



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED

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Tender No. IRCTC/CO/TRSM(DTT)/5/2021/Tourism/CO
Open Tender (Two bid System)

E Tender Mode

APPOINTMENT OF SERVICE PROVIDER FOR PROVISION OF GROUND HANDLING ARRANGEMENTS FOR TOURISTS OF "BUDDHIST CIRCUIT TOURIST TRAIN" INCLUDING FRESHEN-UP/OVERNIGHT STAY IN HOTELS, OFF-BOARD CATERING, ROAD TRANSFERS, SIGHTSEEING, FIRST AID, PROFESSIONAL/LANGUAGE GUIDE ETC. FOR A PERIOD OF TWO YEARS, SEASON 2025-26 AND 2026-27 (01st September 2025 to 31st May 2027).

Date and Time for Pre bid Meeting:	1100 hrs on 10.09.2025
Last date and time of submission of online bids:	1500 hrs on 25.09.2025
Time & Date of opening of Technical Bids online:	1530 hrs on 25.09.2025
Approx. Value of Contract:	INR 3 crore (approx) (Rs Three Crore only)
Earnest Money Deposit:	INR 3,00,000/- (Rs Three Lakhs only)
E Tender Processing fee:	Nil
Address	: Group General Manager (Tourism) Indian Railway Catering and Tourism Corporation Limited 2nd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi- 110029 Tel.No. 011-26181550/51



Kamal Kathiat





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PREAMBLE

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED (A Government of India Enterprise)

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a 'Navratna' listed company under Ministry of Railways, Government of India and is the professional hospitality and travel arm of Indian Railways incorporate for upgradation of catering services over Indian Railways and promote rail-bound domestic and inbound tourism in the country. IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information commercial publicity and global reservation systems.

Buddhist Circuit Tourist Train is the only Tourist Train in India covering major tourist destinations on the Buddhist Pilgrimage Circuit catering to the needs of both international and domestic visitors. The train covers major sites related with Buddhist Pilgrimage viz. Bodhgaya, Sarnath, Rajgir, Nalanda, Sravasti and Lumbini.

Through this tender, IRCTC intends to appoint Service Provider for providing Offboard Services to guests of Buddhist Circuit Tourist Train including ground transportation, hotel accommodation, catering, sight seeing, guides, monument entry tickets etc.

Intending bidders are requested to thoroughly read the contents of the document before bidding and also acquaint themselves of the actual conditions with respect to destinations, venues, transport requirements etc.





NOTICE INVITING E TENDER

Subject: Appointment of Service Provider for providing various offboard services to guests of Buddhist Circuit Tourist Train for Season 2025-2026 and 2026-27 (01st September 2025 to 31st May 2027), extendable further by 1 year (2027-28)

Reference no.: IRCTC/CO/TRSM(DTT)/5/2021/Tourism/CO

- 1) Indian Railway Catering and Tourism Corporation Ltd., New Delhi invites open tender from reputed Inbound Tour Operators, registered in India with the Ministry of Tourism, Government of India for providing ground handling arrangements for tourists of "Buddhist Circuit Tourist Train" including freshen-up/overnight stay in Hotels, Catering, Road Transfers, Sightseeing, Monument Entrance Charges, professional/language guide etc, for a period of two years, season 2025-26 and 2026-27. (From September 2025 to May 2027), extendable further by 1 year (2027-28).
- 2) EMD of 3 lakhs shall be paid online through online payment gateway and the receipt of the same should be scanned and uploaded in the e-tendering website www.tenderwizard.com/IRCTC. In case of non submission of the said EMD or scanned copy of e-receipt, the bid will be summarily rejected.
- 3) The bids shall remain open for acceptance for 120 days from the date of opening of bid or extended period as notified and consented by the bidders. The successful bidder shall be intimated about the award of the work and Earnest money deposit of the unsuccessful bidders shall be returned without interest on the amount deposited within 30 days after the finalization of the tender.
- 4) **E Tender Processing Fee:** Nil
- 5) IRCTC reserves the right to reject any/ all bids without assigning any reason and shall not be bound to accept lowest offer.
- 6) Fax/Telex/ Telegraphic offers will not be accepted.
- 7) The Notice Inviting Tender and the enclosed Instructions to Tenderers, Standard Conditions, Special Conditions, Covering Letter Format and Financial Bid Format shall form part of Tender Documents.
- 8) This tender document consists of 34 pages including index and one cover page.
- 9) The Tender Document is divided into 2 parts viz. Technical Bid and Financial Bid.
- 10) **The Technical Bid** comprises of the Tender Document, **except Financial Bid**, all papers should be digitally signed by the Authorized Signatory of the Company to be submitted online.
- 11) **The Financial Bid (Packet B)** comprises of the Financial Bid as per the format given in the Tender Document, which needs to be filled online.

For Indian Railways Catering & Tourism Corporation Ltd.





DISCLAIMER

1. The information contained in this Tender is being provided by IRCTC for the open tender purposes of enabling the Bidders to participate and submit a bid in response to this tender for the appointment of Offboard Service Provider for the tourists of Buddhist Circuit Tourist Train. 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 Tender, or the Bidding Process.
2. The objective of the Bid document is to provide the prospective Bidder(s) with all the relevant information to assist in formulation of proposals or bids.
3. This Tender may not be appropriate for all persons, and it is not possible for the IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender may not be complete, accurate, adequate or correct. Each Bidder 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 Tender and obtain independent advice from appropriate sources.
4. Nothing in Tender shall be construed as legal, financial or tax advice. IRCTC will not be liable for any costs, expenses, however so incurred by the Bidders in connection with the preparation or submission of their Bid. IRCTC reserves the right to amend this Tender or its terms and any information contained herein or to cancel the Bidding Process or altogether abandon the Project at any time by notice, in writing, to the Bidders. Further, it may in event be assumed that there shall be no deviation or change in any of the herein-mentioned information.
5. IRCTC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender.
6. Laws of the Republic of India are applicable to this Tender.
7. Each Bidder's acceptance of delivery of this Tender constitutes its agreement to, and acceptance of the terms set forth in this Disclaimer. By acceptance of this Tender, the recipient agrees that this Tender and any information herewith supercedes document(s) or earlier information, if any, in relation to the subject matter hereof.





MINIMUM ELIGIBILITY CRITERIA

1. Must be a company/partnership / proprietorship firm duly registered in India / Limited Liability Partnership Firm under LLP Act, 2008 and approved as Inbound tour operator for at least last 3 years by Ministry of Tourism, Government of India. (at least since year 2021).
2. The total turnover of the firm in preceding three Financial Years should be a minimum of 150% of the approximate Tender Value of Rs.3 Cr (2022-23, 2023-24 and 2024-25) i.e. Rs. 4.5 Cr.
3. Must have Foreign Exchange Earnings (FEE) of at least Rs. 1 crore in the last financial year. (2024-25).
4. Must have own office in at least one of these locations viz. Delhi, Agra, Bodhgaya/Gaya, Varanasi/Sarnath, Gonda/Sravasti, Lumbini/Siddharthnagar, Patna/Vaishali, Rajgir/Nalanda and Kushinagar.

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CHECKLIST OF DOCUMENTS TO BE SUBMITTED BY THE BIDDERS

SN	Parameter	Minimum Eligibility	Document Requirement
1	No. of years as approved Inbound Tour Operator by Ministry of Tourism, Govt. of India	Minimum 3 years since 2021.	Certificates issued by Ministry of Tourism, Govt. Of India.
2	Turnover	The total turnover of the firm in the last three preceding Financial Years should be a minimum of 150% (i.e. Rs. 4.5 Cr) of the approximate Tender Value. (2021-22, 2022-23 and 2023-24)	Certified copies of Audited Financial Reports or Certificate from Statutory Auditor indicating the turnover in the last three financial years (Annexure 1)
3	Foreign Exchange Earnings (FEE) from Inbound Tour Operations	At least Rs. 1 crore in the last Financial Year (2023-24) or (2024-25).	Certificate from Statutory Auditor indicating the turnover from Inbound Tour Operations in Foreign Currency (Annexure 1)
4	Office location	In at least one of the cities: Delhi, Agra, Bodhgaya/Gaya, Varanasi/Sarnath, Gonda/Sravasti, Lumbini/Siddharthnagar, Patna/Vaishali, Rajgir/Nalanda and Kushinagar	Copy of at least 3 month old Electricity/Water/Telephone Bill in the name of the company. OR Rent Agreement Or Bills of vendors addressed to the company at the address OR ESI/EPF registration of the company at the address.

All documents should be digitally signed and uploaded online





Other documents to be submitted: (Documents to be digitally signed and uploaded online)

SN	DOCUMENT CHECKLIST
1	E tender processing fee: Rs. Nil
2	Earnest money deposit (EMD) of Rs.3,00,000/- to be paid through online gateway. Copy of Slip to be scanned and uploaded online.
3	Covering Letter as per format given in the Tender Document to be uploaded online
4	<p>Documents in support of status of the firm (Proprietorship/Partnership/Company):</p> <p>Proprietorship Firms:</p> <ul style="list-style-type: none"> i) Name of the proprietor ii) Complete address of the proprietor iii) Power of Attorney (duly attested by the public notary with notarial stamp affixed there on) if any executed in favour of any persons by the proprietor to act on his behalf or on behalf of the firm iv) Address of the person in whose favour the power of attorney has been executed by the proprietor. <p>Partnership Firms:</p> <ul style="list-style-type: none"> i) Name of the partners ii) Complete address of the partners; iii) Partnership Deed (Photocopy duly attested with notarial stamp); and iv) Power of attorney if any executed by any partner / partners duly attested by public notary with notarial stamp affixed thereon. v) Registration under the partnership act. <p>Company:</p> <ul style="list-style-type: none"> i) Copy of the certificate of incorporation issued by the Registrar of Companies, ii) A certified copy of Memorandum and Articles of Association of the Company. iii) Name and address of the present Directors if not mentioned in the Memorandum and Articles of Association. iv) Authorization in favour of the Authorised Signatory for signing the Tender Documents and other papers in connection with this contract. <p>Limited Liability Partnership Firm:</p> <ul style="list-style-type: none"> i) Copy of registration ii) Name of partners iii) Copy of partnership deed
5	Copy of Income Tax Return of the last three Financial Years (2021-22, 2022-23 and 2023-24)
6	Copy of PAN Card
7	Copy of GSTIN registration
8	Copy of GST Returns for the last six months
9	Copy of membership certificates of professional bodies (IATO/ADTOI/ABTO etc)

All documents should be digitally signed and uploaded by the Authorized Signatory of the bidder.



Kamal Kataria





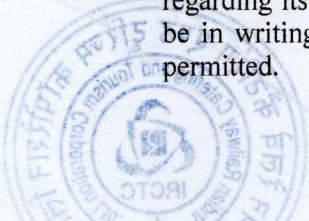
INSTRUCTIONS TO THE TENDERER

- 1) Bid document, along with all tender papers, must be submitted online.
- 2) Pre-Bid Meeting shall be held as per the date indicated to clarify queries, if any.
- 3) The Tender is not transferrable.
- 4) The intending bidders are advised to study the document carefully and acquaint themselves with the conditions therein as they shall form an integral part thereof.
- 5) The Tender document may be downloaded from the IRCTC's website(<http://www.irctc.com>)
- 6) This Tender Document can only be submitted/ received online at <http://www.tenderwizard.com/IRCTC> only. No manual bids will be accepted.
- 7) EMD of 3 lakhs shall be paid online through online payment gateway and the receipt of the same should be uploaded in the e-tendering website www.tenderwizard.com/IRCTC. In case of non submission of the said EMD or scanned copy of e-receipt, the bid will be summarily rejected.
- 8) To participate in the E-Tender, it is mandatory for the bidders to register themselves with M/s ITI. A detailed procedure for bidding is placed at www.tenderwizard.com/IRCTC. It may please be noted for submission of bid, Class III digital signature is required.
- 9) Complete tender document, including all Annexures, with supporting documents, **(Technical Bid)** shall be uploaded along with **(Financial bid)**, digitally signed by authorized signatory.
- 10) The applicant should upload complete set of documents in support of Eligibility Criteria as mentioned in this Document.
- 11) All documents uploaded, in support of Technical Criteria should be digitally signed.
- 12) Corrigendum/Addendum to this Tender, if any, will be published on website www.irctc.com & www.tenderwizard.com/IRCTC. No newspaper press advertisement shall be issued for the same.
- 13) For any difficulty in downloading & submission of tender document on website www.tenderwizard.com/IRCTC, please contact at **tenderwizard.com**.
- 14) At any time prior to the bid submission date, IRCTC may, for any reason, whether at its own initiative or in response to clarifications requested by a bidder, modify the bid document through the issuance of Addendum which will be given on IRCTC website www.irctc.com & www.tenderwizard.com/IRCTC not later than 4 days in advance to the last date of submission of tender. IRCTC may, at its discretion, extend the bid submission date.
- 15) The bid shall remain valid for a period not less than one hundred and twenty (120) days from the due date of submission (Offer Validity Period). Validity of bid may be extended for a specified additional period. Offers with validity less than 120 days shall be considered as non responsive and shall be summarily rejected.





- 16) **Late Bids:** Any Bid received by IRCTC after the Bid Due Date and time, shall not be considered under any circumstances.
- 17) Any failure on the part of bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- 18) IRCTC reserves the right to award contract to any successful bidder at its discretion and this will be binding on bidders.
- 19) IRCTC may terminate the Contract if it is found that the bidder is black listed by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.
- 20) IRCTC reserves the right to reject any / all bids including the lowest bid or withdraw the tender at any stage without assigning any reasons. Nothing contained herein shall confer right upon a bidder or any obligation upon IRCTC.
- 21) It would be desirable that prior to the submission of bid, the bidder has made a complete and careful examination of the requirements and other information set forth in this bid document.
- 22) IRCTC shall not be liable for any mistake or error or neglect by the bidder in respect of the above.
- 23) No bid shall be modified or withdrawn by the bidder after the bid submission date. Withdrawal of a bid during the interval between bid submission date and expiration of the bid validity period would result in forfeiture of the EMD.
- 24) The submission of any offer connected with this tender document shall constitute an undertaking that the tenderer shall have no cause for and claim, against IRCTC for rejection of the offer. IRCTC shall always be at liberty to reject or accept any offer at its sole discretion and any such action will not be called into question and the tenderer shall have no claim in that regard against IRCTC.
- 25) **Nonconformity:** IRCTC may waive any minor nonconformity, or irregularity in a tender document that does not constitute a material deviation, provided such waiver does not prejudice:
 - One that limits in any substantial way the scope, quality, or performance.
 - One that limits, in any substantial way that is inconsistent with the tender documents, IRCTC rights or the successful bidders' obligations under the contract; and
 - One that the acceptance of which would unfairly affect the competitive position of other bidders who have submitted substantially responsive bids.
- 26) If a bid is not substantially responsive, it will be rejected by IRCTC and may not subsequently be made responsive by the bidder by correction of the nonconformity. IRCTC's determination of bid responsiveness will be based on the contents of bid itself and any written clarifications sought by IRCTC in writing the response to which shall also be in writing and no change in rates shall be sought, offered or permitted.
- 27) During Tender Evaluation, IRCTC may at its discretion, ask the Tenderer(s) for clarification(s) regarding its tender and documents submitted. The request for clarification and its response shall be in writing and no change in the price or substance of the tender shall be sought, offered or permitted.





IRCTC reserves the right to terminate the bidding process at any stage and will not be responsible for any loss or damages, which the bidder may incur in the process. The Bids can be rejected without assigning any reason.

28) **Financial Bid (Packet B):** Tenderers are invited to quote their rates on the enclosed format provided in Financial Bid in accordance with the above instructions and all the conditions of tender document. The Financial bids should be submitted online. Financial bids of only those Firms who are eligible in technical bids shall be opened online at a subsequent date. The date shall be notified in writing.

29) The Tenderers must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled. Tenders, which are not complete in all respects as stipulated above, may be rejected.

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GENERAL CONDITIONS OF CONTRACT

INTRODUCTION

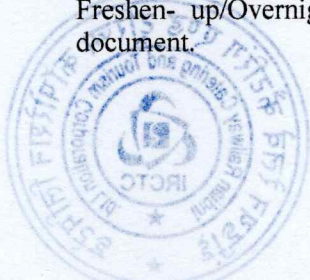
IRCTC in coordination with Indian Railways operates "Buddhist Circuit Tourist Train" with the objective of providing a safe, comfortable and convenient package to pilgrims/tourists visiting the Buddhist Circuit.

IRCTC is operating a 7 nights /8 days package which covers important places related to the life of Lord Buddha on the following itinerary. Delhi, Gaya (Bodhgaya, Rajgir, Nalanda), Varanasi (Sarnath), Gorakhpur (Lumbini, Kushinagar), Gonda (Sravasti), Agra, Delhi.

The said Tour package is operated by Train using AC coaches of Rajdhani express and provides two classes of accommodation viz. 1st AC and 2nd AC with total guest capacity of around 156 guests per trip to suit requirements of different categories of tourists. The package covers complete on-board and offboard/ground services including train travel, all meals, sightseeing arrangements, road transfers, accident insurance, security, professional/language guide services and facilitation for Nepal Visa and entry fee for all the monuments.

1 GENERAL

- 1.1 The Bid Document is not transferable. The intending bidders are advised to study the Terms & Conditions carefully and make themselves conversant with their consents as these shall govern the agreement and shall form integral part of agreement.
- 1.2 The appointment of Off Board Service provider shall not be construed as to create a relation of partnership or Joint Venture between the parties or to constitute a branch of IRCTC. The off board service provider shall not have any authority to bind IRCTC to any agreement/arrangements other than those specifically laid down in the agreement.
- 1.3 Nothing contained herein shall be construed as establishing a relation of employer and employee between IRCTC and The Off Board Service Provider.
- 1.4 IRCTC and the Off Board Service Provider agree that the relationship created by this agreement is not a fiduciary relationship. The Off Board Service Provider shall not under any circumstances act or bind IRCTC impliedly or otherwise except as per the bid conditions.
- 1.5 The parties agree that their relationship is purely contractual for the purposes enshrined in this bid document and the Off Board Service Provider agrees that it has no power or authority to:
 - a) Enter into or execute any agreement on IRCTC's behalf;
 - b) Make any representation or promise on IRCTC behalf;
 - c) Bind IRCTC in any way.
- 1.6 Unless otherwise specifically agreed to in writing, IRCTC expressly disavows any acts by others, including such parties, that purport to bind IRCTC any way.
- 1.7 Offboard services to be offered to the tourists will include Road Transfers, Sightseeing, Catering, Freshen-up/Overnight stay in Hotels etc wherever applicable and as mentioned in the Tender document.





- 1.8 The offboard service provider should offer the services as indicated in **Annexure-II** of the bid document. The day wise itinerary along with the ground handling arrangements required is indicated. The bidder should prefer their quotes based on the services required as indicated.
- 1.9 The bidder shall digitally sign the bid document in token of acceptance of all the terms & conditions of the bid.
- 1.10 Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
- 1.11 The ground handling service provider will be responsible for the performance of the ground handling arrangements in accordance with the all statutory requirements and laws of the land.

2. **EARNEST MONEY:**

Earnest Money: Tenderers are required to furnish Rs. 3,00,000/- as EMD through e payment at e tender gateway. Copy of Receipt should be uploaded online. **In case, the bid is submitted without Earnest Money, the same will be summarily rejected.**

Earnest Money of the unsuccessful tenderers shall be refunded within 30 days of the award of contract. No interest shall be payable by IRCTC on the Earnest Money. The Earnest Money deposited is liable to be forfeited if the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of offers/extended period consented by the bidder(s). The Earnest Money of the successful tenderer will be returned after the Security Deposit required is furnished.

3. **SECURITY DEPOSIT**

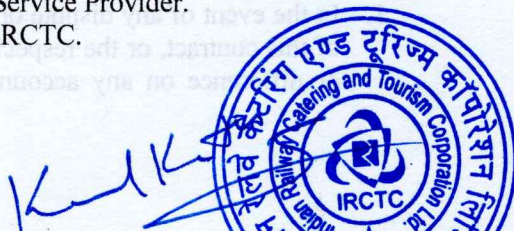
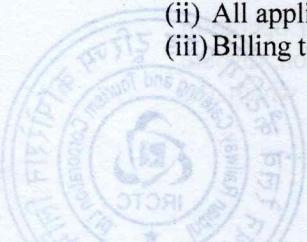
- (i) Security deposit of an amount equal to 5% of the contract value (of Rs 15 Lakhs) shall be required to be submitted by the successful bidder. Therefore the security deposit will be Rs. 15 Lakhs in the form of DD/Bankers Cheque (of any scheduled commercial bank) drawn in favour of IRCTC Ltd, New Delhi or in the form of Bank Guarantee is to be submitted by the bidder along with the acceptance of Letter of Award within 15 days of the issuance of Letter of Award by IRCTC. No interest will be admissible on this Security Deposit. The Bank Guarantee should be valid for a period of at least 27 months from the date of issue of Bank Guarantee.
- (ii) The Security Deposit is liable to be forfeited if the successful bidder unilaterally withdraws, amends, impairs or derogates from terms and conditions in any respect during its currency.
- (iii) No interest shall be payable/admissible on the Security Deposit or any other amount payable by IRCTC to the Service Provider.

4. **SIGNING OF AGREEMENT:**

In case of acceptance of Bid by IRCTC, the service provider shall be required to execute an Agreement between IRCTC and ground handling service provider within 2 weeks from the date of receipt of Letter of Award

5. **PAYMENT AND TAXES**

- (i) The rates quoted by the Bidders in Financial Bid (Packet B) should be inclusive of all state taxes, road taxes, tolls etc., but exclusive of GST.
- (ii) All applicable taxes and billing procedures should be followed by the Service Provider.
- (iii) Billing to customers for optional/extras/supplements shall be done by IRCTC.





- (iv) The Service Provider will quote rates for providing services, exclusive of GST. The quote should be made in terms of rupees. Quote should be in absolute terms without any alteration/ over writing and should be specific for each item.
- (v) The Service Provider will raise the bill within 7 days from completion of Tour on IRCTC for service provided/delivered to the passengers.
- (vi) Bill/Invoices shall be raised as per prevailing GST norms

IRCTC may at its discretion, seek documentary evidence from Service Provider for payment of Statutory Taxes on Bill Amount remitted to Govt. Of India/subordinate departments.

7. LIABILITY AND INDEMNITY

The bidder agrees to defend, indemnify and hold harmless IRCTC and their respective officers, directors, employees and agents (collectively the "Indemnified Persons") and its associated companies from and against any and all claims, actions, damages, expenses, costs (including legal costs) and other liabilities actually incurred by the indemnified parties arising as a result of any negligence, breach of contract or warranty, or any other wrongful act or default on the part of the Bidder, its employees, agents, representatives or service provider, including prosecutions under the legislation affecting the use of any of its sub Operators or agents any of its warranties, undertakings and obligations set out in this Agreement.

8. LABOUR LAW AND OTHER REGULATIONS

It is distinctly understood by the bidder that the employees engaged by it will be deemed to be its employees and the bidder will be entirely responsible for compliance of all laws and rules governing employment of such employees. It shall also be responsibility of the bidder to comply with all laws, ordinances, rules, bye-laws, regulations, notifications, guidelines, policies, directions, directives and order of any governmental authority including municipal authorities with specific reference to labour, EPF, Contract Labour act.

9. EVENTS AND CONSEQUENCES OF DEFAULT

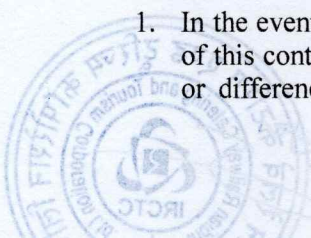
IRCTC shall have the right to terminate the agreement forthwith at the cost and consequence of the Bidder in the following events:-

- a) If the bidder provides sub standard & untimely services or fails to provide service or frequent/repeated material complaints from guests and/or reports from IRCTC officials.
- b) In event of the bidder/Service Provider being convicted by the court of law under Criminal Procedure Code or any other law.
- c) In the event of proprietor or firm being judged insolvent, or any proceedings for liquidation or composition under insolvency Act, or the firm dissolved under the Indian Partnership Act or in the bidder being a company, if the company shall pass any resolution to wind up business either compulsorily or voluntarily,
- d) Repudiation of agreement by Service Provider or otherwise evidence of intention not bound by agreement,
- e) Failure to comply with any statutory law or non-payment of any of the statutory taxes.

IRCTC shall be entitled to forfeit the whole or in part of the Earnest Money/Security deposit/Service Provider fee besides terminating the agreement.

10. DISPUTE REDRESSAL MECHANISM

- 1. In the event of any dispute or difference between the parties hereto as to the construction or operation of this contract, or the respective rights and liabilities of the parties on any matter in question, dispute or difference on any account or as to the withholding by IRCTC of any certificate to which the



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contractor may claim to be entitled to, or if IRCTC fails to make a decision within 120 days, then and in any such case, but except in any of the "excepted matters", the contractor, after 120 days but within 180 days of his presenting his final claim on disputed matters shall demand in writing that the dispute or difference be referred to arbitration.

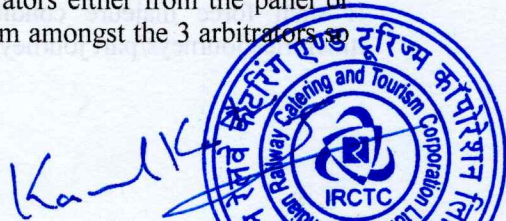
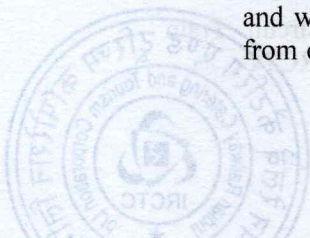
2. The demand for arbitration shall specify the matters which are in question, or subject of the dispute or difference as also the amount of claim item-wise. Only such dispute(s) or difference(s) in respect of which the demand has been made, together with counter claims or set off, given by the IRCTC, shall be referred to arbitration and other matters shall not be included in the reference.
 - a) The Arbitration proceedings shall be assumed to have commenced from the day, a written and valid demand for arbitration is received by the IRCTC.
 - b) The claimant shall submit his claim stating the facts supporting the claims alongwith all the relevant documents and the relief or remedy sought against each claim within a period of 30 days from the date of appointment of the Arbitral Tribunal.
 - c) IRCTC shall submit its defence statement and counter claim(s), if any, within a period of 60 days of receipt of copy of claims from Tribunal thereafter, unless otherwise extension has been granted by Tribunal.
 - d) Place of Arbitration: IRCTC, Corporate Office, New Delhi.
3. No new claim shall be added during proceedings by either party. However, a party may amend or supplement the original claim or defence thereof during the course of arbitration proceedings subject to acceptance by Tribunal having due regard to the delay in making it.
4. If the contractor(s) does/do not prefer his/their specific and final claims in writing, within a period of 90 days of receiving the intimation from the IRCTC that the final bill is ready for payment, he/they will be deemed to have waived his/their claim(s) and IRCTC shall be discharged and released of all liabilities under the contract in respect of these claims.

10 (II) Obligation during Pendency of Arbitration:

Work under the contract shall, unless otherwise directed, continue during the arbitration proceedings, and no payment due or payable by IRCTC shall be withheld on account of such proceedings, provided, however, it shall be open for Arbitral Tribunal to consider and decide whether or not such work should continue during arbitration proceedings.

10 (III) Appointment of Arbitrator:

1. In cases where the total value of all claims in question added together does not exceed Rs. 25,00,000 (Rupees twenty five lakh only), the Arbitral Tribunal shall consist of a Sole Arbitrator who shall be nominated by the CMD/IRCTC. The sole arbitrator shall be appointed within 60 days from the day when a written and valid demand for arbitration is received by CMD.
2. In cases not covered by the Clause above, the Arbitral Tribunal shall consist of a Panel of three arbitrators. For this purpose, IRCTC will send a panel of more than 3 names of Officers which may also include the name(s) of retired Railway Officer(s) empanelled to work as Arbitrator to the contractor/licensee/service provider within 60 days from the day when a written and valid demand for arbitration is received by the CMD/IRCTC.
3. Contractor/licensee/service provider will be asked to suggest to CMD at least 2 names out of the panel for appointment as contractor's nominee within 30 days from the date of dispatch of the request by IRCTC. CMD/IRCTC shall appoint at least one out of them as the contractor's nominee and will, also simultaneously appoint the balance number of arbitrators either from the panel or from outside the panel, duly indicating the 'presiding arbitrator' from amongst the 3 arbitrators.





appointed. CMD/IRCTC shall complete this exercise of appointing the Arbitral Tribunal within 30 days from the receipt of the names of contractor's nominees.

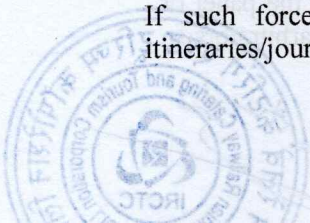
4. If one or more of the arbitrators appointed as above refuses to act as arbitrator, withdraws from his office as arbitrator, or vacates his/their office/offices or is/are unable or unwilling to perform his functions as arbitrator for any reason whatsoever or dies or in the opinion of the CMD/IRCTC fails to act without undue delay, the CMD/IRCTC shall appoint new arbitrator/arbitrators to act in his/their place in the same manner in which the earlier arbitrator/arbitrators had been appointed. Such re-constituted Tribunal may, at its discretion, proceed with the reference from the stage at which it was left by the previous arbitrator (s).
5. The Arbitral Tribunal shall have power to call for such evidence by way of affidavits or otherwise as the Arbitral Tribunal shall think proper, and it shall be the duty of the parties hereto to do or cause to be done all such things as may be necessary to enable the Arbitral Tribunal to make the award without any delay. The Arbitral Tribunal should record day to-day proceedings. The proceedings shall normally be conducted on the basis of documents and written statements.
6. While appointing arbitrator(s) under Sub-Clause (1), (2) & (3) above, due care shall be taken that he/they is/are not the one/those who had an opportunity to deal with the matters to which the contract relates or who in the course of his/their duties expressed views on all or any of the matters under dispute or differences.
7. The arbitral award shall state item wise, the sum and reasons upon which it is based. The analysis and reasons shall be detailed enough so that the award could be inferred therefrom.
8. A party may apply for corrections of any computational errors, any typographical or clerical errors or any other error of similar nature occurring in the award of a Tribunal and interpretation of a specific point of award to Tribunal within 60 days of receipt of the award.
9. A party may apply to Tribunal within 60 days of receipt of award to make an additional award as to claims presented in the arbitral proceedings but omitted from the arbitral award.
10. In case of the Tribunal, comprising of three Members, any ruling on award shall be made by a majority of Members of Tribunal. In the absence of such a majority, the views of the Presiding Arbitrator shall prevail.
11. The cost of arbitration shall be borne by the respective parties. The cost shall inter-alia include fee of the arbitrator(s), as per the rates fixed by IRCTC from time to time and the fee shall be borne equally by both the parties. Further, the fee payable to the arbitrator(s) would be governed by the instructions issued on the subject by IRCTC from time to time irrespective of the fact whether the arbitrator(s) is/are appointed by IRCTC Administration or by the court of law unless specifically directed by Hon'ble court otherwise on the matter.
12. Subject to the provisions of the aforesaid Arbitration and Conciliation Act 1996 and the rules thereunder and any statutory modifications thereof shall apply to the arbitration proceedings under this Clause.

All disputes arising out of or in regard to the tender, the courts at New Delhi/Delhi shall alone have the jurisdiction to resolve.

11. FORCE MAJEURE

In the event of any unforeseen event directly interfering with operation of Service Provider arising during the currency of the agreement such as war, insurrection, restraint imposed by Govt., act of legislature or other authority, explosion, accidents, strike, riot, lockout, act of public enemy, acts of God, sabotage, flood, earthquake etc, the Service Provider shall immediately from the commencement thereof notify the same in writing to IRCTC with reasonable evidence. No compensation shall be claimed from the affected party in such a situation.

If such force majeure conditions are in force then any cancellation of Buddhist Circuit Train itineraries/journeys/part journey, no payments are liable to be paid to the service provider by IRCTC.



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If the force majeure conditions as mentioned be in force for period of 15 days or more, IRCTC will have the option to terminate the LOA on expiry of 15 days of commencement of such force majeure by giving 3 days notice to the Service Provider in writing. In case of such termination, no damage shall be claimed by either party against the other except those which had accrued under any other clause of this agreement prior to such termination.

12. WRONG INFORMATION:

If the tenderers/s deliberately give/s wrong information in his/their tender, create/s circumstances for the acceptance of information in his/their tender, the IRCTC reserves the right to reject such tender at any stage and in that eventuality EMD/Security Deposit lying with IRCTC shall stand forfeited and the bidder shall be debarred from taking part in future projects for a period of two years.

13. CONFIDENTIALITY OF BID INFORMATION:

Any information regarding the examination and evaluation of bid, clarifications sought thereof and recommendation of the short listed bidder shall not in any case be disclosed to any person or employee not officially concerned with the process of bidding.

14. No interest shall be payable/Admissible on Security Deposit or any other amount payable by IRCTC to the Service Provider.

15. COMPLIANCE OF INSTRUCTIONS

The bidder shall comply with any instructions issued by IRCTC from time to time within a reasonable time, as may be necessary to ensure better services.

16. MODIFICATION IN ITINERARY

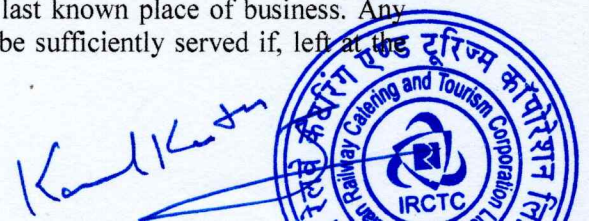
Since the services to be rendered are dynamic in nature, the itineraries, inclusions etc. may have to be modified considering ground conditions, govt. Regulations etc. In case of a permanent change, a rider agreement shall have to be signed, with revised/negotiated rates, if any. In case additional services are required, IRCTC may conduct an independent Market Survey and negotiate the rates with the Service Provider. The rider agreement in this regard shall be executed between the parties within 15 days of the amendment/change.

17. RISK PURCHASE:

Delivery of highest standards of services shall be the essence of the contract. In case, IRCTC feels that the Service Provider is not providing the desired level of service(s) at any destination, venue or transport, guides etc., the same shall be informed to the Service Provider, which should be made good by the Service Provider. However, in case the Service Provider fails to do so, IRCTC shall have the right to make good the services through other sources and debit the amount to the Service Provider either by way deduction from Bills or recovery from Security Deposit. Such events shall also call for Invocation of the Penalty Clause and may also lead to termination of the contract invoking the **Events and Consequences of Default** Clause.

18. NOTICES TO BE SERVED

Any notice to be served on Bidder shall be deemed to be sufficiently served if delivered at or sent by Registered Post addressed to the Bidder at their Registered Office or last known place of business. Any notice to be served by the Bidder on the contract shall be deemed to be sufficiently served if, left at the





office/sent by registered post/courier addressed to Chairman and Managing Director, IRCTC, 11th Floor, Statesman House, Barakhamba Road, New Delhi – 110001.

All notices to be given on behalf of IRCTC and all other actions to be taken by IRCTC may be given or taken on behalf of IRCTC by GGM/Tourism or any other officers for the time being entrusted with such functions, duties and powers by IRCTC.

19. PENALTY:

The off board service provider shall be liable to pay such penalty as IRCTC may inflict for complaints against the service provider (which in their opinion are bonafide and substantiated) or deficiency noticed during Inspections or deficiency brought out by the IRCTC accompanying officials during the tour or deficiency in quantity or quality of services as per contract. In each case, a penalty of Rs 20000/- (Rs Twenty Thouseand Only) per instance may be imposed.

20. TERMINATION: -

- i) In case of wilful default or non compliance of terms and conditions of the agreement or failure to provide service, IRCTC will have the right to terminate the contract and the decision of IRCTC in this regard shall be final.
- ii) The performance of Off board service provider shall be reviewed from time to time and in case the efforts of the Service provider appear to be lagging behind considerably, IRCTC reserves the right to terminate the contract after serving a show cause notice of 15 days and the decision of IRCTC shall be final in this regard.
- iii) In case of termination under clause i or ii above, IRCTC may forfeit the security deposit and black list the service provider for a period of 1 year.

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SPECIAL CONDITIONS OF CONTRACT

1. INTRODUCTION

The terms and conditions and requirements enlisted in this tender document are for the purpose of engaging an agency/service provider for providing ground handling/offboard services to guests of IRCTC's Buddhist Circuit Special Tourist Train. Services shall include ground transportation, hotel accommodation, meals, guides, monument entry fee, local coordination etc. and the Service Provider is expected to provide seamless, end to end services commensurate with best industry practices. The Buddhist Circuit Special Tourist Train shall run under the overall management of IRCTC.

2. SCOPE OF WORK

Provision of ground handling arrangements for tourists of "Buddhist Circuit Tourist Train" including freshen-up/overnight stay in hotels, catering, road transfers, sightseeing, entrance charges for all monuments/ places visited and professional/language guide per requirement. The day wise tour itinerary and details of "ground handling services required" from the bidders are given in **Annexure-2**.

The said packages are expected to be generally operated during September to March which may be extend up to May. Approximately 700 tourists are expected to travel from all the trips of season 2025-26 and 2026-27. Number of tourists may vary from trip to trip. Total number of trips planned for the train in 2025-26 and 2027-28 are 06 and 07 respectively. However, the number of trips operated may vary depending upon demand/occupancy and Service Provider shall have no claim whatsoever w.r.t. any increase / decrease in number of guests.

Expectations from Service Provider:

- **Response time:** All queries to be replied within 24 hrs.
- **Contacts / Emergency Contacts:** IRCTC to be provided with a list of contact persons based in Delhi and other destinations for day to day work. List of Emergency contact numbers to be provided in case of any emergency out of which at least one should be available 24 hrs for 7 days a week. Any change in contact number should be immediately informed to IRCTC.
- **Ground Transportations:** All vehicles used during the tour should be in very good conditions and should be without any defect or scratch. Only AC Deluxe Buses to be used, except otherwise permitted in the itineraries, for providing regular services with proper AC & Microphone /audio system. All vehicles used should be licensed and approved by local authorities / laws for the purpose of commercial passenger transportation. Vehicle should be used throughout the tour with Buddhist Train branding/IRCTC branding. Supplier or transporter should not market their own address/contact nos on the fleet. The off board service provider should keep a back up to avoid contingencies.
- **Product Updates, News, Renovations:** Service provider must regularly update IRCTC for any upcoming renovation works at any attraction / venue that is contracted for the services and suggest alternatives.
- Well maintained first aid kit is must in all vehicles used during the tour.
- Drivers should hold a valid license for providing such services and should wear proper uniforms.





- **Insurance policies for Transport vehicle:** Service Provider shall ensure that the transport vehicles being deployed either directly or through Transport suppliers take comprehensive insurance policies as per the local laws.
- **Signboards/Branding:** Will be of IRCTC / Buddhist Circuit Tourist Train and not of the service provider company or vendor of the service provider.
- **Boat / Ferry ride/transportation:** The Service Provider should ensure that the vendor they appoint for providing any Boat/ Ferry services should meet the local laws and local safety and security standards. The transportation provider must be in possession of all relevant licenses and the boats to be fully equipped with life jackets and first aid kit. Each Boat should have separate accompanying Guides. The boats and life jackets should be well maintained and clean.
- **Tour Guides:** All tour guides used should be fluent in English or the language they specialize in. They should be government approved and should hold a proper license required to do Guiding at required monuments. Only experienced tour guides with excellent past feedbacks should be used. At least one Tour Guide shall travel on the train throughout the journey with the group.
- **Tour Manager:** Offboard Service Provider shall provide one Tour Manager travelling on the train throughout the the tour.
- **Tour Guide Attire:** All tour guides used should be in well attired, be presentable, polite, friendly and caring. They should adhere to the timings of the program.
- **Local Festivals and other interesting tour elements:** The service provider should ensure to plan in advance for any amendments or additional services that could be provided to the clients so that the clients are able to feel and enjoy the festivals and any special occasion without any discomfort.
- **Maximum carrying capacity of vehicle:** The maximum limit of guests in AC Deluxe Coach is 30, Innova - 4, Mini coach - 15 and Tempo Traveller - 6, Battery Operated Carts at Agra – not more than 2 on one seat, Boat at Varnasi – as per capacity, Rickshaw at Lumbini – 2 per rickshaw.
- **Safety and Security:** The service provider shall be responsible for the safety and security of the clients. Any excursion may be cancelled and should be informed to the clients and IRCTC if guest's security and safety is at risk.
- **Feedback:** The service provider has to ensure excellent feedback for all the offboard services they are providing for.
- **Alternate Arrangements for off board services:** The service provider must ensure that the program runs as per the original contract. In case of emergency situation arising out of any unforeseen event, the service provider has to arrange for the same level or better level arrangements (for example: venue, Restaurants, any special services) with prior approval of IRCTC.
- Ground handling service provider will ensure that the services offered for the tourists of Buddhist Special is managed by well-trained & courteous Staff. Ground handling service provider shall also be required to follow the instructions relating to hygiene, quality parameters for kitchen and the food served, PFA, food handling, cleanliness, packaging etc. The service provider will follow all prevailing labour laws and regulations. The agreement between IRCTC and ground handling service

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provider shall not create any contractual relationship between the agency's own staff or its sub-contractor's staff and IRCTC.

3. STAFF TRAVELLING ON TRAIN:

IRCTC shall depute upto 04 staff onboard for managing/supervising the services. The offboard service provider shall provide complimentary services to the staff deputed by IRCTC.

IRCTC would allow one Tour Coordinator of ground handling service provider & suitable number of tour guides to avail complimentary On-Board Travel & Services for the entire duration.

4.COMPLIMENTARY GUESTS:

Ground handling service provider would be required to offer all ground arrangements/services complimentary to one passenger on twin sharing basis on every 15 passengers on the full tour.

5.FAM TOURS

For FAM tours, IRCTC would pay 75% amount of the twin sharing basis to service provider. In case FAM tours exceeds 10% of the total fully paid guests who have travelled during the season, IRCTC shall pay the service provider the full amount for FAM guests over and above 10% of total fully paid guests.

6.TRANSPORT

Normally the tour shall be operated in a 35 seater Deluxe AC Bus with Public Address System, with seating limited to 30 guests per coach. The number of vehicles shall increase depending upon group size.

For every group of 15 guests, a separate Mini Coach shall have to be provided with Language/English speaking guide as per requirement. Supplement Cost for the additional vehicle and guide shall be paid by IRCTC to the Service Provider, in case the vehicle is taken beyond the normal group requirement. For example, in a trip there are total 30 guests with one group of 18 and remaining FITs/small groups. Under normal circumstances, one 35 seater bus would suffice for the group. However, in this case, in addition to the bus, a separate vehicle for the group of 18 shall be provided exclusively for which IRCTC shall pay the supplement charges.

7.MINIMUM GUARANTEE GUESTS

IRCTC shall pay the Service Provider for a minimum guarantee number of 30 guests, if the tour is operated.

8.PAYMENT TO SERVICE PROVIDER

Part Journeys: IRCTC would make payment on Pro-rata basis for the tourists not availing the full tour of 7 nights / 8 days duration. The amount payable shall be arrived at by dividing the Tour Cost payable for the full tour by 7 and multiplying the amount arrived by the number of nights spent by the guests on the Train. This shall apply on tours with more than minimum guarantee guests.

Odd number bookings: In case, ground handling service provider is required to give a single room due to odd number of bookings, per person twin sharing rate would only be paid for that passenger.

Supplement for Foreign Language Guide: Cost of services of English Language Guide should be included in the package. In case of requirement by a group of guests, guide of particular language as per requirement other than English/Hindi will be provided by ground handling service providers as per agreed.





rates and IRCTC shall pay the differential/supplement cost. The Tour Guides should have good command over English / Foreign Language.

9. MODIFIED ITINERARIES/CHARTERS:

At times, the tour may run on modified itineraries/charters. In such cases, IRCTC shall obtain rates from the Service Provider for the modified itinerary. However, IRCTC reserves the right to negotiate the rates with the Service Provider. The Service Provider shall have no right/claim whatsoever to operate itineraries/trips which are not part of the announced schedule.

10.NO SHOWS:

In case of No Shows, after furnishing the Final List to the Service Provider, IRCTC shall pay the Service Provider, 30% of the payable amount for the tour.

11.GUEST FEEDBACK:

IRCTC will independently collect feedback from its customer regarding the quality of services provided by ground handler. IRCTC shall inform the Service Provider about deficient services and in case the services are not improved as per required standards in subsequent trips, IRCTC shall initiate penal action, as deemed fit.

In rare cases if the service provider is not be able to provide the accommodation in the specified hotels (as been mentioned in the scope of work) at the time of confirmation, the service provider may arrange for the accommodation in other hotels of same stature after taking prior approval from IRCTC.

12. TOUR OPERATION/CANCELLATION

IRCTC shall inform the Service Provider at least 30 days prior to Tour Commencement Date whether the tour is operating or otherwise.

13.HOTELS TO BE USED

The detailed itinerary with requirement from Services Provider are given in **Annexure II**. As per the itinerary, hotels are to be provided by the Service Provider at Bodhgaya, Varanasi, Kushinagar, Lumbini and Sravasti. The Service Provider is required to provide accommodation to all members of the tour, preferably in one hotel. In case, Service Provider is unable to provide accommodation to all members in the same hotel, the hotels provided should be in close vicinity and of same standards.

List of Hotels

Destination wise list of Hotels to be used is given below. The hotels are listed in three categories. Within each category hotels are listed in their order of preference – most preferred to least preferred. The Service Provider should ensure accommodation in the first two hotels of the first preference. In case of repeated instances of providing hotel accommodation in lower category hotels, IRCTC may initiate action as deemed fit after giving due notice to the Service Provider.

Destination	First Preference	Second Preference	Third Preference
Bodhgaya	Hotel Royal Residency/Mahabodhi Resort/Hotel Imperial/Dhamma Grand	Hotel Anand International/Hotel Bodhgaya Regency/Hotel Siddharth International	NA
Varanasi	Hotel Ramada/Hotel Radisson/Hotel Clarks/	Hotel Rivatas/Hotel Madin/ Hotel Pinnacle Inn / Hotel Fern Residency	NA

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	Hotel Mudra		
Lumbini	Siddharth Vilas Palace / Lumbini Garden Resort / Hotel Buddha Maya Garden/Hotel Kasai/Hotel Hokke / Dreamland Resort	Hotel Lumbini Garden New Crystal / Asian Buddha Hotel / Hotel Landmark / Hotel Nirvana / Hotel Nansc	Hotel Sarashree/Hotel Lumbini Zambala
Kushinagar	Hotel Royal Residency /Hotel Imperial /	Hotel Lotus Nikko	Om Residency / Leela Galaxy
Sravasti	The Sravasti Residency/ Hotel Pawan Palace / Sarovar Tulip Inn / Platinum Inn	Hotel Lotus Nikko	NA

14. INCLUSIONS

- Airconditioned Deluxe Coach 35 seater with Public Address system.
- Rickshaw ride at Lumbini, Battery cart ride at Agra.
- Continuous supply of 500 ml Packaged Drinking Bottled Water throughout the excursions (Kinley/Aquafina/Bisleri)
- Monument Entry Fee
- Still Camera Fee
- Boat Ride Charges at Varanasi for exclusive boat(s)
- Shoe Covers, wherever required.
- One English Language Tour Guide traveling on train.
- One Tour Manager traveling on train.
- Liquid Hand Sanitizers in all buses.
- Disposable Face Masks in all buses.
- Baseball cap with IRCTC branding for each guest.
- Utility Carry Bag with two pockets for carrying tissues, bottled water etc.
- Buffet meals at offboard venues as per itinerary.
- Hotel Accommodation as per Rooming List circulated by IRCTC as per the itinerary.
- Provision of Tetrapack Juice, fruits and Granola Bar/Energy Bar, Chips, Packed Muffin/Cake Slice, Packed Cookies in the bus during the journey from Bodhgaya to Rajgir, Gorakhpur / Nautanwa to Lumbini and Lumbini to Kushinagar. A Hamper should be provided to each guest.

15. CONTINGENT REQUIREMENTS

The Offboard Service Provider must ensure proper service to the guests during contingencies such as additional off train catering, hotel accommodation arising due to change in tour programme or due to any unforeseen circumstances or vagaries of nature. Any additional cost incurred due to the above exigencies should be submitted for which IRCTC shall make additional payment.

16. GUIDELINES FOR FILLING THE FINANCIAL BID (Packet B)

The Financial Bid (Packet B) is divided into two parts:

- Rate for Main Tour.
- Rate for Optional Activities.





Rate for Main Tour: The Bidders are required to quote Rate for Main Tour per person on Twin Sharing Basis in Column 3 of the Financial Bid. The remaining rates shall be calculated based on the formulae given in the Financial Bid.

Rate for Optional Activities: The Service Providers are required to quote rate for Optional Activities in the table given. The Rates for Optional Activities shall not be considered for the purpose of deciding the successful bidder. However, IRCTC reserves the right to negotiate the rates of Optional Activities with the successful bidder. Payment for Optional Services shall be made by IRCTC as per actual usage.

17. OPENING OF FINANCIAL BIDS

Financial Bid (Packet B) of only those bidders shall be opened, who have been declared qualified in the Technical Bid (Packet A) based on the documents submitted by them in support of the Eligibility Criteria. The Financial Bids (Packet B) of the bidders declared eligible in the technical criteria shall be opened on a stipulated date and time in the presence of the bidders or whosoever wishes to witness the opening. The communication intimating the date, time and venue of opening of Financial Bids (Packet B) shall be sent through email or writing.

18. TENURE OF CONTRACT

The contract shall be awarded for a period of two seasons (2025-26 and 2026-27), subject to terms and conditions for earlier termination as stipulated in the Tender Document.

After successful completion of contract, the contract may be further extended for a period of one season (2027-28), solely at the discretion of IRCTC, seeking consent from the Service Provider. The Service Provider cannot claim extension as a matter of right.

19. RATES

The bidders are required to quote rates in the Financial Bid (Packet B) for the services and facilities mentioned in the Tender Document as per the detailed itineraries and inclusions. The rates quoted should be inclusive of all state taxes, toll, road taxes etc. but exclusive of GST. The rates finalized against this tender shall remain valid for a period of 2 seasons viz 2025-26 and 2026-27.

In case of extension of contract in the third season i.e. 2027-28 all rates including Main Tour, supplements and Optional Activities shall be enhanced by 5%.

The supplementary rates shall be paid as under:

Single Occupancy: 35% of the twin sharing rate over and above twin sharing rates.

Child rates: 50% of the twin sharing rates for children between 5-12 years and children below 5 years shall be accommodated complementary without extra bed.

FAM Tour Rates: 75% of the twin sharing rates.





20. BILLS AND PAYMENTS

Bills should be submitted to the designated officer after completion of services in proper format for each trip with clear bifurcation of GST as per prevailing rates. The bills shall be processed and paid after due verification. The Bill should contain complete address, Bank Details, PAN and GST.

21. CANCELLATION OF TOURS

IRCTC shall inform the Service Provider, whether a tour is operating or otherwise, at least 30 day prior to the scheduled commencement of the trip. In such a case, IRCTC shall not be liable to pay any Retention Charges to the Service Provider.

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Annexure 1

Format for Certificate to be issued by Statutory Auditor with respect to experience and turnover of the bidder
(Original Certificate on the letterhead of the Statutory Auditor to be submitted)

Dear Sir,

We, _____
(Name of Statutory Auditor) as the Statutory Auditors of M/s _____
(Name of Bidder),
hereby certify that M/s _____
(Name of the Bidder),
(Status of the firm viz. Pvt Ltd Company/Partnership Firm etc) is in the
business of Inbound Tour Operations in India since _____.

We further certify that as per the Audited Books of Accounts of M/s _____,
the turnover in the last three financial
years is as under:

Financial Year	Total turnover (Rs. in Lakhs)	Foreign Exchange Earnings (FEE) from Inbound Tour Operations (Rs. in lakhs)
2021-22		
2022-23		
2023-24		

Signature of the authorized signatory

Name & Designation

Name of the Firm/Company

Date and Place



**Annexure-II****Day-wise Tour Itinerary and Details of Ground Handling Arrangements Required from the Bidders****DAY -I**

Day	Itinerary	Off –Board Services Required
Day 1 Delhi – Gaya (990 kms)	13:00 hrs.- – Assemble at the Delhi Safdarjung Railway Station. Traditional Welcome and check – in to your respective coaches. 14:30 hrs – Departure of the train for Gaya. 20:00 hrs - Dinner on-board and over night stay on the train.	

DAY- II

Day	Itinerary	Off – Board Services Required
Day 2 Gaya – Bodhgaya (16 kms)	07:00 hrs. – Wash & Change & breakfast on board. 08:30 hrs. – Arrive at Gaya. Disembark the train and assemble for boarding the coaches for road journey to Bodhgaya. 09:30 hrs – Check in at hotel and sightseeing of Bodhgaya including Mahabodhi Temple & Niranjana River. 13:00 hrs. – Lunch and relax. 16:00 hrs. – Proceed for sightseeing of Thai Temple, Japanese Temple and Buddha Statue. 19:30 hrs. – Return to Hotel, dinner and overnight stay at hotel in Bodhgaya.	1) Receive the group on arrival at the Rly Station. 2) Boarding in bus from the train & transfer to the hotel. Check in at the hotel as per itinerary timing and room allocation as per Rooming List provided by IRCTC 3) Sightseeing tour as per the itinerary. 4) Buffet veg /non-veg international standard lunch. 5) Sightseeing as per the itinerary. 6) Return to the hotel. Buffet veg /non-veg international standard dinner. 7) Briefing for the next day program and fixing up wake up calls. 8) One liter packaged drinking water bottle to be provided in hotel room per passenger. 9) Sufficient package drinking water bottles to be provided in the bus.





DAY-III

Day	Itinerary	Off –Board Services Required
Day 3 Bodhgaya – Nalanda – Rajgir – Gaya – Varanasi	<p>05:30 hrs. – Early morning tea & breakfast followed by checkout from the Hotel for departure to Rajgir and Nalanda.</p> <p>07:00 hrs. – Dep. by coach for Rajgir (85 Kms).</p> <p>09:30 hrs. – Arrival at Rajgir. Sightseeing at Rajgir of Bimbimsara Jail, Gridhakut hill, Venuvan.</p> <p>12:30 hrs. – Proceed to Hokke Restaurant or Rajgir Residency for lunch.</p> <p>13:30 hrs. – Proceed for Nalanda for sightseeing covering ruins of world famous Nalanda University & Nalanda Museum</p> <p>17:00 hrs. – Depart back to Gaya Rly. Station.</p> <p>18:00 hrs – Evening Tea break.</p> <p>19:30 hrs – Arrival at Gaya Railway Station and board the train.</p> <p>20:00 hrs. – Dinner. Departure from Gaya at 2330 hrs to Varanasi (220 kms) by train.</p>	<ol style="list-style-type: none"> 1) Wake-up Call in the morning 2) Hot Buffet international standard Breakfast at Bodhgaya. 3) Buffet veg /non-veg international standard lunch at Rajgir. 4) Sightseeing as per itinerary. 5) Evening Tea. 6) Return to the Railway Station. 7) Sufficient package drinking water bottles to be provided in the bus. <p>To keep sufficient quantity of fruits, granola bar/energy bar, tetrapack juice in bus for guests.</p>

DAY- IV

Day	Itinerary	Off – Board services required
Day 4 Varanasi – Sarnath – Gorakhpur	<p>06:00 hrs. – Early morning Onboard Wash and Change. Arrive Varanasi</p> <p>07:30 – Onboard breakfast, disembark the train and board buses.</p> <p>08:30 hrs. – Departure for Sarnath (10 kms) for sightseeing of Dhamekh Stupa, Sarnath Museum, The Ashokan Pillar, Mulgandha Kuti Vihar, Sarnath Museum.</p> <p>11:30 hrs. – Arrival at Hotel, check in and Lunch. Checkout from the Hotel</p> <p>17.00 hrs –Visit to Ghat, Boat ride (with required safety procedure adhered), Evening Arti. Return to the hotel.</p> <p>21:00 – Dinner at hotel in Varanasi, transfer to Railway Station and board the train.</p>	<ol style="list-style-type: none"> 1) Receive the group on arrival at the Rly Station 2) Boarding in bus from the train and transfer to Sarnath. 3) Sightseeing tour as per the itinerary. 4) Transfer to hotel for check in and buffet veg /non-veg international standard lunch. 5) Checkout from Hotel and proceed for Boat ride on the river Ganges (Boats must be Bazra boats with required license and safety procedure adhered) & Evening Aarti. 6) Return to the Hotel for Dinner and Transfer to Railway Station. 7) Sufficient package drinking water bottles to be provided in the bus.





DAY- V

Day	Itinerary	Ground Handling Arrangements Required
Day 5 Gorakhpur - Kushinagar- Lumbini	06:00 hrs. – Early morning tea on board. 07:00 hrs. – Arrival at Gorakhpur / Nautanwa. Onboard breakfast. 08:00 hrs. – Proceed by coach to Hotel at Lumbini/Kushinagar *. 12:30 hrs. – Arrival at Lumbini. Check in and Lunch at hotel. 14:00 hrs. – Proceed for sightseeing of and sight-seeing of Lumbini including Maya Devi Temple, Ashokan Pillar, Pushkarni and Buddhist Monastery at Lumbini. Yoga & Meditation session can be organized 19:00 hrs. – Dinner and overnight stay at Hotel.	1) Receive the group on arrival at the Rly Station. 2) Boarding in bus for Lumbini, Nepal 3) Visa facilitation at the India-Nepal border. 4) Check in at hotel. 5) Buffet veg /non-veg international standard lunch. 6) After lunch, sightseeing of Lumbini as per the itinerary. 7) Return to hotel. Buffet veg /non-veg international standard Dinner. 8) Yoga &/or Meditation session to be organized. 9) One litre packaged drinking water bottle to be provided in hotel room per passenger. 10) Sufficient package drinking water bottles to be provided in the bus To keep sufficient quantity of fruits,granola bar/energy bar, tetrapack juice in bus for guests.

DAY- VI

Day	Programme	Ground Handling Arrangements Required
Day 6 Lumbini - Kushinagar - Gorakhpur	06:00 hrs. – 07:00 hrs. – Early morning tea and breakfast at Hotel. 07:30 hrs. – Check-out from the Hotel and depart for Kushinagar. 12:30 hrs. – Arrival at Kushinagar. Lunch at Hotel (Imperial / Royal Residency). 14:00 hrs. – After lunch, proceed for sightseeing of Kushinagar including Mahaparinirvan Temple, Rambhar Stupa, Mata Kutir Temple. 17:00 hrs. – Evening tea. 17:30 hrs – Departure to Gorakhpur Railway Station. 19:30 hrs. – Arrival at Gorakhpur Rly Station. 20:00 hrs. – Dinner in train and departure by train to Balrampur.	1) Wake-up Call in the morning 2) Hot Buffet breakfast of International Standard. 3) After breakfast depart for Kushinagar. 4) Buffet veg /non-veg international standard lunch. 5) Sightseeing of Kushinagar as per the itinerary. 6) Evening Tea. 7) Return to the Railway Station. 8) Sufficient package drinking water bottles to be provided in the bus. To keep sufficient quantity of fruits,granola bar/energy bar, tetrapack juice in bus for guests.





DAY VII

Day	Programme	Ground Handling Arrangements Required
Day 7	06:00 hrs. – Arrival at Balrampur.	1) Receive the group on arrival at the Rly Station.
Balrampur	06:00 hrs - On board early morning tea.	2) Board the bus and arrive at the hotel.
– Sravasti	07:00 hrs. – Departure by coach to Sravasti.	3) Check in at the Hotel. Rooms should be booked from previous night to ensure immediate check in.
– Balrampur	07:30 hrs -Arrival at Hotel and check-in.	4) Hot Buffet International Standard Breakfast
– Agra	10:00 hrs. – After breakfast, proceed to for sight-seeing of Jetvana Vihara, Pakki Kuti.	5) Sightseeing tour as per the itinerary.
	13:00 hrs. – Lunch at Hotel.	6) Buffet veg /non-veg international standard lunch at the hotel.
	14:30 hrs. – Checkout of the Hotel and proceed for sightseeing of Sehat and Mahet.	7) Return to the Railway Station.
	15:00 hrs. – Evening Tea. Departure to Balrampur Railway Station.	9) Sufficient package drinking water bottles to be provided in the bus.
	16:00 hrs. – Departure by train to Agra. On board Dinner and overnight stay on-board.	

DAY- VIII

Day	Programme	Ground Handling Arrangements Required
Day 8	06:00 hrs. – Early morning tea/Wash and change on board .	1) Receive the group on arrival at the Rly Station.
Agra	07:30 hrs- B/F on board and arrival at Agra.	2) Board the bus and sightseeing tour as per the itinerary
–	08:30 hrs Proceed for sight-seeing of the World famous Taj Mahal.	3) Return to the Railway Station.
Delhi	12:30 hrs. – Proceed to the Railway Station.	4) Sufficient package drinking water bottles to be provided in the bus.
	14:15 hrs. – Departure by train for New Delhi (220 kms). Onboard lunch.	
	16.00 hrs -- Evening Tea.	
	17.30 hrs. – Arrival at Delhi Safdurjung Rly Station.	





Notes: Services required:

- 1) Hotel Accommodation as per the above itinerary. Check In to be provided immediately upon arrival as per Occupancy and Room Sharing details provided by IRCTC.
- 2) AC Deluxe Buses in excellent condition for the entire duration as per the itinerary along with minimum one English/ Hindi speaking tour guide with experience of Buddhist Circuit per bus. Each 35 seater bus should not seat more than 30 guests.
- 3) Meals as per the itinerary. Special menu requirements depending upon nationalities/ethnic groups/dietary requirements shall be advised by IRCTC to the Offboard Service Provider which should be provided at the offboard meal venues.
- 4) English/Hindi speaking tour escort /coordinator services. They should have good command over the language.
- 5) All the services mentioned in the 'Services Required Column' of **Annexure II**.
- 6) Entrance charges of all the monuments/places visited including Still Camera Fee to be included (including charges for foreigners).
- 7) Packaged drinking water (Bisleri/Aquafina / Kinley) will be provided by ground handler in the buses, in the hotels and with meals as specified in the Tender Document.
- 8) One Ice box and One Toilet-tent and one First Aid box in each bus.
- 9) Wheel chairs (as per requirement)
- 10) For medical emergencies or/and other unforeseen circumstances the service provider will arrange Escort Staff, vehicles etc. and the cost of the vehicle etc. provided will be reimbursed to him by IRCTC.
- 11) Language Guides will be provided as per the requirement of IRCTC for which Payment will be made separately as per approved rates of Optionals.
- 12) Hamper Box: Provision of Tetrapack Juice, fruits and Granola Bar/Energy Bar, Chips, Packed Muffin/Cake Slice, Packed Cookies in the bus during the journey from Bodhgaya to Rajgir, Gorakhpur / Nautanwa to Lumbini and Lumbini to Kushinagar. A Hamper should be provided to each guest.





Format for Covering Letter

ANNEXURE-3

Group General Manager (Tourism)
Indian Railway Catering and Tourism Corporation Limited
2nd Floor, Tower-D, World Trade Centre, Nauroji Nagar,
New Delhi- 110029

Sub: Open Tender for appointment of Service Provider for Offboard Services including Ground handling arrangements to tourists of Buddhist Circuit Tourist Train for a period of two years, season 2025-26 and 2026-27, which includes road transfers, sightseeing, meals, freshen-up / overnight stay in hotels, monument entrance charges and professional/language guide etc.

Dear Sir,

- a) **I / We** have read the general guidelines and tender document attached hereto containing the Terms and Conditions and agree to abide by such conditions. I / We offer for the services mentioned in the Tender document and hereby bind myself / ourselves to complete all the formalities from time to time as required after the award of Contract.
- b) **I / We** hereby understand that the submission of tenders / bids does not guarantee allotment of Contract. I / We further understand that in case of any information submitted by me / us being found to be incorrect, IRCTC will have the right to summarily reject the tender, cancel the Contract or revoke the same at any time without assigning any reason whatsoever.
- c) **I / We** further agree to execute an agreement to abide by the standard/general and special conditions of Contract for the subjected supply. In case of acceptance of tender by the IRCTC, I / We bind myself / ourselves to execute the Contract agreement awarded to me / us and to commence the supply/services as per the conditions of the Contract failing which, I / We shall have no objection to the forfeiture of full Earnest Money/Security Deposit, deposited by us with IRCTC in addition to other penalties specified under the terms of Contract.
- d) **IRCTC** and its representatives are hereby authorized to conduct any inquiries or investigations or seek clarifications or verify any statements, documents and information submitted in connection with this tender.
- e) **On account** of non-acceptance of award or on account of not fulfilling tender conditions within the prescribed time, I/We shall be debarred by IRCTC for further participation in the future tenders of IRCTC. In addition IRCTC can forfeit my/our Earnest Money Deposit (EMD)
- f) **I/we agree** that the our rates and offer shall remain valid for a period of 120 days or extended period thereof, from the date of opening of Bid

I / We do hereby confirm that I / We have the necessary authority and approval to submit this tender document for the subjected offboard services for Buddhist Circuit Special Tourist Train of IRCTC Ltd.

The following persons may be contacted for any information or clarifications relating to this Contract:

Name, Address, Email and Contact Number:

A notice or letter of communication addressed to me / us at the given address given in the tender, even by ordinary post will be deemed to be valid and proper notice of intimation to me/us.

Authorized signatory with Name, Designation and Seal





FINANCIAL BID (PACKET B)

Please fill in rates in the formats given below for providing the Off Board services for the Buddhist Circuit Tourist Train:

(A) Rates for Main Tour

Rates for Main Tour as per Services and facilities mentioned in General and Special Conditions of Contract (Rs.)	
	Rate per person on Twin Sharing Basis for the Full Tour, exclusive of GST (In INR)
Per person Rate (Amount in figures)	
Per person Rate (Amount in words)	

Single Occupancy Rate: In case of Single Occupancy booking, 35% additional amount over and above the Per Person rate as per above table shall be given for guests who have booked on Single Occupancy.

Child (5-12 yrs, with bed): In case of Children (5-12 yrs) sharing in same room with extra bed, 50% less payment of the approved rates shall be given. In case the Children are taking separate rooms, full payment as per approved rates per person shall be given.

Child (upto 5 yrs, with bed): Children (upto 5 yrs) sharing in same room, with extra bed, 50% less payment of the approved rates shall be given.

Child (upto 5 yrs, without bed): Children (upto 5 yrs) sharing in same room, without extra bed, no additional payment shall be given.

The rates shall remain valid for a period of two seasons (2025-26 and 2026-27). In case of extension of contract as per provisions stipulated in this document, the rates shall be enhanced by 5%.

Signature of Bidder/Authorized Signatory

Name & Designation

Company Seal

Date and Place





(B) Rates for Optional Activities

S. No	Optional Items	Rates exclusive of GST (Rs)
1	Separate Tempo Traveler for whole tour	
2	Separate Volvo Coach for the whole tour	
3	Separate Air Conditioned Deluxe Coach 35 seater for the whole tour	
4	Separate Air Conditioned Mini Coach 25 seater for the whole tour	
5	Separate English Speaking Guide for the whole tour (Traveling on the train)	
6	Separate Language Speaking Guide for the whole tour. (Traveling on the train)	

Signature of Bidder/Authorized Signatory

Name & Designation

Company Seal

Date and Place

Note:

Rates for Main Tour shall be considered for the purpose of determining successful bidder. However, IRCTC shall reserve the rights to negotiate the rates of Optional Rates.

The rates shall remain valid for a period of two seasons (2025-26 and 2026-27). In case of extension of contract as per provisions stipulated in this document, the rates shall be enhanced by 5%.

