



CIN-L74899DL1999GOI101707

website- www.irctc.com

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

EXPRESSION OF INTEREST (EOI)

(Cost of Rs. 500/- non refundable)

Empanelment of Printing Firms/Companies for providing printing works/jobs at IRCTC Corporate Office.

SN	Event Description	Event Date & Time	Event Location
1	Commencement of sale of EOI document	20.03.2020 at 1200 hrs	IRCTC Ltd. Corporate Office, 11 th /12 th Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001.
2	Last date and Time of Submission (To Initiate the process)	20.04.2020 at 1200 hrs	
3	Empanelment of Printing Firms for providing printing works at IRCTC Corporate Office shall be opened throughout the year		

Address:

IRCTC Ltd. Corporate Office, 11th/12th Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001.

Ph. 011 23314759,

website- www.irctc.com

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General Instructions to Applicants

1. All documents submitted along with the 'EOI' application should be serially numbered on the top right hand corner of every page of the EOI Document and to be submitted along with covering letter and index for each documents page number.
2. The requisite instrument of EOI SEMD (Standing Earnest Money Deposit) should be attached with page number one, as mentioned above, of the EOI Document.
3. The name of the applicant should be mentioned on the reverse of the respective DD, attached as EOI EMD with the EOI application.
4. Applicants who have downloaded the EOI document from the IRCTC's website must submit the EOI Processing Fee & EMD along with the Bid.
5. This EOI document should be duly signed and stamped by the authorized signatory of the applicant.
6. The EOI document should be submitted in original with all pages intact.
7. Eligibility bid should be submitted in a sealed envelope clearly indicating applicant's name and address and the date of opening the EOI. The validity of application shall be for 120 days from the date of submission of application.
8. In support of Five years experience, attested copy of authentic documents currently valid, clearly proving applicant's existence in Printing business, involving printing/publication of various descriptions, black & white and multi color jobs including, Reports, Posters, Pamphlets, Newsletter, Calender, Books, Diaries, Magazines, Customized Visiting Cards, Letter Heads, Note Sheets, I Cards, Envelopes, Office files, Bill Books, Banners, Glow Sign, Flex Board, Digital Board etc. since at least 5 years, **such as (one of the following):-**
 - i.) Letter of Award of currently valid contract in favor of applicant by Railways/IRCTC or by any Statutory/private or public organization, dating more than five years.
 - ii.) State/Central Government currently valid document indicating presenceAnd in support of the business, furnish all the currently valid following documents:-
 - i.) Income Tax returns of last completed five Financial Years.
 - ii.) Currently valid GST registration certificate of Delhi state.
9. Canvassing in connection with EOI is strictly prohibited and the EOI submitted by the applicant who resorts to canvassing will be liable to rejection.



1.0 Disclaimer

- 1.1 This Expression of Interest ("EOI") is being issued by the Indian Railway Catering and Tourism Corporation Limited ("IRCTC") for the purpose of providing certain information to the Applicants to participate in the Process for empanelment of qualified applicants for the purposes of providing printing work/job at IRCTC Corporate Office, New Delhi.
- 1.2 The information contained in this EOI document is being provided by IRCTC for the limited purposes of enabling the applicants to submit a response to this EOI for undertaking the work and for no other purpose. In no circumstances shall IRCTC, or its respective advisors, consultants, contractors, servants and/or agents incur any liability arising out of or in respect of the issue of this EOI.
- 1.3 The information contained in this EOI or subsequently provided to applicant(s), whether verbally or in documentary or any other form, by or on behalf of the IRCTC or any of its employees or advisors, is provided to applicant(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.
- 1.4 This EOI is not an agreement or offer by the IRCTC to prospective applicants or any other person. This EOI includes statements, which reflect various assumptions and assessments arrived at by the IRCTC in relation to the work. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require.
- 1.5 This EOI is a summary of available information and no reliance shall be placed on any information or statements contained herein, and no representation or warranty, expressed or implied, is or will be made in relation to such information and no liability is or will be accepted by IRCTC, its respective advisors, consultants, contractors, servants and/or its agents in relation to the accuracy, adequacy or completeness of such information or statements made nor shall it be assumed that such information or statements will remain unchanged.
- 1.6 Each applicant should therefore, conduct its own due-diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources.
- 1.7 This EOI may not be appropriate for all persons, and it is not possible for IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI.
- 1.8 Nothing in this EOI shall be construed as legal, financial or tax advice. IRCTC will not be liable for any costs, expenses, however so incurred by the applicants in connection with the preparation or submission of their application. IRCTC reserves the right to amend this EOI or its terms and any information contained herein or to cancel the process or altogether abandon the work at any time by notice, in writing, to the applicants.
- 1.9 IRCTC also accepts no liability of any nature whatsoever whether resulting from negligence or otherwise howsoever caused arising from reliance of any applicant upon the statements contained in this EOI.

1.10 IRCTC may, in its absolute discretion but without being under any obligation to do so, update.



- 1.11 Republic of India are applicable discretion to this EOI and subject to the jurisdiction of Courts situated at amend or supplement the information, assessment or assumption contained in this EOI.
- 1.12 No person other than the following authorized person of the IRCTC, has been authorized by IRCTC to give any information or to make any representation not contained in this EOI and, if given or made, any such information or representation shall not be relied upon as having been so authorized. All representations/queries etc pertaining to this document may be addressed to **GGM/Security & Skill Development**, IRCTC Corporate Office, 11th Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001.
- 1.11 Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated at Delhi.

2.0 Invitation for EOI

- 2.1 This EOI sets out the requirements that must be satisfied by applicants for getting empanelled as service provider in order to participate in the process for printing work/Job and it is an invitation to applicants to submit their profile/documents for empanelment as Service Provider.
- 2.2 The EOI document shall be issued by IRCTC upon receipt of payment of a non-refundable fee of Rs. 500/- (“Processing Fee”) through a demand draft in favour of Indian Railway Catering and Tourism Corporation Limited, payable at New Delhi.

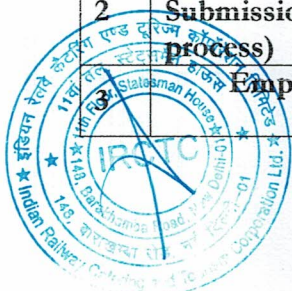
Alternatively, applicants may also download the EOI document from the IRCTC’s website (<http://www.irctc.com>). In such event applicants shall submit Rs.500/- (“Processing Fee”) through a demand draft issued by scheduled commercial banks in favour of Indian Railway Catering and Tourism Corporation Limited, payable at New Delhi along with the EOI application.

- 2.3 Applications unaccompanied by either of the Processing Fee or a receipt evidencing submission of the Processing Fee shall not be considered.

3.0 Schedule of Process

- 3.1 The following are important dates in respect of the process for empanelment. IRCTC reserves the right to amend by extending the stipulated dates for commencement of sale of EOI document, meeting & submission of EOI document without incurring any liability whatsoever. In the event of changes/extension, IRCTC shall intimate the same through addendums/amendments. IRCTC also reserves the right to cancel or discharge the EOI process without assigning any reason.

SN	Event Description	Event Date & Time	Event Location
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Empanelment of Printing Firms for providing printing works at IRCTC Corporate Office shall be opened throughout the year			



4.0 Background of the work

4.1 Scope of work:

The nature of job required should be of excellent designing, scanning, planning, printing etc. of publication of various descriptions, and for black & white and multi color jobs including, Reports, Posters, Pamphlets, Newsletter, Calendars, Books, Diaries, Magazines, Visiting Cards, Letter Heads, note sheets, I-cards, Office files, Bill Books, envelopes, Banners, Glow Sign, Flex Board, Sun Board, Digital Board etc. on the basis of modern facilities for international standards available capabilities and with track record of applicant organizations.

The Contractor/agency/Service provider will be responsible for collecting the manuscript and other materials free of charge, preparation of designs, printing, proof reading, typesetting, editing, spiral binding, perfect binding, etc. as per directions of IRCTC.

It will be the responsibility of the Contractor/agency/Service provider to return material like manuscript, art work, photographs, negatives & positives, floppies, CDs/DVDs etc. after completion of the job, failing which the cost of the items will be recovered from the firm.

The empanelled Contractor/agency/Service provider should have adequate arrangements for packing and dispatching the printed stationery/item/documents.

4.2 Role of IRCTC

1. IRCTC will empanel the service providers among the applicants who will be eligible to participate in the bidding process for printing work/Jobs.
2. IRCTC will invite financial Bids from empanelled service providers for printing jobs/work at IRCTC Corporate Office.
3. Normally, Bidders will be given 14 or less days but not less than 3 days to participate in the bidding process. However, in exceptional cases Service Providers will be required to make printing work/job arrangements within this period which may, in some cases, be as low as 24 hours.
4. Bid Document containing terms and conditions of contract including the Scope of Work, Details of the items to be printed, specifications of printing work/Job, financial bid etc. will be sent through e-mail and courier at the given details as provided by the applicant.



4.3 Role of Empanelled Printing Agencies/Firms

1. Service Provider will submit financial bid as prescribed in the bid document at the venue, date and time as mentioned in the bid document.
2. No bid shall be accepted through email.
3. After receipt of Letter of Award for provision of providing printing works/jobs, the service provider will mobilize his resources required for the requisite services.
4. The provision of services shall start from the date mentioned in the letter of award, in accordance with the schedule.

5.0 Eligibility Criteria:-

- 5.1 Applicants must be registered firm/agency/proprietor in the field of printing business.
- 5.2 Applicant must have Proper infrastructure for printing work as per the details sought under Annexure –A of this document.
- 5.3 Applicant must have Average minimum Annual Turnover of Rs. 25 lakhs each from printing work/Jobs in the past three Financial Years.
- 5.4 Applicant must have minimum 05 years of Experience in the field of printing work/Jobs.
- 5.5 Applicant must have successfully executed & completed minimum 03 contracts of printing work in Govt. Departments/Organizations/Undertakings including Ministries, PSUs, PSBs, Autonomous bodies etc. in the past 05 years.
- 5.6 Applicant must be GST registered.
- 5.7 Applicant must have a Valid PAN Card.
- 5.8 Applicant should have ESI and EPF registration Certificate.
- 5.9 Applicant should not be debarred/blacklisted/banned presently by any Govt. Organization/PSUs/PCBs/Autonomous bodies.



6.0 EOI SEMD

- 6.1 Each applicant shall, simultaneous with submission of its profile/documents as part of its Eligibility criterion, furnish the EOI SEMD (refundable) for an amount of **Rs. 20,000/- (Twenty Thousand only)** in the form of a demand draft. The demand draft shall be drawn in favour of 'Indian Railways Catering and Tourism Corporation Limited (IRCTC Ltd.), payable at New Delhi.
- 6.2 It is clarified that IRCTC shall not be liable to pay any interest on the EOI SEMD so deposited by the applicant.
- 6.3 Any application not accompanied by the EOI SEMD shall be treated as non-responsive and shall not be considered by IRCTC.
- 6.4 The EOI SEMD shall be refunded to the applicants whose applications are rejected for empanelment.
- 6.5 For the applicants who are empanelled as Service Providers through this EOI process, the EOI SEMD shall be retained & shall be refunded without interest only after successful completion of the tenure of the empanelment.
- 6.6 SEMD will not be adjusted against the Security Deposit of individual contractor for any contract/work allotted to him during the period of empanelment.
- 6.7 IRCTC reserve the right to recover any outstanding dues from the successful applicant post empanelment by adjusting the same against the EOI SEMD.
- 6.8 SEMD will be refunded after the completion of period of Empanelment.

7.0 Period of Empanelment

- 7.1 The period of the empanelment will be upto 31.03.2023 from the date of issue of LOE (Letter of Empanelment) & further extendable for period of 01 year at sole discretion of IRCTC on same term & condition of LoE. However, IRCTC reserves the right to review the performance of empanelled party and to take suitable action on observing default/deficiency in service etc. and non-participation in the quotation process including but not limited to imposing fine or de-empanelment of the party with consequential debarment from the future projects/tenders of IRCTC for a period for one year.

8.0 General Conditions

- 8.1 IRCTC reserves the right to terminate the EOI process at any stage and will not be responsible for any loss or damages which the applicant may incur in the process. The application can be rejected without assigning any reason
- 8.2 Conditional/ telegraphic application shall not be entertained. All the pages of the EOI document, duly stamped and signed by the bidder(s) should be submitted in original, unless specified otherwise, in their respective envelopes.

- 8.3 No over writing/cutting/insertion in the EOI application document is allowed. The Application once submitted would be binding on the Party and any subsequent alteration/amendment will not be entertained.



- 8.4 All the pages of the EOI application document must be signed and stamped by the authorized signatory of the applicant, failing which the application will be treated as invalid
- 8.5 Applicant will be responsible for compliance with applicable laws such as GST Law, Service Tax Law, Labour Law or any other law of the land and registration/approval from statutory authority, if required
- 8.6 In case the applicant suffers any loss on account of his being restrained by the IRCTC or any competent authority for indulging in illegal activities or any contravention of any law or rejection of application for empanelment through this EOI process, he shall not be entitled to any compensation whatsoever
- 8.7 All questions, disputes and or differences arising under or in connection with this EOI or in touching or relating to or concerning the construction, or affect of presents shall be referred to the sole arbitration of the Officer/Officers or persons nominated by the Chairman and Managing Director/IRCTC whose decision in this regard shall be binding on the applicant. The venue of the arbitration shall be New Delhi. The Fee & expenses of the arbitration Tribunal shall be shared jointly in equal proportion by the parties.
- 8.8 In the event of any breach of the said terms and conditions of the empanelment, IRCTC shall be entitled to forfeit the EOI SEMD besides de-empanelling and debarring the service provider from participating in the future projects of IRCTC for a period of 1 year
- 8.9 IRCTC at their discretion may call for any record to satisfy them regarding operations of the applicant's Printing press/infrastructure and applicant will provide every help failing which it may amount to breach of condition of the empanelment.
- 8.10 The contractor shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary.
- 8.11 Canvassing in connection with EOI is strictly prohibited and EOI submitted by the applicant who resorts to canvassing will be liable to rejection.
- 8.12 This is not a Request for proposal and commercial price bid is not to be submitted along with EOI.



Format for covering letter

**M/s Indian Railway Catering and Tourism Corporation Ltd
Corporate Office, 11th Floor, Statesman House,
B-148, Barakhamba Road,
Connaught Place,
New Delhi-110001**

Subject: Expression of Interest for Empanelment as Service Provider for provision of printing work/jobs at IRCTC Corporate Office.

I/We _____ (name of the authorized signatory) on behalf of _____ (name of the applicant) _____ offer our interest for empanelment as Service Provider for provision of printing work/jobs at IRCTC Corporate Office.

I/We hereby bind myself/ourselves to complete all the formalities from time to time as required after the empanelment.

- a) I / We hereby understand that the submission of expression of interest does not guarantee empanelment.
- b) I / We solemnly declare that to the best of my/our knowledge and belief, the information given in this application form and the annexure and statements accompanying are correct, complete and truly stated and also that we shall be bound by the acts of my/our duly constituted attorney.
- c) I/We further understand that in case of any information submitted by me/us is found to be incorrect IRCTC will have the rights to annul the empanelment and agreement(s), if any, with immediate effect and debar me/us for a period of one year.
- d) IRCTC and its representatives are hereby authorized to conduct any enquiry or investigations or seek clarifications or verify any statements, documents and information submitted in connection with this expression of interest.
- e) It is understood that this is not a tender form but empanelment process and no business is guaranteed by IRCTC, on qualifying empanelment eligibility.

The following person(s) may be contacted for any information or clarifications relating to his application:

Name:

Designation:

Telephone:

Mobile:

E-mail:



2020/IRCTC/ADMIN/PRINTING FIRM



I/We do hereby confirm that I/we have the necessary authority and approval to submit this expression of interest for providing the above project.

Thanking you
Yours sincerely

(Authorized Signatory)

Name

Designation and seal

Name of the company and address:

Telephone:

Mobile:

Fax:

Email:



9.0 Eligibility of Empanelment

S N	Technical Criteria	Details	Corresponding Page Nos.
		(to be filled by the bidder)	
General Information			
1)	Name and full address of the applicant with Telephone, Fax Number(s) & Email address and Name of Contact Person.		
2)	(i) Details of EOI SEMD – Rs.20, 000/- through DD/Banker's Cheque, in favour of IRCTC Ltd., payable at New Delhi. (ii) EOI Document Fee of Rs. 500/- through DD/Banker's Cheque, in favour of IRCTC Ltd., payable at New Delhi.		
Mandatory Criteria			
3)	Status of the bidder: - Company / Partnership Firm/Individual- Please Specify Firm shall be mandatory based in New Delhi		
4)	In case of Company – Please enclose Memorandum and Articles of Association along with certificates of incorporation, and date of commencement of business etc.		
5)	In case of Firm, registered under the Partnership Act., 1932 – Please enclose details of partners along with certificate of registration, details of their business and partnership deed etc. duly attested by Notary		
6)	Average minimum annual turnover of 25 lakhs each from Printing work/jobs in the last three Financial years. ** Enclose Balance sheet and profit & loss account of the last three completed financial years duly audited by the Chartered Accountant / Published annual report.	1. Year <u>2016-17</u> Rs. _____ 2. Year <u>2017-18</u> Rs. _____ 3. Year <u>2018-19</u> Rs. _____	



7)	Minimum five Years of experience in the field of Printing work/jobs. Documentary proof in form of the work orders or Payments issued/released by concerned organizations/Agencies to be attached.		
8)	Minimum 03 contracts of printing work in Govt.Departments/Organizations/Undertakings including Ministries, PSUs, PSBs, Autonomous bodies etc. in past 5 years. Contract/work completion certificate issued by Govt/PSU/Autonomous body to be attached.		
9)	Having Adequate Infrastructure own or tie up with external source for printing work in Delhi/NCR. Details to be attached as per Annexure- A		
10)	Affidavit duly attested by notary that his/her firm is not debarred/blacklisted/banned presently by IRCTC or Railways or Ministry of Railways in the format as per Annexure-B.		
11)	Permanent Account Number (PAN)- enclose copy of PAN card	PAN-_____	
12)	Copy of valid GST registration certificate	GST Reg. no. _____	
13)	Copy of ESI & EPF Registration Certificate		

- Exemption as per extent guidelines of IRCTC shall be applicable to MSME & Start ups for the purpose of shortlisting in technical criteria.



Note: -

- 1) In case of any information submitted by the applicant being found to be incorrect either before or even after the empanelment, IRCTC will have the right to summarily reject the bid, cancel the empanelment or revoke the same with forfeiture of EOI SEMD and debarment for a period of one year.
- 2) IRCTC reserves the right to inspect applicant's establishments or through any other agency as notified by IRCTC
- 3) IRCTC reserves the right to cancel the Empanelment process at any time without assigning any reasons..
- 4) The details, as required in "EOI Empanelment document" may be submitted along with required supporting documents.
- 5) Incomplete Applications shall not be considered and summarily be rejected.
- 6) Applications not accompanied with EOI SEMD in the appropriate form, shall summarily be rejected

I/We _____ do hereby declare that the entries made in the above are true to the best of my/our knowledge and also that we shall be bound by the acts of my/our duly constituted attorney.

I / We hereby understand that the submission of offers / bids does not guarantee allotment of License. I / We further understand that in case of any information submitted by me / us being found to be incorrect either before or even after the award of Printing work, IRCTC will have the right to summarily reject the bid, cancel the work contract or revoke the same at any time without assigning any reason whatsoever.

Dated: _____

(Signature of the Applicant)

SEAL

Name _____

Address: _____



10.0 EOI evaluation and selection

- 10.1 IRCTC will open the sealed envelopes and determine whether each application is 'responsive' to the Eligibility requirements of the EOI.
- 10.2 If any of the Eligibility criteria is not fulfilled, in any manner whatsoever, the application shall be liable to be treated as non-responsive. The decision of IRCTC as to responsiveness of application shall be final and conclusive and binding on the Bidder and shall not be called into question by any applicant on any ground whatsoever.
- 10.3 IRCTC reserves right to conduct inspection of the printing facilities of the applicant's work site/place/Office, as & when it deems necessary to ascertain & verify the details submitted by the Applicant at Annexure-A.
- 10.4 IRCTC, without being under any obligation to do so, reserves the right to call for any clarifications during the process of checking of responsiveness of a Bid and to reject any Bid which is non-responsive. However, no Bidder shall have the right to give any clarification unless asked for by IRCTC or to request either IRCTC and/or any Ministry or Department, Authority or Body whether statutory or non-statutory, of the Government that may be concerned or connected, in any manner whatsoever, with this Bidding Process, to intervene in, any manner whatsoever, in the Bidding Process.
- 10.5 Notwithstanding anything to the contrary contained in this EOI, IRCTC may, at its sole discretion, waive any minor infirmity, non-conformity or irregularity in a Bid that does not constitute a material deviation, and that does not prejudice or affect the relative position of any Bidder, provided it conforms to all the terms, conditions of the bidding documents without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one (i) that affects, in any substantial way, the scope, quality or performance of the contract; (ii) that limits, in any substantial way, inconsistent with the bidding documents, IRCTC's rights or the Successful Bidder's obligations under the contract; or (iii) whose rectification would unfairly affect the competitive position of other Applicants, who are presenting responsive Bids.

Signature of the authorized signatory

Name & Designation:

Date and Place

Name of the Applicant with seal



Annexure-A

I. Pre-press facilities (DTP)

- (i) Location(s) of the printing presses
- (ii) No of Employees in DTP
- (iii) Whether DTP is done in-house or outsourced, if outsource, please provide details of the same.
- (iv) Facilities available for translation into Hindi and other vernacular languages (whether in-house / outsourced)
- (v) If there is arrangement for outsourcing translation, details to be furnished.

II. Infrastructure:

- (i) Details of the Broadband connections available.
- (ii) No. of desktop computers available.
- (iii) No of printing machines available (one colour/two colour / four colour / five.
- (iv) Details of the machine in terms of Make and year, Year of purchase, Type, Capacity & Actual Speed.
- (v) Whether all the machines are located in the same premises or at different premises, details to be furnished.
- (vi) Availability of Processing facility - Whether the facilities for jobs like Cutting , Folding , Punching, Binding , Pining & Packaging are done in-house or outsourced, please provide details.
- (vii) Availability of facilities like Preparing positives, colour works, binding and varnishing.
- (viii) In case of these works being outsourced, details to be furnished.



Annexure-B

AFFIDAVIT

I,, S/o Sh., aged aboutyears, Prop/authorized signatory of..... do hereby solemnly affirm and declare as follows:-

1. I say that I am an authorized signatory of the firm.....and hence competent to sign and swear this affidavit.
2. That the company/firm namely.....has not been banned or black listed by IRCTC or Railways or Ministry of Railways.
3. That the affidavit is given for participation in Tender process with IRCTC.

DEPONENT

VERIFICATION

I, the above named Deponent do hereby solemnly affirm and state that the contents of this affidavit are true and correct and no part of it is false and nothing material has been concealed there from.
Verified at New Delhi on this day of _____, 2020.

DEPONENT

