



**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**

**NOTICE INVITING EXPRESSION OF INTEREST (EOI)-2025**

**EOI No. – 2024/EOI/OBCS/M2/OCTOBER**

**Sub:- Empanelment for Provision of onboard catering services in various types of trains on Indian Railways.**

**Applicable EOI Document :- Empanelment for Mobile Catering document no. 07/2024**

**Last date and Time of Submission of application :- 18.10.2024 upto 12.00 Hrs.**

**Date and time of Opening of application :- 18.10.2024 at 12.15 Hrs.**

**Group General Manager/ P&T  
M/s Indian Railway Catering and Tourism Corporation Ltd.  
11th & 12th Floor, Statesman House Building,  
Barakhamba Road, New Delhi – 110001  
Ph. 011-23317745  
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E-mail:- mobilecatg.tend@irctc.com**





CIN-L74899DL1999GOI101707

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**

## **EXPRESSION OF INTEREST (EOI)-2025**

For  
Empanelment for Provision of onboard catering services in various types of trains on  
Indian Railways

| SN | Event Description           | Event Date & Time                                      | Event Location   |
|----|-----------------------------|--|--|
| 1  | Commencement of EOI process | From the date of uploading on the site                 | IRCTC Ltd. Corporate Office, 11 <sup>th</sup> Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001. |
| 2  | Date and Time of Submission | Each month up to 12:00 hrs on a date specified in EOI. |  |
| 3  | Date and Time of opening    | At 12:15 hrs on date of submission of EOI              |  |
| 4  | Validity of Empanelment     | 31.12.2025   |  |

**Address:**

IRCTC Ltd. Corporate Office, 11<sup>th</sup> Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001.

**Ph. 011 23317745,**

**website- [www.ircctc.com](http://www.ircctc.com)**

**Email: [mobilecatg.tend@ircctc.com](mailto:mobilecatg.tend@ircctc.com)**



**General instructions to Applicants**

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

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



Disclaimer

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 provision of onboard catering services, in various categories of trains over Indian Railways network.

- 1.1 The information contained in this EOI document is being provided by IRCTC for the limited purpose of enabling the applicants to submit a response to this EOI for undertaking the work and for no other purpose. In no circumstances shall IRCTC, or its respective advisors, consultants, contractors, servants and/or agents incur any liability arising out of or in respect of the issue of this EOI.
- 1.2 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.
- 1.3 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.
- 1.4 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.
- 1.5 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.
- 1.6 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.
- 1.7 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.

- 1.8 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.
- 1.9 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.
- 1.10 All representations/queries etc pertaining to this document may be addressed to **GGM/Procurement**, IRCTC Corporate Office, 11th Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi – 110001.
- 1.11 Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated at Delhi only.

## 2.0 Invitation for EOI

- 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 of Limited tenders for provision of onboard catering services in various category of trains 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 on the website. IRCTC also reserves the right to cancel or discharge the EOI process without assigning any reason.

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

- 3.2 Indian Railways runs various types of trains viz. Gatiman/ Vande Bharat/ Tejas/ Rajdhani/Shatabdi/Duronto/Hum Safar/ Garib Rath/ Mail-Express/Suvidha/Jan



Shatabdi/Special etc. on its network, as detailed in clause 4.0 (Background of the Work). The applicants may apply for empanelment in any of the 6 categories i.e GTV, RSD, M1, M2, M3 & TSV. However, applicant empanelled in **Category-GTV** shall be deemed to be empanelled for **categories-RSD, M1, M2, M3 & TSV, also**. Applicant empanelled in **category-RSD** shall be deemed to be empanelled for **categories-M1, M2, M3 & TSV, also**. Applicant empanelled in **Category-M1** shall be deemed to be empanelled for **Categories-M2, M3 & TSV, also**. Applicant empanelled in **Category-M2** shall be deemed to be empanelled for **Categories-M3 & TSV, also**. Applicant empanelled in **Category-M3** shall be deemed to be empanelled for **Category- TSV, also**. Applicants shall only be considered for empanelment in the category for which they have applied.

3.3 Accordingly, the empanelment will be done under 6 categories as under:-

| SN | Type of empanelment  | Eligibility of empanelled Service Providers   |
|----|----------------------|---|
| 1  | <b>Category- GTV</b> | Valid for all type of trains i.e. Gatiman/ Tejas/ Vande Bharat and trains under Categories- RSD, M1, M2, M3 & TSV.  |
| 2  | <b>Category- RSD</b> | Valid for Rajdhani/Shatabdi/ Duranto type of trains and trains under Categories- M1, M2, M3 & TSV.  |
| 3  | <b>Category- M1</b>  | Valid for Mail/ Express trains having more than a specified number of major meal service in a week (presently 21 Major meals, however this definition may change based on requirement of IRCTC), as per scheduled timings and trains under Categories M2, M3 & TSV. |
| 4  | <b>Category- M2</b>  | Valid for Mail/ Express trains having more than a specified number of major meal service in a week (presently 11-20 Major meals, however this definition may change based on requirement of IRCTC), as per scheduled timings and trains under Categories M3 & TSV.  |
| 5  | <b>Category- M3</b>  | Valid for Mail/ Express trains having more than a specified number of major meal service in a week (presently 0 to 10 Major meals, however this definition may change based on requirement of IRCTC), as per scheduled timings and trains under Category TSV.       |
| 6  | <b>Category- TSV</b> | Valid for trains being provided Onboard Catering Services through Train Side Vending and trains on Narrow Gauge or Meter Gauge.   |

*Note:- Numbers of major meals stands for Lunch and Dinner service count as per latest guidelines.*

3.4 Eligibility Criteria

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



#### **4.0 Background of the work**

- 4.1** Indian Railways operates various trains viz. Gatiman/ Vande Bharat/ Tejas/ Rajdhani/ Shatabdi/ Durgam/ Hum Safar/ Garib Rath/ Mail-Express/ Suvidha/ Jan Shatabdi /Special etc. on its network.
- 4.2** The Rajdhani trains are fully air conditioned trains having pantry cars, whereas Gatiman/ Vande Bharat/ Tejas/ Shatabdi are fully air conditioned trains having mini pantries.
- 4.3** Mail/Express trains run with mixed composition i.e. AC coaches and non AC coaches. In case of Durgam/Suvidha/ Jan Shatabdi trains, these may run with fully AC Composition or with mixed composition. The on-board catering service in these trains may be through the provision of pantry car/mini- pantry or otherwise.
- 4.4** Since providing pantry car in each and every train is not achievable. The on-board catering services are provided through Train side Vending (TSV) system in some of the trains without pantry car under which the vendors will take order from the passengers during journey and food will be served after picking up meals from pick up points.
- 4.5** In case of all other trains catering services are on sale based i.e. passenger pays on-board for the catering services required as per availability and convenience. Service provider will be required to provide prescribed catering services to passengers on sale basis.
- 4.6** Trains may be introduced at short notice of 2-10 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 onboard catering services.
- 4.7** The scope of service would be to provide catering services on the trains in hygienic and professional manner in accordance with latest Catering Policy and following Govt of India latest Covid -19 guidelines amended from time to time. Such policy shall form part of the terms and conditions. In case of any variation in the agreement and policy, the covenant of documents shall prevail in the following sequence:
- a) Railway latest catering policy amended from time to time.
  - b) Any other Govt guidelines
  - c) License agreement

#### **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 through limited tendering for





provision of on-board catering services in various trains. However, IRCTC is free to issue open tender for on board catering services. In open tender decision will be taken based on specified eligibility criteria only.

- b) IRCTC will invite financial Bids from empanelled service providers for provision of onboard catering services in trains through limited tenders.
- c) Normally, Bidders will be given 7 or less days but not less than two days except exceptional conditions to participate in the bidding process. However, in exceptional cases Service Providers will be required to make catering arrangements within this period which may, in some cases, be as low as 24 hours for provision of onboard catering services.
- d) Bid Document containing terms and conditions of license including the Scope of Work, menu & rates, details of train composition and schedule, financial bid etc. will be sent through e-mail and courier at the given details as provided by the applicant.

## 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 onboard catering services in trains, 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 and hygienically packed food as per given Scope of Work in tender document of individual trains, brief details of which are as under:

**e. i) GTV & RSD category of trains:** GTV & RSD trains runs on pre-paid model i.e. catering charges are included in the fare. The licensee is required to provide catering services free of cost to the passengers as per the instructions contained in Railway Board Guidelines and Licensee will be paid service charges as per tender document of individual trains. The menu and sector wise services are subject to revision from time to time.

**e. ii) M1, M2, M3 & TSV category of trains:** These trains runs on post-paid model i.e. catering charges are not included in the fare. The Licensee shall provide all catering services on Train by picking up standard meals for Breakfast, Lunch & Dinner from IRCTC nominated kitchens at the stations in unbundling model. The details of nominated units for pick up of standard meals and applicable transfer rates will be applicable as per tender document of individual trains.

The licensee shall sell Janata khana, RTE Food and a-la carte items by making own arrangement for pick up. The details of Menu and tariff for standard breakfast, Lunch/ Dinner, Janata khana will be applicable as per tender document of individual trains.





The licensee is allowed to sell approved brands of proprietary items viz., soft drinks, biscuits, Namkeens, chocolates etc. including Ready To Eat Meals (RTE). The sale of all such PAD items shall be strictly as per MRP.

**6.0 EOI SEMD (Special Earnest Money Deposit)**

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

| SN | Type of empanelment | Special Earnest Money Deposit (Rs) in Lakhs |
|----|---------------------|---|
| 1  | Category- GTV       | 10.00                                       |
| 2  | Category- RSD       | 10.00                                       |
| 3  | Category- M1        | 5.00  |
| 4  | Category- M2        | 5.00  |
| 5  | Category- M3        | 3.00  |
| 6  | Category- TSV       | 2.00  |

6.2 It is clarified that IRCTC shall not be liable to pay any interest on the EOI SEMD so deposited by the applicant.

6.3 Any application not accompanied by the EOI SEMD shall be treated as non-responsive and shall be summarily rejected.

6.4 The SEMD shall be refunded to the applicants whose applications are rejected for empanelment.

6.5 For the applicants who are empanelled as Service Providers through this EOI process, the EOI SEMD shall be retained as Security Deposit & shall be refunded without interest only after successful completion of the tenure of the empanelment to be sole discretion of IRCTC.

6.6 Empanelled applicants may withdraw from empanelment after 6 months of issue of letter of empanelment; SD shall be refunded without interest after recovering outstanding dues, if any.

6.7 IRCTC reserve the right to recover any outstanding dues from the successful applicant post empanelment by adjusting the same against the SD submitted for empanelment. In case of such adjustments in SD, empanelment of that licensee will be kept suspended till licensee recoups the SD again to the level as mentioned in EOI.



## 7.0 Period of Empanelment

- a) The period of the empanelment will be upto **31.12.2025**.
- b) The initial empanelment may be valid up to 31.12.2025 **with the option of further extension by one year i.e. up to 31.12.2026** subject to submission of the following documents as mentioned:
  - Willingness of firms.
  - Submission of latest audited B/s and P&L
- c) IRCTC reserves the right to review the performance of empanelled party as per its own requirement and to take suitable action on observing default/deficiency in service etc. and non-participation in the tendering process including but not limited to imposing fine or de-empanelment of the party with consequential debarment from the future projects/tenders of IRCTC for a period for 03 year and forfeiture of SD. IRCTC also reserve the right to remove the firm from the empanelment for a particular train or IRCTC Zone for a specific period/specific tender/specific IRCTC Zone based on performance of firm for that particular train or Zone. However this limited removal of firm from specific period/specific tender/specific zone will not affect other contracts operated by same firm.

Example:-i) A firm may not be given limited tender enquiry for a particular train based on poor past performance in that train only.

ii) A firm may not be able to perform satisfactory level in a particular zone but may be able to perform at satisfactory level in other zones due to managerial, Cultural and Geographical aspects. In such a scenario firm may not be issued limited tender enquiry for trains of specific zone in which its performance is not satisfactory.

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

The period of empanelment may be extended beyond 31.12.2025 at the sole discretion of IRCTC.

### General Conditions

- 7.1 IRCTC reserve 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.
- 7.2 The Application once submitted would be binding on the Party and any subsequent alteration/amendment will not be entertained.



- 7.3 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.
- 7.4 In case the applicant suffers any loss on account of his being restrained by the IRCTC or any competent authority for indulging in illegal activities or any contravention of any law or rejection of application for empanelment through this EOI process, he shall not be entitled to any compensation whatsoever.
- 7.5 a) In the event of any dispute or difference between the parties hereto as to the construction or operation of this contract or the respective right and liability of the parties on any matter in question, with reference to the contract, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, such party may submit demand in writing for reference of dispute to arbitration as prescribed herein.
- b) The parties hereto 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.
- c) Only such dispute or differences, in respect of which the demand has been made, together with counter claims of setoff given by IRCTC shall be referred to arbitration and other matters shall not be included in the reference.
- d) In the event of demand made as mentioned 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 New Delhi. The fees and expenses of the Arbitration tribunal and all other expenses of the Arbitration shall be borne jointly by the Parties in equal proportion subject to determination by the Arbitration tribunal.
- 7.6 In the event of any breach of the said terms and conditions of the empanelment, IRCTC shall be entitled to forfeit the SD besides de-empanelling and debarring the service provider from participating in the future projects of IRCTC for upto a period of 3 year.
- 7.7 IRCTC will not call for new documents during process of empanelment. The decision of empanelment will be taken based on uploaded documents only. However, in case of rejection of application firm may again apply for empanelment in next month onwards.
- 7.8 The Licensee shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary.



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

**M/s Indian Railway Catering and Tourism Corporation Ltd**

**Corporate Office, 11<sup>th</sup> Floor, Statesman House,**

**B-148, Barakhamba Road,**

**Connaught Place,**

**New Delhi-110001**

**Subject: Expression of interest for empanelment as service provider for provision of onboard catering services) in trains.**

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 onboard catering services in trains under Category \_\_\_\_ (**please indicate category viz. GTV, RSD, M1, M2, M3 & TSV**).

I/We hereby bind myself/ourselves to complete all the formalities from time to time as required after the empanelment.

- a) I / We hereby understand that the submission of expression of interest does not guarantee empanelment.
- b) I/we have submitted required SEMD through online mode available in tender wizard portal.
- c) I / We solemnly declare that to the best of my/our knowledge and belief, the information given in this application form and the annexure and statements accompanying are correct, complete and truly stated and also that we shall be bound by the acts of my/our duly constituted attorney.
- d) I/We further understand that in case of any information submitted by me/us is found to be incorrect, IRCTC will have the rights to annul the empanelment and agreement(s), if any, with immediate effect and debar me/us for a period of 03 (**three**) years.
- e) IRCTC and its representatives are hereby authorized to conduct any enquiry or investigations or seek clarifications or verify any statements, documents and information submitted in connection with this expression of interest.
- f) It is understood that this is not a tender form but empanelment process and no business is guaranteed by IRCTC, on qualifying empanelment eligibility.

The following person(s) may be contacted for any information or clarifications relating to his application:

Name:

Designation:

Telephone:

Mobile:

E-mail:

I/We do hereby confirm that I/we have the necessary authority and approval to submit this expression of interest for providing the above project.

Thanking you

Yours sincerely

(Authorized Signatory)

Name

Designation and seal

Name of the company and address:

Telephone:

Mobile:

Fax:

Email:



**8.0 Eligibility for Empanelment:**

| SN                         | Technical Criteria  | Documents Req'd.  | Corresponding Page Nos.  |
|----------------------------|---|---|--|
|                            |   | (to be filled by the applicant)   |  |
| <b>General Information</b> |   |   |  |
| 1                          | Name and full address of the applicant with Telephone, Fax Number(s)& Email address and Name of Contact Person.   |   |  |
| 2                          | Details of EOI SEMD – through tender wizard portal.   | Rs _____  |  |
| 3                          | Indicate category of empanelment (Category-GTV/RSD/M1/M2/M3/TSV)  |   |  |
| 4                          | Status of the applicants: - Company/Individual/Proprietorship/ Partnership Firm– Please Specify   |   |  |
| 5                          | In case of Company –  | (i)Memorandum of Association (MOA) and Articles of Association(AOA)- Clearly specifying catering and hospitality as the main object of the company, (ii)Certificate of incorporation issued by Registrar of companies,  |  |
| 6                          | In case of Firm, registered under the Partnership Act., 1932  | (i)Certificate of Registration under the Partnership Act, 1932 along with valid partnership deed.   |  |
| 7                          | In case of proprietorship/individual business   | Self declaration on letter head.  |  |
| 8                          | Self Certificate of experience in Catering Business for Running Food and Beverages Outlet(s) having with Service Elements of Serving Food apart from Sales to the Customer  | Annexure-D  |  |
| 9                          | <b>Mandatory Criteria</b>   |   |  |
| 9.1                        | <b>For Category GTV</b>   |   |  |
|                            | <p><b>A.</b> Should have at least <b>two Food and Beverage units</b> with service elements. The cumulative operational period of each unit should be five years, subject to maximum permissible gap of 06 months in the operations.</p> <p>For F&amp;B unit under one type (Type I to Type VIII), cumulative experience will be counted after clubbing experience of units at different locations also, if they are for different time period in continuation, subject to maximum gap of 06 months. The F&amp;B units only include:-</p> <p><b>Type I</b> :Catering Services on Rajdhani/</p> | <p><b>Documents required:</b></p> <ul style="list-style-type: none"> <li>Copies of Food Licenses (FSSAI) for two relevant units (Cumulative/single) (Types) (valid in between 31.03.2020 to date of EOI Opening). FSSAI certificates for last five (05) years for these two relevant units (Cumulative/single) (Types) should also be submitted. FSSAI Certificate should at least be issued between 01.04.2015 to 5 year prior to date of EOI opening or before. There can be more than one certificate for last five years</li> </ul> | <p>Unit:- 1<br/>Name:- _____<br/>Type:- _____<br/>FSSAI L. details : _____<br/>ISO L. Details: _____.</p> <p>Unit:- 2<br/>Name:- _____<br/>Type:- _____<br/>FSSAI L. details : _____<br/>ISO L. Details: _____</p> |



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| <p>Duronto trains with Pantry Car.<br/> <b>Type II:</b> Catering Services on trains without pantry cars like Shatabdi/Duronto/ Gatiman / Tejas / Vande Bharat trains.<br/> <b>Type III:-</b> Railway Food Plaza<br/> <b>Type IV:-</b> Lounge at Airport or executive Lounge Railway Stations<br/> <b>Type:- V:-</b> Restaurants having seating capacity of 50 persons or more at a time.<br/> <b>Type VI:</b> Hotel having minimum 50 rooms and one restaurant<br/> <b>Type VII:</b> Cell Kitchens at Railway Stations<br/> <b>Type VIII:-</b> Kitchen for supply of food items allotted by State/Central Gov., PSU and any other Govt. Autonomous Body, etc. which should have compulsorily service clement.</p> <p><b>Note:- Refreshment Room, Jan Aahar, FFUs and TSV trains controlled by Indian Railways/IRCTC will not be considered.</b></p> <p><b>For example-</b> If applicant has FSSAI license of Food Plaza/Delhi, Valid from 01.04.2018 to 30.04.2020 and another FSSAI license of Food Plaza/Jaipur, Valid from 01.06.2020 to 30.11.2023, then experience of both units will be considered as 5 years experience for identical type of 01 unit. Experience of 02 units like Train and Food Plaza will not be considered under 01 unit.</p> <p style="text-align: center;"><b><u>OR</u></b></p> <p>Should have at least one unit i.e. 4 star and above Hotel/s with certificate/s (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</p> <p>The cumulative operational period of hotel/s should be five years, subject to maximum permissible gap of 06 months in the operations. Cumulative experience will be counted after clubbing experience of 4 star hotels (Certificate/s issued by Ministry of Tourism) at different</p> | <p>for same unit with or without gap in time not more than 6 months. The FSSAI certificate will be taken on the cumulative basis for same units of one type units.</p> <ul style="list-style-type: none"> <li>• Copies of relevant currently valid ISO-certificates of above two units (valid in between 31.03.2020 to date of EOI Opening). In case bidders submit credentials of Food &amp; Beverages unit of Hotel, (Type VI) please submit any relevant document (License/registration certificate etc.) which specifies the number of rooms in hotel and presence of restaurant in Hotel as proof of the bidder for ownership/management of the Hotel issued by Competent Authority.</li> <li>• For Kitchen for preparation &amp; Supply of food items (Type VIII) allotted by State/central Govt., PSU and any other Govt. Autonomous Body, apart from FSSAI certificate and ISO certificate as mentioned above, valid allotment letter (valid in between 31.03.2020 to date of EOI Opening). This Allotment letter at least be issued between 01.04.2015 to 5 year prior to date of EOI opening or before. There may be more than one letter for last five years for same unit with or without gap in time not more than 6 months.. There may be more than one letter for last five years for same unit with or without gap in time not more than 6 months.</li> <li>• <b>In case of Restaurants (Type V), name of business as Restaurants should be clearly mentioned on FSSAI/ ISO certificates.</b> In addition to FSSAI &amp; ISO certificate applicant is also required to submit Shop and Establishment</li> </ul> | <p>_____.</p> <p><b>Please Note that IRCTC will evaluate eligibility of two outlets on the basis of the above detailed units. Bidders are required to mention the details along with page number.</b></p> |
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| <p>locations also, if they are for different time period in continuation, subject to maximum gap of 06 months.</p> <p>Hotel/s must have at least one FSSAI certificate at least issued between 01.04.2015 to 5 year prior to date of EOI opening or before.</p> <p>Hotel/s must have currently valid ISO certificate (valid in between 31.03.2020 to date of EOI Opening).</p> <p><b>Note: In addition to FSSAI/ISO/Allotment letter(s) of the submitted Unit(s), photographs of the submitted unit(s) are also required to be uploaded. In case of non - submission of photographs, the submitted unit(s) will not be considered as valid Unit for consideration of Eligibility Status. However in case of units allotted by IRCTC, the bidders may be asked to submit Photographs of the units, if not uploaded with the bid.</b></p> | <p>Certificate of the unit clearly mentioning kind of Business of the unit.</p> <p><b>• For (B) bidder will submit,</b></p> <ul style="list-style-type: none"> <li>➤ Valid 4 star and above certificate (valid from 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</li> <li>➤ Copy of valid Food License (FSSAI) for at least one unit (Hotel/s) (valid from 31.03.2020 to date of EOI Opening). FSSAI Certificate should at least be issued between 01.04.2015 to 5 year prior to date of EOI opening or before. There can be more than one certificate for last five years for same unit with or without gap in time not more than 6 months.</li> <li>➤ Copy of relevant currently valid ISO Certificate of above unit (Hotel/s) (valid from 31.03.2020 to date of EOI Opening).</li> </ul> |  |
| <p><b>Minimum Annual Turnover- For GTV</b></p>  |  |  |
| <p>(i) Average Minimum Annual turnover of <b>Rs. 20.00 cr.</b> from catering/hospitality business in India involving production and sale/service of food items in any of the 05 consecutive financial years out of the period of last 08 financial years i.e. 2016-17 to 2023-24. The applicants should invariably submit turnover figures for 2022-23 and 2023-24 and turnover of these years should not be nil. <b>The calculation of consecutive five year for turnover will done after exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if vendor has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last eight FYs should not be NIL.</b></p>   | <p>Following documents shall be submitted:</p> <p>(i) Audited Balance Sheet and P&amp;L Account of FYs 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24. (for applicable Cumulative 05 years )</p> <p>The applicant must either submit the Audited Balance sheet and P&amp;L statement bearing UDIN No. duly signed by Proprietor /partner/authorized signatory (as applicable)</p> <p><b>OR</b></p> <p>Audit Report bearing UDIN No. and having Balance sheet and P&amp;L statement duly signed by Proprietor/ partner/ authorized signatory (as</p>  |  |





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| <p><b>In other case if any Licensee wants to submit the Consecutive year of covid affected years, it will also be considered as an option.</b></p> <p>(ii) Turnover in any of the above 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 should not be <b>less than Rs. 5.00 cr.</b> and it should not be nil in any of the above 08 financial years.</p> <p>(Sales of beverages such as soft drinks, packed items (RTE, Chips, Biscuits, Cake etc..) will be considered as allied business along with main production and sale /service of food items.</p> <p>Trader / stockiest / Distributors are not eligible) (Please fill Annexure A). Turnover will not be considered.</p> | <p>applicable).</p> <p>ii) Certificate from CA in the format of <b><u>Annexure A</u></b> with UDIN No. that the turnover figures to be submitted for 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 are reconciled as per VAT/Service Tax /GST returns.</p> <p><b>The calculation of consecutive 05 year for turnover will be done after exempting the COVID affected year i.e.2020-21 &amp; 2021-22 if desired by the applicant. For example, if applicant has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23, it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option.</b></p> <p><b>Note:-</b></p> <p><b>I. If any applicant submit the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the P&amp;L and B/s of latest FYs i.e. from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.</b></p> |  |
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|  |  | <p>2. In case, applicant submit the latest turnover of FYs 2019-20 to 2023-24, then he is not required to submit the previous year's P&amp;L and B/s i.e. FY 2016-17 to FY 2018-19.</p> <p>3. If any licensee take the advantage of COVID affected period, then he is also required to submit the P&amp;L and B/s of that COVID affected years i.e. FY 2020-21 &amp; 2021-22 and turnover should not be NIL for these years.</p> <p>iii) Certificate of Incorporation/ registration. This certificate should at least be issued between 01.04.2015 to 5 year prior to date of EOI opening or before.</p> <p>iv) The applicant shall also submit an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering &amp; Hospitality business and details of taxes paid in the format <b><u>Annexure C</u></b>.</p> <p>v) For Kitchen for Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, proof of receipt of payment received from them.</p> |  |
|  | <p>Net Worth:- Firm /Company have minimum of <b>Rs. 5 crore</b> Net worth.</p> | <p>The applicant is required to submit certificate issued by the Chartered Accountant in support of firm/company having minimum net worth of <b>Rs. 5 cr. as on 31.03.2024</b>.</p> <p>Enclose certificate issued by the Chartered Accountant.</p>   |  |
|  | <p>No. of Permanent Employees</p>  | <p>Bidder must have <b>100 permanent employees</b> (05 employees to be diploma/graduate in Hotel/ Hospitality Management preferably</p>  |  |



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|                   |  | <p>from and Govt. recognized institute) on his payroll between 01.06.2022 to date of EOI Opening. Bidder will submit ESI / EPF documents along with details of staff generated from ESI/EPF portal for <b>06 months between 01.06.2022 to date of EOI Opening i.e. end of previous month of date of floating EOI -as salary is paid on month end.</b></p> <p>In case employees are not eligible for membership of EPF/ESI, bidder will submit list of these employees along with payroll record including bank statement (individual salary disbursement to each employee separately as mentioned in payroll records) for 06 months between above said period.</p>   |  |
| <p><b>9.2</b></p> | <p><b>For Category- RSD</b></p> <p>Should have at least <b>two Food and Beverage units</b> with service elements. The cumulative operational period of each unit should be 03 years, subject to maximum permissible gap of 06 months in the operations.</p> <p>For a F&amp;B unit under one type (Type I to Type VIII), cumulative experience will be counted after clubbing experience of units at different locations also, if they are for different time period in continuation, subject to maximum gap of 06 months. The F&amp;B units only include</p> <p><b>Type I :</b> Catering Services on trains with pantry cars.<br/> <b>Type II:</b> Catering Services on trains without pantry cars like Shatabdi, Gatiman, Tejas, Vande Bharat, Humsafar, Garibrath, Double Decker &amp; Janshatabdi trains.<br/> <b>Type III:-</b> Railway Food Plaza<br/> <b>Type IV:-</b> Lounge at Airport or executive Lounge Railway Stations<br/> <b>Type:- V:-</b> Restaurants having seating capacity of 50 persons or more at a time.<br/> <b>Type VI:</b> Hotel having minimum 50 rooms and one restaurant<br/> <b>Type VII:</b> Cell Kitchens at Railway</p> | <p><b>Documents required:</b></p> <ul style="list-style-type: none"> <li>• Copies of Food Licenses (FSSAI) for two relevant units (Cumulative/single) (Types) (valid in between 31.03.2020 to date of EOI Opening). FSSAI certificates for last three (03) years for these two relevant units (Cumulative/single) (Types) should also be submitted. FSSAI Certificate should at least be issued between 01.04.2017 to 3 year prior to date of EOI opening or before. There can be more than one certificate for last three years for same unit with or without gap in time not more than 6 months. The FSSAI certificate will be taken on the cumulative basis for same units of one type units.</li> <li>• Copies of relevant ISO-certificates of these two units (valid in between 31.03.2020 to date of EOI Opening).</li> <li>• For Kitchen for preparation</li> </ul> | <p>Unit:- 1<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p>ISO L. Details: _____.</p> <p>Unit:- 2<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p>ISO L. Details: _____.</p> <p><b>Please Note that IRCTC will evaluate eligibility of two outlets on the basis of the above detailed units Bidders are required to mention the details along with page number.</b></p> |



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| <p>Stations</p> <p><b>Type VIII:-</b> Kitchen for supply of food items allotted by State/Central Gov., PSU and any other Govt. Autonomous Body, etc. which should have compulsorily service clement.</p> <p><b>Note:- Refreshment Room, Jan Aahar, FFUs and TSV trains controlled by Indian Railways/IRCTC will not be considered.</b></p> <p><b>For example-</b> If applicant has FSSAI license of Food Plaza/Delhi, Valid from 01.04.2018 to 30.04.2019 and another FSSAI license of Food Plaza/Jaipur, Valid from 01.06.2019 to 30.11.2021, then experience of both units will be considered as 3 years experience for identical type of 01 unit. Experience of 02 units like Train and Food Plaza will not be considered under 01 unit.</p> <p style="text-align: center;"><b><u>OR</u></b></p> <p>Should have at least one unit i.e. 4 star and above Hotel/s with certificate/s (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</p> <p>The cumulative operational period of hotel/s should be three years, subject to maximum permissible gap of 06 months in the operations. Cumulative experience will be counted after clubbing experience of 4 star hotels (Certificate/s issued by Ministry of Tourism) at different locations also, if they are for different time period in continuation, subject to maximum gap of 06 months.</p> <p>Hotel/s must have at least one FSSAI certificate at least issued between 01.04.2017 to 3 year prior to date of EOI opening or before.</p> <p>Hotel/s must have relevant currently valid ISO certificate (valid in between 31.03.2020 to date of EOI Opening).</p> | <p>&amp;Supply of food items (Type VIII) allotted by State/central Govt., PSU and any other Govt. Autonomous Body, apart from FSSAI certificate and ISO certificate as mentioned above, valid allotment letter (valid in between 31.03.2020 to date of EOI Opening). This Allotment letter at least be issued between 01.04.2017 to 3 year prior to date of EOI opening or before. There may be more than one letter for last three years for same unit with or without gap in time not more than 6 months.</p> <ul style="list-style-type: none"> <li>• In case bidders submit credentials of Food &amp; Beverages unit of Hotel (Type VI), please submit any relevant Government (Central, State or Local body) document (License/ registration certificate etc.) which specifies the number of rooms in hotel and presence of restaurant in Hotel as proof of the bidder for ownership/management of the Hotel issued by Competent Authority.</li> <li>• <b>In case of Restaurants (Type V), name of business as Restaurants should be clearly mentioned on FSSAI/ ISO certificates.</b> In addition to FSSAI &amp; ISO certificate applicant is also required to submit Shop and Establishment Certificate of the unit clearly mentioning kind of Business of the unit</li> <li>• <b>For (B) bidder will submit,</b></li> </ul> <p>➤ Currently valid 4 star and above certificate (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</p> |
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|  | <p><b>Note: In addition to FSSAI/ISO/Allotment letter(s) of the submitted Unit(s), photographs of the submitted unit(s) are also required to be uploaded. In case of non - submission of photographs, the submitted unit(s) will not be considered as valid Unit for consideration of Eligibility Status. However in case of units allotted by IRCTC, the bidders may be asked to submit Photographs of the units, if not uploaded with the bid.</b></p>   | <ul style="list-style-type: none"> <li>➤ Copy of Food License (FSSAI) for at least one unit (Hotel/s) (valid in between 31.03.2020 to date of EOI Opening). FSSAI Certificate should at least be issued between 01.04.2017 to 3 year prior to date of EOI opening or before There can be more than one certificate for last three years for same unit with or without gap in time not more than 6 months.</li> <li>➤ Copy of relevant currently valid ISO certificate of above unit (Hotel/s) (valid in between 31.03.2020 to date of EOI Opening).</li> </ul>  |  |
|  | <p><b>Minimum Annual Turnover - For Category- RSD</b></p>  |   |  |
|  | <p>(i) Average Minimum Annual turnover of <b>Rs. 10.00 cr.</b> from catering/hospitality business in India involving production and sale/service of food items in any of the 05 consecutive financial years out of the period of last 08 financial years i.e. 2016-17 to 2023-24. The applicants should invariably submit turnover figures for 2022-23 and 2023-24 and turnover of these years should not be nil.</p> <p><b>The calculation of consecutive five year for turnover will done after exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if vendor has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last eight FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of covid affected years, it will also be considered as an option.</b></p> <p>(ii) Turnover in any of the above 05 consecutive financial years (Financial years for which applicant has submitted</p> | <p>Following documents shall be submitted:</p> <ul style="list-style-type: none"> <li>i) Audited Balance Sheet and P&amp;L Account of FYs 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24. (for applicable Cumulative 05 years )</li> </ul> <p>The applicant must either submit the Audited Balance sheet and P&amp;L statement bearing UDIN No. duly signed by Proprietor /partner/authorized signatory (as applicable)</p> <p><b>OR</b></p> <p>Audit Report bearing UDIN No. and having Balance sheet and P&amp;L statement duly signed by Proprietor/ partner/ authorized signatory (as applicable).</p> <ul style="list-style-type: none"> <li>ii) Certificate from CA in the format of <b>Annexure A</b> with UDIN No. that the turnover figures to be submitted for 05 consecutive financial years (Financial years for which</li> </ul> |  |



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| <p>documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 should <b>not be less than Rs. 3.00 cr.</b> and it should not be nil in any of the above 08 financial years.</p> <p>(Sales of beverages such as soft drinks, packed items Chips, Biscuits, Cake etc.,) will be considered as allied business along with main production and sale / service of food items.</p> <p>Trader / stockiest / Distributors are not eligible) (Please fill Annexure-A). Turnover will not be considered.</p> | <p>applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 are reconciled as per VAT/Service Tax /GST returns.</p> <p><b>The calculation of consecutive 05 year for turnover will be done after exempting the COVID affected year i.e.2020-21 &amp; 2021-22 if desired by the applicant. For example, if applicant has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23, it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any applicant wants to submit the Consecutive year of COVID affected years, it will also be considered as an option.</b></p> <p><b>Note:-</b></p> <ol style="list-style-type: none"> <li><b>1. If any applicant submit the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the P&amp;L and B/s of latest FYs i.e. from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.</b></li> <li><b>2. In case, applicant submit the latest turnover of FYs 2019-20 to 2023-24, then he is not required to submit the previous year's P&amp;L and B/s i.e. FY 2016-17 to FY 2018-19.</b></li> <li><b>3. If any licensee take the advantage of COVID affected period, then he is</b></li> </ol> |  |
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|  |                                   | <p>also required to submit the <b>P&amp;L and B/s of that COVID affected years i.e. FY 2020-21 &amp; 2021-22 and turnover should not be NIL for these years.</b></p> <p>iii) Certificate of Incorporation /registration. This certificate should at least be issued between 01.04.2017 to 3 year prior to date of EOI opening or before.</p> <p>iv) The applicant shall also submit an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering &amp; Hospitality business and details of taxes paid in the format <b><u>Annexure C</u></b>.</p> <p>v) For Kitchen for Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, proof of receipt of payment received from them.</p> |  |
|  | <p>No. of Permanent Employees</p> | <p>Bidder must have <b>100 permanent employees</b> (05 employees to be diploma/graduate in Hotel/Hospitality Management preferably from and Govt. recognized institute) on his payroll between 01.06.2022 to date of EOI Opening. Bidder will submit ESI / EPF documents along with details of staff generated from ESI/EPF portal for <b>06 months between 01.06.2022 to date of EOI Opening i.e. end of previous month of date of floating EOI -as salary is paid on month end.</b></p> <p>In case employees are not eligible for membership of EPF/ESI, bidder will submit list of these employees along with payroll record including</p>  |  |





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|            |  | bank statement (individual salary disbursement to each employee separately as mentioned in payroll records) for 06 months between above said period.   |   |
|            | Net Worth:- Firm /Company have minimum of <b>Rs. 2 crore</b> Net worth.  | The applicant is required to submit certificate issued by the Chartered Accountant in support of firm/company having minimum net worth of <b>Rs. 2 cr. as on 31.03.2024</b><br><br>Enclose certificate issued by the Chartered Accountant.   |   |
| <b>9.3</b> | <b>For Category- M1</b>  |  |   |
|            | <p><b>A. Should have at least Two outlets</b> where should have service elements of serving food apart from sale to the customer which includes:-</p> <p><b>Type I:-</b> Catering on trains with Pantry Car<br/> <b>Type II:-</b> Catering on trains without pantry cars like Shatabdi, Gatimaan Vande Bharat, Tejas, Garibrath, Humsafar, Double Decker and Janshaatabdi.<br/> <b>Type III:-</b> Railway Food Plaza<br/> <b>Type IV:-</b> Refreshment Rooms of Railway Stations<br/> <b>Type V:-</b> Jan Ahar of Railway Stations<br/> <b>Type VI:-</b> Restaurants/ Caterers<br/> <b>Type VII:-</b> Hotel having minimum 50 rooms and one restaurant.<br/> <b>Type VIII:-</b> Kitchen for supply of food items allotted by State/Central Govt., PSU and any other Govt. Autonomous Body, etc which should have compulsory service element.<br/> <b>Type IX:-</b> Cell Kitchens at Railway Stations.</p> <p><b>Note:- FFUs and TSV trains controlled by Indian Railways / IRCTC will not be considered.</b><br/> <u>OR</u></p> <p><b>B. One 4 star and above Hotel with certificate</b> (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</p> | <p>Documents required:</p> <ul style="list-style-type: none"> <li>• Copies of Food Licenses (FSSAI) for two units (valid in between 31.03.2020 to date of EOI Opening).</li> <li>• Copies of valid ISO certificate for the above two units (valid in between 31.03.2020 to date of EOI Opening).</li> </ul> <p>** In addition to the above, in case bidder submits credentials of Food &amp; Beverage unit of Hotel (Type VII), please submit any relevant Government (Central, State or Local body) document (License/registration certificate etc.) which specifies the number of rooms in hotel and presence of restaurant in Hotel as proof of the bidder for ownership/management of Hotel issued by Competent Authority.</p> <ul style="list-style-type: none"> <li>• For Kitchen for preparation &amp; Supply of food items (Type VIII) allotted by State/central Govt., PSU and any other Govt. Autonomous Body, apart from FSSAI certificate and ISO certificate as mentioned above, allotment letter valid in between 31.03.2020 to date of EOI Opening is to be attached.</li> <li>• <b>In case of Restaurants (Type</b></li> </ul> | <p>Unit:- 1<br/>Name:- _____<br/>Type:- _____<br/>FSSAI L. details : _____<br/>ISO L. Details: _____</p> <p>Unit:- 2<br/>Name:- _____<br/>Type:- _____<br/>FSSAI L. details : _____<br/>ISO L. Details: _____</p> <p>Please Note that IRCTC will evaluate eligibility of two outlets on the basis of the above detailed units Bidders are required to mention the details along with page number.</p> |



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|  | <p><b>Note: In addition to FSSAI/ISO/Allotment letter(s) of the submitted Unit(s), photographs of the submitted unit(s) are also required to be uploaded. In case of non - submission of photographs, the submitted unit(s) will not be considered as valid Unit for consideration of Eligibility Status. However in case of units allotted by IRCTC, the bidders may be asked to submit Photographs of the units, if not uploaded with the bid.</b></p>   | <p><b>VI), name of business as Restaurants should be clearly mentioned on FSSAI/ ISO certificates.</b> In addition to FSSAI &amp; ISO certificate applicant is also required to submit Shop and Establishment Certificate of the unit clearly mentioning kind of Business of the unit <b>and in case of Caterers should submit the documents in support of nature of business clearly showing that outlet is having Food service element in addition to sale of Food products.</b></p> <ul style="list-style-type: none"> <li>• For (B) bidder will submit,             <ul style="list-style-type: none"> <li>➤ Valid 4 star and above certificate (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</li> <li>➤ Copy of valid (valid in between 31.03.2020 to date of EOI Opening) Food License (FSSAI) for at least one unit (Hotel).</li> <li>➤ Copy of Currently valid ISO certificate above unit (valid in between 31.03.2020 to date of EOI Opening).</li> </ul> </li> </ul> |  |
|  | <p><b>Minimum Annual Turnover - For Category- M1</b></p>   |  |  |
|  | <p>Minimum average Annual turnover</p> <p>i) Average Minimum Annual turnover of <b>Rs.5 Cr.</b> from catering/ hospitality business in India involving production and sale/service of food items in any of the 05 consecutive financial years out of the period of last 08 financial years i.e. 2016-17 to 2023-24.</p> <p>The applicants should invariably submit turnover figures for 2022-23 and 2023-24 and turnover of these years should not be nil.</p> <p><b>The calculation of consecutive five year for turnover will done after</b></p> | <p>Following documents shall be submitted.</p> <p>i) Audited Balance Sheet and P&amp;L Account of FYs 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24. (for applicable Cumulative 05 years).</p> <p>The applicant must either submit the Audited Balance sheet and P&amp;L statement bearing UDIN No. duly signed by Proprietor /partner/authorized signatory (as applicable).</p> <p><b>OR</b></p>   |  |



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| <p>exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if vendor has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last eight FY should not be NIL.</p> <p><b>In other case if any Licensee wants to submit the Consecutive year of Covid affected years, it will also be considered as an option.</b></p> <p>ii) Turnover in any of the 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 should not be less than <b>Rs. 2.00 cr.</b></p> <p>(Sales of beverages such as soft drinks, packed items Chips, Biscuits, Cake etc.,) will be considered as allied business along with main production and sale / service of food items.</p> <p>Trader / stockiest / Distributors are not eligible) (Please fill Annexure-A). Turnover will not be considered.</p> | <p>Audit Report bearing UDIN No. and having Balance sheet and P&amp;L statement duly signed by Proprietor/ partner/ authorized signatory (as applicable).</p> <p>ii) Certificate from CA in the format of <b>Annexure A</b> with UDIN No. that the turnover figures to be submitted for 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 are reconciled as per VAT/Service Tax /GST returns.</p> <p><b>The calculation of consecutive 05 year for turnover will be done after exempting the COVID affected year i.e.2020-21 &amp; 2021-22 if desired by the applicant. For example, if applicant has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23, it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option.</b></p> <p><b>Note:-</b></p> <p><b>I. If any applicant submit the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the P&amp;L and B/s of latest FYs i.e.</b></p> |  |
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|  |                                   | <p>from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.</p> <p>2. In case, applicant submit the latest turnover of FYs 2019-20 to 2023-24, then he is not required to submit the previous year's P&amp;L and B/s i.e. FY 2016-17 to FY 2018-19.</p> <p>3. If any licensee take the advantage of COVID affected period, then he is also required to submit the P&amp;L and B/s of that COVID affected years i.e. FY 2020-21 &amp; 2021-22 and turnover should not be NIL for these years.</p> <p>iii) The applicant shall also submit an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering &amp; Hospitality business and details of taxes paid in the format <b><u>Annexure C</u></b>.</p> <p>iv) For Kitchen for Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, proof of receipt of payment received from them.</p> |  |
|  | <p>No. of Permanent Employees</p> | <p>Bidder must have <b>30 permanent employees</b> (02 employees to be diploma/ graduate in Hotel/Hospitality Management preferably from any Govt. recognized institute) on his role between 01.06.2022 to date of EOI Opening. Bidder will submit ESI / EPF documents along with details</p>   |  |



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|                   |   | <p>of staff generated from ESI/EPF portal for <b>06 months between 01.06.2022 to date of EOI Opening ,i.e., end of previous month of date of floating EOI "-as salary is paid on month end..</b></p> <p>In case employees are not eligible for membership of EPF/ESI, bidder will submit list of these employees along with payroll record including bank statement (individual salary disbursement to each employee separately as mentioned in payroll records) for 06 months between above said period.</p>   |  |
| <p><b>9.4</b></p> | <p><b>For Category- M2</b></p> <p><b>A.</b> Should have at least <b>Two outlets</b> where should have service elements of serving food apart from sale to the customer which includes:-</p> <p><b>Type I:-</b> Catering on trains with Pantry Car</p> <p><b>Type II:-</b> Catering on trains without pantry cars like Shatabdi, GatimaanVande Bharat, Tejas, Garibrath, Humsafar, Double Decker and Janshaatabdi.</p> <p><b>Type III:-</b>Railway Food Plaza</p> <p><b>Type IV:-</b> Refreshment Rooms of Railway Stations</p> <p><b>Type V:-</b> Jan Ahar of Railway Stations</p> <p><b>Type VI:-</b> Restaurants/ caterers</p> <p><b>Type VII:-</b> Hotel having minimum 50 rooms and one restaurant.</p> <p><b>Type VIII:-</b> Kitchen for supply of food items allotted by State/Central Govt., PSU and any other Govt. Autonomous Body, etc which should have compulsory service element.</p> <p><b>Type IX:-</b> Cell Kitchens at Railway Stations.</p> <p><b>Note:-</b> FFUs and TSV trains controlled by Indian Railways / IRCTC will not be considered</p> <p><b><u>OR</u></b></p> | <p>Documents required:</p> <ul style="list-style-type: none"> <li>• Copies of Food Licenses (FSSAI) for two units (valid in between 31.03.2020 to date of EOI Opening).</li> <li>• Copies of valid ISO certificate for the above two units (valid in between 31.03.2020 to date of EOI Opening).</li> <li>• For Kitchen for Supply of food items (Type VIII) allotted by State/central Govt., PSU and any other Govt. Autonomous Body, apart from FSSAI certificate and ISO certificate as mentioned above, allotment letter valid in between 31.03.2020 to date of EOI Opening is to be attached.</li> </ul> <p>** In addition to the above, in case bidder submits credentials of Food &amp; Beverage unit of Hotel (Type VII), please submit any relevant Government (Central, State or Local body) document (License/registration certificate etc.) which specifies number of rooms in hotel and presence of restaurant in Hotel.</p> | <p>Unit:- 1<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p>ISO L. Details: _____.</p> <p>Unit:- 2<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p>ISO L. Details: _____.</p> <p><b>Please Note that IRCTC will evaluate eligibility of two outlets on the basis of the above detailed units Bidders are required to mention the details along with page number.</b></p> |



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| <p><b>B. One 4 star and above Hotel with certificate (valid in between 31.03.2020 to date of EOI Opening)) issued by Ministry of Tourism.</b></p> <p><b>Note: In addition to FSSAI/ISO/Allotment letter(s) of the submitted Unit(s), photographs of the submitted unit(s) are also required to be uploaded. In case of non - submission of photographs, the submitted unit(s) will not be considered as valid Unit for consideration of Eligibility Status. However in case of units allotted by IRCTC, the bidders may be asked to submit Photographs of the units, if not uploaded with the bid.</b></p> | <ul style="list-style-type: none"> <li>• <b>In case of Restaurants (Type VI), name of business as Restaurants should be clearly mentioned on FSSAI/ ISO certificates.</b> In addition to FSSAI &amp; ISO certificate applicant is also required to submit Shop and Establishment Certificate of the unit clearly mentioning kind of Business of the unit <b>and in case of Caterers should submit the documents in support of nature of business clearly showing that outlet is having Food service element in addition to sale of Food products.</b></li> <li>• For (B) bidder will submit,             <ul style="list-style-type: none"> <li>➤ Valid 4 star and above certificate (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</li> <li>➤ Copy of (valid in between 31.03.2020 to date of EOI Opening) Food License (FSSAI) for at least one unit (Hotel).</li> <li>➤ Copy of Currently valid ISO certificate of above unit (valid in between 31.03.2020 to date of EOI Opening).</li> </ul> </li> </ul> |  |
| <p><b>Minimum Annual Turnover - For Category- M2</b></p>   |  |  |
| <p>Minimum average Annual turnover</p> <p>i) Average Minimum Annual turnover of <b>Rs. 3 cr</b> from catering/ hospitality business in India involving production and sale/service of food items in any of the 05 consecutive financial years out of the period of last 08 financial years i.e. 2016-17 to 2023-24.</p> <p>The applicants should invariably submit turnover figures for 2022-23 and 2023-24 and turnover of these years should not be nil.</p> <p><b>The calculation of consecutive five</b></p>   | <p>Following documents shall be submitted.</p> <p>i) Audited Balance Sheet and P&amp;L Account of FYs 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24. (for applicable Cumulative 05 years).</p> <p>The applicant must either submit the Audited Balance sheet and P&amp;L statement bearing UDIN No. duly signed by Proprietor /partner/authorized signatory (as applicable)</p> <p><b>OR</b></p>  |  |





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| <p>year for turnover will done after exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if vendor has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last eight FYs should not be NIL.</p> <p><b>In other case if any Licensee wants to submit the Consecutive year of covid affected years, it will also be considered as an option.</b></p> <p>ii) Turnover in any of the 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 should not be less than <b>Rs. 75 Lakh.</b></p> <p>(Sales of beverages such as soft drinks, packed items (Chips, Biscuits, Cake etc.) will be considered as allied business along with main production and sale / service of food items.</p> <p>Trader / stockiest / Distributors are not eligible) (Please fill Annexure-A). Turnover will not be considered.</p> | <p>Audit Report bearing UDIN No. and having Balance sheet and P&amp;L statement duly signed by Proprietor/ partner/ authorized signatory (as applicable).</p> <p>ii) Certificate from CA in the format of <b>Annexure A</b> with UDIN No. that the turnover figures to be submitted for 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 are reconciled as per VAT/Service Tax /GST returns.</p> <p><b>The calculation of consecutive 05 year for turnover will be done after exempting the COVID affected year i.e.2020-21 &amp; 2021-22 if desired by the applicant. For example, if applicant has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23, it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option.</b></p> <p><b>Note:-</b></p> <p><b>1. If any applicant submit the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the</b></p> |  |
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|  |  | <p><b>P&amp;L and B/s of latest FYs i.e. from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.</b></p> <p><b>2. In case, applicant submit the latest turnover of FYs 2019-20 to 2023-24, then he is not required to submit the previous year's P&amp;L and B/s i.e. FY 2016-17 to FY 2018-19.</b></p> <p><b>3. If any licensee take the advantage of COVID affected period, then he is also required to submit the P&amp;L and B/s of that COVID affected years i.e. FY 2020-21 &amp; 2021-22 and turnover should not be NIL for these years.</b></p> <p>iii) The applicant shall also submit an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering &amp; Hospitality business and details of taxes paid in the format <b><u>Annexure C</u></b>.</p> <p>iv) For Kitchen for Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, proof of receipt of payment received from them.</p> |  |
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|                   | <p>No. of Permanent Employees</p>  | <p>Bidder must have <b>30 permanent employees</b> (02 employees to be diploma/ graduate in Hotel/Hospitality Management preferably from any Govt. recognized institute) on his role between 01.06.2022 to date of EOI Opening. Bidder will submit ESI / EPF documents along with details of staff generated from ESI/EPF portal <b>any one month out of last six months from the date of EOI opening i.e. end of previous month of date of floating EOI-as salary is paid on month end.</b></p> <p>In case employees are not eligible for membership of EPF/ESI, bidder will submit list of these employees along with payroll record including bank statement (individual salary disbursement to each employee separately as mentioned in payroll records) for 06 months between above said period.</p> |   |
| <p><b>9.5</b></p> | <p><b>For Category- M3</b></p> <p><b>A.</b> Should have at least <b>Two outlets</b> where should have service elements of servicing food apart from sale to the customer which includes:-</p> <p><b>Type I:-</b> Catering on trains with Pantry Car</p> <p><b>Type II:-</b> Catering on trains without pantry cars like Shatabdi, Gatimaan, Vande Bharat, Tejas, Garibrath, Humsafar, Double Decker and Jan Shatabdi.</p> <p><b>Type III:-</b> Railway Food Plaza</p> <p><b>Type IV:-</b> Refreshment Rooms of Railway Stations</p> <p><b>Type V:-</b> Jan Ahar of Railway Stations</p> <p><b>Type VI:-</b> Restaurants / Caterers.</p> <p><b>Type VII:-</b> Hotel having minimum 50 rooms and one restaurant.</p> <p><b>Type VIII:-</b> Canteen/Cafeteria serving not less than 250 people a day.</p> <p><b>Type IX:-</b> Kitchen for supply of food items allotted by State/Central Govt., PSU and any other Govt.</p> | <p>Documents required:</p> <ul style="list-style-type: none"> <li>• Copies of Food Licenses (FSSAI) for two units (valid in between 31.03.2020 to date of EOI Opening).</li> <li>• Copies of relevant currently valid ISO-certificates of above two units (valid in between 31.03.2020 to date of EOI Opening).</li> <li>• For Kitchen for Supply of food items (Type IX) allotted by State/central Govt., PSU and any other Govt. Autonomous Body, apart from FSSAI certificate and ISO certificate as mentioned above, allotment letter valid in between 31.03.2020 to date of EOI Opening is to be attached.</li> </ul>   | <p>Unit:- 1<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p>ISO L. Details: _____.</p> <p>Unit:- 2<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p>ISO L. Details: _____.</p> <p><b>Please Note that IRCTC will evaluate eligibility of two</b></p> |



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| <p>Autonomous Body, etc which should have compulsory service element.<br/> <b>Type X:-</b> Cell Kitchens at Railway Stations</p> <p><b>Note:-</b> FFUs and TSV trains controlled by Indian Railways / IRCTC will not be considered.</p> <p style="text-align: center;"><b><u>OR</u></b></p> <p><b>B. One 4 star and above Hotel with</b> (valid in between 31.03.2020 to date of EOI Opening) ) <b>certificate issued by Ministry of Tourism.</b></p> <p><b>Note:</b> In addition to FSSAI/ISO/Allotment letter(s) of the submitted Unit(s), photographs of the submitted unit(s) are also required to be uploaded. In case of non - submission of photographs, the submitted unit(s) will not be considered as valid Unit for consideration of Eligibility Status. However in case of units allotted by IRCTC, the bidders may be asked to submit Photographs of the units, if not uploaded with the bid.</p> | <p><b>**</b> In addition to the above, in case bidder submits credentials of Food &amp; Beverage unit of Hotel/Canteen/Cafeteria (Type VII &amp; VIII), please submit any relevant Government (Central, State or Local body) document (License/registration certificate etc.) which specifies the number of rooms in hotel and presence of restaurant in Hotel and number of people served in canteen/cafeteria per day.</p> <ul style="list-style-type: none"> <li>• <b>In case of Restaurants (Type VI), name of business as Restaurants should be clearly mentioned on FSSAI/ ISO certificates.</b> In addition to FSSAI &amp; ISO certificate applicant is also required to submit Shop and Establishment Certificate of the unit clearly mentioning kind of Business of the unit <b>and in case of Caterers should submit the documents in support of nature of business clearly showing that outlet is having Food service element in addition to sale of Food products.</b></li> <li>• For (B) bidder will submit,             <ul style="list-style-type: none"> <li>➤ Valid 4 star and above certificate (valid in between 31.03.2020 to date of EOI Opening) issued by Ministry of Tourism.</li> <li>➤ Copy of (valid in between 31.03.2020 to date of EOI Opening) Food License (FSSAI) for at least one unit (Hotel).</li> <li>➤ Copy of currently valid ISO certificate (valid in between</li> </ul> </li> </ul> | <p><b>outlets on the basis of the above detailed units Bidders are required to mention the details along with page number.</b></p> |
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|  |  | 31.03.2020 to date of EOI Opening).   |  |
|  | <p><b>Minimum Annual Turnover - For Category- M3</b></p>   |   |  |
|  | <p>Average Minimum Annual turnover of</p> <p>i) Average Minimum Annual turnover of <b>Rs. 2 Cr.</b> from catering/hospitality business in India involving production and sale/service of food items in any of the 05 consecutive financial years out of the period of last 08 financial years i.e. 2016-17 to 2023-24.</p> <p>The applicants should invariably submit turnover figures for 2022-23 and 2023-24 and turnover of these years should not be Nil.</p> <p><b>The calculation of consecutive five year for turnover will done after exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if vendor has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last eight FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option. It should not be Nil in any of the above 08 financial years</b></p> <p>Sales of beverages such as soft drinks, packed items (Chips, Biscuits, Cake etc.) will be considered as allied business along with main production and sale / service of food items.</p> <p>Trader / stockiest / Distributors are not eligible (Please fill Annexure-A). Turnover will not be considered.</p> | <p>Following documents shall be submitted.</p> <p>i) Audited Balance Sheet and P&amp;L Account of FYs 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24. (for applicable Cumulative 05 years )</p> <p>The applicant must either submit the Audited Balance sheet and P&amp;L statement bearing UDIN No. duly signed by Proprietor /partner/authorized signatory (as applicable)</p> <p><b>OR</b></p> <p>Audit Report bearing UDIN No. and having Balance sheet and P&amp;L statement duly signed by Proprietor/ partner/ authorized signatory (as applicable).</p> <p>ii) Certificate from CA in the format of <b><u>Annexure A</u></b> with UDIN No. that the turnover figures to be submitted for 05 consecutive financial years (Financial years for which applicant has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 are reconciled as per VAT/Service Tax /GST returns.</p> <p><b>The calculation of consecutive 05 year for turnover will be done after exempting the COVID affected year i.e.2020-21 &amp; 2021-22 if desired by the applicant. For example, if applicant has</b></p> |  |



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|  |  | <p><b>submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23, it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option.</b></p> <p><b>Note:-</b></p> <ol style="list-style-type: none"> <li><b>1. If any applicant submit the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the P&amp;L and B/s of latest FYs i.e. from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.</b></li> <li><b>2. In case, applicant submit the latest turnover of FYs 2019-20 to 2023-24, then he is not required to submit the previous year's P&amp;L and B/s i.e. FY 2016-17 to FY 2018-19.</b></li> <li><b>3. If any licensee take the advantage of COVID affected period, then he is also required to submit the P&amp;L and B/s of that COVID affected years i.e. FY 2020-21 &amp; 2021-22 and turnover should not be <i>NIL for these years.</i></b></li> </ol> <p><b>iii)The applicant shall also submit an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering &amp;</b></p> |  |
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|            |  | <p>Hospitality business and details of taxes paid in the format <b><u>Annexure C.</u></b></p> <p>iv) For Kitchen/Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, proof of receipt of payment received from them.</p>   |  |
|            | No. of Permanent Employees   | <p>Bidder must have <b>30 permanent</b> employees (02 employees to be diploma/ graduate in Hotel/Hospitality Management preferably from any Govt. recognized institute) on his role between 01.06.2022 to date of EOI Opening. Bidder will submit ESI / EPF documents along with details of staff generated from ESI/EPF portal <b>any one month out of last six months from the date of EOI opening i.e., end of previous month of date of floating EOI "-as salary is paid on month end.</b></p> <p>In case employees are not eligible for membership of EPF/ESI, bidder will submit list of these employees along with payroll record including bank statement (individual salary disbursement to each employee separately as mentioned in payroll records) for 06 months between above said period.</p> |  |
| <b>9.6</b> | <b>For Category- TSV</b>   |   |  |
|            | <p>1) Should have at least <b>One outlet</b> (service) which include Pantry Car, Railway Food Plaza, Refreshment Rooms, Jan Ahaar of Rly Stations Restaurants/ Caterers, Hotel, Canteens/Cafeteria and cell kitchen or any other place where should have service element of serving prepared food apart from sale to the customers at the same premises.</p> <p>2) Kitchen for supply of food works allotted by State/Central Govt., PSU</p> | <p>Documents required:</p> <ul style="list-style-type: none"> <li>• Copy of Food License (FSSAI) for minimum one unit (valid in between 31.03.2020 to date of EOI Opening) having production and service elements.</li> <li>• For Kitchen for Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, apart from FSSAI certificate allotment letter</li> </ul>   | <p>Unit:- 1<br/>Name:-_____</p> <p>Type:- _____</p> <p>FSSAI L. details :_____</p> <p><b>Please Note that IRCTC will evaluate eligibility of one outlet on the</b></p> |



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|  | <p>and any other Govt. Autonomous Body, etc. which should have compulsory service element.</p> <p><b>Note: In addition to FSSAI/ISO/Allotment letter(s) of the submitted Unit(s), photographs of the submitted unit(s) are also required to be uploaded. In case of non - submission of photographs, the submitted unit(s) will not be considered as valid Unit for consideration of Eligibility Status. However in case of units allotted by IRCTC, the bidders may be asked to submit Photographs of the units, if not uploaded with the bid.</b></p>  | <p>valid in between 31.03.2020 to date of EOI Opening is to be attached.</p> <ul style="list-style-type: none"> <li><b>In case of Restaurants, name of business as Restaurants should be clearly mentioned on FSSAI/ ISO certificates.</b> In addition to FSSAI &amp; ISO certificate applicant is also required to submit Shop and Establishment Certificate of the unit clearly mentioning kind of Business of the unit <b>and in case of Caterers should submit the documents in support of kind of business clearly showing that outlet is having Food service element in addition to sale of Food products.</b></li> </ul>   | <p><b>basis of the above detailed units Bidders are required to mention the details along with page number.</b></p> |
|  | <p><b>Minimum Annual Turnover - For TSV</b></p>  |   |   |
|  | <p>Average Minimum Annual turnover of <b>Rs.1 Cr.</b> from catering/ hospitality business in India involving production and sale/service of food items in any of the 05 consecutive financial years out of the period of last 08 financial years i.e. 2016-17 to 2023-24.</p> <p>The applicants should invariably submit turnover figures for 2022-23 and 2023-24 and turnover of these years should not be nil.</p> <p><b>The calculation of consecutive five year for turnover will done after exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if vendor has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option. It should not be Nil in any of the above 08 financial years.</b></p> | <p>Following documents shall be submitted.</p> <p>i) Audited Balance Sheet and P&amp;L Account of FYs 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24. (for applicable Cumulative 05 years )</p> <p>The applicant must either submit the Audited Balance sheet and P&amp;L statement bearing UDIN No. duly signed by Proprietor /partner/authorized signatory (as applicable)</p> <p><b>OR</b></p> <p>Audit Report bearing UDIN No. and having Balance sheet and P&amp;L statement duly signed by Proprietor/ partner/ authorized signatory (as applicable).</p> <p>ii) Certificate from CA in the format of <b>Annexure A</b> with UDIN No. that the turnover figures to be submitted for 05 consecutive financial years (Financial years for which applicant</p> |   |





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|  | <p>Sales of beverages such as soft drinks, packed items (Chips, Biscuits, Cake etc.) will be considered as allied business along with main production and sale / service of food items.</p> <p>Trader / stockiest / Distributors are not eligible (Please fill Annexure-A). Turnover will not be considered.</p> | <p>has submitted documents for consideration of average annual turnover) out of the period of last 08 financial years i.e. 2016-17 to 2023-24 are reconciled as per VAT/Service Tax /GST returns.</p> <p><b>The calculation of consecutive 05 year for turnover will done after exempt the COVID affected year i.e.2020-21 &amp; 2021-22 for example, if applicant has submitted turnover for FY 2016-17, 2017-18, 2018-19, 2019-20 &amp; 2022-23 it will be treated as five consecutive years but here ensure that turnover of in any of last 08 FYs should not be NIL.</b></p> <p><b>In other case if any Licensee wants to submit the Consecutive year of COVID affected years, it will also be considered as an option.</b></p> <p><b>Note:-</b></p> <ol style="list-style-type: none"> <li><b>1. If any applicant submit the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the P&amp;L and B/s of latest FYs i.e. from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.</b></li> <li><b>2. In case, applicant submit the latest turnover of FYs 2018-19 to 2022-23, then he is not required to submit the previous years P&amp;L and B/s i.e. FY 2015-16 to FY 2017-18.</b></li> <li><b>3. If any licensee take the advantage of COVID affected period, then he is also required to submit the P&amp;L and B/s of</b></li> </ol> |  |
|--|--|--|--|



|           |  |  |  |
|-----------|--|--|--|
|           |  | <p><b>that COVID affected years i.e. FY 2020-21 &amp; 2021-22 and turnover should not be NIL for these years</b></p> <p>iii) The applicant shall also submit an affidavit showing the segment wise turnover as per total amount shown in GSTR 3B as per the GSTN including the turnover from Catering &amp; Hospitality business and details of taxes paid in the format <b><u>Annexure-C</u></b>.</p> <p>iv) For Kitchen/Supply of food works allotted by State/central Govt., PSU and any other Govt. Autonomous Body, proof of receipt of payment received from them.</p> |  |
| <b>10</b> | <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 in the format as per <b><u>Annexure-B</u></b>.</p> | Affidavit duly attested by notary declaring that his/her firm is not debarred/ blacklisted/ banned by IRCTC or Railways or Ministry of Railways in the format as per <b><u>Annexure-B</u></b> .  |  |
| <b>11</b> | Permanent Account Number (PAN)-enclose copy of PAN card of Entity applying for Empanelment. Enclose PAN card of Individual/ Proprietors in case of Individual/ Proprietorship firm.  | PAN-_____  |  |
| <b>12</b> | Copy of ESI certificate  | ESI Reg. No._____  |  |
| <b>13</b> | Copy of EPF registration certificate   | EPF A/c No._____   |  |
| <b>14</b> | Copy of GST (Goods & Service Tax) registration certificate for all states  | <u>GST Reg. No.</u> _____  |  |

\* For mandatory criteria no document will be called and decision will be taken based on uploaded documents only. All applicants are directed to submit the certificate(s) issued by Chartered Accountant with UDIN mandatorily. All the submitted Balance Sheet and P&L should be audited. However for general information if required documents may be called at the time of decision.

**Note: -**



- 1) **The data submitted by the successful applicants, in compliance of the above eligibility conditions shall be subject to verifications by IRCTC itself or through an agency (Expert in Forensic Audit) appointed by IRCTC, for which all necessary documents shall have to be essentially provided by the bidder, if so required. If the successful bidder is found to be ineligible on such verification, the letter of empanelment will be terminated along with forfeiture SEMD/Security deposit. In such eventuality the successful bidder will also be debarred for 03 years from participating in the future projects of IRCTC.**
- 2) In case of any information submitted by the applicant being found to be incorrect either before or even after the empanelment, IRCTC will have the right to summarily reject the bid, cancel the empanelment or revoke the same with forfeiture of EOI SEMD and debarment for a period of 03 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 not be entertained. IRCTC shall not be responsible for postal delay/loss.
- 6) The details, as required in "EOI Empanelment document" may be submitted along with required supporting documents.
- 7) Incomplete Applications shall not be considered and summarily be rejected.
- 8) Applications not accompanied with EOI SEMD in the appropriate form, shall summarily be rejected.
- 9) Documents as submitted shall be accepted and if found incorrect at a subsequent stage during the course of verification by IRCTC, the applicant shall be de-empanelled and debarred from participating in the tenders of IRCTC For a period of three years.

I/We \_\_\_\_\_ do hereby declare that the entries made in the above are true to the best of my/our knowledge and also that we shall be bound by the acts of my/our duly constituted attorney.

I / We hereby understand that the submission of applications (EOI) does not guarantee for empanelment. I / We further understand that in case of any information submitted by me / us being found to be incorrect either before or even after the empanelment, IRCTC will have the right to summarily reject the EOI/Empanelment, at any time without assigning any reason whatsoever.

Dated: \_\_\_\_\_

\_\_\_\_\_  
(Signature of the Applicant)

SEAL

Name \_\_\_\_\_

Address: \_\_\_\_\_

EOI evaluation and selection



- IRCTC will open the EOI through online portal only and determine whether each application is 'responsive' to the Eligibility requirements of the EOI.
- If any of the Eligibility criteria is not fulfilled, in any manner whatsoever, the application shall be liable to be treated as non-responsive. The decision of IRCTC as to responsiveness of a application shall be final and conclusive and binding on the applicant and shall not be called into question by any applicant on any ground whatsoever. However in case of rejection of application firm may again apply for empanelment in next month.

Notwithstanding anything to the contrary contained in this EOI, IRCTC may, at its sole discretion, waive any minor infirmity, non-conformity or irregularity in a EOI that does not constitute a material deviation, provided it conforms to all the terms, conditions of the EOI documents without any material deviations, objections, conditionality or reservations.

**Signature of the authorized signatory**

**Name & Designation:**

**Name of the Applicant with seal**

**Date and Place**



***Certificate duly certified by Chartered Accountant*****Letter Head of Chartered Accountant**

This is to certify that turnover of M/s \_\_\_\_\_ having its office at \_\_\_\_\_ from catering / hospitality business in India involving production and sale/service of food items as mentioned below is duly reconciled with VAT / Service Tax/GST returns in financial years 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24. This turnover is from units which undertake sale/service of food items. **AND** does not include the business as Trader/ Stockiest/Distributor & inter unit transfer (Stock transfer sale).

Sales of beverages such as soft drinks, packed items (Chips, Biscuits, Cake etc.) will be considered as allied business along with main production and sale / service of food items.).

|   | Turn Over from catering and hospitality business in India involving production and sale/service of food items |            |            |            |            |            |            |            |
|---|---|------------|------------|------------|------------|------------|------------|------------|
|   | FY 2016-17  | FY 2017-18 | FY 2018-19 | FY 2019-20 | FY 2020-21 | FY 2021-22 | FY 2022-23 | FY 2023-24 |
| Taxable Turnover  |   |            |            |            |            |            |            |            |
| Exempted Turnover   |   |            |            |            |            |            |            |            |
| Nil Tax Rate Turnover   |   |            |            |            |            |            |            |            |
| Unregistered Turnover (in case turnover is less than the threshold limit required for tax registration) |   |            |            |            |            |            |            |            |
| Total Turnover  |   |            |            |            |            |            |            |            |

**NOTE:-**

1. If any applicant submits the turnover of earlier FYs i.e. 2016-17 to 2020-21, then he is also required to submit the turnover of latest FYs i.e. from FY 2021-22 to FY 2023-24. In these FYs, turnover should not be NIL.
2. In case, applicant submit the latest turnover of FYs 2019-20 to 2023-24, then he is not required to submit the previous year's turnover i.e. FY 2015-16 to FY 2018-19.
3. If any licensee take the advantage of COVID affected period, then he is also required to submit the turnover of that COVID affected years i.e. FY 2020-21 & 2021-22 and turnover should not be NIL for these years.

**Signature of the Chartered Accountant  
UDIN No.**

**Name of the chartered Accountant**

**Name of the firm**

**Seal**

**Membership NO.**

**e-mail id.**

**Date**

**(Please note- No change in format/declaration is permitted)**



**AFFIDAVIT**

I, ....., S/o Sh. ....., aged about .....years, Prop/authorized signatory of..... do hereby solemnly affirm and declare as follows:-

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

DEPONENT

**Verification**

I, the above named Deponent do hereby solemnly affirm and state that the contents of this affidavit are true and correct and no part of it is false and nothing material has been concealed there from.

Verified at New Delhi on this            day of \_\_\_\_\_, 2024

DEPONENT





**Annexure-‘C’**

**AFFIDAVIT**

I, ....., S/o Sh. ...., aged about .....years, Prop/authorized signatory of..... do hereby solemnly affirm and declare as follows:-

1.0 I say that I am an authorized signatory of the company/firm.....and hence competent to sign and swear this affidavit.

2.0 I hereby submit the following turnover and tax deposited & duly reconciled with returns of GSTR-3B on pan India basis for the FYs 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24.

| SN | Segment  | FY 2018-19  |   | FY 2019-20  |   | FY 2020-21  |   | FY 2021-22  |   | FY 2022-23  |   | FY 2023-24  |   |
|----|--|---|---|---|---|---|---|---|---|---|---|---|---|
|    |  | Turnover reported in GSTR 3B Returns (01.4.2018 to 31.3.2019) | Total GST Deposited for the year 2018-19 (Net of ITC Claimed) | Turnover reported in GSTR 3B Returns (01.4.2019 to 31.3.2020) | Total GST Deposited for the year 2019-20 (Net of ITC Claimed) | Turnover reported in GSTR 3B Returns (01.4.2020 to 31.3.2021) | Total GST Deposited for the year 2020-21 (Net of ITC Claimed) | Turnover reported in GSTR 3B Returns (01.4.2021 to 31.3.2022) | Total GST Deposited for the year 2021-22 (Net of ITC Claimed) | Turnover reported in GSTR 3B Returns (01.4.2022 to 31.3.2023) | Total GST Deposited for the year 2022-23 (Net of ITC Claimed) | Turnover reported in GSTR 3B Returns (01.4.2023 to 31.3.2024) | Total GST Deposited for the year 2023-24 (Net of ITC Claimed) |
| 1  | Production and Sale / Service of Food Items                      |   |   |   |   |   |   |   |   |   |   |   |   |
| 2  | Sale of Packed Items (Chips, PDW, Soft Drinks etc.)              |   |   |   |   |   |   |   |   |   |   |   |   |
| 3  | Turnover from Tourism business, if any                           |   |   |   |   |   |   |   |   |   |   |   |   |
| 4  | Turnover from Trader/ Stockiest/Distributors business            |   |   |   |   |   |   |   |   |   |   |   |   |
| 5  | Turnover from Inter unit transfer                                |   |   |   |   |   |   |   |   |   |   |   |   |
| 6  | Turnover from other business segment which is not included above |   |   |   |   |   |   |   |   |   |   |   |   |
|    | <b>Total</b>   |   |   |   |   |   |   |   |   |   |   |   |   |

**Verification**

I, the above named Deponent do hereby solemnly affirm and state that the contents of this affidavit are true and correct and no part of it is false and nothing material has been concealed there from.

Verified at New Delhi on this \_\_\_\_\_ day of \_\_\_\_\_, 2024

DEPONENT



Empanelment for Mobile Catering document no. 07/2024  
(Letter Head of Applicant)

**Annexure-‘D’**

**Self Certificate of experience in Catering Business for Running Food and Beverages Outlet(s) having Service Elements of Serving Food apart from Sales to the Customer.**

| <b>Type/Descriptions of Units</b>   |
|---|
| Pantry Car of Rajdhani/Duronto trains & catering services of Shatabdi/Duronto/Gatiman/Tejas/Vande Bharat trains   |
| Catering on trains with Pantry Car  |
| Catering on trains without pantry cars like Shatabdi, Gatimaan Vande Bharat, Tejas, Garibrath, Humsafar, Double Decker and Jan Shatabdi                       |
| Railway:- Food Plaza, Refreshment Room, Jan Ahar  |
| Lounge at Airport or executive Lounge Railway Stations  |
| Restaurants/Caterers  |
| Hotel having minimum 50 rooms and one restaurant  |
| Canteen/Cafeteria serving not less than 250 people a day.   |
| Cell Kitchens at Railway Stations   |
| Kitchen for supply of food items allotted by State/Central Govt., PSU and any other Govt. Autonomous Body, etc. which should has compulsorily service element |

| <b>List of Units</b> |                        |                      |                     |                         |               |              |  |
|----------------------|------------------------|----------------------|---------------------|-------------------------|---------------|--------------|--|
| SN                   | Station/Train No./City | Railway/ Non Railway | Address of Premises | FSSAI No. with Validity | Type of Units | Date From To | Brief Description of the Unit & Nature of Business clearly showing that outlet is having Food Service element in addition to sale of Food Products |
|                      |                        |                      |                     |                         |               |              |  |
|                      |                        |                      |                     |                         |               |              |  |
|                      |                        |                      |                     |                         |               |              |  |
|                      |                        |                      |                     |                         |               |              |  |

Note:-

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

Signature of the bidder

Seal

Date

