



TENDER NOTICE

LIC of India, CUTTACK Divisional Office invites sealed quotations in TWO BID SYSTEM from OPEN TENDER having their own offices within CUTTACK or BHUBANESWAR city for providing Official Air Ticket Service under CUTTACK Divisional Office Jurisdiction.


Tender form and detail are available at LIFE INSURANCE CORPORATION OF INDIA, DIVISIONAL OFFICE, JEEVAN PRAKASH, OS DEPARTMENT, CUTTACK-753001 and also for complete details, formats and terms & conditions of tender, please log on to www.licindia.in/Tender. However, Tender form Downloaded from website shall accompany Demand draft for Rs.118/- along with the technical offer.

Date of Issue of Tender forms	: 25.04.2025 to 13.05.2025 up to 2.30 PM
Last Date & time for Submission of Tender	: 13.05.2025 up to 3.00 PM
Opening of Tender Forms (Technical Bid)	: 13.05.2025 AT ABOUT 3.30 PM
Opening of Tender Forms (Financial Bid)	: will be intimated later on
Tender Fee	: Rs.118.00
Earnest Money Deposit	: Rs 7000/-

The bidders can participate in the tender provided they submit a demand draft of Rs.118/- (nonrefundable) & Draft for EMD of Rs.7000/- (Rupees Seven thousand only) (Refundable) in favour of LIC of India, payable at CUTTACK towards the cost of Bid Document & EMD Respectively. The bidder may deposit the amount in cash at LIC cash counter and attach the receipt with the Technical Bid. MSME Firms having valid NSIC Registration are exempted from payment of Tender Fee and EMD. EMD will not carry any interest and will be refunded in due time.

Please note the following:

- TECHNICAL BID in a separate Envelope (Marked as Envelope-1 : Super scribed as Technical Bid) ,
- Financial BID in a sealed Envelope (Marked as Envelope-2 : Super scribed as Financial Bid)
- E.M.D.(Earnest Money Deposit) : Rs.7000/- (Rupees Seven thousand only)
- Fourth (Envelope No.3)Envelope shall contain all the three above sealed envelopes and sealed and submitted at the address : "Manager (OS), LIC of India, CUTTACK Divisional Office, Jeevan Prakash, Nuapatna, CUTTACK-753001" super scribing with "TENDER FOR ARC WITH TRAVEL AGENCIES FOR PROVIDING AIR TICKETING SERVICES AT CUTTACK DIVISIONAL OFFICE JURISDICTION."


SR DIVISIONAL MANAGER
वरिष्ठ मंडल प्रबंधक
Sr. Divisional Manager
भा.जी.जी.सि./L.I.C. of India
मंडल कार्यालय/Divisional Office
कटक/Cuttack-753001

LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE, JEEVAN PRAKASH, NUAPATNA, CUTTACK-753001

TENDER NOTICE

Dt.25.04.2025

PART A-GENERAL RULES & REGULATIONS

1. Sealed envelope should be super-scribed **"TENDER FOR ARC WITH TRAVEL AGENCIES FOR PROVIDING AIR TICKETING SERVICES AT CUTTACK DIVISIONAL OFFICE JURISDICTION "**
2. All tenders should be dropped in tender box in sealed envelope addressed to "The Manager(OS), LIC of India, Divisional Office, Nuapatna, Cuttack-753001" on or before 13.05.2025, 3.00 pm. The Sealed envelope may also be sent by Regd. Post to the said address should reach on or before 13.05.2025, 3.00pm. Quotation received after last date i.e 13.05.2025,3.00 pm will not be eligible for participation in the tender process. The tender will be opened at 3.30 pm on dt.13.05.2025. Vendors may present or send their representatives to witness the opening of the tender.
3. LIC of India reserves the right to call for clarification/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
4. LIC of India does not bind itself to accept the lowest or any other tender and reserves the right to reject all or any Bid or cancel the tender without assigning any reason whatsoever.
5. The tenders received after the last date and time of submission as mentioned above shall be rejected.
6. Sealed envelope dropped in tender box must contain duly filled PART-A, PART-B & PART-C (in same language and format sent with tender document) and DD/Misc. Receipt of tender fee Rs.118/- with token money Rs.7000/- otherwise tender will be rejected.
7. Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the Bid proposal.
8. The validity of offer of the successful Bidders shall be at least 01 (One) year from the date of finalization of the order and the successful Bidder will be bound to provide service at agreed rates and Terms & Conditions during this period. This validity period may be further extended by one year based on satisfactory performance and mutual consent and with approval of the Competent Authority.
9. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work etc. and quote accordingly.
10. MSME holders have to submit the requisite document.
11. 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.
12. Any conditional offer/ tender shall not be considered.
13. Any modification in the tender after opening date shall not be considered.

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14. The Agency should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to sign up the acceptance of the terms and conditions of this tender and Annexure forming a part and parcel of it.
15. The Travel Agency should be IATA approved.
16. The Travel Agency should be prepared to deliver the requisite services on Sundays/Holidays and also 24*7, if so required by LIC and having its office at Cuttack or Bhubaneswar City.
17. The Travel Agency should be in a position to make available dedicated staff for servicing the needs of the Corporation and place implant(s) 24*7 as per requirement of LIC's Corporate Office, if so required.
18. For providing equal platform total amount of ticket booked during last financial year 2024-25 for Cuttack was Rs.74,12,224/-. Booking of tickets may increase or decrease as per our requirement.

Signature of Authorised Signatory

NAME/DESIGNATION

SEAL of the Agency

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PART-B -GENERAL TERMS & CONDITIONS

1. The Travel Agency will be available 24*7*365 days for booking/cancellation of both domestic & international air tickets and also making available a dedicated staff/implant at the Corporation's office at their own cost, if required. The dedicated staff/implant would be an employee of the Agency.
2. The Travel Agency will be responsible for compliances with all central and state laws as per rules/regulations/by-laws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.
3. The Travel Agency shall not assign the contract or any part thereof to any other Agency/party without the prior consent/approval of LIC. The Travel Agency shall also not sublet the work or part thereof except with prior written consent of LIC.
4. If the registration certificate of IATA is withdrawn or cancelled during the contract period, then the contract of the Agency will automatically stand cancelled.
5. The Travel Agency will have to provide prescribed travel related services in time. If the Agency fails to provide tickets and other Travel related services within the scheduled time, the Agency will be solely responsible for the same and no payment will be made for it.
6. The losses to the Corporation which are directly attributable to the Agency shall be deducted from the bills/adjusted from the Security Deposit.
7. The Agency shall be obliged to suggest cost-effective ticketing plan only under refundable basis. All tickets requested should be mailed to ecz_eos@licindia.com in addition to the applicant employee.
8. The Travel Agency will have to submit monthly statement of bills raised showing the amount of expenses on ticket booking airline wise/sector wise/booking type/domestic/international.
9. Applicable taxes will be deducted at source at the time of settlement of bills unless the Bidder produces a certificate to the contrary from the Income Tax authorities. TDS certificate will be issued by LIC.
10. The Travel Agency should be in a position to provide credit limit for a period of four weeks, as LIC requires time for processing the bills. In cases where bills are settled after four weeks, no penalty shall be demanded by the Agency nor they should claim in future.

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11. All the pages of the Tender and documents called for should bear the date and signature of the tenderer. All the entries by the tenderer should be in one ink and legibly written. Any overwriting, corrections & cuttings should bear initials and date of the tenderer.
12. Conditional/incomplete/late tender applications will be immediately rejected.
13. Rates of service charges should be quoted both in figures as well as in words. In case the rates quoted in words and figures are at variance, the rates written in words will be taken as final.

Work orders will be issued to the bidder quoting LI rate. In case more bidders quote LI rate, orders will be equally divided among the bidders for LI rates.

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15. In PART C of tender document rate of Service Charge must be quoted in round of rupees only. In case of quoting Service Charge by the Bidders in rupees and paise both or in paise, bid will not be considered. Rate quoted less than zero will also be rejected.
16. The Travel Agency will advise and extend the special offers being given by various airlines as and when such offers are made.
17. No advance payment will be paid for any purpose.
18. No service charge will be paid for cancellation of Air Ticket.
19. While booking Air Tickets Deal Code of LIC must be entered. Booking of tickets without deal code should only be booked one after taking permission from E&OS department.
20. Agency will intimate E&OS department regarding cancellation of Air Tickets immediately after cancellation (Not later than three days in any situation). Amount of Cancelled tickets will either be deposited within three days in LIC otherwise it will be deducted in next payment of bills submitted by the Agency.

21. PAYMENT TERMS:

It will be ensured that the bills will get settled within 30 days from the date of submission of correct bills and on completion of journey for which agency will have to furnish their bank account details to LIC. Excess payment, if any made shall be refunded to LIC without any delay and in any case within 7 days from the date of demand from LIC or else it will be deducted from next payment due. GST will be paid as applicable.

22. TERMINATION CLAUSE:

LIC reserves its right to terminate the services, fully or partially for any reason at its absolute discretion by giving one month's notice in writing, including but not limited to the following:

- (a) If the agency/ company is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of Competent Jurisdiction.
- (b) If the Agency/Company commit any breach of the terms of this agreement/tender document.
- (c) If any charge sheet is filed by a Competent Authority of the Government against the Agency/Company, or the Agency / Company is convicted by a criminal court on grounds of moral turpitude.
- (d) The Agency/Company is involved in wrongful billing. In addition here to wrongful Billing shall also result in the Agency/ Company being debarred from participating in any other tender of LIC.
- (e) The engagement is not in the interest of the LIC or the LIC no more requires any such Service.

23. PENALTY CLAUSE:

- a.** The travel agency is required to book the ticket immediately on receipt of communication from the concerned LIC of India travel desk representative. Such booking shall in no case be later than 6 hours of receipt request or 2-3 hours before scheduled departure of flight in case of priority/urgent /same day booking whichever is earlier. In the event of failure to do so, the Travel Agent will be liable to pay a sum of Rs.500/- per incident.
- b.** Travel agency must book the ticket strictly at the most economical fare available for the indicated time slot as per the Deal Code of various airlines with LIC of India unless otherwise specified in the booking request given by the concerned LIC of India travel desk representative. Failing to do shall lead to penalty of Rs.500/- per incident in addition to difference between the lowest cost and actual cost of the ticket booked.
- c.** In case, cancellation of the ticket is not made by the travel agency even after written communication by the concerned LIC of India travel desk representative requesting such cancellation, no payment shall be made to empaneled travel agency for that particular ticket.

24. FORCE MAJEURE:

Force Majeure(FM) means extraordinary events or circumstances beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause) An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause

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does not excuse a party's non-performance entirely, but only suspends it for the duration of FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. There may be a situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for period exceeding 90 (Ninety) days, either party may at its option, terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an even covered in the FM Clause.

**PROVISIONS OF SECTION 33(3) and 33(4) OF THE INSURANCE ACT, 1938
AMENDED BY THE INSURANCE LAWS (AMENDMENTS) ACT, 2015:**

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, register, other documents and the data base in the custody of the agency in respect of service outsourced by the LIC of India. It shall be the duty of the agency to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by IRDAI.

In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person herein after 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 Other Officer of the agency or contract or where the services are outsourced by LIC of India.

We accept all terms and conditions.

Signature of Authorised Signatory

NAME/DESIGNATION

SEAL of the Agency

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PART C

CTC/OS/Tender No- 1 /2025-26/Air Tickets

Date.....

Item No.	Nature of Work	Rate for service charge per ticket (inclusive of all taxes except GST)	Remarks
1.	Booking of all Domestic Air Tickets with LIC Deal Code/ Tour Code of respective Airlines-issue & delivery	Rs------(IN NUMBERS) Rs------(IN words)	Only in round of rupees not in paisa. Amount
2.	Booking of all International Air Tickets with LIC Deal Code/Tour Code of respective Airlines-issue & delivery	Rs------(IN NUMBERS) Rs------(In NWORDS)	Must not Be less Than zero.

The above quoted rates should be inclusive of all taxes except GST. GST will be as per prevalent rates.

Particulars of Tender Fee:

MR/DD-Rs.....MR No.....Date of Deposit.....

Particulars of EMO/Token amount of Security Deposit:

Amount of DD/MR.....DD/MR Number.....Date of DD/MR.....

Encl.DD/MR

Signature of Authorised Signatory

NAME/DESIGNATION

SEAL of the Agency