



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

NOTICE

Applications are invited from Trivandrum and Kollam Districts for empanelment of Travel Agencies by Road and by Air, for LIC of India - Divisional office, Pattom, Thiruvananthapuram Division.

Those desirous to be empanelled with us in the panel of Divisional Office for the jobs undertaken at Divisional Office should fulfill the conditions as per the Annexure. The applications in questionnaire form along with enclosures are to be sent to the following address so as to reach us by 15.00 hrs on or before 26.05.2023 including application fee of Rs.295/- (i.e Rs.250+18%GST) by way of DD in favour of LIC of India payable at Thiruvananthapuram or cash receipt of payment at our cash counter.

The Senior Divisional Manager,
LIC of India Thiruvananthapuram Divisional Office
Jeevan Prakash, PB.NO.1001, Pattom
Thiruvananthapuram, Kerala-695004
Ph.no.2540172,2540851(ext.228) [email: os.trivandrum@licindia.com](mailto:os.trivandrum@licindia.com)

The cover should be superscribed as "Application for Empanelment of Travel Agencies.



Senior Divisional Manager

भारतीय जीवन बीमा निगम, जीवन प्रकाश, पी.बी.नं. - 1001, पट्टम, तिरुवनन्तपुरम - 695004, केरल
दूरभाष : 0471 - 2540851, फैक्स : 2541405, ई. मेल : sdm.trivandrum@licindia.com

LIC of India, Divisional Office, Jeevan Prakash, Post Box No. 1001, Pattom P.O., Thiruvananthapuram - 695004, Kerala
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LIFE INSURANCE CORPORATION OF INDIA

LIC OF INDIA

THIRUVANANTHAPURAM DIVISION

APPLICATION FOR EMPANELMENT OF APPROVED TRAVEL AGENTS

ANNEXURE 'A-12'

1	Name of the Travel agency (in Block Letters)	
2	Date of Establishment / Incorporation with reg. No	
3	IATA Reg NO:	
4	Office Address and Telephone No.	
5	Email ID of the Firm	
6	Status : Proprietary /Partnership /Private Limited Company /Private Limited Company /Public Limited Company	
7	Name of the Partners / Directors	
8	Contact Persons Name with Mobile No	
9	Name & address of your Banker	
12	PAN Number	
13	TIN/ GSTIN	
14	Whether Following Services are offered: a) Package Tours b) Hotel Accommodation c) Transportation & Tour arrangements d) Flight ticketing(Domestic & International) d) Car / Coach rentals	
15	No: of Vehicles owned(attach separate list with Regn. No.s)	
16	Travel by A/C Taxi	
17	Whether you are maintaining trip sheet in the format prescribed by the Kerala Govt.	
18	Whether you are issuing serially numbered receipts with duplicate copies	
19	Whether the receipt for our purpose contain the Reg. No , No.of Persons travelled ,Distance covered and the details of the amount paid	

20	Rates charged (please attach seperate list)	
21	Whether you do advance train & air ticket booking	
22	Train Ticket booking/ cancellation services charges	
23	Air ticket Booking/ cancellation Service charges	
24	Whether you agree to LIC's corporate deal with Air companies once your firm is mapped by Our Central office	
25	Name , address & Tel Number of at least three of your most valued clients	
26	Whether holding certificate under Shops & Establishment Act, duly renewed	
27	Are you agreeable to make deliveries of tickets to All offices under Trivandrum Division (TVM & Kollam Districts) by hand or through e-mail	

28 Mention any other special features of your firm :

- 29(i) We agree to notify the Corporation of any changes in the foregoing particulars as they occur and to verify and confirm the same
- 29(ii) We certify that the above particulars are correct and if any statement is found to be false etc. the Corporation reserves the right to remove our name from the panel,if empanelled with immediate effect.
- 29(iii) We understand and agree that the Corporation has the right to remove our name from the panel without assigning any reason,if empanelled and the Corporations authority in this regard is full and final.
- 29(iv) We understand and agree that empanelment does not make the Corporation obligatory in any manner.

I/We _____ request Life Insurance Corporation of India, Divisional Office, Thiruvananthapuram to consider inclusion of my /our name in the list of your approved Travel Agents . I/We agree to give full satisfaction to the Corporation in the event of being included in the list of approved list of Travel agents.

Place:

Signature with Seal

Date:

Name, Designation

Note : Please type this form or fill it legibly in ink If space provided is insufficient, please type or write the replies on a separate sheet giving appropriate question number and attach it to the form.

Terms and Conditions

- (1) The Deal Code and discounts offered under the Agreement is meant for the Corporate and its designated employees for travel on network of flights operated by Air India and Alliance Air on sectors specified in the Agreement.
- (2) The said Deal Code and discounts for issuing tickets shall not be used to any person except for the employees of the Corporate who are travelling for official purposes and purchasing tickets of Air India flights operated on sectors specified in the Agreement. In case it is found by Air India that the Deal Code was misused or wrongly provided or applied the discounts to issue tickets to any third party, then, Air India shall be entitled to debit / recover from you the amount of discount provided on such tickets and shall be liable to pay the same to Air India without any protest or demur.
- (3) The Deal Code shall be used / entered in the designated tour code box while booking each and every AI flight ticket for the employees of the Corporate, without which the discounts will not be offered on such tickets.
- (4) The correct and valid data should be mentioned as informed by the Corporate for booking/ issuing tickets using the Deal Code and discounts offered under the Agreement.
- (5) You shall obtain the Goods and Services Tax Identification Number (GSTIN) from the Corporate and use the same (where applicable) for bookings made for the Corporate / its employees. Any bookings made without the GSTIN (wherever applicable) would entitle Air India to issue Agency Debit Memos (ADMs) to you which shall be duly followed. Further, you shall not claim a set off on the Corporate's GST liability from Air India if the GSTIN of the Corporate is not mentioned in reference to the bookings made for the Corporate / its employees.
- (6) You shall adhere to the following Special Service Request (SSR) codes for identification / using the GSTIN of the Corporate:
 - (a) **SSR GSTN - SSR GSTN AI HK1/IND/22AAAAA0000ALZ5/IBM=ISINGH/SONIAMS** (this provides for the information related to the GSTIN and the name of the company for a given country);
 - (b) **SSRGSTA - SSR GSTA AI HK1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI/SSR GSTA //MAHARASHTRA - IBOSE/SUBASHMR** (this provides for the information related to the address of the company registered for GST in a particular country);
 - (c) **SSRGSTP - SSR GSTP AI HK1/IND/9103345229023- IBOSE/SUBASHMR** (this provides for the information related to the phone number(s) of the GST billing section of the company);
 - (d) **SSRGSTE-SSR GSTE AI HK1/IND/GST.INFO//IBMGSTIN-ISINGH/SONIAMS** (this provides for the information related to the e-mail address of the GST billing section of the company on which the invoice would be sent to the company).
- (7) You shall comply with all reservation and ticketing procedures of Air India as applicable from time to time while making bookings / issuing tickets for the Corporate / its employees.

(8) Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the Bid proposal.

9. LIC reserves the right to change the dates mentioned in this Tender document, which will be communicated to the bidders or will be published in the LIC's website.

10. The information provided by the bidders in response to this Tender document will become the property of LIC and will not be returned. LIC reserves the right to amend or reissue this Tender and all Amendments will be communicated to the bidders or will be published in LIC's website and such amendments will be binding on them.

11. The bids will be examined by LIC to determine whether they are complete and whether the required bid security and other details / documents have been furnished / submitted. Bid determined as not substantially responsive will be rejected. LIC may at its discretion waive any minor non-conformity or irregularity in bid if it does not constitute a material deviation. Decision of LIC in determining whether any deviation is material or not shall be final and binding to all. The validity of offer of the successful bidders shall be at least 03(three) years 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 based on satisfactory performance and with mutual consent by one year subject to approval of the Competent Authority

12. 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.

13. MSME holders have to submit the requisite document as per Annexure VI

14. 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.

15. Any conditional offer / tender shall not be considered.

16. Any modification in the tender after opening date shall not be considered. 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 Annexure forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in this Tender. The bidder should not have been blacklisted by any office of LIC of India or any other establishment. (An undertaking in this regards is to be submitted on bidder's letter head as per Annexure IV).

17. Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid. (The bidder shall be disqualified if any of these criteria are not fulfilled or the documents submitted are found to be false. The LIC reserves the right to modify or amend the eligibility criteria. The LIC's decision in any matter related to this bid shall be final & binding on all concerned).

18. The Bid shall be signed by a person or persons so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company with its seal duly affixed shall sign the Bid.

19. Successful bidders shall enter into an agreement with LIC on non judicial stamp paper.

ELIGIBILITY CRITERIA FOR ONLINE & OFFLINE BOOKING OF TICKETS :

1. The Travel Agency should have experience of at least five years in the relevant field and providing such services to reputed Financial Institutions/PSUs/MNCs/Companies
2. The Travel Agency should be a sole proprietary concern/partnership firm/company and should be registered with Registrar of Firms/Companies, wherever applicable
3. The Travel Agency should have a valid Service Tax Registration Number, PAN Number, Sales Tax Number , GST Registration Number
4. The Travel Agency should submit Balance Sheet/Profit & Loss Account & Income Tax Return filed for the last three financial years ie 2020-21, 2021-22, 2022-23
5. The Travel Agency should have a turnover of Rs 100 cr in each of the last three financial years ie 2020-21, 2021-22, 2022-23
6. The Travel Agency should be approved by IATA
7. The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerised Reservation Systems (CRS) , electronic mail and other modern communication systems. The Agencies should also be equipped with Self Booking Portal The Travel Agency should have been providing domestic/international air ticket booking services, to reputed Financial Institutions/PSUs/MNCs/Large Corporates during each of the last three financial years ending 2022-23
9. The Travel Agency should be prepared to deliver the requisite services on Sundays/Holidays also 24*7, if so required by LIC
10. 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
11. The Travel Agency should be a direct agent of major airlines
12. The Travel Agency should be approved by Government of India – Ministry of Tourism (furnish the date of approval and its validity)
13. The Travel Agency should have a PAN India presence with branches across the country.

Each of the above criteria should be supported by documentary evidence.

GENERAL TERMS & CONDITIONS

1. SCOPE OF WORK

- 1) Assistance for issuing/obtaining new passport/renewal and miscellaneous passport related services.
- 2) Assistance for obtaining visa and for that purpose submitting and collecting passport at embassies.

- 3) Issuance of foreign exchange as per RBI guidelines.
- 4) Obtaining travel related insurance including overseas medical insurance.
- 5) Ensuring receipts of proper statements from airlines on discounts gained on deal codes secured by the Corporation and ensuring proper utilization thereof.
- 6) Assisting the Corporation in securing deal codes with other airlines.
- 7) The Travel Agency will be available 24*7*365 days for booking/cancellation of both domestic & international air tickets and also make 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.
- 8) 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.
- 9) 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.

Order of Arrangement of Documents with Technical Bid : -(Self Attested)

1. Attested copy of Firm/ Agency /Company Registration
2. Copy of Shop and Establishment Act wherever applicable
3. Certified copy of the statement of Bank Account of the Firm/ Agency/ Company of last 3 months ie Sept to Nov'2018
4. Attested copy of PAN/ GIR Number
5. Attested Copy of last 3 years IT Returns filed by Firm /Company ie 2014-15;2015-16;2016-17
6. Attested copy GST registration
7. Part D of Technical Bid Application along with all annexures i.e. Annexure I to Annexure VI
8. Certified copy of Profit and Loss Accounts of last three years ie 2014-15;2015-16;2016-17
9. Attested copies of Balance sheets of last 3 financial years.ie 2014-15;2015-16;2016-17
10. Copy of the terms and conditions at pages xx to xx in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Agency/ Company in token of their acceptance.

Annexure IV

This is to certify that our Agency / Company / Firm has not been blacklisted by any of the office of LIFE INSURANCE CORPORATION OF INDIA/PSU/Govt. Undertaking/Airlines

AUTHORISED SIGNATORY

NAME/DESIGNATION & SEAL OF

Date :

THE FIRM/COMPANY

Annexure VI - MSME Questionnaire

(a) Whether your firm belong to the category of Micro, Small & Medium Enterprises as defined in the Micro, Small & Medium Enterprises Development Act, 2006 “ If yes ,specify the category of Micro ,Small or medium Enterprises and whether the enterprise is in manufacturing or service industry.

(b) Whether registration by filing entrepreneurs memorandum part -II, with the respective District Industries Centre has been done OR is registered under Single Point Registration Scheme of NSIC? If yes then the Entrepreneur memorandum Number is to be mentioned and copy of Acknowledgement of Entrepreneurs memorandum -II and /or Single point registration certificate to be submitted.

(c) Whether the MSME is owned by SC/ST entrepreneurs and if so , attested true copies of SC/ST Certificate issued by the District Authority to be submitted.