



CIN-L74899DL1999GOI101707
(E-mail: info@irctc.com, Website: www.irctc.com)

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

EXPRESSION OF INTEREST (EOI)

**Empanelment for
Service Providers for provision of catering, housekeeping & facility management at
Non-Railway Catering Services under IRCTC**

SN	Event Description	Event Date & Time	Event Location
1	Commencement of EOI document	CONTINUOUS PROCESS	IRCTC- East Zone
2	Last date and Time of Submission	15th of each month up to 12:00 hrs	
3	Date and Time of opening	15th of each month at 12:15 hrs	

Address of IRCTC Zones:

SN	IRCTC Zone	Address
1	East Zone	Old Koilaghat Building, Ground Floor, 3, Koilaghat Street, Kolkata 700001 Tel.No. 033-22439045, 22133207 Mob No. 7003155759/ 8595909630 Fax No. 033-22439046



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. To participate in the EOI, it is mandatory for the bidders to register themselves on the website <http://www.tenderwizard.com/IRCTC> without any payment and obtain User ID & password which is required for submitting the tender. It may please be noted for submission of proposal for empanelment; Class-III digital signature is required.
- iii. The applicant should upload complete set of document in support of eligibility criteria.
- iv. Corrigendum/Addendum to this EOI, if any, will be published on website <http://www.irctc.com> & <http://www.tenderwizard.com/IRCTC>. No newspaper press advertisement shall be issued for the same.
- v. For any difficulty in downloading & submission of EOI on <http://www.tenderwizard.com/IRCTC>, please contact at tenderwizard.com helpdesk no. 011-49424365 or cell no. 8800115628.
- vi. 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 will be summarily rejected without assigning further correspondence/communication.**
- vii. In terms of the Institute of Chartered accountant 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 kind of the certification, GST and Tax Audit report and other Audit, Assurance and attestation function 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) Fo all other Audit, Assurance and attestation function w.e.f. 1st July 2019.

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



1.0 Disclaimer

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



- 1.9** IRCTC also accepts no liability of any nature whatsoever whether resulting from negligence or otherwise howsoever caused arising from reliance of any applicant upon the statements contained in this EOI.
- 1.10** IRCTC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI.
- 1.11** No person other than Zonal GGM, has been authorized by IRCTC to give any information or to make any representation not contained in this EOI and, if given or made, any such information or representation shall not be relied upon as having been so authorized. All representations/queries etc pertaining to this document may be addressed to any one of the following Zonal GGM;

SN	IRCTC Zone	Address
1.	East Zone	Old Koilaghat Building, Ground Floor, 3, Koilaghat Street, Kolkata 700001 Tel.No. 033-22439045, 22133207 Mob No. 7003155759/ 8595909630 Fax No. 033-22439046

- 1.12** Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated under the respective IRCTC Zonal office only.

2.0 Invitation for EOI

- 2.1** This EOI sets out the requirements that must be satisfied by applicants for getting empanelled as service provider in order to participate in the process for provision of **catering, housekeeping & facility management** services at NRC units at various offices, locations outside Railway stations and it is an invitation to applicants to submit their profile/documents for empanelment as Service Provider.
- 2.2** 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. IRCTC also reserves the right to cancel or discharge the EOI process without assigning any reason.

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3.2 IRCTC manages various canteens, cafeterias located in various govt. offices and other locations outside Railway stations. Brief has been provided in clause 4.0 (Background of Work). The applicants desirous of getting empanelled for provision of catering services in NRC units under IRCTC may apply.

3.3 Eligibility Criteria

3.3.1 Eligibility criteria for empanelment is defined in clause 9.0 of this EOI document. Interested organizations should submit documentary evidence in support of the eligibility criteria.

4.0 Background of the work

4.1 IRCTC manages various canteens, cafeterias etc. located in various govt. as well as non govt. offices and other units for provision of hospitality and catering services.

4.2 Various govt. institutions and other public organization request IRCTC for management of catering services at their offices units etc.

4.3 IRCTC have been managing cafeterias restaurants etc. at many location including higher education institutions and other locations under Zones.

4.4 IRCTC had earlier managed various outlets, canteens under ministries of govt. and other institutions.

4.5 Upon receipt of such requests from various organizations the services are provisioned as per the conditions governing the arrangement. The meals breakfast, lunch, dinner, snacks etc. are to be provisioned. In addition to canteen and cafeteria kiosk may also be operated.

4.6 Operations at units may have to be commenced at short notice of 7-10 days and Service Providers will be required to make catering arrangements within this notice period which may, in some cases, be as low as 24 hours for provision of catering services.



5.0 Role of IRCTC and the Service Provider

5.1 Role of IRCTC

- a) IRCTC will empanel the service providers among the applicants who will be eligible to participate in the bidding process for provision for comprehensive catering services including **catering/Housekeeping/Facility management services in various NRC units.**
- b) IRCTC will invite financial Bids from empanelled service providers for provision of catering services in NRC units.
- c) Normally, Bidders will be given 07 or less days but not less than 03 days to participate in the bidding process. However, in exceptional cases Service Providers will be required to make suitable arrangement as per scope of work within this period which may, in some cases, be as low as 24 hours for provision of catering services.
- d) Bid Document containing terms and conditions of license including the Scope of Work, menu & rates, details of unit, financial bid etc. will be uploaded on tenderwizard portal through which empanelled service provider can submit their respective bids.

5.2 Role of the Service Provider

- a) Service Provider will submit financial bid as prescribed in the bid document at the venue, date and time as mentioned in the bid document.
- b) No bid shall be accepted through email.
- c) After receipt of Letter of Award for provision of catering services, the service provider will mobilize his resources required for the requisite services.
- d) The provision of services shall start from the date mentioned in the letter of award, in accordance with the schedule.
- e) The Service provider is expected to provide good quality catering services. He will deploy trained manpower for provision of catering services.



6.0 EOI Performance Guarantee

- 6.1 Each successful applicant shall, furnish the **Performance Guarantee** (refundable) for an amount of **Rs.25,000/- (Rupees Twenty Five Thousand only)**, in the form of a demand draft/banker's cheque/NEFT/RTGS before issue of Empanelment letter within the time period mentioned in the intimation letter. The demand draft/banker's cheque/NEFT/RTGS shall be drawn in favor of 'Indian Railways Catering and Tourism Corporation Limited (IRCTC Ltd.), payable at the respective IRCTC Zone.
- 6.2 It is clarified that IRCTC shall not be liable to pay any interest on the **Performance Guarantee** so deposited by the applicant.
- 6.3 The **Performance Guarantee** shall be refunded without interest only after successful completion of the tenure of the empanelment or as the case may be. SD return to be sole discretion of IRCTC.
- 6.4 IRCTC reserve the right to recover any outstanding dues from the successful applicant post empanelment by adjusting the same against the **Performance Guarantee**.

7.0 Period of Empanelment

- 7.1 *The cut of date of empanelment is 31st March of every year and validity of the empanelment may be extended by IRCTC on yearly basis.* However, 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 quotation/tender 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 02(two) year and forfeiture of **Performance Guarantee**.

8.0 General Conditions

- 8.1 IRCTC reserves the right to terminate the EOI process at any stage and will not be responsible for any loss or damages which the applicant may incur in the process. The application can be rejected without assigning any reason.
- 8.2 The application once submitted would be binding on the party and any subsequent alteration/amendment will not be entertained.
- 8.3 Applicant will 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.
- 8.4 Applications received after stipulated date & time for submission of EOI applications will not be entertained for the said month.
- 8.5 In case the applicant suffers any loss on account of his being restrained by the IRCTC or any competent authority for indulging in illegal activities or any contravention of any law or rejection of application for empanelment through this EOI process, he shall not be entitled to any compensation whatsoever.
- 8.6 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.

- 8.7 The parties hereto will 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.
- 8.8 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.
- 8.9 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 appointed by Chairman and Managing Director of IRCTC. The award of arbitrator shall be final and binding on the parties to this contract. The venue of the Arbitration shall be at respective IRCTC Zonal Office. 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.
- 8.10 In the event of any breach of the said terms and conditions of the empanelment, IRCTC shall be entitled to forfeit the ***Performance Guarantee*** besides de-empanelling and debarring the service provider from participating in the future projects of IRCTC for a period of 2 year.
- 8.11 IRCTC will not call for new documents during the process of empanelment. The decision of the empanelment will be taken based on the documents only. However in case of rejection of application, firm may again apply for empanelment in next month onwards.
- 8.12 The Licensee shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary.
- 8.13 The parties hereby preferably consent to the sole jurisdiction of the courts under the respective IRCTC Zonal office only in connection with any action as proceeding arising out of or in relation to the EOI.



9.0 Eligibility of 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)	Status of the applicants: - Company/Individual/ Proprietorship/ Partnership Firm– Please Specify		
3)	In case of Company –	(i)Memorandum of 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, (iii) Commencement of business certificate	
4)	In case of Firm, registered under the Partnership Act., 1932	(i)Partnership deed, (ii) Registration certificate, (iii)GST registration certificate with catering as taxable services(to ascertain the date of commencement of business).	
5)	In case of proprietorship/individual business	i. Registration certificate from any statutory authority. ii. GST registration certificate with catering as taxable services(to ascertain the date of commencement of business).	
	Mandatory Criteria		
6)	Should operate at least one catering establishment (like Restaurant, F&B Outlet, F&B Takeaway, Fast Food Outlet/Counter, Canteen, Cafeteria, Food Kiosk, any other outlets dealing in F&B at any city in India, for not less than 02 year (These given outlets should have F&B production and Sale/service facility).	1. Currently valid Food License (FSSAI) of the operational unit Club/Canteen/Hotel/Restaurant etc. indicating that the applicant is in food business. 2. Self Certificate of Experience in Catering Business(As per Annexure – A)	
7)	Minimum Annual turnover required- for management of catering/Housekeeping/Facility		



	Management services.		
	<p>(i.) Applicant shall have the average Annual turnover as per Annexure “D”.</p> <p>Applicant is required to submit the document mentioned in the ‘Document required’ of this table.</p>	<p>Certificate issued and duly certified by the Chartered Accountant (as per Annexure-B) for turnover for last two completed financial year from catering, housekeeping & facility management service i.e 2022-23 & 2023-24 having valid UDIN No. The year wise turnover mentioned in the annexure ‘B’ should be reflected in the downloaded UDIN certificate from ICAI website.</p> <p>In case of non-reflection of year wise turnover in the UDIN certificate downloaded from ICAI website, the Annexure shall be treated as invalid certification of the annual turnover certificate.</p>	
8)	<p>Should not be debarred/blacklisted/banned by IRCTC or Railways or Ministry of Railways/ other CPSUs/ Govt. Deptt.</p> <p>Affidavit duly attested by notary declaring that his/her firm is not debarred/blacklisted/ banned by IRCTC or Railways or Ministry of Railways or other CPSUs/Govt. Deptt.in the format as per Annexure-C.</p>		
9)	Permanent Account Number (PAN)- enclose copy of PAN card	PAN-_____	
10)	Copy of ESI certificate	ESI Reg. No. _____	
11)	Copy of EPF registration certificate	EPF A/c No. _____	
12)	Copy of GST (Goods & Service Tax) registration certificate	<u>GST Reg.</u> <u>No.</u> _____	

***Non submission of any of the document listed above will lead to summarily rejection of the offer and no correspondence in this regard shall be made/entertained.**



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 will be terminated along with forfeiture Performance Guarantee. In such eventuality the successful bidder will also be debarred for Two (02) 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 will have the right to summarily reject the bid, cancel the empanelment or revoke the same with forfeiture of Performance Guarantee and debarment for a period of Two (02) years.
- 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 be entertained during next month cycle. 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) 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 Two (02) 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 authorized signatory)

SEAL

Name _____

Address: _____



10.0 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.

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, and that does not prejudice or affect the relative position of any applicant, provided it conforms to all the terms, conditions of the EOI documents without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one (i) that affects, in any substantial way, the scope, quality or performance of the contract; (ii) that limits, in any substantial way, inconsistent with the EOI documents, IRCTC's rights or the Successful applicants obligations under the contract; or (iii) whose rectification would unfairly affect the competitive position of other Applicants, who are presenting responsive applicants.

Signature of the authorized signatory

Date and Place

**Name & Designation:
Name of the Applicant with seal**



Format for covering letter (On Company's letter head)

**M/s Indian Railway Catering and Tourism Corporation Lt
Old Koilaghat Building,
Ground Floor, 3,
Koilaghat Street,
Kolkata 700001
Tel.No. 033-22439045, 22133207
Mob No. 7003155759/ 8595909630
Fax No. 033-22439046**

Subject: Expression of interest for empanelment as service provider for provision of catering services in NRC units under IRCTC.

I/We _____ (name of the authorized signatory) on behalf of _____ (name of the applicant) _____ offer our interest for empanelment as service provider for provision of catering services in NRC units.

- a. I/We hereby bind myself/ourselves to complete all the formalities from time to time as required after the empanelment.
- b. I / We hereby understand that the submission of expression of interest does not guarantee empanelment.
- 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 02(Two) 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:

Fax:

Email:



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, 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.) EOI not accompanied with the above certificate will be summarily rejected. It may please be noted IRCTC has sole right to take action in case information given above is found to be false at any stage of execution.
- 2.) Experience of Trader/ Stockiest/ Distributors is not acceptable.

Signature of the authorized signatory

Seal

Date



Certificate for Annual turnover duly certified by Chartered Accountant**On Letter Head of Chartered Accountant**

A) This is to certify that the annual Sales Turnover in 1st 02 Financial Years from catering/Housekeeping/Facility management business in India of M/s _____ having its office at _____ is as under:

The Annual Turnover to be provided in the following format for last 02 (two) Financial Years out of below mentioned Financial years:

Financial Information (in INR)		
Financial Year	2023-24	2022-23
Annual Turnover (in lakhs)		
AVERAGE ANNUAL TURNOVER:		
Note: Annual turnover should be certified by Chartered Accountant/ Statutory Auditors.		

Signature of the chartered Accountant

Name of the Chartered Accountant

Name of the Firm

Seal

Membership No.

Date

UDIN No.

NOTE:- (i) The year wise turnover mentioned in the annexure ‘B’ should be reflected in the downloaded UDIN certificate firm ICAI website.

(ii) In case of non reflection of year wise turnover in the UDIN certificate downloaded from ICAI website, the Annexure shall be treated as invalid certification of the annual turnover certificate.



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 on this day of _____, 20...../.....

DEPONENT



The service provider shall have an average turnover as under:

Category of Service Provider	Nature of work	Annual Turnover
<i>A</i>	<i>Service providers empaneled for managing catering services only.</i>	<i>Average annual turnover of Rs.05 lakh in last 02 FYs from catering business only</i>
<i>B</i>	<i>Service providers empaneled for managing catering services only.</i>	<i>Average annual turnover of Rs.06 lakh to 50 lakh in last 02 years FYs from catering business only</i>
<i>C</i>	<i>Service providers empaneled for managing catering services only.</i>	<i>Average annual turnover of Rs.51 lakh & above in last 02 years FYs from catering business only</i>
<i>D</i>	<i>Service provider empaneled for managing Housekeeping/facility management only.</i>	<i>Average annual turnover of Rs.15 lakh in last 02 from Housekeeping/facility management business only.</i>
<i>E</i>	<i>Service provider empaneled for managing both catering services & Housekeeping/facility management.</i>	<i>Average annual turnover of Rs. 16 lakh & above in last 02 years FYs from Catering / Housekeeping / facility management business.</i>

