



2024/IRCTC/TSV/06/NDLS/DELHI/ANVT/NZM/01

18.01.2024

इंडियन रेलवे कैंटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

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

2024/IRCTC/TSV/06/NDLS/DELHI/ANVT/NZM/01

18.01.2024

M/s Satyam Caterers Pvt. Ltd.
2/12, Ground Floor, Double Storey,
Jangpura Extn., New Delhi - 110 014
satyamocaterers@gmail.com
Contact No.9993511135

Sub: Award of temporary license for Onboard Catering Services in Aastha Special prepaid Tourist Trains to Ayodhya without pantry/mini pantry car (Through TSV model)

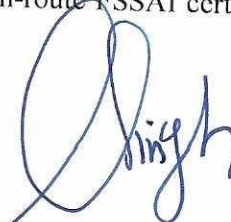
Ref: Limited E-Tender no. 2024/IRCTC/TSV/06/NDLS/DELHI/ANVT/NZM/01 opened on 18.01.2024.

In reference to the tender mentioned under reference, it has been decided to accept the Bid of M/s Satyam Caterers Pvt. Ltd. and award temporary license for onboard catering services in Aastha Special prepaid Tourist Trains to Ayodhya without pantry/mini pantry car (Through TSV model) for trains originating from stations mentioned below or takeover by new Licensee/Railways/IRCTC, whichever is earlier, purely on Adhoc Basis subject to terms and conditions enumerated in the tender document. The above award of temporary license is subject to the terms and conditions of bid document.

1 SN	2 City jurisdiction of the Originating Stations	3 Zone	4 Service Charge in % of total catering bill value of round trip	5 Contract Value [(Total estimated catering bill value of round trip) X (quoted Service Charge in %) X (expected number of round trips)] (plus GST as per applicable rates)	6 SD @ 10% of Contract Value (as mentioned in column 5)
1	NdIS/Delhi/ANVT/NZM	NZ	5	₹ 13,52,000	₹ 1,35,200
Grand Total					₹ 1,35,200/-

(A) You are required to submit acceptance of this Letter of Award (LOA) in the attached format with this letter along with Security Deposit within Two (02) Working days. Failure to submit Security Deposit as per schedule shall be treated as 'default' and action as contemplated in tender conditions shall be taken.


(B) The Service Provider shall also submit details of en-route FSSAI certified kitchen, to concerned Zones, before commencing services.


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Bank account details of IRCTC/ZONE is as under:-

Account Name	IRCTC Ltd.-Catering North Zone (NZ)
Account Number	0010102000038429
Account Type	Current
Bank Name	IDBI BANK
Branch	1/6, SIRI FORT INSTITUTIONAL AREA, KHEL GAON MARG, NEW DELHI, DELHI STATE-110049
IFSC Code	IBKL0000010
	**Cheques Will not be accepted

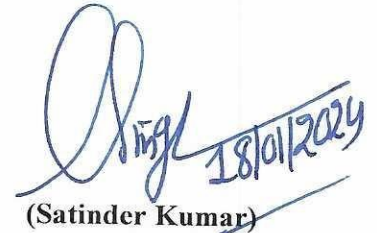
- (C) Bills shall be submitted in concerned zonal office. Payment for on-board catering services shall be done by concerned IRCTC Zonal office to the Service Provider on the basis of the actual number of passengers served over the entire journey. The Service Provider shall submit bills for onboard delivery within 07 working days of completion of round trip along with certificates of Tour Manager cum guide for bills to be entertained.
- (D) Payment to service provider shall be made after retaining the GST composition of the above collection which is payable to GST authority to ensure statutory compliance, if any.
- (E) IRCTC shall make necessary statutory deductions of tax at source and any other deduction in respect of onboard catering services.
- (F) No payment will be made for second helping.
- (G) Service Provider will be paid 80% of the total amount due, within 07 working days of bill submission along with occupancy certificate issued by onboard Tour Manager cum guide post completion of round trip and remaining 20% shall be paid within 15 working days from the date of submission of Bills.
- (H) You are required to start the provision of catering services as per advise of IRCTC.
- (J) Before commencement of services, details of en-route FSSAI certified kitchen are required to be submitted to concerned Zones in enclosed format for acceptance letter.
- (K) Failure to accept Letter of award (LOA) of License or failure to submit Security Deposit within stipulated time, as advised by IRCTC shall empower IRCTC to initiate action as contemplated under Tender Document.
- (L) Supply/sale of Railneer is to be made in the train in terms of clause no. 2.9, 2.10 & 2.11 of Scope of Work of the tender condition.
- (M) At least (One) 01 no. of Hand held billing machines should be made available in the train for generation of e-bills and receipt of payment for PAD/Tea, coffee/PDW sale. No onboard sale to be made without issuance of e-bills.
- (N) Violation of guidelines/directives issued by Government of India, MHA and IRCTC with regard to COVID-19, shall attract penalty provisions which may extend upto termination of contract.


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- (O) Award of license shall be subject to the final outcome of litigation, if any, pending adjudication before any Court/tribunal of Competent jurisdiction
- (P) The terms & Condition of bid document shall form an integral part of this letter of Award.

This issues with approval of Competent Authority.

Kindly acknowledge the receipt of this letter.



(Satinder Kumar)
Manager/Proc
For GGM/Proc.

Encl:- Tender Document

Copy :-

- **GGM/NZ** - to provide date of commencement as per present train schedule.
- **GGM/MCS** - for kind information and necessary action please.
- **GM/MCS** - for kind information and necessary action please.
- **AGM/MCS** - for kind information and necessary action please.
- **AGM/Fin** - for kind information and necessary action please.
- **Central Control** - for kind information and necessary action please.
- **AGM-IT** - for kind information and uploading on IRCTC Portal.

**Format for acceptance of award of temporary license
(To be given on company/firm's letter head)**

**Group General Manager/ NZ
IRCTC/NZ**

**Sub: Award of temporary license for onboard catering services in aastha special prepaid tourist trains to ayodhya without pantry/mini pantry car (Through TSV model)
Ref: Your office letter no. 2024/IRCTC/TSV/06/ Ndls/Delhi/ANVT/NZM dt. 18.01.2024.**

In reference to the above, I/we hereby convey my/our unconditional acceptance of the terms and conditions of the temporary license.

Security Deposit as per clause 2.1 of General conditions of license- section one **TO BE PAID AT IRCTC CORPORATE OFFICE:-**

Train no.	Security deposit	Total	Bank Details	Demand draft/Bankers cheque/RTGS/NEFT No./Bank Guarantee

Further, en-route FSSAI certified kitchen as under:-

City jurisdiction of the Originating Stations*	Train no.	Service	Details of meal supply unit along with address	Name of contact person of the meal supply unit	Phone no. of contact person

IRCTC or its authorized person or nominated agency is free to inspect the above premises as and when required.

I/We am/are ready to commence services in the above train as per IRCTC's advise.

Signature: _____
M/s _____
Name of authorized person _____
Date _____
Place _____
Seal of the licensee _____

Singh
18/01/2024