, if required, at the sole discretion of the Corporation subject to the condition that the courier services provided by the service provider during the contract period is found satisfactory. Financial Bid may be invited every year from the empanelled service providers at the sole discretion of the Corporation.

2. The Bidder/Tenderer should deploy pickup personnel to collect letters/packages daily i.e. at 4.30 PM on every working day from the locations in Mumbai where Central Office departments are housed i.e. Churchgate and Vile Parle apart from OS department Central Office, 4<sup>th</sup> Floor, West WING, Yogakshema Bldg. J.B. Marg, Nariman Point, Mumbai - 400021.

3. The Bidder/Tenderer will arrange delivery of courier letters/packages handed over to them by the respective Central Office departments of the Corporation to the destination within 48 hours in Mumbai Suburban and 72 hours in other cities from the date of receipt of courier letters/packages from departments of the Central Office.

4. The Bidder/Tenderer is required to submit PODs of the letters /packages collected from the Departments of Central Office as proof of delivery of letter/package within a month and in special cases within a week from the date of collection of letter/package to the respective departments of the Corporation for record/verification.

### **5. PENALTY / DEDUCTION FOR LATE DELIVERY OF CONSIGNMENTS**

If the Bidder / Tenderer or its franchises/agents fails to deliver the consignments on time or within the stipulated period mentioned above for any reason, the deduction or penalty will be deducted from the amount payable to Bidder / Tenderer as under :-

For 1-2 Days delay beyond Delivery Schedule mentioned at Serial No. 3	10% of Courier charges
For 3-4 Days delay beyond Delivery Schedule	20% of Courier charges
For 5-7 Days delay beyond Delivery Schedule	40% of Courier charges
For more than 7 Days beyond Delivery Schedule	60% of Courier charges

6 That in case the Bidder / Tenderer or its franchises /agents:-

- (i) Manipulates the delivery particulars;
- (ii) Damages the consignments
- (iii) Mis-handles the consignments, which result in loss in full or any part/item of the consignments



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

### **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

- 
- (iv) Submits wrong bills;
- (v) Submits unreliable delivery status report or which is found to be incorrect.
- (vi) Picks up a consignment and then returns it on the plea that the address is outside the area of operations of the First Party; then  
The Corporation shall impose a penal charge of Rs. 2000/- (Rupees Two Thousand Only) per consignment or the amount of consequential loss suffered by the Second Party, whichever is higher.

7. The Bidder/Tenderer will submit monthly bills duly verified, certified, stamped to OS department of Central Office for the letters/packets received by them for courier along with PODs for verification and certification of amount payable as per approved rates for release of payment. Alternately the information on POD can be made available through a tracking system also.
8. The payment of bills received in Office Services Department shall be released within 15 working days from the date of receipt of bills in Office Services Department Mumbai.
9. The Bidder/Tenderer is required to deposit Goods and Services Tax and any other tax with the respective authorities and keep record of the same.
10. The Bidder/Tenderer should have a On-line Developed Software available on its Official Website so as to enable the Corporation to track status, date and time of delivery of each consignments handed over for delivery to the Bidder/Tenderer.
11. The Bidder/Tenderer upon empanelment by the Corporation is/are required to keep a Deposit of an amount of ---  
Rs. 5000/- (Rupees Five Thousand Only) for International Courier  
Rs 20,000/- (Rupees Twenty Thousand Only) each for Mumbai/ Domestic/ Surface Courier) - Refer Annexure B  
as Security Deposit with the Corporation. This deposit will remain with the Corporation during the currency of the contract and no interest shall be paid on this amount.
12. The Bidder/Tender is required to sign an Agreement containing detailed Terms and Condition and penalty clause in case the Bidder/Tenderer fails to deliver the courier within the specified time. The specimen of the Agreement is enclosed as per **Annexure X** of the Tender Document.
13. The bidder has to submit an integrity pact (Annexure VIII) on stamp paper of Rs 500 along with the technical bid at tendering stage.

Secretary (OS)



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

## **E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

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### **TENDER EVALUATION PROCEDURE**

Tenders are invited in Two Bid tendering system.

- 1) **E.M.D.:** The Earnest Money Deposit (EMD) of **Rs. 20,000** in the form of DD/Pay order has to be remitted as detailed in Tender notice. On the due date of opening of Technical Bid, the sealed envelopes containing of EMD submitted by the Bidders shall be opened first. Also the Scanned copies of EMD uploaded by the Bidder on E-tender Portal shall be downloaded. The EMD - D.D./pay order submitted in Original in Physical Form shall be verified with uploaded documents and if it is found in order as per the requirements stated in NIT the Technical Bid - Pre-qualification Bid of Bidders whose EMD are found in order shall be opened online. Bidders claiming exemption from EMD shall submit MSME certificate.
- 2) **Technical Bid Evaluation :** Eligibility related documents submitted physically as well as uploaded by the Bidders shall be scrutinized & evaluated viz- a- viz the Pre-qualification (Technical Bid) criteria given in Detailed E-Tender Notice of all the bidders who have submitted valid Earnest Money Deposit. LIC may decide provisional Pre-qualification of the Bidders based on the submitted documents. The list of prequalified bidders with date and time for opening of Financial Bids shall be notified on e-Tender Portal <http://www.tenderwizard.com/LIC>. The EMD of the non-qualified Bidders shall be refunded within one month from the date of finalization of tender.
- 3) **Financial Bid :** The Financial Bids of Pre-qualified bidders will be opened on the notified date & time.  
All the documents of L-1(lowest bidder) pertaining to their Technical Bid shall be verified & their lowest Financial Bid shall be considered for acceptance, only if all the document submitted, are found in order on verification.
- 4) In case , the documents submitted by the L-1 bidder are found not to be in order & it is established that L1- bidder have submitted improper / false documents, then their lowest bid shall be rejected. In case of document submitted by L-1 bidder is/are found to be false / fabricated and not genuine, in addition to rejection of lowest bid and debarment of the bidder for participating in future tendering in LIC of India the EMD of L1 bidder shall be forfeited . The information regarding their debarment in LIC of India, shall also be shared with other PSUs / Govt. Departments and process for re- invitation of above tender shall be reinitiated.
- 5) All the rights for rejection / consideration of L-1 Bid (Lowest Bid) are reserved with LIC of India without assigning any reason whatsoever

#### **Note:**

1. **The EMD of the Bidders who do not qualify in Prequalification Bid will be released without opening their Financial Bid.**
2. Notwithstanding anything stated above, LIC reserves the right to assess the capabilities and capacity of the tenderer to perform the contract, in the overall interest of LIC. In case, tenderer's capabilities and capacities are not found satisfactory, LIC reserves the right to reject the tender.



LIFE INSURANCE CORPORATION OF INDIA, CENTRAL OFFICE OS DEPT,  
YOGAKSHEMA, 4<sup>TH</sup> FLOOR, WEST WING, JEEVAN BIMA MARG, NARIMAN  
POINT, MUMBAI 400021

**E-TENDER FOR EMPANELMENT OF COURIER SERVICE PROVIDER**

ANNEXURE A

**LIFE INSURANCE CORPORATION OF INDIA**  
**Yogakshema Building, Central Office,**  
**OS Dept.,4th Floor, West Wing, Jeevan Bima**  
**Marg, Nariman Point, Mumbai 400021**

**'TECHNICAL BID'**

The Bidder is requested to furnish the following information.

S.No.	Description	Particulars
1	Name of the Firm / Establishment.	
2	Registered address of the firm/ establishment	
3	Number of Branch offices of the firm/ establishment. Attach list of Franchises with its addresses	
4	Year of Establishment	
5	Whether firm /establishment is Proprietorship/ partnership/ Pvt. Ltd. or Public Limited Corporation. Attach self attested copy of document with Registration No.	
6	Whether the Firm / Establishment is proprietorship / partnership / Pvt. Ltd. Or Public Limited Corporation. Attach self attested copy of document with Registration No.	

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

7	Whether the Bidder/Tenderer is categorized as Micro, Small and Medium Enterprises under Public Procurement Policy of Government of India and eligible for benefits. If yes, attached self-attested copy of Valid Certificate of Registration as MSMEs along with letter from Registering Authority certifying exemption from payment of EMD and benefits.	
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8	a. Name of authorised contact person b. Mobile / Landline No. c. E-mail ID.	
9	PAN of the firm/establishment. Attach self attested photo copy of PAN card	
10	Goods and Service tax number of the firm/ establishment. Attach self attested photo copy of GST register number	
11	Office website address of the bidder/tenderer where on -line tracking of the status of delivery, delivery time and date can be checked.	
12	Experience in the field of providing courier service on contract basis. . Attach certificate of experience and satisfactory completion of work awarded by Govt. Establishment/ PSU/ Companies	
13	Bank Account details of the firm a. Bank account No. b. Type of Account	

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

	c. Bank Name and address. d. IFSC code e. MICR code Attach photo-copy of cancelled cheque	
14	List of existing clients along with proof which should include at least two Govt/ PSUs or any private Corporation during the last three financial years i.e. 2019-20, 2020-21 and 2021-22. Attach certificate from clients/ organizations	
15	The Tenderer should have minimum average Annual turn-over of 10 Crs for the last five financial years, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22. Attach certificate from Chartered Accountant in this regard	
16	Enclose demand draft only of Rs.20,000/- As Earnest Money Deposit. <b>Payment through cheque or any other mode shall not be accepted</b>	Demand draft No. Date of Demand Draft Demand Draft Amount Name of Bank
Signature with stamp		
Name of the firm		
Name of authorised person		
Contact number		
E-mail ID		
Date		

TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

**ANNEXURE I**

**CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID**

SI No	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	Yes	No
1	Earnest Money Deposit (E.M.D.) of Rs. 20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft only (payment through cheque or any other mode is not acceptable) issued by any scheduled commercial bank in favour of "Life Insurance Corporation of India" payable at Mumbai		
2	Proof of the Tenderer/Bidder being based in Mumbai and their operation in these areas. Attach self-attested copy of proof.		
3	Tenderer/Bidder self-attested copy of the PAN Card issued by the Income Tax Department		
4	Tenderer/Bidder self-attested copy of Goods and Service Tax Registration along with Goods and Service Tax Registration Number.		
5	Copies of Experience Certificate of minimum 05 (five) years in the field providing courier services issued by clients / organisations. Attach photo-copy of proof.		
6	The Tenderer should have rendered similar satisfactory services to at least two Public Sector Insurance Corporation / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute during the last five years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments /Companies.		
7	Self-attested copy of Valid Certificate of Registration as Micro ,Small and Medium Enterprises (MSMEs) issued by an appropriate Registering Authority with letter certifying exemption from payment of EMD.		
8	Non-relationship Certificate for participation of near relative of employee in the Tender as per <b>Annexure II</b> .		
9	List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private		



**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

	Corporation during the last three financial years i.e. 2019-20, 2020-21 and 2021-22. <b>Attach certificate from clients /organizations as per Annexure III</b>		
10	The Tenderer/Bidder should have minimum average annual turn-over of Rs.10 Crs for the last five financial years i.e. 2017-18,2018-19,2019-20, 2020-21 and 2021-22. Attach Certificate from Chartered Accountant as per <b>Annexure IV</b> .		
11	Tenderer/Bidder self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm / Corporation and Shop & Establishment Act Licence.		
12	Acceptance Letter duly signed and stamped by authorised official of Bidder / Tenderer as per format enclosed as <b>Annexure V</b> .		
13	Undertaking regarding Non-Blacklisting of Firm of Bidder/Tenderer as per format enclosed as <b>Annexure VI</b> .		
14	A list of our “Divisional Offices” as per <b>Annexure VII</b> to be submitted after indicating the destinations where the service provider has his services.		
15	List of Franchises of Firm/Establishment in India along with their addresses and contact numbers.		
16	Integrity Pact ( <b>Annexure VIII</b> ) on stamp paper of Rs 500/-		
	Signature with stamp		
	Name of the firm		
	Name of Authorised person		
	Contact number		
	E-mail ID		
	Date		



**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

**ANNEXURE II**

**FORMAT OF NON-RELATIONSHIP CERTIFICATE**

I/ We / Our organization,

\_\_\_\_\_ including our Partners /Share-holders / Directors hereby certify that none of my / our relative(s) is / are employed in Life Insurance Corporation of India.

In case at any stage, if it is found that the information given by me / us is false / incorrect, "Life Insurance Corporation of India" shall have the absolute right to take any action as deemed fit without any prior intimation to me / us.

Signature of the Tenderer with Seal \_\_\_\_\_

Name of the Tenderer \_\_\_\_\_

Date \_\_\_\_\_

TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

**ANNEXURE III**  
**LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE YEARS.**

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organisations. This information provided will facilitate evaluation of Technical Bid).

Sl.No.	Name of the Organisation with complete postal address mentioning Pvt. Sector/ Govt . Body / PSU / Public Limited Corporation.	Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID	Period for which contract for courier service was awarded	Nature of Work

Signature with stamp
Name of the firm
Name of Authorised person
Contact number
E-mail ID
Date



**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

**ANNEXURE IV**

**CERTIFICATE REGARDING TURN-OVER OF TENDERER \_  
DURING THE LAST FIVE FINANCIAL YEARS**

I/ We, M/s \_\_\_\_\_, the tenderer/bidder for providing courier services on Contract Basis, hereby confirm that the average total turn-over of the firm/Corporation and profit during the last five financial years i.e.2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 is more than Rs.10 Crores.

The financial year-wise break-up is given below:-

S. No.	Financial year	Annual turnover for the year	Profit earned for the year

**SIGNATURE & SEAL OF THE TENDERER**

**CERTIFICATE BY CHARTERED ACCOUNTANT**

I/ We, \_\_\_\_\_, Chartered Accountants, certify that the figures regarding Annual Turnover and profit earned for the financial years mentioned above in respect of M/s. \_\_\_\_\_ are correct and true as per their Books of Accounts and other related records.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**



TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

**ANNEXURE V**

**ACCEPTANCE LETTER**

To,  
Life Insurance Corporation of India,  
Central Office, OS Dept.,  
4th Floor, West Wing,  
Yogkshema Building,  
Jeevan Bima Marg,  
Mumbai 400021

Dear Sir,

**Re: Acceptance of “Life Insurance Corporation of India” Tender Conditions.**

The tender document for empanelment of firms for providing Courier Services floated by Life Insurance Corporation of India have been purchased / downloaded through the website [www.tenderwizard/LIC](http://www.tenderwizard/LIC) by me / us. I / We have gone through and read the entire terms and conditions and scope of services of the tender document of Life Insurance Corporation of India, Central Office, OS Dept., 4th Floor, West Wing, Yogkshema Building, Jeevan Bima Marg, Nariman Point, Mumbai 400021 and I / We shall abide by the conditions/clauses contained in the tender document. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and Life Insurance Corporation of India shall without prejudice to any other right or remedy will be at liberty to forfeit the Earnest Money absolutely deposited by me / us along with the tender document.

I / We hereby unconditionally accept all the terms and conditions of the Tender Document for Empanelment of Firm for providing Courier Services in its entirety.

The required Earnest Money is enclosed herewith in the form of Demand Draft of Rs.

\_\_\_\_\_ drawn on \_\_\_\_\_  
payable at Mumbai.

Thanking you,

Yours faithfully,

**SIGNATURE OF BIDDER/TENDERER**

**WITH DATE AND RUBBER STAMP**



TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

**ANNEXURE VI**

**SPECIMEN OF UNDERTAKING REGARDING**

**NON-BACKLISTING/PROSECUTION OF THE FIRM**

**(To be submitted on the Letter Head of the Bidder/Tenderer)**

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

**TO WHOMSOEVER IT MAY CONCERN**

I, We / Our organization, M/s \_\_\_\_\_

here by undertake and declare that neither me nor our Organization including our Partners / Shareholders / Directors have not been blacklisted / prosecuted by any government department / statutory body(ies) / Public Sector Undertakings in any State or by any Court of Law during the last three years.

**SIGNATURE OF BIDDER/TENDERER**

**WITH DATE AND RUBBER STAMP**

TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

ANNEXURE VII  
LIST OF DIVISIONAL OFFICES

Sr No	Name of Division	Zone	Whether Service available Yes/No	Sr No	Name of Division	Zone	Whether Service available Yes/No
1	Bhopal-462011	CZ		57	Ernakulam-682011	SZ	
2	Bilaspur-495001	CZ		58	Kottayam-686001	SZ	
3	Gwalior-474011	CZ		59	Kozhikode-673001	SZ	
4	Indore-452001	CZ		60	Trivendrum-695004	SZ	
5	Jabalpur-482001	CZ		61	Thrissur-680004	SZ	
6	Raipur-492004	CZ		62	Ahmedabad 380001	WZ	
7	Satna-485001	CZ		63	Amravati-444601	WZ	
8	Shadol-484001	CZ		64	Aurangabad-431001	WZ	
9	Asansol-713304	EZ		65	Bhavnagar-364001	WZ	
10	Bongaigoan-783380	EZ		66	Gandhinagar-382017	WZ	
11	Bardhaman-713103	EZ		67	Goa-273001	WZ	
12	Guwahati-781001	EZ		68	Kolhapur-416001	WZ	
13	Howrah-700001	EZ		69	Mumbai-I 400021	WZ	
14	Jalpaiguri-735101	EZ		70	Mumbai-II 400022	WZ	
15	Jorhat-785014	EZ		71	Mumbai-III 400054	WZ	
16	Khargpur-721304	EZ		72	Mumbai-IV 400021	WZ	
17	Kolkatta-I 700072	EZ		73	Nadiad-387002	WZ	
18	Kolkatta-II 700053	EZ		74	Nagpur-440001	WZ	
19	Kolkatta-SUB-64	EZ		75	Nanded-431605	WZ	
20	Silchar-788015	EZ		76	Nasik-422002	WZ	
21	Begusarai-851101	ECZ		77	Pune-I 411005	WZ	
22	Berhampur-760010	ECZ		78	Pune II-411005	WZ	
23	Bhagalpur-812002	ECZ		79	Rajkot-360001	WZ	
24	Bhubaneswar-750017	EZ		80	Satara-415001	WZ	
25	Cuttak-735001	ECZ		81	Surat-395003	WZ	
26	Hazirabagh-825301	ECZ		82	Thane-400604	WZ	
27	Jamshedpur-831001	ECZ		83	Vadodara-390005	WZ	
29	Patna-1 800001	ECZ		85	Ajmer-305008	NZ	
30	Patna-2 800001	ECZ		86	Amritsar-143001	NZ	
31	Sambalpur-768004	ECZ		87	Bikaner-334003	NZ	
32	Bangalore I 560002	SCZ		88	Chandigarh-1600017	NZ	
33	Bangalore II 560038	SCZ		89	New Delhi I-110001	NZ	

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

34	Belgaum-590006	SCZ		90	New Delhi II-110092	NZ	
35	Dharwad-580001	SCZ		91	New Delhi-I 110058	NZ	
36	Hyderabad-500063	SCZ		92	Jaipur I 302005	NZ	
37	Kadapa-516004	SCZ		93	Jaipur II 302015	NZ	
38	Karimnagar-505001	SCZ		94	Jalandhar-144001	NZ	
39	Machilipatnam-521001	SCZ		95	Jodhapur-342011	NZ	
40	Mysore-570015	SCZ		96	Karnal-132001	NZ	
41	Nellore-524003	SCZ		97	Ludhiana-141002	NZ	
42	Raichur-584101	SCZ		98	Rohtak-424001	NZ	
43	Rajahmundry-533103	SCZ		99	Shimla-171009	NZ	
44	Secunderabad-500080	SCZ		100	Srinagar-1900001	NZ	
45	Shimoga-577201	SCZ		101	Udaipur-313001	NZ	
46	Udupi-576101	SCZ		102	Agra-282002	NCZ	
47	Visakhapatnam-530016	SCZ		103	Aligarh-200201	NCZ	
48	Warangal-506001	SCZ		104	Allahabad- 211002	NCZ	
49	Chennai-I 600002	SZ		105	Bareilly-243001	NCZ	
50	Chennai II-600040	SZ		106	Dehradun-248001	NCZ	
51	Coimbatore-641018	SZ		107	Faizabad-224001	NCZ	
52	Madurai-625002	sz		108	Gorakhpur-273001	NCZ	
53	Salem-636007	SZ		109	Haldwani-263126	NCZ	
54	Tanjavur-613001	SZ		110	Kanpur-208001	NCZ	
55	Tirunelveli-627002	SZ		111	Luknow-226001	NCZ	
56	Vellore-632004	SZ		112	Meerut-250001	NCZ	
				113	Varanasi-221001	NCZ	





TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

**ANNEXURE VIII**  
**PRE CONTRACT INTEGRITY PACT**  
**(On Stamp Paper of value Rs 500/-)**

**General:**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of .....2023, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at “Yogakshema” Jeevan Bima Marg Mumbai 400021. (here in after called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s ..... represented by Shri..... (Hereinafter called the “BIDDER /SELLER/SERVICE PROVIDER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure..... (*Name of the Stores/ Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will

## TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows: -

### **1. Commitments of the BUYER**

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

All the officials of the BUYER will report to the “**Chief Vigilance Officer**” of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

## TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

3.1-The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2-The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

3.3-Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

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

3.5-The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6-The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

## TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

3.7-The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

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

3.9-The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

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

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

3.12-If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

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

3.13-The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

3.14-The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

#### **4. Previous Transgression**

4.1-The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public

## TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

4.2-The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **5. Sanctions for Violations:**

5.1-Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

## TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

(viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2-The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3-The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

### **6. Independent Monitors:**

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

Name, address, email of the Monitor(s):

1. Shri Rajni Kant Mishra,

Ex Director General in BSF

B-1801, Amrapali Sapphire

Sector - 45, NOIDA

(Uttar Pradesh), PIN - 201303

Email address : [rkm592002@yahoo.co.in](mailto:rkm592002@yahoo.co.in) & [rkmishra84@gmail.com](mailto:rkmishra84@gmail.com)

2. Shri Arun Chandra Verma, IPS (Retd.)

Flat No. C-1204,

C Tower, Amrapali, Platinum Complex,

Sector - 119, Noida (U.P.)

Email address : [acvermal@gmail.com](mailto:acvermal@gmail.com)

6.2-The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

## TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

6.3-The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

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

6.5-As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will also inform the **Executive Director (E&OS), LIC**.

6.6-The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairperson, LIC and recuse himself / herself from that case.

6.7-The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

6.8-The Monitor will submit a written report to the **Chairperson, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

6.9-If the Monitor has reported to the Chairperson, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairperson LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

**7. Facilitation of Investigation:**

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

**8. Law and Place of Jurisdiction:**

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

**9. Other Legal Actions:**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

**10. Validity:**

10.1-The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2-Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

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

BUYER

Name of the Officer

Designation

Department

Witness :

1.....

2.....

BIDDER

Authorized Signatory

Seal of the Bidder

1.....

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. )



TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS

ANNEXURE IX

**NO DUES CERTIFICATE**

Please do not submit this Indemnity Bond now.

(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security Deposit)

DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE LIFE INSURANCE CORPORATION OF INDIA (ON NON-JUDICIAL STAMP PAPER OF RS. 500/- DULY NOTARIZED.)

This deed of Indemnity executed on \_\_\_\_\_ at Mumbai by Shri/Smt \_\_\_\_\_ on behalf of (Name and address of the Firm providing Courier Services) (herein referred to as Service Provider) favouring Life Insurance Corporation of India (herein referred to as the LIC) having its registered and corporate office at Yogakshema Bldg, Central Office, 4<sup>th</sup> Floor, West Wing, Nariman Point, Mumbai, witness as follows :-

- (1) The Service Provider had been working for the LIC, Mumbai, for providing Courier Services.
- (2) The Service Provider has made a Security Deposit of Rs. \_\_\_\_\_ only for Courier Services as provided under Item No. 1 above.
- (3) The Contract for providing Courier Services has been completed/terminated by the LIC / Cancelled by the LIC / Service Provider with effect from \_\_\_\_\_.
- (4) The Service Provider has paid all dues of the workers engaged in aforesaid Courier Services and has also paid all the bills of franchises for the purpose of the above mentioned Courier Service under Item No. 1.
- (5) The Service Provider having satisfied the LIC that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the LIC and on the request of the Service Provider the LIC has agreed to refund the aforesaid Security Deposit of Rs. \_\_\_\_\_.
- (6) Now in consideration thereof Service Provider agrees and undertakes as follows:-
  - (A) In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the franchises for the purpose of aforesaid Courier Services as provided under Item No. 1, the Contractor shall, on being required by the LIC, pay and make good all those dues or damages forthwith.
  - (B) In the event of delay of failure to pay or make good any amount in the above connection which the LIC has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above Service Provider (Name of the Service Provider) hereby undertakes to



**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

indemnify the Principal against all claims, demands, expense, losses, proceedings and all liabilities of whatsoever nature.

In witness whereof the Service Provider has signed his deed of indemnity at the place and date above mentioned in presence of following witness:

Witness  
Signature  
Name  
Address  
with Stamp of Firm

Signature of the Service Provider

Signature  
Name  
Address

**ANNEXURE X**

**(To be submitted and signed on Empanelment of Bidder/Tenderer)**

**DRAFT AGREEMENT**

THIS AGREEMENT made and entered on this \_\_\_\_\_ day of \_\_\_\_\_ 2023, at \_\_\_\_\_ BETWEEN \_\_\_\_\_, a company registered under the Indian Companies Act, 1956, having its office registered at \_\_\_\_\_ (hereinafter referred to as “Service Provider”, which expression shall, unless repugnant to context and meaning hereof, mean and include its Successors and Assigns) ON THE FIRST PART AND LIFE INSURANCE CORPORATION OF INDIA, a Statutory Body formed under section 3 of the LIC Act, 1956 and having its Registered Office at \_\_\_\_\_ (hereinafter referred to as “LIC”, which expression shall, unless it be repugnant to context and meaning hereof, shall be deemed to include its Successors and Assigns) ON THE SECOND PART.  
(LIC and the service provider are collectively referred to as “the Parties” and individually as “the Party”)

WHEREAS:

- i) LIC is in insurance business and desires to outsource the courier services of LIC.
- ii) The Service Provider is in the business of providing courier services to various organizations. The Service Provider is in the business of providing courier services to various organizations. The Service Provider represented its willingness to LIC that they have requisite expertise, resources and the skilled personnel for providing the services and is desirous of providing the same to LIC.
- iii) The LIC has agreed to avail the services offered by the Vendor interalia for forwarding letters, dispatch deliverables etc., through courier services.

NOW THEREOF IN WITNESS OF THE UNDERSTANDING HEREIN ABOVE AND MUTUAL CONVENANTS, THEREAFTER THE PARTIES AGREE AS FOLLOWS :-

1. That the Courier Service Agreement will take effect from \_\_\_\_\_ 2023 and will be for a period of one year from the date of contract. The contract can be terminated by the Second Party by giving 60 days notice of cancellation of Courier Service Contract in writing. That contract can be terminated by the First Party by giving 60 days notice of cancellation of Courier Service Contract in writing to the Second Party.

2. That the Party of First Part shall collect the consignments from the Department/Office of the Second Party on all working days except Saturdays and Sundays and Holidays as per procedure mentioned in the Tender Document. However, if Second Party so desired the First Party shall collect the consignments on Holidays

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

as and when required. The First Party shall issue receipt/invoice/airway bill/shipper copy against each consignment at the time of taking the same for delivery.

3. That in view of the number of consignments to be picked up from the Office of the Second Party and the load of work, the First Party agrees to appoint its representative(s) in the office(s) of the Second Party to meet with their demand and urgency of the situation of picking up consignments for timely delivery at the destination.

4. That the First Party agrees and undertakes the timely and safe delivery of all consignments at their destination within the stipulated period of time i.e. 48 hours in Mumbai Suburban and 72 hours in other cities or sometime even earlier by quicker means of delivery if the Second Party so desires, at no extra cost for all types of consignments.

5. That the First Party undertakes to instruct its sub-offices/agents/delivery boys etc. to ensure safe and timely/punctual delivery of all consignments of the Second Party to the correct destination, safely, intact and promptly and obtain signature, name, phone number, relation with the addressee, date and time of delivery. The First Party shall hand-over Proof of Delivery (POD) in original to the Second Party after making delivery of each consignment within a month and in special cases within a week from the date of collection of letter/packet to the respective destination for verification/certification etc.

6. That all the entries on the PODs shall be true, correct, reliable and obtained at the time of delivery and not interpolated later on. It is made abundantly clear that if any discrepancies are noticed, then the liability thereof will be of the party of First Part only. That the First Party shall make all efforts for the delivery of the consignments and not return them undelivered without recording valid reasons. Daily feedback of deliveries/status/tracking of each consignment will be provided to Second Party through First Party Website (Software will be provided by First Party).

7. That the Second Party shall seal their documents with proper care with proper material so that it is not damaged in transit. That the Second Party shall give correct and full address on the face of the consignment of the addressee together with the phone number, if available, to facilitate its timely delivery.

8. That in case any consignment remains un-delivered even after the best efforts of the First Party, the same shall be returned to the Second Party's Pick-up office within 7-10 days of the scheduled time of delivery clearly and emphatically mentioning the reason(s) for no delivery and the attempts made to deliver the consignment.

9. That in case of urgent/important consignments required to be delivered within the stipulated time sharply, if any consignments remains un-delivered, the First Party shall inform the Second Party immediately after the expiry of the scheduled time of delivery and return the consignment so that the latter may arrange

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

immediate delivery through other means.

10. That the First Party shall submit the bills on monthly basis to the Second Party duly verified/certified and indicating the amount payable as per procedure mentioned in the Tender Document. Payment in settlement of the bills will be made through NEFT transaction in the Bank Account of First Party within 30 days from the date of receipt of the bill. In case of any anticipated delay in releasing the payment within Stipulated time, necessary intimation shall be given by Second Party to First Party.

11. The Corporation will make invoice to invoice payments to the First Party on receipt of the bills and will not make any Advance or On Account Payment to First Party.

**12. SERVICE FAILURE**

**(A) DEDUCTION FOR LATE DELIVERIES OF CONSIGNMENTS:**

That in case First Party or its agents fail to deliver the consignments on time / within stipulated period mentioned in this agreement and Tender Document for any reason within the control of First Party, the deduction / penalty will be as under :-

For 1-2 Days delay beyond Delivery Schedule	10% of Courier charges
For 3-4 Days delay beyond Delivery Schedule	20% of Courier charges
For 5-7 Days delay beyond Delivery Schedule	40% of Courier charges
For more than 7 Days beyond Delivery Schedule	60% of Courier charges

13. That in case the First Party/its agents.

- (i) Manipulates the delivery particulars;
- (ii) Damages the consignments;
- (iii) Mis-handles the consignments, which result in loss in full or any part/item of the Consignments;
- (iv) Submits wrong bills;
- (v) Submits unreliable delivery status report or which is found to be incorrect.
- (vi) Picks up a consignment and then returns it on the plea that the address is outside the area of operations of the First Party; then

The First Party shall pay to the Second Party, a penal charge of Rs. 2000/- (Rupees Two Thousand Only) per consignment or the amount of consequential loss suffered by the Second Party, whichever is more.

14. First Party shall not be liable for any loss or damage to the consignments or delay in picking up or delivery of the consignments, if it is due to Acts of God, force majeure occurrence including but not limited to strikes, riots, political and other disturbances, fire, accident of vehicle or cause due to any factors beyond the control of First Party.

15. The First Party agrees to charge the Corporation for giving courier services of the consignments at the following agreed rates which are based on the rates quoted in the Financial Bid by the First Party and the Second Party i.e. Corporation agrees to make payments to the First Party on these rates:-

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

<b>Rates for Mumbai (Up to Panvel, Ulhasnagar &amp; Virar.) (Inclusive of All Charges)</b>		<b>Domestic Rates (All India) * (Inclusive of All Charges)</b>	
Weight	Rate (Rs)	Weight	Rate (Rs)
Up to 100 gms		Up to 100 gms	
101 gms to 250 gms		101 gms to 250 gms	
251 gms to 500 gms		251 gms to 500 gms	
Addl. 500 gms		Addl. 500 gms	

  

<b>Surface Courier Rates (Inclusive of All Charges)</b>	
Region/Zone	Rate per Kg (Rs)
<b>Eastern</b> (West Bengal, Assam & Other NE states)	
<b>Western</b> (Maharashtra, Gujarat, Goa)	
<b>Northern</b> (Delhi, Rajasthan, Punjab, Haryana, J & K)	
<b>Southern</b> (Tamilnadu, Kerala)	
<b>Central</b> (Madhya Pradesh, Chattisgad)	
<b>East Central</b> (Bihar, Orrisa, Jharkhand)	
<b>North Central</b> (Uttar Pradesh, Uttaranchal)	
<b>South Central</b> (Andhra Pradesh, Telangana, Karnataka)	
<b>Minimum chargeable weight is 5 Kgs.</b>	

  

<b>International Courier Rates</b>					
Destination	Rates (Rs)		Destination	Rates (Rs)	
	Up to 500 gms	Addl. 500 gms		Up to 500 gms	Addl. 500 gms
Australia			Indonesia		
Bahrain			Japan		
Bangladesh			Kenya		
Cairo (Egypt)			Korea		
Canada			Kuwait		
China			Malaysia		
Damascus			Mauritius		
Dubai (UAE)			Mexico		
Fiji			Mynmar		
France			Nepal		
German			Oman		
Hongkong			Philipines		

16. Conditional Offers will not be considered.



**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

**18. FORCE MAJEURE**

If any time, during the continuance of this Contract, the performance in whole or in part by either party or any obligation under this Contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or Act of God (herein after referred to as events) provided, notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall be reason of such event be entitled to terminate this Contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the Contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive, provided further that if the performance, in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the Contract.

(i) JURISDICTION : Subject to Clause 18 above, it is made clear that the Agreement shall be deemed to be concluded at Mumbai and the parties agree that only Courts in this place shall have jurisdiction in the event of any dispute whatsoever, whether during the currency of the Agreement or before that or after termination of the Agreement. No other Court shall have jurisdiction in such matter.

Signed on the day, month and year mentioned above between the parties :-

FIRST PARTY

WITNESS :

SIGNATURE :

SIGNATURE :

WITH STAMP

WITH STAMP

NAME & ADDRESS

NAME & ADDRESS:

SECOND PARTY

WITNESS :

SIGNATURE :

SIGNATURE :

WITH STAMP

WITH STAMP

NAME & ADDRESS

NAME & ADDRESS

**LIFE INSURANCE CORPORATION OF INDIA**  
**Yogakshema Building, Central Office, OS**  
**Dept.,4th Floor, West Wing, Jeevan Bima Marg,**  
**Nariman Point, Mumbai 400021**

**INSTRUCTIONS AND TERMS AND CONDITIONS**  
**FOR SUBMITTING FINANCIAL BID**

1. Tenderers / Bidders are advised to quote the rates strictly in the format given in the Financial Bid.
2. The rate should be quoted in Indian Rupees Only.
3. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures and in words as indicated.
4. No column should be left blank which would otherwise make the tender liable for rejection.
5. The rates quoted by the Tenderers/Bidders should be valid for a period of one year from the date of inception of contract for providing courier services. No revision will be allowed during the currency of the Rate Contract Period.
6. The Bidder/Tenderer is required to provide the courier services for an initial period of one year.
7. The Tenderers / Bidders are advised to refer to Scope of Services and Terms and Conditions of the Tender Document so as to cover all expenses to be borne by him/them for providing courier services before quoting rates in the Financial Bid
8. Office will empanel Vendors quoting the lowest rates in the Financial Bid. The Financial Bid Consists of
  - (A) Rates for Mumbai  
**Weightage has been assigned to different weight slabs (refer Annexure C). The vendor quoting the lowest as at (X) will be selected.**
  - (B) Rates for Domestic Destinations  
**Weightage has been assigned to different weight slabs (refer Annexure C). The vendor quoting the lowest as at (Y) will be selected.**
  - (C) Surface Courier Rates (separately for each Zone)  
**We have specified 8 Zones wherein we have mentioned the states under each Zone. The vendor quoting the lowest for each Zone will be selected for that destination.**
  - (D) International Courier Rates (separately for each Country)  
**We have specified 34 Countries wherein Weightage has been assigned to different weight slabs (refer Annexure B). The vendor quoting the lowest for all Countries as at (Z) will be selected for that destination.**
9. All applicable Statutory Deductions such as TDS etc., if applicable will be deducted from the amount payable as per rules.
10. Goods and Service Tax and Cess thereon, if any, will be paid in addition to amount quoted by the Bidder / Tenderer.



**LIFE INSURANCE CORPORATION OF INDIA**

Yogakshema Building, Central Office,  
OS Dept., 4<sup>th</sup> Floor, West Wing, Jeevan Bima Marg,  
Nariman Point, Mumbai 400021

**'FINANCIAL BID'**

<b>Rates for Mumbai (Up to Panvel, Ulhasnagar &amp; Virar.) (Inclusive of All Charges)</b>			
Weight	Weightage	Rate (Rs)	Total
	(A)	(B)	(A)*(B)
Up to 100 gms	0.6		
101 gms to 250 gms	0.2		
251 gms to 500 gms	0.1		
Add. 500 gms	0.1		
Grand Total			(X)
Grand Total= Rs _____ In words (			

<b>Domestic Rates (All India) * (Inclusive of All Charges)</b>			
Weight	Weightage	Rate (Rs)	Total
	(A)	(B)	(A)*(B)
Up to 100 gms	0.6		
101 gms to 250 gms	0.2		
251 gms to 500 gms	0.1		
Add. 500 gms	0.1		
Grand Total			(Y)
Grand Total= Rs _____ In words (			

\* Domestic Quoted rate are irrespective of destination.

\* Rates quoted shall be excluding GST and any applicable taxes.

In case of discrepancy , amount written in words will be considered.

Signature of Vendor with seal:

Date:

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

<b>Surface Courier Rates (Will be decided zone wise) (Inclusive of All Charges)</b>		
<b>Region/Zone</b>	<b>Rate per Kg (Rs)</b>	<b>Rate per Kg in words</b>
<b>Eastern</b> (West Bengal, Assam & Other NE states)		
<b>Western</b> (Maharashtra, Gujarat, Goa)		
<b>Northern</b> (Delhi, Rajasthan, Punjab, Haryana, J & K)		
<b>Southern</b> (Karnataka, Tamil Nadu, Kerala)		
<b>Central</b> (Madhya Pradesh, Chattisgarh)		
<b>East Central</b> (Bihar, Orissa, Jharkhand)		
<b>North Central</b> (Uttar Pradesh, Uttaranchal)		
<b>South Central</b> (Andhra Pradesh, Telangana, Karnataka)		
<b>(Minimum chargeable weight is 5 Kgs.)</b>		

In case of discrepancy , amount written in words will be considered.

\* Rates quoted shall be excluding GST and any applicable taxes.

**Signature of Vendor with seal:**

**Date:**

**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

International Courier Rates (L1 will be as per Z below)					
(Inclusive of All Charges)					
Destination	Rates (Rs)	Rates (Rs)	Weighted (1) X 0.7	Weighted (2) X 0.3	Weighted Total
	Up to 500 gms	Add. 500 gms	Up to 500 gms	Add. 500 gms	
	(1)	(2)	(3)	(4)	(3) + (4)
Australia					
Bahrain					
Bangladesh					
Cairo (Egypt)					
Canada					
China					
Damascus					
Dubai (UAE)					
Fiji					
France					
German					
Hongkong					
Indonesia					
Japan					
Kenya					
Korea					
Kuwait					
Malaysia					
Mauritius					
Mexico					
Myanmar					
Nepal					
Oman					
Philippines					
Qatar					
S Arabia					
Singapore					
Srilanka					
Switzerland					
Tanzania					
U.K.					
U.S.A.					
Uganda					
Yemen					
<b>Grand Total</b>					<b>Z</b>
Grand Total(Z)= Rs _____ In words (					
*Rates quoted are inclusive of all charges (i.e. Fuel surcharge, handling charges etc.) except taxes levied by Govt. authorities.					
<b>In case of discrepancy , amount written in words will be considered.</b>					

Signature of Vendor with seal:

Date:



**TENDER DOCUMENT FOR EMPANELMENT OF COURIER SERVICE PROVIDERS**

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