



**INDIAN RAILWAY CATERING AND TOURISM
CORPORATION LIMITED**

(A Government of India Undertaking)

CIN –L74899DL1999GOI101707

Website: www.irctc.com Email id: asingh4734@irctc.com

EXPRESSION OF INTEREST

EOI NO: 2023/IRCTC/CO/TOURISM/OBT

**EXPRESSION OF INTEREST FOR EMPANELMENT OF DESTINATION
MANAGEMENT COMPANY (DMC) FOR PROVIDING BACKEND SERVICES
TO GUESTS OF OUTBOUND TOUR PACKAGES ORGANISED BY IRCTC ON
PAN INDIA BASIS**

Period of empanelment: One Year & Extendable by another one year at sole discretion of IRCTC.

Date and Time for online meeting for clarifications if any: Two Meetings as per below

1stOnline Meeting: 23-01-2024 at 1500 Hrs

2ndOnline Meeting: 30-01-2024 at 1500 Hrs

Last date and time of online submission of application (First scrutiny) 15.02.2024 at 1500 hrs.

Date & time of opening of Online application (Duly filled in Check List) 15.02.2024 at 1530 hrs

Downloading of EOI document available on: www.irctc.com or www.tenderwizard.com/IRCTC

Physical document are to be submitted as per dates given in EOI documents as per given address:

General Manager/Tourism
Indian Railway Catering and Tourism Corporation Ltd.
M-13, Punj House, Connaught Place
New Delhi - 110001
Contact: 011 - 23701101.



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Note: Intending DMCs/Tour Operators shall be eligible to apply for empanelment after the cutoff date also. The schedule in this regard will be as under :

Batch No.	Period of Submission for bidders	Cut Off Date	Last Date & Time of Submission on tenderwizard	Date & Time of online opening on tenderwizard	Last date & time of submission of physical documents at IRCTC Office
1	16.01.2024 to 15.02.2024	15.02.2024	15.02.2024 at 1500 Hrs	15.02.2024 at 1530 Hrs	22.02.2024 till 1700 Hrs
2	16.02.2024 to 31.03.2024	31.03.2024	01.04.2024 at 1500 Hrs	01.04.2024 at 1530 Hrs	08.04.2024 till 1700 Hrs
3	01.04.2024 to 31.05.2024	31.05.2024	31.05.2024 at 1500 Hrs	31.05.2024 at 1530 Hrs	07.06.2024 till 1700 Hrs
4	01.06.2024 to 31.07.2024	31.07.2024	31.07.2024 at 1500 Hrs	31.07.2024 at 1530 Hrs	07.08.2024 till 1700 Hrs
5	01.08.2024 to 30.09.2024	30.09.2024	30.09.2024 at 1500 Hrs	30.09.2024 at 1530 Hrs	07.10.2024 till 1700 Hrs
6	01.10.2024 to 30.11.2024	30.11.2024	02.12.2024 at 1500 Hrs	02.12.2024 at 1530 Hrs	09.12.2024 till 1700 Hrs
7	01.12.2024 to 31.01.2025	31.01.2025	31.01.2025 at 1500 Hrs	31.01.2025 at 1530 Hrs	07.02.2025 till 1700 Hrs
8	01.02.2025 to 31.03.2025	31.03.2025	31.03.2025 at 1500 Hrs	31.03.2025 at 1530 Hrs	07.04.2025 till 1700 Hrs



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PREAMBLE

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

Indian Railway Catering & Tourism Corporation Limited (IRCTC) is a Mini Ratna PSU under the Ministry of Railways. Promotion of tourism is one of the foremost lines of business for IRCTC, amongst the many mandates given by the Ministry to Railways, which include catering and hospitality services at station and onboard catering on trains, production and distribution of packaged drinking water (Rail-Neer) and to promote domestic and international tourism development of budget hotels, special tour packages, information & commercial publicity and global reservation systems.

The outbound tour operation is a major segment of IRCTC Tourism portfolio. In order to manage the ground services in the outbound tour of IRCTC with better efficiency and cost-effective manner, IRCTC finalise the contract with **Destination Management Companies** based in the destination country/region.

In this regard IRCTC intends to call upon the interested firms / DMCs / Tour Operators through this expression of interest document. Based on the applications received in this EOI process and after successfully fulfilling the laid down criterion a panel of firms / DMCs / Tour Operators will be formulated which will be used by all IRCTC offices on PAN India basis to launch Outbound Tour packages from respective jurisdictions.

Intending DMCs /Firms or Tour Operators are requested to thoroughly read the contents of this document before proceeding further and also acquaint themselves of the actual conditions with respect to destinations, venues, transport requirements etc.

There is a cutoff date mentioned in this EOI Document. Interested participants are requested to abide the given deadlines. The empanelment process will remain open for a period of 01 year. Intending DMCs / Tour Operators shall be eligible to apply for empanelment after the cutoff date also. However the applications received from the cutoff date shall be scrutinized twice a year i.e. on 1st January & 1st July as per empanelment guidelines prevailing at the time of receipt of fresh application.



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**INSTRUCTIONS WITH REGARD TO PARTICIPATION IN
EXPRESSION OF INTEREST**

SUBJECT: EXPRESSION OF INTEREST FOR EMPANELMENT OF DESTINATION MANAGEMENT COMPANY (DMC) FOR PROVIDING BACKEND SERVICES TO GUESTS OF OUTBOUND TOUR PACKAGES ORGANISED BY IRCTC ON PAN INDIA BASIS

REFERENCE: EOI NO: 2023/IRCTC/CO/TOURISM/Outbound Tour Packages

Period of contract: One year (with peak period and normal period Quotes) and extendable for a term of another 01 year at the sole discretion of IRCTC.

- 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 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. No claim shall be entertained on account of disruption of internet service being used by bidders.
- iv. There is a check list in this EOI document under an Excel Sheet. Participating bidders are required to put a tick mark against the columns mentioned under this check list. All the hard copies of the requisite documentation is to be sent to this office separately by Registered Post / International Courier.
- v. The applicant should upload the check list duly putting a tick mark against each of the requisite documents in support Minimum Eligibility Criteria along with tender document. All the documents as enlisted in the check list is to be sent to IRCTC Offices as per the below details :

General Manager / Tourism
IRCTC Ltd.
M-13, Punj House
Connaught Place, New Delhi
110001



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- vi. 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.
- vii. For any difficulty in downloading & submission of EOI on website www.tenderwizard.com/IRCTC, please contact at tenderwizard.com helpdesk no. 080 45811365, 080 45982100 or cell no 08800107755 (Mr. Rahul) or 9870393814 (Mr. Rajesh) or 8800115628 (Mr. Mayank).
- viii. The Class 3 Digital signature of the applicant for the EOI will be considered as confirmation that the applicant has read, understood and accepted all the documents referred to in the EOI documents.
- ix. The prospective applicant voluntarily agrees to the exclusive jurisdiction of courts situated at New Delhi by submitting the EOI.
- x. No other court except courts at New Delhi only have jurisdiction to resolve the disputes arising out of the EOI document.
- xi. 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 Members 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.icaai.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.

Online pre submission meeting (twice) shall be held on the mentioned dates at Page No. 1 respectively. The links for which shall be shared on www.irctc.com/activetenders. The applicant is required to submit its questions/suggestions/clarifications on email id asingh4734@irctc.com.

For and on behalf of
Indian Railway Catering and Tourism Corporation Ltd.



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POINTS TO KEEP IN MIND AT THE TIME OF APPLYING UNDER THIS EXPRESSION OF INTEREST PROCESS:

- I.** Only those DMCs having offices in India or having marketing office or having marketing representative office based out at India are eligible to apply in this EOI process.
- II.** Either DMCs directly or through their marketing office or through marketing representative can participate with the credentials of Parent DMC in this EOI process.

Example -It is to be understood that in case if a DMC "A" is having owned office at Thailand and having marketing office at Delhi then the participation in this EOI will be in the name of DMC "A".

All those documentations will be required as per check list through offline mode of DMC "A" only and is to be sent to the address mentioned at Page No. 1 of this document in a sealed cover.
- III.** Once the user ID and password is generated there is a Microsoft Excel sheet with macro – micro-features enabled. DMC or its representative is required to fill in this excel sheet mentioning whether they possess the requisite documentation or not. In case if they do, option "YES" is to be selected and particular description with regard to this document is to be mentioned in the remark column.
- IV.** Similarly, in the same excel sheet DMCs need to select that they are applying for which destination in this EOI process. There are in total 3 country choices given out of these 3 choices DMCs can select and submit the required documentation as per the selected countries separately through sealed cover to this office at the address mentioned at Page No. 1 of this EOI document in a sealed cover.
- V.** After the closing date of this EOI process, IRCTC will be scrutinizing all the received applications with the documentations received through **offline mode**.
- VI.** DMC's who meets the laid down eligibility criteria will be selected for each of the destinations separately.
- VII.** A specific destination wise panel will be formulated which will be used by this office for calling rates on different itineraries and specific inclusions. The rates on any specific itinerary will be called separately through a limited e-tender floated by this office wherein the selected DMC's which are a part of the panel will be considered only. Those DMC's who do not meet the laid down eligibility criteria in this EOI process will not be considered for calling rates.



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FLOW CHART

Log in to www.tenderwizard.com/IRCTC
Make user ID & Password (Free of Cost)
Re log in to www.tenderwizard.com/IRCTC with User ID & Password and search for EOI NO: 2023/IRCTC/CO/TOURISM/Outbound Tour Packages. At the time of log in use Class III digital signatures.
Select & Go through the EOI document in detail (NO: 2023/IRCTC/CO/TOURISM/Outbound Tour Packages)
Click on the Request icon for further participation. It will lead to in progress section.
There is an Excel Sheet which a bidder is required to fill and upload. First Download it. There is a Yes / No option available in this excel sheet which needs to be selected as per the documents availability with the bidder. Mark Yes against the documents you possess. In case if you do not possess such documents mark No. Also, there is a Remark column available. If you want to mention any specifications the same may be incorporated here.
Upload this Excel Sheet after mentioning the required details in the sheet available by clicking on to the Upload option.
At last, bidder have to click on the SUBMIT tab for final and successful submission of the EOI.(Expression of Interest)
After submission of this EOI as per the above procedure send all the requisite documents as illustrated in the EOI document by Post to IRCTC at the given address on Page No. 1



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DISCLAIMER

1. This Expression of Interest ("EOI") is being issued by 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 centralized empanelment of Destination Management Companies for providing ground services under the Outbound (International) tour packages operated by IRCTC from different originating cities across India.
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. Under 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.
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.
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.
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.
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.
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,



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financial situation and particular needs of each party who reads or uses this EOI.

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.
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.
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.
11. All representations/queries etc pertaining to this document may be addressed to GGM/Tourism, IRCTC Corporate Office, M- 13, Punj House, opposite Gopal Das Building, Connaught Place, New Delhi – 110001.
12. Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated at Delhi only.



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GENERAL INSTRUCTIONS TO THE PARTICIPANTS FOR EMPANELMENT

The Indian Railway Catering and Tourism Corporation Limited (IRCTC) proposes to obtain proposals through expression of interest for empanelment of DMCs for providing backend services to guests of outbound tour packages organized by IRCTC Ltd on pan India basis.

- A. **Validity:** The offer shall be kept valid for acceptance for a minimum period of 120 (one hundred and twenty) days from the date of opening of the EOI.
- B. EOI documents shall be deemed to be under consideration immediately after they are opened and until such time no official intimation of empanelment is made by IRCTC to the participant. While the same is under consideration, participants and or their representatives or other interested parties are advised to refrain from contacting IRCTC by any means. If necessary, IRCTC will obtain clarifications of the EOI documents by requesting for such information from any or all the participants, in writing, or as may be considered necessary. Participants will not be permitted to change the EOI documents after the same have been opened.
- C. **Expected tourists in a year:** Approximate 300-500 nos. of tourists are expected in a year in groups ranging from 35-40 PAX however, this figure should not be treated as the minimum guarantee from IRCTC Ltd.
- D. The submission of any offer connected with this EOI document shall constitute an undertaking that the participant 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 participant shall have no claim in that regard against IRCTC.
- E. **Rates:** Rates will be called separately from the selected DMCs empanelled through this EOI process. (elaboration). At the level of EOI no rates are called only the technical credentials of the DMCs are being checked. After successful empanelment the selected DMCs will be approached seeking rates on particular itineraries.
- F. **Tenure of Contract:** The empanelment shall be valid for a period of one year (**with peak period and normal period quotes**) and **extendable for a term of another 01 year on same terms and conditions at satisfactory services at the sole discretion of IRCTC.** The rates of the



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appointed DMC's will also be valid for conducting the packages within the currency of extended contract period.

- G. **Non-conformity:** IRCTC may waive any minor non-conformity, or irregularity in this EOI document that does not constitute a material deviation, provided such waiver does not prejudice that limits in any substantial way the scope, quality, or performance.
- H. **Clarifications regarding EOI and documents submitted** – During evaluation process under this empanelment, IRCTC may at its discretion, ask the participants for clarification on the documents submitted. Any such requests and their responses shall be in writing. No change in the substance of the EOI shall be offered or permitted.
- I. This empanelment process is not transferable. IRCTC reserves the right to reject or accept any candidature in whole or in part on account of credentials, technical capability, past performance or any other evaluation criteria to ensure desired levels of service standards. The decision of IRCTC in this regard will be final and IRCTC is not liable to assign any reasons for the decision.
- J. **Language of Proposals:** The proposal and all correspondence and documents shall be written in English language. In case if the documents are in any language other than English, it is the responsibility of the participant in this EOI to furnish the self-attested English translated version of such documents. IRCTC Ltd at its discretion may or may not get the translation of foreign language document at its own cost.
- K. **Risk and Cost clause (Risk Purchase):** The DMC shall at all times ensure that its performance is satisfactory, failing which IRCTC shall be at liberty to get the affected work done through any other DMC/Agency, at the risk and cost of the delinquent DMC. The same shall be recovered from the money due to him on account of monthly bills. IRCTC reserves the right to penalize for the same as deemed fit. The delinquent DMC will have no right to claim any compensation whatsoever on this account. This discretion of termination of this contract by IRCTC will be exercised judiciously since the DMC is rendering essential and public utility services.
- L. **Litigation & compensation:** In case of litigation & compensation arising out of bad services provided by DMC, IRCTC will be responsible for defending the same; however, the cost of litigation and compensation will be borne by the concerned DMC.



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M. IRCTC will have contractual relationship with DMC staff/sub contracted staff for deficiency in services, if any, on the part of the DMC. The DMC will be responsible for the performance of the tour. Additional cost incurred due to the above exigencies may be submitted to this office for which IRCTC will take a view for any payments to be made on a case-to-case basis.

N. **Force Majeure:** Neither party shall be in breach of any of its obligations under this agreement to the extent that its performance is prevented, hindered or delayed by an act, event or circumstance (whether of the kind described herein or otherwise), which is not within the control of such party (herein referred to as "Force Majeure"). Force Majeure shall include but not be limited to the following:

- a) Fire, flood, atmospheric disturbance, lightning, storm, typhoon, tornado, tsunami, earthquake, washout, epidemic, or other acts of God.
- b) War, riot, blockade, insurrection, acts of public or enemies, civil disturbances, terrorism and sabotage and threats of such actions.
- c) Strikes, lock-outs, or other industrial disturbances or labour disputes.
- d) Change of any applicable rule, regulation or law, which makes it impossible or unlawful for either party to carry on its business.

If either party becomes aware of any circumstances of force majeure which give rise to any such failure or delay, or which appear likely to do so, that party shall promptly give notice of those circumstances as soon as practicable after becoming aware of them and shall inform the other party of the period for which it estimates that the failure or delay will continue.

IRCTC shall not be liable to the DMC in respect of any breach of the terms and conditions due to any event or circumstances beyond its reasonable control.

O. **Arbitration:** If any dispute arises between the parties during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of this agreement or regarding any question as to whether the termination of this agreement by one party has been legitimate, the parties shall endeavour to settle the dispute amicably. The attempt to bring about an amicable settlement shall be considered to have been reasonable attempts, which attempt shall continue for not less than 30 days, gives 15 days' notice thereof to the other party in writing.

In case of such failure to bring about an amicable settlement, the dispute shall be referred to a sole arbitrator to be appointed from IRCTC's list of Empanelled Arbitrators within 30 days from the party giving notice of an



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intention to arbitrate. In case of disagreement as to the appointment of Arbitrator, the dispute shall be referred to the Arbitral tribunal comprising of three Arbitrators wherein each party shall appoint an Arbitrator and the two appointed Arbitrator's shall appoint the pressing arbitrator to adjudicate the dispute between the parties. The arbitration proceedings shall be conducted in accordance with the arbitration and Conciliation Act, 1996. The fees to be paid to the Arbitrator(s) shall be borne jointly by both the parties. The place of arbitration shall be New Delhi. The Arbitration proceedings shall be in English.

P. **Indemnity:** The Bidder shall indemnify IRCTC against any loss, damage or liabilities arising as a result of any action of omission or commission on Bidder part or on part of Bidder personnel or in respect of non-observance of any statutory requirement or legal dues or any nature.

Q. TERMINATION OR SUSPENSION:

- i. **Termination or Suspension without cause:** Either party may terminate the agreement without any cause by giving 3 months' notice in writing to other party to the agreement. Such notices to take effect immediately upon its receipt or as otherwise provided herein subject to the fulfilment of the obligations accrued prior to the receipt of such notice.
- ii. **Termination with cause by IRCTC:** - In case of wilful default or non-compliance of terms and conditions of the agreement, IRCTC may terminate the agreement by giving 30 days' notice in writing to remedy the breach and the DMC has not taken corrective action within such period. The decision of IRCTC in this regard shall be final and, in that eventuality, the DMC will be debarred for one year for participating in future projects of IRCTC.
- iii. If the DMC at any time becomes bankrupt or make any assignment for the benefit of or enter into any agreement or composition with its creditors or go into liquidation or if it ceases to be in business as a DMC for the Outbound package tour, the Agreement, may at the option of the IRCTC be terminated or its operation suspended forthwith for such period as IRCTC may decide.
- iv. Upon suspension or terminating of this agreement all documents of the IRCTC shall immediately be returned by the DMC to IRCTC together with all money due and payable to the IRCTC hereunder and a complete and satisfactory accounting shall be rendered.



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- v. Both parties shall honour their commitments entered into prior to the date of such termination.

R. **INSPECTION:** All records of the DMC pertaining to Outbound Tourism business such as books, vouchers, tickets, reservation information relating to the Out Bound Tour packages offered by the IRCTC promotional efforts expenses etc. shall be open to inspection by the IRCTC and authorized officials of IRCTC. In such cases all necessary arrangements shall be made by DMC.

S. **Notice by Courier/ Registered AD** – Upon the receipt of any notice , direction or any other communication from any competent authority (including notices, affecting the rates, taxes or other outgoings) in respect of provision of off board services, payable in whole or in part by one Party hereto, the other Party shall immediately deliver a copy of the necessary document, to that Party by courier, registered AD.

T. **Notice to the DMC / Tour Operator** - Any notice to be served on DMC / Tour Operator's shall be deemed to be sufficiently served if delivered at or sent by registered post/courier addressed or e-mail to the DMC / Tour Operator at their mentioned/ registered office or last known place of business. Any notice to be served by the DMC / Tour Operator on IRCTC shall be deemed to be sufficiently served if, left at the office/sent by registered post/courier addressed to the Group General Manager, Indian Railway Catering and Tourism Corporation at New Delhi or Zonal Offices.

U. **Notices on behalf of IRCTC** - Subject to as otherwise provided in the empanelment, 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 the General Manager or any other officer for the time being entrusted with such functions, duties and powers by IRCTC.

V. APPLICABLE LAW:

- i. The agreement shall be interpreted and construed in accordance with Indian laws and courts and adjudicatory authorities in New Delhi, India only.
- ii. The courts at New Delhi shall have exclusive jurisdiction over matters arising out of the agreement.
- iii. The guest abroad shall be regulated by provisions of the said country till the time they are under the guardianship of DMC and the DMC shall take necessary approvals and look after the guest as per Industry standards.



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CHECK LIST OF DOCUMENTS TO BE SUBMITTED UNDER THIS EOI THROUGH OFFLINE MODE

ELIGIBILITY CRITERIA & THE SUPPORTING DOCUMENTS TO BE SUBMITTED BY DMC ARE DETAILED AS UNDER (MANDATORILY IN ENGLISH LANGUAGE. IN CASE DOCUMENTS ARE IN FOREIGN LANGUAGE SELF CERTIFIED TRANSLATED COPIES IS TO BE SUBMITTED).			
Clause	Particulars	Revised Eligibility Criteria	Documents Required
1.1	Repute Status	Must be a reputed company/ partnership firm/ proprietorship firm duly registered with the relevant Govt./ Regulatory body and should be in existence for more than five (05)years as on last date of submission of EOI and should be valid till the period of association with IRCTC.	The registration details of the DMC/AGENCY in their respective countries/proof of Government / regulatory body registration.
1.2	Minimum Turnover	<p>INR 15 Crores or equivalent value in any other currency from destination management operation in any two financial years out of following FY 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23 put together if applying for long haul destinations viz. Australia, New Zealand, USA, Canada, Brazil, Mexico, Russia, Argentina etc. (Flight duration more than 6 hrs.)</p> <p>Or</p> <p>INR 10 Crores or equivalent value in any other currency from destination management operation in any two financial years out of following FY2018-19, 2019-20,2020-21, 2021-22 & 2022-23put together if applying for short haul destinations (flight duration</p>	<p>In support of turnover INR. 15 Crores or INR. 10 Crores or equivalent value as case may be shall submit :</p> <p>DMC registered in destination country is to submit Auditor's certificate or Chartered Accountant certificate indicating the turnover in financial years in the format as per Annexure-B (2018-19, 2019-20, 2020-21, 2021-22& 2022-23) for annual gross transaction value from destination management operation of the destination country.</p> <p style="text-align: center;">or</p> <p>In case the DMC is having registered sales office in India, it may submit the turnover Certificate from C.A. with UDIN indicating the turnover in financial years in the format as per Annexure-B (2018-19, 2019-20, 2020-21, 2021-22& 2022-23) for annual gross transaction value from destination management</p>

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		less than 6 hrs) viz. SE Asia, Middle East etc.	operation.
1.3	Experience	Must have an experience of Three Years(03) handling tourists (irrespective of citizenship of any other country)	<ul style="list-style-type: none"> • Shall submit self certified Experience undertaking for handling Indian Tourist. (As per Annexure – C)
1.4	Offices	<p>Must have a registered office in respective destination Country.(Mandatory)</p> <p>Must have at least one registered sales office or marketing office or marketing representative agency or marketing representative Individual based in India.(Mandatory)</p> <p>a) Having registered sales office in India*</p> <p>b) Having marketing office in India</p> <p>c) Having marketing</p>	<p>The address and contact details of the offices in respective country along with list and contact details (Mobile numbers & e-mails) of the management at apex and national level. (In support of the above, self attested copies of the documents issued by the appropriate authority as law of land showing address proof of the branch offices of the agency must be submitted).</p> <p>a) If having registered sales office in India then:</p> <ol style="list-style-type: none"> shall submit Bank Account, GST & PAN Number Registration certificate of Indian office Income Tax Return of Indian Office of last financial year <p>b) If having marketing office in India then shall submit Self attested:</p> <ol style="list-style-type: none"> No Permanent Establishment in India Certificate(As per Annexure D) Tax residency certificate



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		representative agency	<p>iii. Contact details & address of marketing office on letter head of DMC</p> <p>c) If having marketing representative agency in India then shall submit Self attested</p> <p>i. No Permanent Establishment in India Certificate (As per Annexure D)</p> <p>ii. Tax residency certificate</p> <p>iii. Contact details & address of marketing representative office based in India on letter head of DMC. The authorization in this regard is to be submitted as per format Annexure - E</p>
1.5	Blacklisting of firm	The DMC must not be blacklisted in the last three years	Shall submit an undertaking in this regard to be submitted in Firm's letter head by the firm as per Annexure -F

To derive the turnover in INR, IRCTC will calculate the turnover of the DMC by conversion of ROE on the last date of EOI.

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SCOPE OF WORK

Upon successful empanelment, through this EOI process, financial bids will be called ***separately*** through limited e-tenders from the empanelled firms wherein the rates are to be quoted based on the below mentioned service inclusions:

SN	Services Required	Benchmark
1	Accommodation	Air-Conditioned rooms as per the itinerary in 3-star hotels at the places of stay.
2	Meals and water bottles	As per the itinerary, 01 litre water bottle is to be provided to each of the tourists per day during the course of the tour.
3	Transport for transfers and sightseeing	Air-conditioned Deluxe Coach for pick up and drop as well as for sightseeing with comfortable pushback seats & PA System. Cost should be inclusive of toll tax, parking charges and driver charges.
4	Sightseeing inclusions	All the tourist places mentioned in the respective itinerary.
5	Entrance Fee	All entrance tickets wherever applicable is to be provided to the group as per the itinerary
6	Tour guide and escort	Complimentary one professional and friendly English-speaking tour guide cum escort from Colombo airport throughout the tour.
7	IRCTC Tour Manager/FOC	1 IRCTC Manager will accompany the tour on FOC basis for group size mentioned in the tender document and shall stay in a Single Occupancy room. He / She will avail all the services as applicable to the group of tourists for which no extra payment will be made.
8	Taxes	All Govt. applicable Taxes as per the law of the land including VAT, TDL, SSCL etc.
9	COVID Protocols	All COVID Protocols as per the law of land is to be followed including provision of Masks / Sanitizers etc to each of the tourists.
10	Tipping Charges	Driver, Tour Guide, Hotel Tipping Charges if any is to be included.

FUNCTIONS AND OBLIGATIONS OF DMC/AGENCY:

- DMC shall render the services to guests of IRCTC, as per booking information provided by IRCTC, in an efficient manner and shall not alter, modify or amend the itinerary contained in the Booking Information without written consent of IRCTC. In the event of any alteration, modification or amendment carried out by DMC in the services due to unavoidable circumstances, it is the responsibility of DMC to provide similar standard of or upgraded services to the guests or with the prior



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approval of competent authority modify/alter/amend the services for which IRCTC reserves the right to adjust the rates payable to the DMC. However, in case of any severe complaint regarding deficiency of service, which in terms of financial value, IRCTC reserves the right to adjust the value while making the final payment from the selected DMC through limited e tender.

2. DMC should take all measures to ensure that the customer is duly provided with contracted services. In case of a complaint (written/oral) from a customer whilst on tour, DMC shall take necessary steps to address the grievance of the guests and close the same before departure of passengers to India.
3. In case of any deficiency in services, DMC shall be responsible and keep IRCTC its directors, officers, employees indemnified and hold harmless at all times against all liabilities, damages, losses, costs, fee including attorney fee for such acts, omissions and defaults and all complaints, if any against DMC. Similarly, IRCTC agrees to indemnify and hold harmless the DMC for any injury, damage, expense or loss sustained by any person or property caused by or arising from any negligence, act, commission or wilful misconduct of the IRCTC its officers, employees and related directly or indirectly to any product & services arranged by DMC.
4. The DMC shall not assign agreement to provide services to any party without prior consent of the IRCTC and such consent shall not be unreasonably withheld.
5. The DMC/Agency shall have adequate infrastructural facilities and capacities to provide the following services to IRCTC.
6. Appropriate Hotel inventories & Tie ups at places of Tourist interest abroad shall be ensured.
7. To Provide AC Transportation including Road/Water/Air etc. with requisite permits as per the advised itinerary.
8. Good quality vegetarian/non vegetarian meals to be provided as detailed in the inclusions. Preference of guests shall be taken care off.
9. Entrance fee etc as applicable. If a sightseeing location is part of the itinerary, then the entrance fee should be inclusive of the rate quoted **if not mentioned otherwise.**
10. The DMC shall co-ordinate with TPA/insurance Company for any claim in respect of any unfortunate mishap like accident/injuries/death to the



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tourist during journey and render all possible assistance to the guests and their kind as the case may be.

11. **Tour guide & escort services:** One professional and friendly English-speaking Tour guide & escort services from airport to airport at **the destination country** throughout the tour to be ensured.

The responsibility of the Tour Guide / Tour Escort is not merely to get the passengers into the vehicle or dropping at sightseeing area. It is their responsibility to ensure that the passengers are moved in a group and an amiable atmosphere is created among the passengers. Tour Guide / Escort has to take responsibility to ensure that the passengers are informed full details of the tour and timely completion of all the itinerary. They have to be very courteous and no complaint regarding misbehaviour will be acceptable. They should be fully capable of explaining the details of sightseeing so that the passengers are satisfied with the tour and IRCTC's image is not tarnished). Purchase/ arrangement of entry tickets at sightseeing places. **Wherever both tour guide cum escort responsibilities can't be ensured through one professional, DMC has to arrange separately both Tour Guide & Escort.**

12. It will be the responsibility of the Tour Guide/escort appointed by DMC to collect feedback forms from the tourists and send the scan copy of the same to concerned IRCTC Office within 03 working days, the same may be verified by IRCTC staff to analyze the performance of DMCs before releasing the payment.

13. **Statutory compliances:** Statutory Govt. compliances in the respective countries with regard to the movement of tourists and their baggage and any other mandatory requirements as per law of land of the country. However, All the statutory requirements in respect of any particular country needs to be indicated and clearly communicated to IRCTC well in advance and IRCTC will not be responsible for any lapse in the matter.

14. **Branding of Services:** DMC will display IRCTC placard as provided time to time upon arrival at the international airport and on the vehicles during transfers and sightseeing etc. For IRCTC operated Tours, DMC/AGENCY has to use IRCTC logo and name and the same has to be used purely for the promotion of IRCTC products only and will be such that it does not harm the image and brand name of IRCTC in any way.

15. **Customer support services:** dedicated e-mails, phone numbers of the India representatives, names of nominated staff, Tour Escorts/guides with mobile numbers for continuous monitoring, troubleshooting, complaints management etc., during the course of the tour or otherwise shall be provided to IRCTC. For each and every tour the DMC will provide a list of



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primary as well as escalated list of contacts for any emergency who should have full information of the tour

16. The empanelled DMC/AGENCY shall provide any other services as and when required by IRCTC pertaining to the Out Bound Tour packages of IRCTC. DMC/AGENCY shall at all time make efforts for providing assistance to customers with utmost care keeping in view the IRCTC's values of excellence.

17. Agency should have tie up with different categories of hotels in the respective country of operation.

18. The DMCs shall ensure the following backend services for the conduct of the tour-

a) **Accommodation:** AC room accommodation in 3 OR 4 star or similar hotels at the places of night stays as advised as per the tour itinerary. Appropriate hotel inventories & Tie ups at places of Tourist interest abroad shall be ensured.

b) **Transport:** Provide AC Transportation including Road/Water/Air etc as per itinerary. Vehicles need to be good, well maintained neat & clean. Vehicle with push back seats are to be adequately cushioned, with clean covers (wherever possible). Vehicle must possess all necessary permits, insurance and licenses. First aid, fire extinguisher, Emergency tool and exit to be available. Window and main door must be in good condition. Driver deployed should be conversant with all the locations and polite to the tourists.

c) **Food Arrangement:** Very good quality vegetarian /non vegetarian meals to be provided as detailed in itinerary and inclusions. This will include breakfast, Lunch and dinner at Indian Restaurants and packaged drinking water (01 litre per day) during the course of the tour. Food has to be served as Buffet preferably or any other standard convenient mode at sightseeing locations /hotels. Food menu of Indian Restaurants to be detailed with options of dishes available.

E.g., Standard Indian buffet with green salad, papad, curd, rice, assorted breads, 02 veg, 02 n/veg, dal & 01 Indian dessert specifying number of Veg or non veg dishes.

19. The backend service provider should make necessary back up arrangements in place in the event of any unforeseen circumstances.

20. The backend DMC should ensure proper services to the passengers during contingencies such as delay of flight, any unforeseen incident, and



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change of accommodation if necessary. The DMC should be equipped to provide first-aid to the tourists in case of emergency during the course of the tour. Additional cost incurred due to the above exigencies may be submitted to this office for which IRCTC will make the payment on a case-to-case basis.



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ANNEXURE – A

**SAMPLE ITINERARIES FOR REFERENCE TO UNDERSTAND THE TOURS
OPERATED BY IRCTC ON PAN INDIA LEVEL**

ITINERARY-1: SRI LANKA (EX DELHI)

Day	Destination	Particulars
01	Delhi – Colombo- Negombo	Arrive at Colombo International airport & proceed for check-in at the hotel at Negombo. Overnight stay. (Dinner)
02	Negombo – Dambulla	In the morning enjoy sea beach at Negombo. Breakfast the hotel, check out and proceed to Dambulla. Enroute, visit Munneshwaram & Munawari Temple. Lunch En-route. Visit Golden temple at Dambulla. Check in to Hotel at Dambulla. Dinner and overnight Stay at Dambulla. (Breakfast, Lunch and Dinner)
03	Dambulla- Koneshwaram -Dambulla	Breakfast the Hotel. Proceed to visit Koneshwaram temple at Trincomalee. Lunch. Evening return to Dambulla. Visit Sigiriya rock monument from outer mode (no climbing). Dinner and overnight Stay at Dambulla. (Breakfast, Lunch and Dinner)
04	Dambulla- Nuwara Eliya	Breakfast the Hotel, check out and proceed to Nuwara Eliya. Lunch en-route. Visit Divurumpola Temple where Seeta performed Agni Pariksha (Proving her chastity), Hakgala Gardens (Ashok Vatika) and Gayatri Pdam. Check in to the Hotel at Nuwara Eliya. Dinner and overnight Stay at Nuwara Eliya. (Breakfast, Lunch and Dinner)
05	Nuwara Eliya- Kandy	Breakfast at the Hotel, check out the Hotel and visit Seetha Amman Temple. Proceed to Kandy. En-route sightseeing of Ramboda waterfall, Hanuman Temple, Tea Garden and Lunch. Check in to the Hotel at Kandy. Visit Buddhist tooth relic temple. Dinner and overnight Stay at Kandy. (Breakfast, Lunch and Dinner)
06	Kandy- Colombo	After breakfast, check out from the Hotel and proceed to Colombo. En-route visit Pinawala and enjoy Pinnwala Elephant orphanage. Lunch. Visit Keliniya Vibhishan temple and free time for Shopping activities at Colombo. Check in to Hotel at Colombo. Dinner and overnight Stay at Colombo. (Breakfast, Lunch and Dinner)
07	Colombo – Delhi	Breakfast at the Hotel. Check out and proceed for visit of Anjanair temple, Indian Peace Keeping Force (IPKF) memorial and the orientation city tour. Lunch. Proceed to Colombo International Airport. Return flight back to Delhi. Tour ends. (Breakfast & Lunch)

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ITINERARY – 2 NEPAL (EX DELHI)

Day	Destination	Particulars
01	Kathmandu	On arrival at the Airport in Kathmandu, greeting by D M C representative and transfer to hotel. Lunch on arrival. Visit the Bouddhanath Stupa. Evening visit local market, drop back to the Hotel. Dinner and overnight stay.(Lunch & Dinner)
02	Sightseeing in Kathmandu	After breakfast, explore the architectural grandeur of the Pashupatinath Temple, Lunch. Post Lunch proceed towards visit Swayambhunath Stupa, Kathmandu Durbar Square and Thamel Market .End your day's and proceed to hotel. Dinner and overnight stay.(Breakfast, Lunch & Dinner)
03	Kathmandu to Pokhara	Soon after Breakfast, drive to Pokhara. Enroute Pokhara from Kathmandu visit the Manakamana temple. Post Darshan have Lunch and drive towards Pokhara. On arrival Check in at the hotel in Pokhara. Dinner and overnight stay.(Breakfast, Lunch & Dinner)
04	Sightseeing in Pokhara	Early morning excursion to Sarangkott to view Himalayas at Sunrise. After Breakfast proceed towards Bindhyabasini Mandir. Next visit the Devil's fall. En route Lunch. Post Lunch visit Gupteshwar Mahadev Cave. Drive back to the Hotel. Dinner and overnight Stay.(Breakfast , Lunch & Dinner)
05	Pokhara to Kathmandu	After Breakfast, drive back to Kathmandu, On the way Lunch, Arrive Kathmandu visit JALNARAYAN TEMPLE (VISHNU TEMPLE) check into hotel, dinner and overnight stay. (Breakfast , Lunch & Dinner)
06	Depart from Kathmandu	After Breakfast checkout from the hotel and proceed for Airport and fly back home (Breakfast)

ITINERARY – 3 THAILAND (EX DELHI)

Days	Destination	Particulars
01	Bangkok - Pattaya	Arrival at Bangkok. Proceed for Pattaya. Arrival and check in to the hotel. Day at leisure. Evening enjoy Alcazar Show/Tiffany show, followed by dinner. Overnight stay at Pattaya. (L,D)
02	Pattaya	Morning after breakfast at hotel, proceed for Coral Island followed by lunch at Indian restaurant. Evening at leisure. Dinner at Indian restaurant and overnight stay at Pattaya. (B,L,D)

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03	Pattaya-Bangkok	Post breakfast at the hotel, check-out and proceed for Bangkok (2½ hours). Lunch at Indian restaurant on arrival at Bangkok. Later check-in to the hotel. Day at leisure. Evening proceed for cruise on Chao Phraya. Dinner onboard. Overnight stay at Bangkok. (B,L,D)
04	Bangkok	Morning after breakfast, proceed for Safari World and Marine Park. Lunch. Evening at leisure. Dinner at Indian restaurant. Return back to hotel for overnight stay at Bangkok. (B,L,D)
05	Departure	Breakfast at the hotel, check-out and proceed for Temple and City Tour of Bangkok including Golden and Marble Buddha Temple. Lunch. Later drop at Indra Market for shopping. Evening drop to airport for return flight. (B,L)

ITINERARY – 4 BHUTAN (EX DELHI)

Day	Destination	Particulars
01	Arrive at Paro and Proceed to Thimphu (70 kms in approximately 1 and half hours)	In the morning, board your flight to Paro. On arrival, you will meet our representative, who will be briefing you about the whole tour plan and do's and don'ts in Bhutan. Post this you will leave for Thimphu. Enroute Lunch. The road from Paro to Thimphu has some amazing scenic views of mountains and river flowing along. On reaching Thimphu, check-in to your Hotel, and rest of day is at leisure. In the evening, have dinner in your hotel. (Lunch & Dinner)
02	Thimphu/Local Sightseeing	After breakfast, proceed for sightseeing covering some of the major attractions of Thimphu Simtokha Dzong, Memorial Shorten, Lunch. Post lunch proceed for Buddha View Point. In the evening, return to your hotel and rest overnight after a delicious dinner. (Breakfast , Lunch & Dinner)
03	Thimphu / Punakha (75 Kms/3hrs.)	After breakfast today, proceed to Punakha and visit Dochula view point stay, Chimi Lhakhang Fertility Temple. Post visit proceed for Lunch. Post lunch proceed for Punakha Dzong In the evening, return to your hotel in Punakha. Dinner & Overnight Stay. (Breakfast , Lunch & Dinner)
04	Punakha - Paro (150 Kms / 4	After breakfast this morning check-out of the hotel and proceed to Paro. On reaching Paro, have lunch and later

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	hours)	proceed for sightseeing of National <i>Museum of Paro</i> , <i>KyichuLhakhang</i> . In the evening, return to your hotel and rest overnight after a delicious dinner. (Breakfast ,Lunch & Dinner)
05	Paro Local Sightseeing	Morning after breakfast, hike up the hill to visit famous Tiger's nest temple. Post visit proceed for Lunch. Post lunch in the evening, return to your hotel, enjoy your dinner and a comfortable overnight stay. (Breakfast ,Lunch & Dinner)
Day 06:	Departure from Paro	After breakfast this morning, you will be transferred to Paro Airport to board your flight back home. (Breakfast)

ITINERARY – 5 JAPAN (EX DELHI)

Day	Destination	Itinerary
01	ARRIVAL TOKYO	Arrival at Tokyo. Meet and greet by DMC Representative. Transfer to the city by Coach (75 Km, 1.5 HRS Approx). Lunch at Indian Restaurant. Later proceed to the Hotel & check in (check in starts @1500 HRS). Free Time To get fresh n up & relax. Dinner at Indian Restaurant. Drop back to the Hotel in Tokyo. (Lunch & Dinner)
02	TOKYO CITY TOUR	Morning after Breakfast at Hotel. Proceed for Tokyo City Tour. Photo stop at Imperial palace east garden Nijubashi bridge. Askusa kanon Temple, Nakamise street. Visit Ueno park with Kiyomizu Kannon temple. Lunch at Indian Restaurant. Sumida park & Sumida River Cruise. Head towards Odaiba- statue of Liberty, Toyota Mega Web Tokyo tower (150). Dinner at Indian Restaurant. Overnight Stay at Tokyo. (Breakfast , Lunch & Dinner)
03	CHERRY BLOSSOM TOUR	Breakfast at Hotel. Head to cherry blossom Sightseeing. Visit Ashikaga Flower Park. Lunch at Indian Restaurant. Visit Shinjuku Gyoen. Free time for shopping at SHINJUKU. Dinner at Indian Restaurant. Drop back to the Hotel at Tokyo. Overnight Stay at Tokyo. (Breakfast , Lunch & Dinner)
04	DEP TOKYO MT FUJI HAKONE TOUR,ARR HIROSHIMA	Post Breakfast at the Hotel, Checkout & Head to Mt Fuku by coach (2 hr 46 min (155.9 Km). Luggage will be sent by courier to Hiroshima (01 bag per person). Visit Oshino hakkai (Hannoki Bayashi Shiryokan). Lunch at Indian Restaurant. Mt Fuji panoramic Ropeway – Tenjo-Yama Park Mt .Kachi Kachi Ropeway (Round trip) (if weather permits). KAWAGUCHIKO LAKE CRUISE. After sightseeing drop at Mishima/odawara station. Board bullet train to Hiroshima station. Dinner at Indian Restaurant. Transfer to Hotel & Check in. Overnight Stay at Hiroshima. (Breakfast , Lunch & Dinner)

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05	DEP HIROSHIMA,HIRO SHIMA & MIYAJIMA SIGHTSEEING ARR OSAKA	Morning after Breakfast , Check out and proceed for Miyajima sightseeing. Visit Itsukushima Shrine with Ferry. Hiroshima peace & Memorial Park /Museum, Atomic Bomb Dome. Lunch at Indian Restaurant. After Lunch transfer to Osaka by coach (4 h 21 min (333 Km approx). Enroute Kurashiki canal (photo stop). Dinner at Indian restaurant. Transfer to Hotel & Check in (Receive Luggage). Overnight Stay at Osaka. (Breakfast , Lunch & Dinner)
06	KYOTO & NARA SIGHTSEEING	Morning after breakfast at Hotel transfer to Kyoto & Nara sightseeing. Visit Kinkakuji (Golden Pavilion). Visit Kiyomizudera Temple. Free time at The Philosopher Path (Tetsugaku no michi) and Gion District. Lunch at Indian Restaurant. After lunch transfer to Nara Sightseeing. Visit Todaiji Temple (Daibutsuden Hall). Visit Nara Dear Park. After sightseeing transfer back to Osaka by coach. Dinner at Indian Restaurant. Drop at the Hotel. Overnight Stay at Osaka. (Breakfast , Lunch & Dinner)
07	OSAKA CITY TOUR	After having breakfast at the Hotel proceed for Osaka City tour. Visit Osaka Castle (Osakajo) with Nishinomaru Garden. Visit Minoo Park, Mino Koen. Lunch at Indian Restaurant. Visit Umeda Sky Building "Floating Garden Observatory". Free time for shopping at Umeda/ Dotonbori/ Shinsaibashi. Dinner at Indian Restaurant. Drop back to the Hotel in Osaka. (Breakfast , Lunch & Dinner)
08	DEP OSAKA	Post breakfast at hotel, Check Out and drop at the Airport to catch the return flight. Tour Ends.

ITINERARY – 6 EUROPE (EX DELHI)

Days	Destinations	Particulars
01	Arrival-Paris	Arrival at Paris Airport. Meet & Greet by DMC Representative. Lunch at Indian Restaurant. Drive to the Hotel. Check Inn. Leisure Time. Evening proceed for beautiful seine river cruise ride. Dinner at Indian Restaurant. Drop back to the Hotel. Overnight stay in Paris. (Lunch & Dinner)
02	Paris	After breakfast proceed to visit the Eiffel Tower (till 2nd level). Lunch at Indian Restaurant. Post Lunch visit of Disney world/Versailles palace. Dinner at Indian Restaurant. Drop back to the Hotel. Overnight stay in Paris. (Breakfast , Lunch & Dinner)
03	Paris-Brussels	After early breakfast Check Out and proceed for the Guided city tour of Paris. Lunch at Indian Restaurant.

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		Post Lunch Proceed towards Brussels. On arrival Orientation tour of Brussels. Dinner at Indian Restaurant. Drop at the Hotel. Check Inn and Overnight stay in Brussels. (Breakfast , Lunch & Dinner)
04	Brussels- Amsterdam-Utrecht	Morning after breakfast Check Out and proceed towards Amsterdam. On arrival , Lunch at Indian Restaurant. Proceed for the Guided city tour of Amsterdam. Evening Canal boat ride. Later Proceed to Utrecht. Dinner at Indian Restaurant. Drop at the Hotel , Check Inn and Overnight stay in Utrecht. (Breakfast , Lunch & Dinner)
05	Utrecht-Cologne- Frankfurt- Heidelberg	Post Breakfast Check Out and drive towards Cologne. On arrival Orientation tour of Cologne. Lunch at Indian Restaurant. Post lunch proceed towards Frankfurt. Enjoy Guided city tour of Frankfurt and further drive towards Heidelberg. Dinner at Indian Restaurant. Drop at the Hotel, Check Inn and Overnight stay in Heidelberg. (Breakfast , Lunch & Dinner)
06	Heidelberg-black forest- Rhine fall- Zurich	After breakfast Check Out and proceed to visit Heidelberg castle (Only outer visit). Later drive to visit Black forest area. Lunch at Indian Restaurant. Post Lunch enjoy Rhine fall with boating and orientation tour of Zurich. Dinner at Indian Restaurant. Drop at the Hotel in Zurich. Check Inn and Overnight stay in Zurich. (Breakfast , Lunch & Dinner)
07	Central Swiss	Morning after breakfast Check Out and Proceed to visit Mt Titlis by cable car. Lunch at Indian Restaurant. Post Lunch enjoy the orientation tour of Lucerne with cruise ride on lake. Dinner at Indian Restaurant. Drop to the Hotel. Check Inn and Overnight stay in the Hotel located at Central Swiss Area. (Breakfast , Lunch & Dinner)
08	Central Swiss	Post breakfast proceed for Jungfroug tour. Lunch at Indian Restaurant. Post Lunch visit Interlaken. Orientation tour of Interlaken. Leisure Time. Dinner at Indian Restaurant. Drop back to the Hotel and Overnight stay in Central Swiss. (Breakfast , Lunch & Dinner)
09	Central Swiss- Innsbruck.	After Breakfast Check Out and Proceed to Innsbruck. En route Orientation tour of Vaduz. Lunch at Indian Restaurant. Visit Swarovski crystal museum and enjoy Guided tour of Innsbruck. Drop at the Hotel. Check Inn and Overnight stay in Innsbruck. (Breakfast , Lunch & Dinner)

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10	Innsburk-Venice	After early breakfast Check Out and Proceed to Venice. Enroute Lunch at Indian Restaurant. On arrival enjoy Guided tour of Venice island including gondola ride in canal. Dinner at Indian Restaurant. Drop at the Hotel. Check Inn and Overnight stay in Venice/Padova. (Breakfast , Lunch & Dinner)
11	Venice-Pisa-Florence-Arezzo	Morning after breakfast Check out and proceed to visit Pisa tower. Lunch at Indian Restaurant. Post Lunch drive towards Florence. On arrival enjoy the Orientation tour of Florence. Dinner at Indian Restaurant. Drop at the Hotel. Check Inn and Overnight stay in Arezzo. (Breakfast , Lunch & Dinner)
12	Arezzo-Rome	Post Breakfast, Check Out and drive towards Rome. Guided City Tour of Rome. Lunch at Indian Restaurant. Resume Sightseeing. Leisure Time. Dinner at Indian Restaurant. Drop at the Hotel , Check Inn and overnight stay at Rome (Breakfast , Lunch & Dinner).
13	Rome-Departure	Today being the last day of the tour have breakfast and Check out to visit the Vatican city. Lunch at Indian Restaurant. Evening drop at the Airport to catch the return flight. Tour Ends.(Breakfast & Lunch)



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ANNEXURE -B

**Format for Certificate to be issued by Chartered Accountant with respect
to experience and turnover of the bidder
(Original Certificate on the letterhead of the Chartered Accountant or
Auditor along with membership number to be submitted)**

To,

**General Manager/Tourism
Indian Railway Catering and Tourism Corporation Ltd.
M-13, Punj House, Connaught Place
New Delhi – 110001.**

Dear Sir,

We,

(Name of **Chartered Accountant/ Auditor firm**)
_____, hereby certify that M/s
_____(Name of the Bidder),
_____(Status of the firm viz. Pvt Ltd
Company/Partnership Firm etc) is in The Destination Management Operation in
_____(Name of country) since _____.

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

Financial Year	Total turnover (Currency Name)	Turnover from Destination Management Operation (Currency Name)
2018-19		
2019-20		
2020-21		
2021-22		
2022-23		
Grand Total		

Signature of the authorized signatory
Name & Designation
Date and Place
Name of the Firm/Company
Membership Number
UDIN No.



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ANNEXURE: C

-----Company's Letter Head-----

To,

General Manager/Tourism
Indian Railway Catering and Tourism Corporation Ltd.
M-13, Punj House, Connaught Place
New Delhi – 110001.

Subject: Experience of handling Indian Tourists as DMC

This is to certify that M/s. _____

- a) DMC has experience of handling Indian Tourists in the destination country continuously for last three years.
- b) DMC has handled approximately ----- (number) Indian tourists in last three years in total for the destination.
- c) DMC core area of operation is ----- (Country / Region/ specific section of world).

Signature of the applicant / Authorised Signatory

Name & Designation

Company Seal

Date & Place:



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ANNEXURE- D

DECLARATION OF NO PERMANENT ESTABLISHMENT

-----Company's Letter Head-----

Date: -----

To,

**General Manager/Tourism
Indian Railway Catering and Tourism Corporation Ltd.
M-13, Punj House, Connaught Place
New Delhi – 110001.**

**Sub: Declaration of No Permanent Establishment in India for Foreign
Remittance**

We hereby advise that we do not have any Permanent Establishment in India and, thus not holding any Indian Bank Account and no tax registration in India. In this regard we furnish the following undertaking:

- a) We are a company based in _____ (Country). The income from business with IRCTC is taxable in _____. We are a regular Income tax assesses in our country as per our rules. Our Income Tax Registration number in our country is _____.
- b) We do not have any Permanent Establishment in India, (as defined under the Section 92F(iia) of the Income Tax Act). Hence this money is not taxable in India.
- c) Hence, we affirm that our income neither accrues in India, nor arises in India, from a Permanent Establishment / Business Connection in India, hence, is not taxable in India.
- d) We shall hold you indemnified, if in future, anything is found contrary to the above and your company faces any issues in Indian income taxes for non-deduction of tax.

Signature
(Authorized Signatory)

Name
Designation
Address
Company seal



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(A Government of India Undertaking)

ANNEXURE - E

-----On DMC's Letter Head-----

To,

General Manager/Tourism
Indian Railway Catering and Tourism Corporation Ltd.
M-13, Punj House, Connaught Place
New Delhi - 110001

Subject: Letter of Authorization as representative in India

1. I/we -----(Name of DMC) hereby authorizes
----- (firm / organisation/Individual), based out
of India as our representative for submission of requisite
documentation of this tender and all necessary coordination with
IRCTC for tour operations on our behalf.

2. Details of our Indian Representative is as under:

Name of the Firm / Individual:
Name of the Representative:
Contact Number:
Address:
Email ID:

The above details are true to our knowledge.

Signature of the applicant / Authorised Signatory
Name & Designation
Company Seal

Date & Place:



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

ANNEXURE: F

-----Company's Letter Head-----

To,

General Manager/Tourism
Indian Railway Catering and Tourism Corporation Ltd.
M-13, Punj House, Connaught Place
New Delhi – 110001.

Subject: Undertaking for non-debarment / blacklisting of DMC

1. I/we certify that ----- firm / organisation is not blacklisted by Government or its agencies including central / state level Public Enterprises / sector units etc.
2. I/we certify that in the last three years, -----/ any of the associate have neither failed to perform on any contract, as evidence by imposition of Penalty by an arbitral or Judicial authority or a Judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
3. I/we undertake non-disclosure / sharing of confidential information with third parties.

Signature of the applicant / Authorised Signatory
Name & Designation
Company Seal

Date & Place: