



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

Ref:-OS/DO-3/INT.MAILING/2024

Dt. – 12/07/2024

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Sirs/Madam,

**Re:-TENDER FOR INTERNAL MAILING SERVICES FOR 2024**

Please find enclosed herewith **Annexure-“A”**(Proforma for Price Bid) and Proforma of acceptance of Terms and Conditions of the tender. The Tender should be sent in sealed cover envelope super scribed as -“**Tender for INTERNAL MAILING SERVICES 2024**” in the name of “Manager (OS), LIC of India, Divisional Office-3, Jeevan Pravah Building, 3rd Floor, District Centre, Janak Puri, New Delhi-110058”. Please note the following points in this regard:-

- 1 The last date for submission of tender is **29/07/2024 latest by 03:00 PM**. Annexure-“A” (Proforma for Price Bid) and Proforma of acceptance of Terms and Conditions of the tender, should be put in the sealed envelope.
- 2 **Tender Fee of Rs.118/-** (Rs 100/- plus GST @18%) (non-refundable) is to be deposited either by cash at the Cash Counter situated at 5<sup>th</sup> Floor Jeevan Pravah Building, District Centre, Janak Puri, New Delhi-110058 between 10 AM to 4.15 PM from Monday to Thursday and 10 AM to 4.30 PM on Friday or by Demand Draft/Pay Order favoring LIC of India payable at New Delhi.
- 3 **EMD of Rs. 8000/-**(Interest Free) is required by Demand Draft/Pay Order favouring LIC of India payable at N. Delhi.
- 4 Please note that **two separate** Demand Draft/Pay Order are to be sent for Tender Fee of Rs.118/- & EMD of Rs.8000/-.
- 5 Please note to submit copy of GST Certificate and Pan Card which is mandatory.
- 6 The sealed cover containing Annexure-“A” (Proforma for Price Bid) and Proforma of acceptance of Terms and Conditions of the tender will be opened by the Tender Opening Committee on **29/07/2024 at 03:30 PM** in the presence of bidders or one of the their representatives who wishes to attend.

Encls: A/A

Yours faithfully,

Manager (OS)

**Performa of Price Bid for Internal Mailing Services  
(The rates shall be exclusive of GST)**

S.NO.	BRANCH / OFFICES	Despatching/ Sending/ collecting Dak Rates per visit (₹) (Excluding GST)	
		Amount in figure (₹)	Amount in words (₹)
1	Rate for LIC Branch Office / Satellite Office(in Delhi ) –Both Sides		
2	Rate for LIC Branch Office/Satellite Offices/P&GS (Gurgaon/Sukhrali/ZTC) – Both Sides		
3	Rate for LIC Branch Office (Sohna) –Both Sides		
4	Rate for LIC Branch Office (Rewari) –Both Sides		
5	Rate for LIC Satellite Offices (Manesar, Pataudi, Nuh & Dharuhera) –Both Sides		
6	Rate for LIC Office (Customer Zone-Gurgaon) – Both Sides		
7	Rate for LIC Delhi Divisional Office - 1 / Zonal Office / Inspection Deptt.- One Side		
8	<b>Grand Total</b>		

**Note: (1)** Full and final payment shall be made after successful completion of the work and after adjustment of deductions mentioned in the Performa of acceptance of terms and conditions of the tender for internal mailing services and deduction of TDS etc as per rules.

(2) A list containing addresses of offices is also enclosed.

(3) **L-1 will be decided on the basis of S.No.8 (Grand Total)**

Signature.....

Seal of the Firm/Company

Place.....

Date.....

**PROFORMA OF ACCEPTANCE OF TERMS AND CONDITIONS  
OF THE TENDER FOR INTERNAL MAILING SERVICES FOR 2024**

We intend to use services provided by the courier firms/companies for sending need based selected mail to our offices situated in Delhi/NCR. We, therefore, invite sealed quotations in the enclosed Performa Annexure “A” on the following terms and conditions.

1. Rates to be quoted should be excluding GST. Please note to quote your rate only in the enclosed Performa-Annexure-“A”. The rate column in this annexure should be covered by transparent cello tape after quoting the rates. Quotation should preferably be typed or neatly hand written. Cutting/alterations/overwriting if any should be initialed properly before affixing cello tape.
2. The Bid life cycle of the tender shall be 90 days from the tender date and Bid offer validity shall be 75 days from the bid end date.
3. Evaluation method- Evaluation of Financial Bid will be done total value wise (As per sr.no.8 of Annexure “A”).
4. The service provider would be required to depute its authorized representative to visit our offices on the days as mentioned below in Visit Schedule to collect the mail and issue receipt(s)/acknowledgement in respect of individual envelopes/packets. In special circumstances, the visits and frequency may be re-scheduled as per our need.
5. Maximum delivery time of articles is 24 hours for Delhi / NCR mailing and 48 hours for Sohna, Rewari, Nuh, Pataudi, Dharuhera & Manesar mailing (excluding Saturdays, Sundays and holidays declared under Negotiable Instrument Act.)
6. Visit schedule:
  - a. Delhi Branches and Satellite offices– Each working day of the week or as & when instructed by Competent Authority
  - b. LIC Branch Offices/Satellite Office/P&GS unit (Gurugram/Sohna/Rewari) – Alternate days starting from Monday or as & when instructed by Competent Authority
  - c. Satellite Offices (Manesar, Pataudi, Nuh and Dharuhera) – Once in a week or as & when instructed by Competent Authority
  - d. Customer Zone, Gurugram - Alternate days starting from Monday or as & when instructed by Competent Authority
  - e. LIC Delhi Divisional Office-1 /Northern Zonal Office/Inspection Office – As & When required.

**Signature of the bidder with seal**



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**Penalty Clause:** Collection of Dak/Mail only will not qualify for the visit, if it is not delivered as per schedule. If the consignment is not delivered to the consignee within stipulated period of time stated above, a penalty as shown below shall be imposed on the agency.

**(Applicable for Delhi / Gurugram):**

One day delay from scheduled time	Deduction of 25% courier/freight/visit charges for the respective consignment
Two days delay from scheduled time	Deduction of 50% courier/freight/visit charges for the respective consignment
Three days delay from scheduled time	Deduction of 75% courier/freight/visit charges for the respective consignment
Four or more days delay from scheduled time	Deduction of 100% courier/freight/visit charges for the respective consignment

**(Applicable for Sohna/Rewari/Nuh/Pataudi/Dharuhera & Manesar):**

Two days delay from scheduled time	Deduction of 25% courier/freight/visit charges for the respective consignment
Three days delay from scheduled time	Deduction of 50% courier/freight/visit charges for the respective consignment
Four days delay from scheduled time	Deduction of 75% courier/freight/visit charges for the respective consignment
Five or more days delay from scheduled time	Deduction of 100% courier/freight/visit charges for the respective consignment

7. The service provider would mention time and date of pick-up of the mail on the acknowledgement and would be required to get the time mentioned in the “Proof of Delivery”.
8. The service provider will be liable to make good the losses or damages suffered for non delivery/ late delivery / loss of mail/damage to contents of letter or parcel equivalent to the loss sustained by LIC of India subject to minimum of 10 times of mailing charges.
9. Billing cycle will be 1<sup>st</sup> to last day of the month and proof of delivery is to be submitted along with the bill.
10. Bill of previous month to be submitted latest by 7<sup>th</sup> of following month.
11. Bill, if found in order, would be settled within 30 days from the date of receipt of bill in office and income tax etc. will be deducted as per prevailing rules.
12. The service provider will be required to deposit Rs.8000/- (Rs.Eight Thousand only) towards interest free Earnest Money Deposit along with tender through a Demand Draft /Pay Order payable at New Delhi favoring Life Insurance Corporation of India. The EMD shall be refunded to those bidders whose rates are not approved. EMD of successful bidder will either be adjusted towards Performance Security Deposit or it may be refunded to the successful bidder on submission of Performance Security Deposit as per point no.12.

**Signature of the bidder with seal**

दिल्ली मण्डल कार्यालय -3, “जीवन प्रवाह टावर”, डिस्ट्रिक्ट सेंटर, जनकपुरी, नई दिल्ली -110 058  
दूरभाष : 28855186, 28855187, 28855189



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13. The service provider will be required to deposit a non-refundable Tender Fee of Rs. 118/- (Rs. One Hundred Eighteen Only) which includes GST @18% either in cash at cash counter or through Demand Draft /Pay Order. Please note to submit copy of GST Certificate and Pan Card which is mandatory.
14. Bidders seeking exemption of Tender fee/EMD will be required to submit supporting document like Udyam Certificate, valid NSIC certificate etc. For the relevant MSE category.
15. The Performance Security Deposit @ 5% of contract value will be deposited by successful bidder in the form of demand draft/banker's cheque within 21 days after notification of the award.
16. The rates approved by us would be valid for a period of one year subject to renewal at the same rates and Terms & Conditions at our sole discretion for a further period of two years.
17. 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.
18. The LIC of India reserves its right to terminate the services of the service provider without assigning any reason thereof by giving 60 days notice.
19. The service provider, after the award of the contract, shall not sublet the contract either fully or partially.
20. The LIC of India also reserves its right to accept/reject any of the quotations received.
21. The last date for submission of quotation on Annexure-'A' is-**29/07/2024 by 03:00 p.m.**
22. All payments to the service provider shall be through NEFT only.
23. The LIC of India shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the contractor for any purpose whatsoever nor would the LIC be liable for any claim(s) whatsoever of any person(s) of the contractor.
24. The contractor shall be responsible for all injuries and accidents to persons, employed by him. The contractor shall make adequate arrangement for Watch and Ward of his materials and shall ensure safety, breakage and any theft of materials fixed or unfixed by them.
25. The contractor shall be responsible for the conduct and behavior of his employees. If any employee of the Contractor is found misbehaving with the LIC staff, the contractor shall take necessary and appropriate action immediately.
26. Should the contractor commit any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the LIC from time to time, it shall be open and lawful for the LIC to terminate this agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or contractor at the risk and cost of the contractor and the contractor shall have no right to claim any compensation whatsoever on this account.

**Signature of the bidder with seal**



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27. In case of any new addition of location for providing Internal Mailing Services after submission of the tender, pro-rata rates will be allowed for such additions at the sole discretion of competent authority i.e. Sr. Divisional Manager, Delhi DO-3.
28. The employees/agents of the contractor shall never be considered to enjoy any right to enter the premises of LIC by virtue of this agreement or otherwise at any time except with the prior permission of the LIC.
29. If, at any time, during the operation of this agreement or thereafter the LIC is made liable in any manner whatsoever by any order, direction or otherwise of any Court, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the personnel of the Contractor or to any third party, the contractor shall immediately pay to the LIC all such amounts and costs also and in all such cases/events the opinion of the LIC shall be final and Binding upon the contractor. The LIC shall be entitled to deduct any such amounts as aforesaid, from any of the pending bills of the contractor and if such amount is not fully recovered, the LIC shall be entitled to recover the balance amount through legal recourse.
30. The contractor further agrees to absolve the LIC from all the liabilities in regard to any statutory enactments to the extent applicable to the service provided by the contractor. It is clearly understood that should the LIC be called upon to make any payment to any authority, the contractor shall reimburse such amounts to the LIC whether such liability arises during the currency of this agreement or after expiry of the period of this agreement. If there would be any claim on the LIC for any default of the contractor or its employees committed during the operation of this Agreement, the contractor shall pay the LIC such amount on demand without protest.
31. It is clearly understood by the contractor that the persons employed by the contractor for providing services as mentioned herein, shall be the employees of the "Contractor" and not of "LIC".
32. "In terms of provisions of Section 33(3) and 33(4) of The Insurance Laws (Amendment) Act, 2015, Insurance Regulatory and Development Authority of India (IRDAI),if it considers expedient to do so, may direct any person hereinafter referred to as "Investigating Officer", to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of the Insurance Laws (Amendment) Act,2015, who may examine on oath any Manager, Managing Director or other Officer of the service provider or contractor where the services are outsourced by LIC of India."
33. Termination of Contract
- The contract can be terminated by either party by giving 60 days notice.
  - The contract is also liable to be terminated by the corporation if
    - The service provider abandons the work or
    - The service provider assigns or sublets the work in whole or in part thereof or
    - The service provider makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or
    - 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
    - The service provider persistently disregards the instructions issued by the Corporation or
    - The service provider fails to perform its obligations or violate the provisions as per the terms of the contract.

**Signature of the bidder with seal**



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34. In the event of any dispute the same shall be referred to the sole arbitration and the sole arbitrator will be appointed by the Sr. Divisional Manager, LIC of India, Delhi DO-3 whose decision shall be final and binding on both the parties. The venue of arbitration shall be at Delhi. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration.
35. The Life Insurance Corporation of India reserves the right to call for quotations/tenders from the firms in addition to the firms which are on the empanelled list of Delhi-III.
36. If there is delay in performance or other failures by the supplier to perform its obligation under its contract due to event of a Force Majeure, the Supplier shall not be held responsible for such delays / failures.
37. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Delhi and be subject to adjudication of competent Court in Delhi only.

Sr. Divisional Manager

**THE ABOVE TERMS & CONDITIONS ARE ACCEPTABLE TO ME/US**

Signature of the bidder.....

Seal of the Firm/Company

Place.....

Date.....

**LIST OF LIC OFFICES UNDER DELHI DO-3**

S.no	Br. Code	Address	STD	Phone No.
1	11A	A-3/24, Ist Floor, Janak Puri, New Delhi-110058	011	28855170, 28855172
2	11G	Jeevan Jyoti, Brass Market, Sector-1, Rewari-123401	0127 4	224957, 223623
3	11-T	C-29, Community Centre, Naraina Vihar, Phase-I, N.D-110028	011	28855620, 25263134
4	11-W	17-18-19, 2nd Floor, Local Shopping Centre, National Building Bhera Enclave, Peera Garhi, N. Delhi	011	25263133, 25263134
5	11-Y	1643, First Floor Near Police Station , Thana Road, Najafgarh, N.D-110043	011	28011835, 28012434
6	12E	F-Wing, First Floor, Local Shopping Centre, Ring Road, Naraina, New Delhi-110028	011	28855613, 28855614
7	12H	4th Floor , Ring Road Mall, Sector 3, Rohini, Delhi		27940512, 27940509
8	12N	Plot No 5, Sector 4, Local Shopping Complex-1, Dwarka, N.Delhi	011	28855173, 28855175
9	12M	7th floor, Palm Court Building, 20/4, MDI chowk, Opposite Sector 14 park, Gurgaon (Haryana)	0124	2323233, 2304372
10	33-A	4-B/2, Tilak Nagar, New Delhi-110018	011	25996515, 25999506
11	122/ P &GS	Plot No-104, Sector 44, Near Apparel House, Gurgaon (Haryana)	0124	2571292, 2571294
12	128	C-26-27, Community Centre, Janak Puri, New Delhi-110058	011	28855161, 28855163
13	129	20A, Ist Floor, Shivaji Marg, Near Moti Nagar Police Station, New Delhi-110015	011	28888063, 28888059
14	1041	625-626/5, Shiv Colony, Delhi - Alwar Road, In front of Sohna Bus stand, P.O & the Sohna, Distt Gurgaon(Haryana)- 122103	0124	2362465, 2362481

**Satellite Offices**

15	SO-11G	Jeevan Jyoti, Brass Market, Dharuhera, Haryana	01274	242122
16	SO-11W	D-5, Aman Puri, Najaf Garh Road Nangloi, Delhi-110041	011	25943435
17	SO-11Y	9-10, Vipin Garden, Near Pillar No. 801, Dwarka Mor, New Delhi	011	25359088
18	SO 12H	201, 2nd Floor, Garg Trade Centre, Sector 11, Rohini, N.Delhi- 85	011	27573497
19	SO 12M	Amrapali Cooperative Hub, J-Block, Sector -2, IMT, Manesar, Haryana	0124	2290453
20	SO-31B	2-A, R Block, Uttam Nagar, New Delhi-110059	011	25355331
21	SO-I-122	G-12, JMD Regent Square, Main M.G Road, Gurgaon, Haryana	0124	2566575
22	SO-II-122	Esskay Tower Old Railway Road, Gurgaon, Haryana	0124	2224645
23	SO CLIA-122	Second floor, Above Axis Bank, Tauru Road Pataudi, Haryana 122503	0124	2671200
24	SO CLIA-128	4, Community Centre, Phase-I, Maya Puri, New Delhi -64	011	28113264
25	SO-1041	Civil lines, Near SBI, Nuh, Mewat (Haryana)	01267	274274
26	SO-129	G-2, 2nd floor, Relegare Building, Rajouri Garden, New Delhi	011	25453625/26
27	CZ Dwarka	First Floor, Sudeep Plaza, Plot No.3, Sector 11, Dwarka. N.Delhi	011	28042583
28	CZ Gurgaon	SCO-60, First Floor , District Centre, Sector - 56, Gurgaon (Haryana)-122011	0124	2570060, 2578060

**Divisional Office-3**

29	DO-III	Delhi D.O-III, Jeevan Pravah Building, 3rd Floor, Distt. Centre, Janakpuri, New Delhi 110058		28855107, 28855108
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**Offices other than Delhi DO-3**

30	DO-I /Inspection /Legal Deptt.	25 K.G.Marg, Cannought Place, N.Delhi.		
31	Zonal Office	"Jeevan Bharti"124, Connaught Circus, N.Delhi		