



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

NOTICE INVITING EXPRESSION OF INTEREST (EOI)-2025

EOI No. – 2025/EOI/FFU-3/A/SEPTEMBER

Sub:- Empanelment For Participation In Open E-Tenders For Setting Up, Operation And Management Of Food Plaza, Fast Food Units And Food Courts At A1 & A Category Railway Stations.

Applicable EOI Document

:- Empanelment for FP/FFU/FC (A1 & A Catg. Stn.) document no. 02/2025

Last date and Time of Submission of application :- 22.09.2025 upto 12.00 Hrs.

Date and time of Opening of application

:- 22.09.2025 at 12.15 Hrs.

**Group General Manager/ P&T
M/s Indian Railway Catering and Tourism Corporation Ltd.
3rd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi – 110029
Ph. 011-35464045
Mobile No.8287930474
E-mail:- staticcatering.tend@irctc.com, fp.ffu@irctc.com**





CIN-L74899DL1999GOI101707

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

EXPRESSION OF INTEREST (EOI)-2025

**For
EMPANELMENT FOR PARTICIPATION IN OPEN E-TENDERS FOR SETTING UP,
OPERATION AND MANAGEMENT OF FOOD PLAZA, FAST FOOD UNITS AND FOOD
COURTS AT A1 & A CATEGORY RAILWAY STATIONS**

SN	Event Description	Event Date & Time	Event Location
1	Commencement of EOI process	From the date of uploading on the site	IRCTC Ltd. 3 rd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi – 110029.
2	Date and Time of Submission	Each month up to 12:00 hrs on a date specified in EOI.	
3	Date and Time of opening	At 12:15 hrs on date of submission of EOI	
4	Validity of Empanelment	31.12.2025	

Address:

IRCTC Ltd. 3rd Floor, Tower-D, World Trade Centre,
Nauroji Nagar, New Delhi – 110029.

Ph. 011 35464045,

website- www.irttc.com

Email: staticcatering.tend@irttc.com,

fp.ffu@irttc.com



General instructions to Applicants

- i. This EOI can only be viewed at <http://www.irctc.com>, & <http://www.tenderwizard.com/IRCTC> and will be submitted/ received only at <http://www.tenderwizard.com/IRCTC>, as prescribed in “EOI.”
- ii. SEMD shall be paid through the e-tendering website www.tenderwizard.com/IRCTC. In case of non-submission of the said SEMD through e-tendering website, the proposal for empanelment shall be summarily rejected. It may be noted SEMD is to be deposited mandatorily. It may also be noted that SEMD deposited in any other account of IRCTC by any other process shall not be adjusted and such offers shall be summarily rejected.
- iii. To participate in the EOI, it is mandatory for the bidders to register themselves on the website www.tenderwizard.com/IRCTC without any payment and obtain User ID & password which is required for submitting the EOI. It may please be noted for submission of proposal for empanelment, Class-III digital signature is required.
- iv. The applicant should upload complete set of documents in support of Eligibility Criteria.
- v. Corrigendum/Addendum to this EOI, if any, will be published on website www.irctc.com, www.tenderwizard.com/IRCTC. No newspaper press advertisement shall be issued for the same.
- vi. For any difficulty in downloading & submission of EOI on website www.tenderwizard.com/IRCTC, please contact at **tenderwizard.com helpdesk no. 080-45811365 Ph: 080-45982100 or cell no 8800107755, 8800115628.**
- vii. The digital signature of the applicant on the EOI form will be considered as confirmation that the applicant has read, understood and accepted all the documents referred to in the EOI. **It may please be noted that in case of deviation by Applicant, application shall be summarily rejected without further correspondence/communication.**
- viii. In terms of the Institute of Chartered accounts of India notification dated 02.08.2019 the following guidelines have been issued for information of public and necessary compliance of Member of Institute:-
 - i) A member of the institute in practice shall generate Unique document identification number (UDIN) for all kinds of the certification, GST and Tax Audit reports and other Audit, Assurance and attestation functions undertaken/signed by him which made mandatory from the following dated through announcements published on the website of the ICAI www.icai.org at the relevant time:-
 - a) For all Certificates w.e.f. 1st February, 2019.
 - b) For all GST and Tax Audit Reports w.e.f 1st April 2019.
 - c) For all other Audit, Assurance and attestation functions w.e.f. 1st July 2019.

All applicants are directed to submit the certificate(s) issued by Chartered Accountant with UDIN mandatorily.



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 participation in open e-tenders for setting up, operation and management of Food Plazas & Fast Food Units at A-1 & A Category Railway Stations.
- 1.2 The information contained in this EOI document is being provided by IRCTC for the limited purpose 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 shall 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 shall 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, amend or supplement the information, assessment or assumptions contained in this EOI.
- 1.11 All representations/queries etc. pertaining to this document may be addressed to **GGM/Procurement**, IRCTC Ltd. 3rd Floor, Tower-D, World Trade Centre, Nauroji Nagar, New Delhi – 110029.
- 1.12 Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated at Delhi only.

2.0 Invitation for EOI

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 of open e-tenders for setting up, operation and management of Food Plazas, Fast Food Units and Food Courts at A-1 & A Category Railway Stations and it is an invitation to applicants to submit their profile/documents for empanelment as Service Provider.

- 2.1 Applicants may download the EOI document from the IRCTC's website (<http://www.irctc.com>)

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 on the website. IRCTC also reserves the right to cancel or discharge the EOI process without assigning any reason.

SN	Event Description	Event Date& Time
1	Commencement of EOI process	CONTINUOUS PROCESS
2	Last date and Time of Submission	Every month up to 12:00 hrs
3	Date and Time of opening	At 12:15 hrs on date of submission of EOI
4	Issue of Empanelment Letter to eligible applicants	Within one month from the date of opening of EOI

The Food Plaza will have three kinds of format i.e. Type A, Type B & Type C.

Type A: Will be a Standard FP format for the places which do not have high footfall, less popular stations or smaller A category stations in terms of catering.

Type B: Will be of Branded FP which will be operated by a renowned national or multinational brand having outlets in at-least 4 cities out of Delhi, Mumbai, Kolkata, Chennai, Ahmedabad, Pune, Hyderabad & Bangalore, outside Railway premises. These will be taken up on selected A1 and A category stations.

Type C: Multi Cuisine and Multi-Operators at selective stations the Food Plaza operator will have a local F&B Outlet or a branded player as defined above in addition to its own brand. Hence, there will be a minimum of two brands functional which will operate like a food court with common sitting area.

The Fast Food Unit will have two kinds of format i.e. Type A & Type B

Type A: Will be a Standard Fast Food Unit format for the places which do not have high footfall, less popular stations or smaller A category stations in terms of catering.

Type B: Will be of Branded Fast Food Unit which will be operated by a renowned national or multinational brand having outlets in at-least 4 cities out of Delhi, Mumbai, Kolkata, Chennai, Ahmedabad, Pune, Hyderabad & Bangalore outside Railway premises. These will be taken up on selected A1 and A category stations.

Food Courts: The Food Court consists of different food & beverage outlets offering an array of food & beverage items of different cuisines and popular food items consisting of variety of both Veg. & Non-Veg. food items of various cuisines with common dine-in facility. The different outlets in the food court shall have reputed brands to cater to the travelling passengers under one roof.

3.2 Accordingly, the empanelment will be done under the following categories as under:-

SN	Units	Category	Type of FP/FFU/FC	Station Category
1	Food Plaza (FP)	FP-1	Type B	A1 & A
2		FP-2	Type A & C	A1
3		FP-3	Type A & C	A
4	Food Court (FC)	FC-1	NA	A1 & A
5	Fast Food Unit (FFU)	FFU-1	Type B	A1 & A
6		FFU-2	Type A	A1
7		FFU-3	Type A	A

- Applicant empanelled in Category **FP-1** shall be deemed to be empanelled for all categories.
- Applicant empanelled in Category **FP-2** shall be deemed to be empanelled for categories in FP-3, FFU-2 & FFU-3 also.
- Applicant empanelled in Category **FP-3** shall be deemed to be empanelled for Categories in FFU-2 & FFU-3 also.
- Applicant empanelled in category **FC-1** shall be deemed to be empanelled for categories in FFU-2 & FFU-3 also.
- Applicant empanelled in Category **FFU-1** shall be deemed to be empanelled for Categories in FFU-2 & FFU-3 also.
- Applicant empanelled in Category **FFU-2** shall be deemed to be empanelled for Category FFU-3 also.

Applicants shall only be considered for empanelment in the category for which they have applied.

3.3 Eligibility Criteria

Eligibility criteria for empanelment are defined in clause 8.0 of this EOI document. Interested organizations should submit documentary evidence in support of the eligibility criteria.

4.0 Background of the work

4.1 Food Plaza: *Food Plaza is a multi-cuisine plaza giving a variety of choice for eating. The quality and rates for items of food plazas are market-driven. Food Plazas normally provide multi-cuisine food under one roof, in a relaxed dine-in atmosphere with a good ambience and a common kitchen to provide a wide variety of food items.*

4.2 Fast Food Unit: *These are major units, where through self-service counters, fast food items are sold. In these outlets, packaged food is served to customers in take-away packets. The quality and rates for items in Fast Food Unit is also market-driven.*

4.3 Food Court: *The Food Court consists of different food & beverage outlets offering an array of food & beverage items of different cuisines and popular food items consisting of variety of both Veg. & Non- Veg. food items of various cuisines with common dine-in facility. The different outlets in the food court shall have reputed brands to cater to the travelling passengers under one roof.*

4.4 The scope of service would be to provide catering services at the Railway stations in hygienic and professional manner in accordance with latest Catering Policy and following Govt of India latest Covid -19 guidelines amended from time to time. Such policy shall form part of the terms and conditions. In case of any variation in the agreement and policy, the covenant of documents shall prevail in the following sequence:

- a. Railway latest catering policy amended from time to time.
- b. Any other Govt guidelines
- c. License agreement

Role of IRCTC and the Service Provider

4.4 Role of IRCTC

- a) IRCTC will empanel the service providers among the applicants who will be eligible to participate in open e-tenders for setting up, operation and management of Food Plazas, Fast Food Units and Food Court at A-1 & A Category Railway Stations.
- b) However, IRCTC is free to issue open tender for setting up, operation and management of Food Plazas, Fast Food Units and Food Court at A-1 & A Category Railway Stations. In open tender, decision will be taken based on specified eligibility criteria only.
- c) IRCTC will invite documents as mentioned in Open tenders for qualification from the empanelled service providers as mentioned below:
 - i. Affidavit for non-debarment/not banned as on tender opening date.
 - ii. Integrity Pact if applicable for the subject tender.

4.5 Role of the Service Provider:

- a) Empanelled Service Provider will submit financial bid electronically and following documents:-
 - i. Affidavit for non-debarment/not banned as on tender opening date.
 - ii. Integrity Pact if applicable for the subject tender.
- b) No bid shall be accepted through email.
- c) The Service provider shall be required to commission the unit as per the terms and condition of the tender document.
- d) The Service provider is expected to provide good quality and hygienically packed food as per given Scope of Work in tender document

5.0 EOI SEMD (Special Earnest Money Deposit)

- 5.1 Each applicant shall, simultaneous with submission of its profile/documents as part of its Eligibility criterion, furnish the SEMD (refundable) for an amount as indicated in table below, through tender wizard Portal only.

SN	Type of empanelment	Special Earnest Money Deposit (Rs) in Lakhs
1	FP-1	3.00
2	FP-2	3.00
3	FP-3	3.00
4	FC-1	3.00
5	FFU-1	3.00
6	FFU-2	1.00
7	FFU-3	1.00

- 5.2 It is clarified that IRCTC shall not be liable to pay any interest on the EOI SEMD so deposited by the applicant.
- 5.3 Any application not accompanied by the EOI SEMD shall be treated as non-responsive and shall be summarily rejected.
- 5.4 The SEMD shall be refunded to the applicants whose applications are rejected for empanelment.
- 5.5 For the applicants who are empanelled as Service Providers through this EOI process, the EOI SEMD shall be retained as Security Deposit & shall be refunded without interest only after successful completion of the tenure of the empanelment and forensic audit of the submitted documents for qualification by the forensic auditor.
- 5.6 Empanelled applicants may withdraw from empanelment after 6 months of issue of letter of empanelment; SEMD shall be refunded without interest after recovering outstanding dues, if any.
- 5.7 Bidder will submit SD of concerned awarded unit separately after awarding of contract. After expiry of empanelment period of licensee as per the EOI, the SD/SEMD amount shall be refunded after clearance in forensic audit and adjusting dues, if any of concerned licensee.

6.0 Period of Empanelment

- a) The period of the empanelment will be upto **31.12.2025**.

6.1 The initial empanelment may be valid up to 31.12.2025 with the option of further extension by one year i.e. up to 31.12.2026 at the sole discretion of IRCTC and subject to submission of documents/information sought by IRCTC-

- Willingness of firms.
- Submission of latest audited B/s and P&L with UDIN
- Submission of turnover certificate of CA with UDIN (in **Annexure A** for last completed Financial Year only)
- Certificate from bidder on their letter head stating that all their statements/documents submitted along with bid are true and factual as per **Annexure-R**.
- In case of other than Company/ Proprietary firm, **Annexure -R(1)** shall also be submitted by the each member of a Partnership Firm/ Joint Venture (JV: if permitted to participate in the tender)/ Hindu Undivided Family (HUF)/ Limited Liability Partnership (LLP) etc. as the case may be.

6.2 .IRCTC reserves the right to review the performance of empanelled party as per its own requirement and to take suitable action on observing default/deficiency in service etc. and non-participation in the tendering 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 03 year and forfeiture of SEMD.

After opening of EOI, Empanelment letters issued to successful participants will be valid from the same day for all the successful participants for all the categories, i.e. date of issue of empanelment letters will be same for all the Categories.

7.0 General Conditions

- 7.1 IRCTC reserve the right to terminate the EOI process at any stage and shall 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.
- 7.2 The Application once submitted would be binding on the Party and any subsequent alteration/amendment shall not be entertained.
- 7.3 Applicant shall be responsible for compliance with applicable laws such as GST Rules, Provident Fund, Labour Law or any other law of the land and registration/approval from statutory authority, wherever required.
- 7.4 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.
- 7.5
- a) In the event of any dispute or difference between the parties hereto as to the construction or operation of this contract or the respective right and liability of the parties on any matter in question, with reference to the contract, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, such party may submit demand in writing for reference of dispute to arbitration as prescribed herein.
 - b) The parties hereto shall submit demand in writing that the dispute/differences be referred to arbitration. The demand for arbitration shall specify the matters which are in question, or subject of dispute or differences as also the amount of claim item wise.
 - c) Only such dispute or differences, in respect of which the demand has been made, together with counter claims of setoff given by IRCTC shall be referred to arbitration and other matters shall not be included in the reference.
 - d) In the event of demand made as mention herein above, such dispute or difference arising under any of these conditions or in connection with this contract (except as to



any matters the decision of which is specially provided by these or the special conditions) shall be referred to Sole Arbitrator from the panel of Arbitrators of IRCTC. The award of arbitrator shall be final and binding on the parties to this contract. The seat and venue of the Arbitration shall be exclusively at New Delhi. The Courts at New Delhi alone shall have the supervisory jurisdiction. The fees and expenses of the Arbitration tribunal and all other expenses of the Arbitration shall be borne jointly by the Parties in equal proportion subject to determination by the Arbitration tribunal.

- 7.6 In the event of any breach of the said terms and conditions of the empanelment, IRCTC shall be entitled to forfeit the SEMD besides de-empanelling and debarring the service provider from participating in the future projects of IRCTC for a period upto 3 years.
- 7.7 IRCTC will not call for new documents during process of empanelment. The decision of empanelment will be taken based on uploaded documents only. However, in case of rejection of application firm may again apply for empanelment in next month onwards.
- 7.8 The Licensee shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary.

M/s Indian Railway Catering and Tourism Corporation Ltd
Corporate Office,
3rd Floor, Tower-D,
World Trade Centre, Nauroji Nagar,
New Delhi – 110029

Subject: Expression of interest for empanelment as service provider for participating in the process of open e-tenders for setting up, operation and management of Food Plazas, Fast Food Units and Food Courts at A-1 & A Category Railway Stations.

I/We _____ (name of the authorized signatory) on behalf of _____ (name of the applicant) _____ offer our interest for empanelment as service provider for participating in the process of open e-tenders for setting up, operation and management of Food Plazas & Fast Food Units at A-1 & A Category Railway Stations under Category _____ **(please indicate category viz. FP-1, FP-2, FP-3, FFU-1, FFU-2, FFU-3& FC-1).**

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 have submitted required SEMD through online mode available in tender wizard portal.
- c) 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.
- d) 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 **03 (three) years**.
- e) 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.
- f) 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:

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:

Email:



8.0 Eligibility for Empanelment:

SN	Technical Criteria	Documents Req'd.	Corresponding Page Nos.
		(to be filled by the applicant)	
General Information			
1	Name and full address of the applicant with Telephone, Fax Number(s) & Email address and Name of Contact Person.		
2	Details of EOI SEMD – through tender wizard portal.	Rs _____	
3	Indicate category of empanelment (Category- FP-1, FP-2, FP-3, FFU-1, FFU-2, FFU-3& FC-1)		
4	Status of the applicants: - Company/Individual/Proprietorship/ Partnership Firm– Please Specify		
5	In case of Company –	(i)Memorandum of Association (MOA) and Articles of Association(AOA)- Clearly specifying catering and hospitality as the main object of the company, (ii)Certificate of incorporation issued by Registrar of companies,	
6	In case of Firm, registered under the Partnership Act., 1932	(i)Certificate of Registration under the Partnership Act, 1932 along with valid partnership deed.	
7	In case of proprietorship/individual business	Self declaration on letter head.	
8	Self Certificate of experience in Catering Business for Running Food and Beverages Outlet(s) having with Service Elements of Serving Food apart from Sales to the Customer	Annexure-C	
9	Mandatory Criteria- Food Plaza		
9.1	For Type A & Type C:- The bidder should have at least <u>one operational food outlet</u> where production/sale/service of food items is being carried out, either in Railways or outside- Please enclose a copy of currently valid FSSAI licence for the unit. For Type B:- The bidder should have outlets in at-least 4 cities, out of Delhi, Mumbai, Kolkata, Chennai, Ahmedabad, Pune, Hyderabad & Bangalore, outside Railway premises. Please enclose copies of currently valid FSSAI licence for the units at these locations.	Documents required: Copies of currently valid FSSAI certificate of the outlet (as on date of EOI Opening).	
9.2	Minimum 5 (Five) years experience in the field of Catering/Hospitality in India – please enclose Certificate as per	The applicant is required to submit experience certificate for 5 (Five) completed years as per Annexure-C	



	Annexure-C for the said Five completed financial years. For establishing that firm is in catering business for the five years, turnover of FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 given in enclosed ‘ Annexure-A ’ will be considered.								
9.3	For Type A & Type C:-Average annual Sales Turn Over in any three (03) years out of Five (05) Financial Years i.e. 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 from Catering/ Hospitality business in India involving production/sale/service of food items should not be less than the limit indicated below: <table border="1"><thead><tr><th>Category of stations</th><th>Average Annual Sales Turnover in any three years out of Five Financial Years</th></tr></thead><tbody><tr><td>A1</td><td>5 Cr.</td></tr><tr><td>A</td><td>3 Cr.</td></tr></tbody></table> Trader/ Stockiest/ Distributors are not eligible. For Type B:- Average annual Sales Turn Over in any three years out of 05 Financial Years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 should not be less than Rs.10.00 crore from Catering/Hospitality business in India involving production/sale/service of food items. Trader/ Stockiest/ Distributors are not eligible. Turnover of the bidder should not be NIL (Zero) in any of the five (05) financial years as above. Please enclose- (i.) Certificate of sales turnover clearly indicating the sales from Catering business as per enclosed “Annexure-A” for five completed financial years, duly certified by the Chartered Accountant. (ii.) Also enclose Balance sheet and profit & loss account of the five completed financial years duly audited by the Chartered Accountant.	Category of stations	Average Annual Sales Turnover in any three years out of Five Financial Years	A1	5 Cr.	A	3 Cr.	Following documents shall be submitted:	
Category of stations	Average Annual Sales Turnover in any three years out of Five Financial Years								
A1	5 Cr.								
A	3 Cr.								
		(i) Certificate from Chartered Accountant as per Annexure-A with UDIN No. duly certifying that the Average annual Sales Turnover in the 5 Financial Years i.e. FYs FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 is from Catering/Hospitality business.							
		(ii) Audited Balance Sheet and P&L Account of FYs FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 .							

	Note-1:- Turnover of 05 Financial Years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 will be considered to establish that firm is having minimum five years experience in the field of catering/hospitality in India. <u>Bidders may please note that Turnover for each of all the financial years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 as mentioned in Annexure-A should be reflected in UDIN certificate downloaded from ICAI website.</u> <u>In case of non-submission of Year wise Turnover for each of all the financial years i.e FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 as per Annexure-A in UDIN certificate downloaded from ICAI website, the application shall be summarily rejected.</u> The applicant must either submit the Audited Balance sheet and P&L statement bearing UDIN No. duly signed by Proprietor/partner/authorized signatory (as applicable) OR Audit Report bearing UDIN No. and having Balance sheet and P&L statement duly signed by Proprietor/partner/ authorized signatory.		
10	Mandatory Criteria- Fast Food Unit		
10.1	For Type A:-The bidder should have at least <u>one operational food outlet</u> where production/ sale/service of food items is being carried out, either in Railways or outside- please enclose a copy of currently valid FSSAI license for the unit. For Type B:- The bidder should have outlets in at-least 4 cities, out of Delhi, Mumbai, Kolkata, Chennai, Ahmedabad, Pune, Hyderabad & Bangalore, outside Railway premises. Please enclose copies of currently valid FSSAI licence for the units at these locations.	Copies of currently valid FSSAI certificate of the outlet (as on date of EOI Opening).	
10.2	Minimum 2 (Two) years experience in the field of Catering/Hospitality in India – please enclose Certificate as per Annexure-C for the said Two completed financial years. For establishing that firm is in catering	The applicant is required to submit experience certificate for 02 (Two) completed years as per Annexure-C .	



	business for the Two years, Turn Over in any two years out of 05 Financial Years i.e FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 given in enclosed ‘Annexure-A’ will be considered.								
10.3	For Type A:- Average annual Sales Turn Over in any two (02) years out of Five (05) Financial Years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24, from Catering/ Hospitality business in India involving production/sale/service of food items should not be less than the limit indicated below: <table border="1"><thead><tr><th>Category of stations</th><th>Average Annual Sales Turnover in any Two years out of Five Financial Years</th></tr></thead><tbody><tr><td>A1</td><td>2 Cr.</td></tr><tr><td>A</td><td>1 Cr.</td></tr></tbody></table> Trader/ Stockiest/ Distributors are not eligible. For Type B :- Average annual Sales Turn Over in any two years out of 05 Financial Years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 should not be less than Rs.10.00 crore from Catering/Hospitality business in India involving production/sale/service of food items. Trader/ Stockiest/ Distributors are not eligible. Turnover of the bidder should not be NIL (Zero) in any of the five (05) financial years as above. Please enclose- (i.) Certificate of sales turnover clearly indicating the sales from Catering business as per enclosed “Annexure-A” for completed five financial years, duly certified by the Chartered Accountant. (ii.) Also enclose Balance sheet and profit & loss account of the five completed financial years duly audited by the Chartered Accountant.	Category of stations	Average Annual Sales Turnover in any Two years out of Five Financial Years	A1	2 Cr.	A	1 Cr.	Following documents shall be submitted: (i) Certificate from Chartered Accountant as per Annexure-A with UDIN No. duly certifying that the Average annual Sales Turnover in the 02 (Two) Financial Years out of Five Financial Years i.e. FYs FY 2019-20, 2020-21, 2021-22, 2022-23& 2023-24 is from Catering/Hospitality business. (ii) Audited Balance Sheet and P&L Account of FYs FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24.	
Category of stations	Average Annual Sales Turnover in any Two years out of Five Financial Years								
A1	2 Cr.								
A	1 Cr.								

	Note-1:- Turnover of any two years out of 05 Financial Years i.e. FY2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 will be considered to establish that firm is having minimum two years experience in the field of catering/hospitality in India. <u>Bidders may please note that Turnover for each of all the financial years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 as mentioned in Annexure-A should be reflected in UDIN certificate downloaded from ICAI website.</u> <u>In case of non-submission of Year wise Turnover for each of all the financial years i.e FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 as per Annexure-A in UDIN certificate downloaded from ICAI website, the application shall be summarily rejected.</u> The applicant must either submit the Audited Balance sheet and P&L statement bearing UDIN No. duly signed by Proprietor/partner/authorized signatory (as applicable) OR Audit Report bearing UDIN No. and having Balance sheet and P&L statement duly signed by Proprietor/partner/ authorized signatory		
11	Mandatory Criteria- Food Court		
11.1	The bidder should have at least <u>one operational Food Court/food outlet</u> where production/ sale/service of food and/or beverage items is being carried out, either in Railways or outside Railways- please enclose a copy of currently valid FSSAI license for the unit.	Copies of currently valid FSSAI certificate of the outlet (as on date of EOI Opening).	
11.2	Minimum 5 (Five) years experience in the field of Catering/Hospitality in India – please enclose Certificate as per Annexure-A for the said Five completed financial years. For establishing that firm is in catering business for the five years, turnover of FY 2019-20, 2020-21, 2021-22, 2022-23& 2023-24 given in enclosed ‘Annexure-A’ will be considered.	The applicant is required to submit experience certificate for 05 (Five) completed years as per Annexure-C .	

11.3	Average annual Sales Turn Over in any three (03) years out of Five (05) Financial Years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24, from Catering/ Hospitality business in India involving production/sale/service of food items should not be less than the limit indicated below: <table border="1"><thead><tr><th>Category of stations</th><th>Average Annual Sales Turnover in any three years out of Five Financial Years</th></tr></thead><tbody><tr><td>A1</td><td>3 Cr.</td></tr><tr><td>A</td><td>2 Cr.</td></tr></tbody></table> Trader/ Stockiest/ Distributors are not eligible. Turnover of the bidder should not be NIL (Zero) in any of the five (05) financial years as above. Please enclose- (i.) Certificate of sales turnover clearly indicating the sales from Catering business as per enclosed “Annexure-A” for completed five financial years, duly certified by the Chartered Accountant. (ii.) Also enclose Balance sheet and profit & loss account of the five completed financial years duly audited by the Chartered Accountant. Note-1:- Turnover of 05 Financial Years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 will be considered to establish that firm is having minimum five years experience in the field of catering/hospitality in India. <u>Bidders may please note that Turnover for each of all the financial years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 as mentioned in Annexure-A should be reflected in UDIN certificate downloaded from ICAI website.</u> <u>In case of non-submission of Year wise Turnover for each of all the financial years i.e.FY 2019-20, 2020-21, 2021-22,</u>	Category of stations	Average Annual Sales Turnover in any three years out of Five Financial Years	A1	3 Cr.	A	2 Cr.	Following documents shall be submitted: (i) Certificate from Chartered Accountant as per Annexure-A with UDIN No. duly certifying that the Average annual Sales Turnover in the 03 (Three) Financial Years out of Five Financial Years i.e. FYs 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 is from Catering/Hospitality business. (ii) Audited Balance Sheet and P&L Account of FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24.
Category of stations	Average Annual Sales Turnover in any three years out of Five Financial Years							
A1	3 Cr.							
A	2 Cr.							

	<u>2022-23 & 2023-24 as per Annexure-A in UDIN certificate downloaded from ICAI website, the application shall be summarily rejected.</u> <i>The applicant must either submit the Audited Balance sheet and P&L statement bearing UDIN No. duly signed by Proprietor/partner/authorized signatory (as applicable) OR Audit Report bearing UDIN No. and having Balance sheet and P&L statement duly signed by Proprietor/partner/ authorized signatory</i>		
12	Should not be debarred/blacklisted/banned by IRCTC or Railways or Ministry of Railways/ other CPSUs/ Govt. Deptt. Affidavit duly attested by notary declaring that his/her firm is not debarred/ blacklisted/ banned by IRCTC or Railways or Ministry of Railways in the format as per Annexure-B.	Affidavit duly attested by notary declaring that his/her firm is not debarred/ blacklisted/ banned by IRCTC or Railways or Ministry of Railways in the format as per Annexure-B.	
13	The applicant shall submit a copy of certificate stating that all their statements/documents submitted along with bid are true and factual. Standard format of certificate to be submitted by the bidder is enclosed as Annexure-R. In addition to Annexure-R, in case of other than Company/ Proprietary firm, Annexure -R(1) shall also be submitted by the each member of a Partnership Firm/ Joint Venture (JV: if permitted to participate in the tender)/ Hindu Undivided Family (HUF)/ Limited Liability Partnership (LLP) etc. as the case may be. Non submission of above certificate by the applicant shall result in summarily rejection of his/ their bid. It shall be mandatorily incumbent upon the applicant to identify state and submit the supporting documents duly self attested/ digitally signed by which they/ he is qualifying the Qualifying Criteria mentioned in the Tender Document.	Following documents shall be submitted: - Certificate from applicant on their letter head stating that all their statements/documents submitted along with bid are true and factual as per Annexure-R. - In case of other than Company/ Proprietary firm, Annexure -R(1) shall also be submitted by the each member of a Partnership Firm/ Joint Venture (JV: if permitted to participate in the tender)/ Hindu Undivided Family (HUF)/ Limited Liability Partnership (LLP) etc. as the case may be.	
14	Permanent Account Number (PAN)-enclose copy of PAN card of Entity applying for Empanelment. Enclose PAN card of Individual/ Proprietors in case of Individual/ Proprietorship firm.	PAN-_____	
15	Copy of ESI certificate	ESI Reg. No._____	
16	Copy of EPF registration certificate	EPF A/c No._____	



17	Copy of GST (Goods & Service Tax) registration certificate for all states	<u>GST Reg. No.</u> _____	
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* For mandatory criteria no document will be called after opening and decision will be taken based on uploaded documents only. All applicants are directed to submit the certificate(s) issued by Chartered Accountant with UDIN mandatorily. All the submitted Balance Sheet and P&L should be audited. However, for general information if required documents may be called at the time of decision.

Note: -

- 1) **The data submitted by the successful applicants, in compliance of the above eligibility conditions shall be subject to verifications by IRCTC itself or through an agency (Expert in Forensic Audit) appointed by IRCTC, for which all necessary documents shall have to be essentially provided by the bidder, if so required. If the successful bidder is found to be ineligible on such verification, the letter of empanelment shall be terminated along with forfeiture SEMD. In such eventuality, the successful bidder shall also be debarred for 03 years from participating in the future projects of IRCTC.**
- 2) In case of any information submitted by the applicant being found to be incorrect either before or even after the empanelment, IRCTC shall 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 03years.
- 3) IRCTC reserves the right to inspect applicant's establishments or through any other agency as notified by IRCTC.
- 4) IRCTC reserves the right to cancel the Empanelment process at any time without assigning any reasons.
- 5) Applications received after last date and time shall not be entertained. IRCTC shall not be responsible for postal delay/loss.
- 6) The details, as required in "EOI Empanelment document" may be submitted along with required supporting documents.
- 7) Incomplete Applications shall not be considered and summarily be rejected.
- 8) Applications not accompanied with EOI SEMD in the appropriate form, shall summarily be rejected.
- 9) Documents as submitted shall be accepted and if found incorrect at a subsequent stage during the course of verification by IRCTC, the applicant shall be de-empanelled and debarred from participating in the tenders of IRCTC For a period of three years.

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 applications (EOI) does not guarantee for empanelment. 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 empanelment, IRCTC will have the right to summarily reject the EOI/Empanelment, at any time without assigning any reason whatsoever.

Dated:

(Signature of the Applicant)

SEAL

Name _____

Address: _____

EOI evaluation and selection

- IRCTC will open the EOI through online portal only and determine whether each application is 'responsive' to the Eligibility requirements of the EOI.
- 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 applicant and shall not be called into question by any applicant on any ground whatsoever. However, in case of rejection of application firm may again apply for empanelment in next month.

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 EOI that does not constitute a material deviation, provided it conforms to all the terms, conditions of the EOI documents without any material deviations, objections, conditionality or reservations.

Signature of the authorized signatory

Name & Designation:

Name of the Applicant with seal

Date and Place



Certificate duly certified by Chartered Accountant
Letter Head of Chartered Accountant

This is to certify that the Average annual Sales Turnover in the 5 Financial Years from Catering/Hospitality business in India involving Production/Sale/Service of food items of M/s _____ having its office at _____ is as under:

Financial Information					(in INR)
Financial Years	2023-24	2022-23	2021-22	2020-21	2019-20
Annual Sales Turnover (in crore)					
AVERAGE ANNUAL SALES TURNOVER (in crore):					
Note: Annual Sales turnover is to be certified by Chartered Accountant/ Statutory Auditors.					

NOTE:-

- 1) For establishing the eligibility of bidder as per Eligibility Criteria, Average annual Sales Turn Over in any three (03)/two(02) years as the case may be out of Five (05) Financial Years i.e. 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 will be taken.
- 2) Turnover of 05 Financial Years i.e. 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 will be considered towards Eligibility Criteria for establishing minimum five (05)/two(02) year as the case may be towards experience in Production/Sale/Service of food items in India.
- 3) Turnover of the bidder should not be NIL (Zero) in any of the five (05) financial years as above.

Signature of the Chartered Accountant**Name of the chartered Accountant****Name of the firm****Seal****Membership NO.****e-mail id.****Date****UDIN No:****(Please note- No change in format/declaration is permitted)**

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
company/firm.....and hence competent to sign and swear this
affidavit.
2. That the company/firm namely.....has not been
debarred/blacklisted/banned by IRCTC or Railways or Ministry of Railways/other
CPSUs/Govt. Deptt.
3. That I undertake to inform IRCTC about any ban or blacklist imposed by
IRCTC/Railway/Ministry of Railway in future and understand that my empanelment
shall be kept in abeyance for the period of ban/blacklisting.
4. That the affidavit is given for participation in empanelment 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 _____, 2025

DEPONENT



(Letter Head of Applicant)

Self Certificate of experience in Catering Business

1. Railway Catering					
A.) List of Units i.e. Mobile Units (Train No.) and Static Units (FP,FFU, FC, RR and Jan Aahar, etc.)					
SN	Station/Train No.	Type of Units	From	To	Details , if any

2. Non Railway Catering					
A.) List of Non Railway Catering Units i.e. Institutional, Industrial, Out-door, F&B etc.,					
SN	Place	Type of Units	From	To	Details , if any
B.) List of production units of Food and Beverage					
SN	Place	Type of Activity	From	To	Details , if any

Note:-

- 1.) It may please be noted in case information given above is found to be false at any stage of execution action will be taken as per terms & conditions of EOI Document.
- 2.) Experience of Trader/ Stockiest/ Distributors is **NOT ACCEPTABLE**.

Signature of the bidder
Seal
Date



**FORMAT FOR CERTIFICATE TO BE SUBMITTED/ UPLOADED BY ALL
APPLICANT ALONGWITH THE EOI DOCUMENTS**

I _____ (Name and designation)**appointed as the attorney/authorized signatory of the applicant, M/s _____ (hereinafter called the applicant) for the purpose of the EOI documents for EOI No. _____ of _____ (IRCTC)**, do hereby solemnly affirm and state on the behalf of the applicant including its constituents as under:

1. I/we the applicant (s) am/are signing this document after carefully reading the contents.
2. I/we the applicant(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from IRCTC website www.irctc.com/www.tenderwizard.com/IRCTC. I/we have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOIs, execution of contract or payment, the master copy available with the IRCTC Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/We also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/We declare that the information and documents submitted along with the EOI by me/ us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we certify that I/we the applicant(s) is/are not blacklisted or debarred by Railways or any other Ministry/ Department of Govt. of India from participation in EOI on the date of submission of bids, either in individual capacity or as a HUF/ member of the partnership firm/ LLP/JV/ Society/ Trust.
8. I/we understand that if the contents of the certificate submitted by us are found to be forged/ false at any time during process for evaluation of EOIs, it shall lead to forfeiture of the EMD and may also lead to any other action provided in the contract including banning of business for a period of upto three year. Further, I/we (insert name of the applicant)** _____ and all my/our constituents understand that my/our offer shall be summarily rejected.

9. I/we also understand that if the contents of the certificate submitted by us are found to be false/ forged at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of Security Deposit and may also lead to any other action provided in the contract including banning of business for a period of upto two year.
10. I/We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India and certify that I am/We are not from such a country or, if from such a country, have been registered with the competent Authority. I/We hereby certify that I/we fulfill all the requirements in this regard and am/are eligible to be considered (evidence of valid registration by the competent authority is enclosed).

SEAL AND
SIGNATURE OF THE
APPLICANT

Place:

Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate are to be filled in suitably by applicant.**



ANNEXURE-R (1)

(This certificate is to be given by attorney/authorized signatory/each member of Partnership firm/ Joint Venture (JV: if permitted to participate in the EOI)/Hindu Undivided Family (HUF)/Limited Liability Partnership (LLP) etc.)

I/We_____.. (Name), attorney/ authorized signatory of the_____ (constituent firm/constituent partner) and member/partner of the_____ (EOI firm) hereby solemnly affirm and state as under:

1. I/we certify that..... (constituent firm/constituent partner) is/are not blacklisted or debarred by IRCTC or Railways or any other Ministry / Department of Govt. of India from participation in EOI on the date of submission of bids, either in Individual capacity or as a HUF/ member of the partnership firm/LLP/JV/Society/Trust.

2. I/We have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India and certify that I am/We are not from such a country or, if from such a country, have been registered with the competent Authority. I/We hereby certify that I/we fulfill all the requirements in this regard and am/are eligible to be considered (evidence of valid registration by the competent authority is enclosed).

SEAL AND SIGNATURE OF

THE CONSTITUENT FIRM/CONSTITUENT PARTNERS

Place:

Dated:

