

2024/IRCTC/CO/Quality/Food safety & Hygiene Audit



इंडियन रेलवे कैटरिंग एंड टूरिज्म कारपोरेशन लिमिटेड (भारत सरकार का उद्यम मिनीरत्न)
Indian Railway Catering and Tourism Corporation Ltd.

(A Govt. Of India Enterprise-Mini Ratna)

“CIN:L74899DL1999GO1101707”

Website: www.irctc.com

Email id: qualityco@irctc.com

Open E-Tender (Two packet Bid) for appointing agency to conduct Third Party Food Safety and Hygiene Audit in IRCTC managed 510 Mobile and 540 Static units for a period of One year, across India.

E-Tender No.	Tender No.: 2024/IRCTC/CO/Quality/Food safety & Hygiene Audit
Name of Work	Third Party Food Safety and Hygiene Audit in IRCTC managed 510 Mobile and 540 static units for a period of One year
Cost of Tender Document	<i>Nil.</i>
Locations	As per Annexure VIII
Estimated Total Contract Value (in Rs.)	Rs. 1.63 crs
EMD along with online bidding	Rs. 3,26,000/- (To be submitted through online mode on www.tenderwized.com/IRCTC)
Pre bid meeting	15.10.2024 at 12.00 hrs though video conferencing. To join click in the link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2FhMmUwYTktMDY1ZS00Mjk1LWE5M2ltMjI5ZjVlNTE2YWVl%40thread.v2/0?context=%7b%22Tid%22%3a%2250d2c683-c2e6-4208-8f85-7198aa7bed3d%22%2c%22Oid%22%3a%221e9fd8b4-7870-4ece-9d3f-9bd4b778a449%22%7d
Date & Time of submission of tender	Up to 04.11.2024 till 1500 Hrs
Date & Time of opening of tender	On 04.11.2024 at 1530 Hrs

General Manager/Q & P
Indian Railway Catering and Tourism Corporation Ltd.
11th Floor A wing, B-148, Statesman House,
Barakhamba Road, New Delhi 110001.

बी -१४८, ११ फ्लोर, ए विंग, स्टेट्समैन हाउस,
बाराखंबा रोड, नई दिल्ली -११०००१



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DISCLAIMER

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

1. The information contained in this Bid is being provided by IRCTC for the Open e Bid purposes of enabling the Bidders to participate and submit a bid in response to this Bid for Customer Third Party Food Safety and Hygiene Audit in IRCTC managed Mobile and static units. 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 Bid, or the Bidding Process.
2. The objective of the Bid document is to provide the prospective Bidder(s) with all relevant information to assist the formulation of proposals or bids.
3. This Bid may not be appropriate for all persons, and it is not possible for the IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Bid. The assumptions, assessments, statements and information contained in this Bid may not be complete, accurate, adequate or correct. Each Bidder 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 Bid and obtain independent advice from appropriate sources.
4. Nothing in this Bid shall be construed as legal, financial or tax advice. IRCTC will not be liable for any costs, expenses, however so incurred by the Bidders in connection with the preparation or submission of their Bid. IRCTC reserves the right to amend this Bid or its terms and any information contained herein or to cancel the Bidding Process or altogether abandon the Project at any time by notice, in writing, to the Bidders. Further, it may in no event be assumed that there shall be no deviation or change in any of the herein-mentioned information.
5. 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 Bid.
6. Laws of the Republic of India are applicable to this Bid.
7. Each Bidder's acceptance of delivery of this Bid constitutes its agreement to, and acceptance of the terms set forth in this Disclaimer. By acceptance of this Bid, the recipient agrees that this Bid and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.



NOTICE INVITING OPEN E-TENDER (TWO PACKET BID SYSTEM)

Subject: Submission of Open E-Tender for Third Party Food Safety and Hygiene Audit in IRCTC managed 510 Mobile and 540 Static units for a period of One year, across India managed by Indian Railway Catering and Tourism Corporation Ltd.

Ref: 2024/IRCTC/CO/Quality/Food Safety & Hygiene Audit

1. E-Bids are invited by Indian Railway Catering and Tourism Corporation Ltd, for the subjected item(s) through a rate contract as mentioned hereunder and the special Conditions (if any) laid down in this Bid Document.
2. This Tender Document can only be viewed at <http://eprocure.gov.in>, <http://www.irctc.com>, & <http://www.tenderwizard.com/IRCTC> and will be submitted/ received only at <http://www.tenderwizard.com/IRCTC>, as prescribed in “INSTRUCTIONS TO THE BIDDERS.”
 1. This E-Bid is based on two packet bid system i.e. Technical bid and Financial bid
 - a. **Technical bid** – This shall form the basis of ascertaining the Technical credentials of the Bidder as per Eligibility Criteria.
 - b. **Financial bid** - This shall consist of Offer Form for financial bid. The Offer form (for Financial Bid) is listed as Annexure-VII and required to be filled online.
2. The Bid shall remain valid for acceptance for 120 (one hundred and twenty) days from the date of calling of Bid.
3. Indian Railway Catering and Tourism Corporation Ltd. reserves the right to reject any/all bids without assigning any reason and shall not be bound to accept lowest bid.
4. The Notice Inviting Bid and the enclosed Instructions to Bidders, Standard Conditions, Special Conditions, Covering Letter Format and Financial Bid Format shall form the part of bid Document. This document consists of 92 Pages including one index page and one cover Page.



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6. Eligibility Criteria:

IRCTC is inviting Open E-Tender from the NABCB (National Accreditation Board of Certification Bodies) accredited members under FSMS (food safety Management System).

Certificates to be submitted with technical bid are as under,

SNo.	Information	General Documents required to be submitted (Uploaded)	Category
01	The firm must have valid NABCB (The National Accreditation Board for Certification Bodies) accreditation certification under Food Safety Management System (FSMS)	Copy of valid NABCB accreditation certificate. The certificate shall be valid on the last date of submission of tender document.	Mandatory
02	The firm must have 3years' experience to carry out similar nature of work i.e. Food Safety and Hygiene Audit i.e. 2021-22, 2022-23 & 2023-24 For MSE Bidders, required experience is 01 year to carry out similar nature of work i.e. Food Safety and Hygiene Audit in any one out of last 3 years i.e. 2021-22, 2022-23 & 2023-24	Copies of work orders/LOA/ Work Completion Certificate for each of the last 3 years i.e. 2021-22, 2022-23 & 2023-24 . Details of the above to be furnished in Annexure XII along with copies of work orders/LOA/ Work Completion Certificate as mentioned above.	Mandatory
03	The firm must submit latest one similar work i.e. Food Safety and Hygiene Audit with minimum value of Rs. 57 lacs in any of the last three financial years i.e. 2021-22, 2022-23 & 2023-24. For MSE Bidders, Minimum value required is of Rs. 14.3 Lacs to carry out one similar nature of work i.e. Food Safety and Hygiene Audit in any one out of last 3 years i.e. 2021-22, 2022-23 & 2023-24 Completed contract includes ongoing similar service contract subject to payment of bill amounting to at least Rs. 57 lacs & Rs. 14.3 Lacs for General & MSE bidders respectively.	Copies of work orders/LOA/ Work Completion Certificate. Details of the above to be furnished in Annexure XII along with copies of work orders/LOA/ Work Completion Certificate as mentioned above.	Mandatory
04	The Cumulative turnover of minimum Rs. 2.45 Crs in last 3 completed financial years i.e. 2021-22, 2022-23 & 2023-24 For MSE bidders, the Cumulative turnover of minimum Rs. 61.1 lacs in last 3 completed financial years i.e. 2021-22, 2022-23 & 2023-24	Audited balance sheets and profit & loss account of the last three completed financial years. i.e. 2021-22, 2022-23 & 2023-24. Audited balance sheet and	Mandatory



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		P&L A/c having UDIN No.	
05	The firm shall certify that they are not black listed or debarred by IRCTC or any other Ministry / Department / PSU (Public Sector Undertaking) of the Govt. of India/State Govt. from participation in tenders/contract.	To be submitted as annexure XI	Mandatory
06	MSE firms (if seeking MSME relaxations)	MSE certificate and Udyam Adhar No. (Micro/Small)	Mandatory
07	The firm should be registered with GST council.	GST Registration Certificate	Mandatory
08	The firm should have Permanent Account Number (PAN).	Permanent Account Number (PAN)	General
09	Authorization letter in favor of authorized signatories	In company letter head	General
10	Status of the bidder: - Company /Partnership Firm/Proprietorship firm- Please Specify		General
	In case of Company- please enclose Memorandum and Articles of Association along with certificates of incorporation, if company is a public limited then the certificate for commencement of business also to be enclosed.	(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	
	In case of Partnership Firm- please enclose Certificate of Registration under the partnership Act, 1932 along with valid partnership deed.	registered under the Partnership Act., 1932 Certificate of Registration under the Partnership Act, 1932along with valid partnership deed.	
	In case of Proprietorship or Individual- please enclose a declaration on the letter head	Self-declaration on letter head.	
11	Integrity Pact duly filled (in the blank space Provided) and signed by the bidders	Annexure V. Self-Signed/ digitally signed.	General

Please note: -There is no need to upload the complete format of tender and corrigendum. However, the mandatory documents to meet eligibility criterion and forms are required to be uploaded duly digitally signed.

Non submission of any of the document listed above in ‘Mandatory Criteria’ will lead to summarily rejection of the offer and no correspondence in this regard shall be made/entertained, However, the successful bidder is required to submit complete tender document along with terms and condition duly signed and stamped along with letter of acceptance.



7. Scope of Work:

Food Safety and Hygiene Audits are under taken by IRCTC through FSSAI certified Third Party Food Audit Firms in bulk production units i.e Base kitchens, Cell kitchens, Food plazas/Fast Food, Jan Ahaar, Executive Lounge & Retiring rooms etc. and Trains to ensure quality of raw materials, well equipped and hygiene production units, Compliance of FSSAI, trained manpower and standards of service.

- 7.1 Audit Plan:** Selected agency to submit an audit plan for approval based on the milestone chart for approval of Zonal GGMs.
- 7.2 Mobile Audits:** Auditor is required to conduct a physical Audit on board the train (For both up and down journey) covering one major meal and one minor meal in upward journey and one major meal and one minor meal in downward journey as per checklist of Audit.
- 7.3 Static Audits:** Auditor is required to conduct a physical Audit in the Static unit covering one major meal and one minor meal as per checklist of Audit.
- 7.4 Development of Mobile Application:** A basic mobile application will be developed by the agency for conducting paperless audits within 15 days of date of issue of Letter of Award.
- 7.5 Reporting Methodology:** The reporting methodology are to be app based. Agency will have to submit the filled in Audit checklist, scoring sheet, Audit Summary as per report formats for all audited units through the mobile application. Provision of MIS also to be provided for ready data fetching.
- 7.6** The bidder to provide audit reports as well as others required reports in the mobile application only in digitalized format and in hard copy for each of the kitchen units whenever required by Zone.
- 7.7 Milestone:** The above audits are to be completed as per milestone chart given as under:

Milestone Chart:

- 1. Date of Commencement of Audit:**
- 2. Total Mobile units audits as per scope of workNos. X 04 rounds**
- 3. Total Static units audits as per scope of work Nos. X 02 rounds**

S.no	Period	Total Mobile units to be completed	Total Static units to be completed
01	From date of commencement till completion of third month	All mobile units of each zone must get audited (Round 1)	50 % of Static units of each zone must get audited (Round 1)
02	Next 03 months	All mobile units of each zone must get audited (Round 2)	50 % of Static units of each zone must get audited (Round 1)
03	Next 03 months	All mobile units of each zone must get audited (Round 3)	50 % of Static units of each zone must get audited (Round 2)
04	Next 03 months	All mobile units of each zone must get audited (Round 4)	50 % of Static units of each zone must get audited (Round 2)



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- 7.8 **Personal hygiene of the staff:** The checking shall include checking Medical examination details of staff, Personal cleanliness Protective clothing, Hygienic practices and Training etc.
- 7.9 **Infrastructure facilities** Audit will include checking Design of facility, Air ventilation Lightening arrangement, Product protection, Equipment's & utensils, garbage disposal, Temperature storage facility, Toilets/ bathroom/ washing & cleaning place/ washbasin/ adequate & proper drainage systems.
- 7.10 **Cleaning and sanitation** checking will be done. Cleaning schedule, Training of individuals doing cleaning, Method of cleaning and handling of chemicals, Use of approved chemical in the cleaning activity, Clothes used for cleaning.
- 7.11 **Storage facility:** Raw material storage (Hygienic/ safe / identification/ FIFO system), Packaging material storage (Hygienic / safe / identification), Use of temperature storage facility, Storage of cleaning chemicals, Storage of water, separate storage of Veg & Non veg food etc.
- 7.12 **Source of water:** The Source of drinking water to be checked. The quality of drinking water to be determined by conducting/requesting analysis and research on how the surroundings (e.g. pollution, soil contamination etc.)
- 7.13 **Medium of cooking oil:** The Quality of cooking oil, checking whether the cooking oil is reused as per WHO/FAO guidelines etc.
- 7.14 **Effectiveness of pest control:** Pest control program, chemicals to be used, responsibilities of pest control, identified Storage of pest control devices, (pesticides storage, device storage, identification & Material safety data sheet for pesticides Effectiveness of pest control approved Pesticides for food units etc.
- 7.15 **Food safety practices:** Raw material LCS, finished food, Serving/ handling of food/ transportation of food from Kitchen to retail outlet, method of preparation, hygienic, sufficient cooking time is given, frequency of changing oil; Veg & Non-Veg food is separately prepared.
- 7.16 **Personal practices:** - Service style, attitude, mannerism, courteousness, Grooming etc.
- 7.17 **Implementation of regulatory, statutory and safety regulations:** availability of necessary permits, licenses approvals, FSSAI documents, First aid box, safety equipment's/ measures.
- 7.18 **Quality of presentation of food & beverages:** method of preparation, hygienic, sufficient cooking time is given, frequency of changing oil; Veg & non-veg food is separately prepared.
- 7.19 Details of raw materials and packaged items being used.
- 7.20 Proposing short, medium and long-term recommendations of each unit audited.
- 7.21 Should get the audit done by certified, qualified and trained HACCP Auditors.
- 7.22 List of Food hygiene auditors to be submitted to the concerned Zone with qualification and HACCP certification of the auditors.
- 7.23 The audits are to be app based. A IRCTC exclusive mobile application will be developed by the selected agency for conducting the Audits of Mobile and static units with approval of IRCTC.
- 7.24 Agency will submit the report in digitalized copy as well as in hard copy (as per requirement by Zonal Offices) of each unit. A consolidated report of mobile (zone-wise, train-type wise)



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and static units with their grading on the basis of overall score should also be prepared and submitted to IRCTC.

- 7.25 The data sheet to be got acknowledged (clearly specifying name, designation & phone number of in charge) from the catering In-charge in trains and static units or from the official nominated by IRCTC or Catering in charge/unit head of licensee.



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Government of India Enterprise)

INSTRUCTIONS TO BIDDERS

The Indian Railway Catering and Tourism Corporation Ltd. hereinafter called the IRCTC, proposes to obtain Open E-tenders from the FSSAI recognized Food Safety Auditing Agencies under the Food safety and Standards (Food Safety Auditing) Regulations, 2018 for Third Party Food Safety and Hygiene Audit all across India of Indian Railway Catering and Tourism Corporation Ltd. through a rate contract in accordance with the instructions following hereafter.

1.0 General:

1.1 Bid Schedule is listed as under:

S.no	Bid Schedule	Date and Time
1.	Date & Time up to which bid will be received	Up to 04.11.2024 till 1500 Hrs
2.	Date & Time of opening of E-Bid	On 04.11.2024 at 1530 Hrs

1.2 Bids are not transferable.

1.3 The Firm/Service Provider/Agency has to remit an EMD of Rs. 3,26,000/- through online mode on www.tenderwized.com/IRCTC.

1.4 To participate in the E- Tender, it is mandatory for the bidders to register themselves on the website www.tenderwizard.com/IRCTC without any payment and obtain User ID & password which is required for submitting the tender. It may please be noted for submission of bid, Class-III digital signature is required.

1.5 Corrigendum/Addendum to this Tender, if any, will be published on website www.irctc.com, www.tenderwizard.com/IRCTC. No newspaper press advertisement shall be issued for the same.

1.6 For any difficulty in downloading & submission of tender document on website www.tenderwizard.com/IRCTC, please contact at **tenderwizard.com helpdesk no. 011-49424365 or cell no 8800115628.**

1.7 The digital signature of the bidder on the E- Bid form will be considered as confirmation that the bidder has read, understood and accepted all the documents referred to in the Bid documents. There is no need to upload Bid document and corrigendum along with the bid.

2.0 2.0 Benefits to registered MSEs firms:

- 2.1 Ministry of Micro, Small and Medium Enterprises (MSME) vide letter no. 21(1)2011-MA dated 25.04.2012 has notified a new public procurement policy for Micro and Small Enterprises (MSEs). Whereby Micro and Small Enterprises (MSEs) can avail the following benefits if registered with (i) District Industries Centers or (ii) Khadi and Village Industries Commission or (iii) Khadi and Village Industries Board or (iv) Coir Board or (v) National Small Industries Corporation or (vi) Directorate of Handicrafts and Handloom or (vii) any other body specified by Ministry of Micro, Small and Medium Enterprises.
- 2.2 Issue of E-Tender form free of cost.



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- 2.3 MSEs registered with the above agencies for the item tendered will be exempted from payment of Earnest Money.
- 2.4 Since the tender cannot be split or divided, etc. the MSE quoting a price within the band L1+15% and they match the L-1 price, may be awarded for full/ complete supply of total tendered value to MSE, considering the spirit of the Policy for enhancing Govt. Procurement from MSEs.
- 2.5 The MSE who are interested in availing themselves of these benefits shall enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the para above.
- 2.6 The MSE who have availed the benefit of exemption of earnest money will not be allowed to withdraw their offer during the currency of the validity of offer or extended validity, if any such firm fails to observe this stipulation; the firm will be banned from participation in IRCTC Ltd. Tenders for a period of one year.
- 2.7 As mentioned in Section 7(4) of Ministry of MSME's Notification No. S.O2119(E) dated 26th June, 2020, an enterprise registered with any other organization under the Ministry of MSME shall register itself under Udyam Registration. With effect from 01.07.2020, MSEs registered under Udyam Registration are eligible to avail the benefits under the Policy. MSEs registered under Udyog Aadhaar Memorandum (UAM), validity of which is till 31.03.2022, are also eligible to avail the benefits under the Policy.
- 2.8 Registered MSEs and Start Ups will be given relaxation in Turnover and Experience both.

3.0 UDIN Guidelines

- 3.1 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: -
- 3.2 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 is mandatory from the following dates through announcements published on the website of the ICAI www.icai.org at the relevant time:-
 - For all Certificates w.e.f. 1st February, 2019.
 - For all GST and Tax Audit Reports w.e.f 1st April 2019.
 - For all other Audit, Assurance and attestation functions w.e.f. 1st July 2019.
- 3.3 All applicants are directed to submit the certificate(s) issued by Chartered Accountant with UDIN mandatorily.
- 3.4 IRCTC reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the IRCTC, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the IRCTC shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the IRCTC there under.

4.0 Validity:

- 4.1 The submission of any offer connected with this Bid document shall constitute an undertaking that the bidder shall have no cause for any claim, against IRCTC for rejection of the offer. IRCTC shall always be at liberty to reject or accept any offer at his sole discretion and any such action will not be called into question and the bidder shall have no claim in that regard against IRCTC.



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- 4.2 The offer shall be kept valid for acceptance for a minimum period of 120 (One hundred and Twenty) days from the date set for opening of E-Bids.
- 4.3 Offers shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by IRCTC to the bidder. While the offers are under such consideration, bidders and or their representatives or other interested parties are advised to refrain from contacting IRCTC by any means.

5. E-Bid Evaluation & System of Award:

- 5.1 Non submission of any of the document listed in 'Mandatory Criteria' will lead to summarily rejection of the offer and no correspondence in this regard shall be made /entertained. However, for general information/ Criteria, clarification may be asked in writing. But no fresh document will be accepted.
- 5.2 The e bids received shall be evaluated by the IRCTC to ascertain the lowest acceptable quoted rate for the above works.
- 5.3 If bidder withdraws its bid before opening of Technical bid through tender wizard, EMD of bidder will be refunded without any interest.
- 5.4 If bidder withdrawn its bid before opening of financial bid but after expiry of closing time of submission of bids in writing EMD of bidder will be forfeited. *However, the financial bid of that bidder will also be opened, if it is technically qualified based on the tender Eligibility criteria, Further, after opening of Financial bids. If that bidder become L-1, that tender should be discharged and in other cases tender will be finalized.* If L-1 bidder withdraws bid after opening of Financial Bid, EMD of bidder shall be forfeited and bidder will be debarred from participating in the bidding process of all future projects of IRCTC for a period of one year.
- 5.5 The MSE who have availed the benefit of exemption of earnest money will not be allowed to withdraw their offer during the currency of the validity of offer or extended validity, if any such firm fails to observe this stipulation; the firm will be banned from participation in IRCTC Ltd. Tenders for a period of one year.
- 5.6 Financial bids will be opened for techno- commercially qualified bids only. The date, time and venue of opening of financial bid will be intimated to the techno-commercially qualified bidders. The bids will be opened electronically and will be available on e-tender website to the bidders for viewing.
- 5.7 IRCTC reserves the right to reject or accept any tender in whole or in part. The decision of IRCTC in this regard will be final and IRCTC shall not be liable to assign any reasons for the decision.
- 5.8 The bidders must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled. E-Tenders, which are not complete in all respects as stipulated above, may be summarily rejected.
- 5.9 In case of one or more firms quoting the same rates, in such case the firm having highest turnover in the last three financial years will be considered as the successful lowest bidder (L1).

6.0 Rates:

The bidders should quote rates inclusive of freight, Octroi and any other expenses for deployment of FSS at kitchen units and pick up of food samples/item(s) from Kitchen Units, sample testing and delivery of report at the destination(s). Applicable Taxes shall be paid extra.

- 6.1 The rates finalized against this E-tender shall be valid for a period of one year from the date of award of the Rate Contract or till the currency of the contract whichever is later.



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- 6.2 IRCTC may waive any minor nonconformity, or irregularity in the tender document that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- 6.3 Prior to the detailed evaluation, IRCTC will determine whether each bid is complete, and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Tender Documents without material deviations, exceptions objections, conditionality, or reservation material deviation, exception, objection, conditionality, or reservation is:
 - i) One that limits in any substantial way the scope, quality, or performance of the product/material/materials/service.
 - ii) One that limits, in any substantial way that is inconsistent with the tender documents, IRCTC rights or the successful bidders' obligations under the contract; and
 - iii) One that the acceptance of which would unfairly affect the competitive position of other bidders who have submitted substantially responsive bids.
- 6.4 If a bid is not substantially responsive, it will be rejected by IRCTC and may not subsequently be made responsive by the bidder by correction of the nonconformity. IRCTC's determination of bid responsiveness will be based on the contents of bid itself and any written clarifications sought by IRCTC in writing the response to which shall also be in writing and no change in rates shall be sought, offered or permitted.
- 6.5 Any statutory variation in taxes/duties in future is liable to be admissible within original/refixed contract period. Refixed contract period means refixation of original contract period by IRCTC and not due to any default by contractor. No statutory variation for increase of taxes/duties will be given to supplier in case contract period is extended due to failure of contractor. However, in case of reduction in duties/taxes only reduced duties/taxes paid by contractor will be reimbursed.

7. Other conditions:

- a. IRCTC reserves the right to reject or accept any E-Bid in whole or in part on account of credentials, technical capability, past performance or any other evaluation criteria to ensure uninterrupted services. The decision of IRCTC in this regard will be final and IRCTC is not liable to assign any reasons for the decision.
- b. Bidders are invited to quote their rates on the enclosed E-Bid format provided in Annexure VII in accordance with the above instructions and all the conditions of the rate contract.
- c. The Bidders must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled.
- d. IRCTC reserves the right to allot either full work or part of work or divide work accordingly to one or more agency.



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

STANDARD CONDITIONS OF CONTRACT
(For supply of Materials or Services)

1.0 General:

- 1.1 Reference to any Statute or Statutory provision includes a reference to that statute or statutory provision as from time to time amended, extended.
- 1.2 Irrespective of the place of deployment, pick-up and delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been made at the place from where the acceptance of the Bid has been issued.
- 1.3 Words importing the singular shall include the plural and vice versa, words importing any gender shall include all other genders, words importing persons shall include bodies corporate, unincorporated associations and partnerships and vice versa. References to whole shall include the part and vice versa.
- 1.4 The Courts of the place from where the acceptance of the Bid has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.
- 1.5 The Firm/Service Provider/Agency shall provide the services to the IRCTC in the areas and manner as discussed. The Firm/Service Provider/Agency shall undertake and assure the IRCTC that the services shall be provided efficiently in the predetermined schedule. Besides this, services will also be rendered by the Firm/Service Provider/Agency as and when desired by the IRCTC even though it may not be as per schedule on charges as may be agreed to separately.
- 1.6 The Firm/Service Provider/Agency shall maintain all registers required under various Acts, which may be inspected by the IRCTC as well as the appropriate authorities at any time.
- 1.7 The Firm/Service Provider/Agency shall not sublet or appoint any sub-contractor to carry out any obligations under the contract in any manner.
- 1.8 The Firm/Service Provider/Agency shall provide the services at such times and in such manner as communicated by IRCTC from time to time.
- 1.9 The Firm/Service Provider/Agency shall take proper instructions from time to time from IRCTC for the execution of the contract at the different places and will faithfully comply with the same during the currency of the contract.
- 1.10 In case, the Firm/Service Provider/Agency commits Breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the IRCTC from time to time, it shall be Open and lawful for the IRCTC to terminate the contract forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or Firm/Service Provider/Agency at the risk and cost of the Firm/Service Provider/Agency and firm shall have no right to claim any claim any compensation whatsoever on this account.
- 1.11 In the event of failure of the Firm/Service Provider/Agency to provide the services or part thereof, as mentioned in this contract for any reasons whatsoever, the IRCTC shall be entitled to procure services from other sources and the Firm/Service Provider/Agency shall be liable to pay forthwith to the IRCTC, the difference of payments made to such other sources, besides damages as deemed suitable by IRCTC.



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- 1.12 The employees/agents of the Firm/Service Provider/Agency shall never be considered to enjoy any right to enter the premises of the IRCTC by virtue of this contract or otherwise at any time except with the prior permission of the IRCTC.
- 1.13 The contract may be terminated forthwith if either party becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this contract.
- 1.14 Either party's liabilities for any charges, payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination, and such amounts (if not otherwise due on an earlier date), shall be immediately due and payable on the termination date.
- 1.15 Any obligations under this contract which either expressly or by their nature is to continue after termination or expiration of this contract shall survive and remain in effect.
- 1.16 This Contract shall be governed by the Laws of India for time being in force.
- 1.17 Any notices required to be given under this agreement/contract shall be in writing and shall be deemed to have been served if sent by registered/airmail/courier post correctly addressed to the Parties to this Contract
- 1.18 **Certificates/ permissions** – The Service Provider/Agency will obtain necessary certificates/permissions as required by law such as state permit, test reports, pollution under control etc. for commercial vehicles or as required as per the local regulations from the competent authorities, Membership certificate from Competent Authority. In case of any offense on the services, Service Provider/Agency will be solely responsible for its penalty and consequences. MSE/ SSI Certificate may be provided, if any. In case of MSE/SSI firms, all the benefits and exceptions have provided/extended by the prevailing/guidelines shall be applicable.
- 1.19 IRCTC will reimburse for the AC 3 tier/AC chair car fare for only one enumerator (s) per rake on production of original confirmed journey ticket for the prescribed sector for conducting onboard mobile audit only. The arrangements for the journey tickets should be made by the agency on its own. The reimbursement of journey tickets are to be for point to point stations (for which the audit has been conducted) not for end to end stations.
- 1.20 In case of any fraudulent practices such as, forged ticket in support of journey, forged report, forged verification certificate, in such case firm will be banned by IRCTC for three years for participating in tender along with forfeiture of SD and termination of contract.
- 1.21 No boarding and lodging arrangement of enumerators will be made by IRCTC, and no monetary amount will be paid for the same.
- 1.22 Only Confirmed Journey tickets will be reimbursed by IRCTC to the agency.

2.0 Earnest Money Deposit (EMD)

- 2.1 The Firm/Service Provider/Agency has to remit an EMD of Rs. 3,26,000/- through online mode on www.tenderwized.com/IRCTC. The EMD of unsuccessful bidders shall be refunded without interest on completion of the bidding process, i.e. issue of Letter of award to the successful bidder.
- 2.2 The Earnest Money is liable to be forfeited if the bidder withdraws or amends its offer within the period of validity of offer.

All the bidders shall be required to sign the **Bid Security Declaration** as follows: -



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“I/We hereby understand and accept that I/We withdraw or modify my/our bids during the period of validity, or if we are awarded the contract and on being called upon to Submit the performance security/ Security Deposit, fail to submit the performance security/Security Deposit, before the deadline defined in the request for bid document/Notice Inviting Bid, I/we shall be debarred from exemption of submitting Bid Security/ Earnest Money Deposit and performance security/ Security deposit for a period of 01 year, from the date I/we are declared disqualified from exemption from Submission of EMD/SD, for all Bids for procurement of goods/Works/services/consultancy etc. issued by any unit of IRCTC published during this period”.

The above declaration to be submitted by the bidder as per annexure IX attached in the tender document.

3. **Security Deposit (SD):** The Firm/Service Provider/Agency shall, after written notices of acceptance of Bid, deposit with the Corporation (in the form of Demand Draft in favour of Indian Railway Catering and Tourism Corporation Ltd. drawn on scheduled commercial bank payable at New Delhi) a sum equal to 5 percent (5%) of the total value of the contract for which the Bid has been accepted as a interest free security for the due fulfillment of the contract. Security Deposit will be returned after successful completion of the contract subject to no dues and after a no Claim certificate issued by the firm.

3.1 No claim shall lie against IRCTC in respect of interest on Security Deposit.

- 3.2 IRCTC shall be entitled and it shall be lawful on his part to forfeit the said security deposit in whole in the event of any default, failure or neglect on the part of the Firm/Service Provider/Agency in the fulfillment or performance in all respect of the contract under reference or any other contract with IRCTC or any part thereof to the satisfaction of IRCTC and IRCTC shall also be entitled to deduct from the said deposits any loss or damage which IRCTC may suffer due to any act or other default, recoverable by IRCTC from the Firm in respect of the contract under reference or any other contract and in either of the events aforesaid to call upon the Firm/Service Provider/Agency to maintain the said security deposit at its original limit by making further deposits, provided further that IRCTC shall be entitled to recover any such claim from any sum then due or which at any time thereafter may become due to the Firm/Service Provider/Agency under this or any other contracts with IRCTC.

4. System of payment

- 4.1 Payment will be made at the accepted rates plus applicable tax to the Firm/Service Provider/Agency by IRCTC Zonal offices on monthly basis.
- 4.2 Payment will be processed monthly after completion of Audits as per the scope of work and submission of report on pro-data basis of quoted/accepted rates. Separate invoice should be raised for cost of audit & reimbursement of travelling expenses etc. Any fine/penalty will be calculated and deducted from the bills of the Firm/Service Provider/Agency on the services made and accepted.
- 4.3 The delivery of services will be accompanied with challans in quadruplicate and original will be returned to you duly signed by the Catering In-charge of the concerned Kitchen units.



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- 4.4 One copy of the challan to be got acknowledged from the Catering In-charge or the official nominated of the kitchen unit.
- 4.5 The Firm/Service Provider/Agency will arrange to submit the bills (as per GST guidelines) along with acknowledged challan in original, directly to the Group General Manager, IRCTC of concerned zone. Another copy of challan will be sent by Catering In-charge, of concerned zone, as per prescribed procedure to be matched with acknowledged copy of challan for processing the bills and arranging payment through cheque / EFT (Electronic Fund Transfer).
- 4.6 Payment of bills will be made as soon as possible after the same has been duly checked and passed for payment. No advance payment will be allowed under any circumstances.
- 4.7 In case of non-compliance of the orders/execution of work within reasonable time, the services will be procured from the local market at the prevalent rates and in case of over payment etc., the recovery of such amount will be made from manufacturer/Firm/Service Provider/Agency's subsequent bills.
- 4.8 In case any kitchen unit starts in between the month, the payment will be calculated and made accordingly and not for the full month.
- 4.9 Tax invoice/bill shall be issued from any place within the concerned State where the IRCTC unit is located, separately mentioning the basic value and GST.
- 4.10 Invoice should be GST compliant and have following minimum particulars: -
 - (a) Name & Address of Taxpayer;
 - (b) GST No. of Taxpayer;
 - (c) Name & Address of Buyer with GST No,
 - (d) Description of service provided;
 - (e) Value of Taxable service;
 - (f) GST payable;
 - (g) Invoice should be serially numbered, (pre-printing of serial No. is not required)
 - (h) HSN/SAC code
 - (i) Date of invoice
- 4.11 It is mandatory for Firm/Agency/Service Provider to raise invoice within 30 days from completion of service.
- 4.12 No payment will be made unless the invoice is as per GST rules.
- 4.13 The Agency/Firm/Contractor/Licensee must give an undertaking certifying that the party is depositing all the statutory dues to the Government (on Non-Judicial stamp paper of Rs. 10/- or as applicable). The documentary evidence/ Challan as proof of remittance of taxes must be submitted every month/ as and when demanded.

5. Withholding and lien in respect of sums claimed.

Whenever any claim or claims for payment of a sum of money arises out of or under the contract against the Firm/Service Provider/Agency, IRCTC shall be entitled to withhold and also have a lien to retain such sum or sums in whole or in part from security, if any, deposited by the Firm/Service Provider/Agency and for the purpose aforesaid, IRCTC shall be entitled to withhold the said cash security deposit or the security, if any, furnished as the case may be and also have a lien over the same pending finalization or adjudication of any such claims. In the event of the security being insufficient to cover the claimed amount or amounts or if no security has been taken from the Firm/Service Provider/Agency, IRCTC, shall be entitled to withhold



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and have lien to retain to the extent of the such claimed amount or amounts, from any sum or sums found payable or which at any time thereafter may become payable to the Firm/Service Provider/Agency under the same contract or any other contract with IRCTC pending finalization or adjudication of any such claim.

- 5.1 It is an agreed term of the contract that the sum of money so withheld or retained under the lien referred to above, by IRCTC will be kept withheld or retained as such by the purchaser till the claim arising out of or under the contract is determined by the Arbitrator (if the contract is governed by the arbitration clause) or by the competent court.
- 5.2 Any dispute or difference in respect of either the interpretation effect or application of the above condition or of the amount recoverable there under by IRCTC from the Firm/Service Provider/Agency, shall be decided by IRCTC, whose decision thereon shall be final and binding on the Firm/Service Provider.

6. Corrupt Practices:

Firm/Service Provider/Agency is expected to observe the highest standard of ethics during the execution of this contract. If the Firm/Service Provider/Agency has engaged in corrupt or fraudulent practices, in competing for or in executing the contract, IRCTC may, after given 14 days' notice to the Firm/Service Provider/Agency, terminate the Contract. In pursuit of this policy, IRCTC:

- 6.1 Defines, for the purposes of this provision, the terms set forth below as follows:

“**Corrupt practice**” means the offering, giving, receiving or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and

“**Fraudulent practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of IRCTC and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive IRCTC of the benefits of free and Open competition;

- 6.2 Will reject a proposal for award if it determines that the bidder being considered for award has engaged in corrupt or fraudulent practices in competing for the Contract.

7. Breach of Contract:

Any breach of the terms & conditions mentioned in this Bid document by the Firm/Service Provider/Agency, or any one employed by him or acting on his behalf (whether with or without the knowledge of the Firm/Service Provider/Agency) or the committing of any offence by the Firm/Service Provider/Agency or by any one employed by him or acting on his behalf under Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1947 or any other act enacted for the prevention of corruption by public servants shall entitle IRCTC to cancel the contract and all or any other contracts with the Firm/Agency/Service Provider and to recover from the Firm/Agency/Service Provider the amount of any loss arising from such cancellation.

8. Penalty:

- a) The timeframe stipulated in the milestone chart or as per any other agreed schedule should be deemed to be the essence of contract. The work throughout the stipulated period of contract



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shall be carried out with all diligence. If the firm fails to complete the work to the satisfaction of IRCTC within the time prescribed or within the extended time under the contract, the firm shall, without prejudice will be fined at the rate of 0.25% (of contract value) per week for the delayed time.

- b) **The occurrence of such event on regular basis during the contract period** will lead to **punitive** action by IRCTC at any time after serving warning to the service provider on such event. For such irregularities the services/items will be arranged from local market and difference amount will be deducted from the bill of service provider. Severe action may also be taken by Competent Authority as deemed fit as per circumstances if service provider continues such irregularities after due approval from the Competent Authority.

9. Termination of the Contract:

Notwithstanding any provision hereinbefore, Service provider can terminate the Contract by giving one month's (30 days) written notice to IRCTC without assigning any reason. However, in such case Security Deposit will be fortified and balance due amount, if any will be made after adjusting dues if any. IRCTC shall give a 7 days' notice for termination of the Contract to the Service Provider/Agency. In that eventuality the Service Provider/Agency will move out of the premises of the IRCTC with his men and material immediately. This discretion of termination of this Contract by the IRCTC will be exercised judiciously since the Service Provider/Agency is rendering the essential and public utility services. In such situations Security Deposit will be forfeited and balance due payment will be made to service provider after adjusting dues, if any. *IRCTC reserves the Right to terminate the whole contract or part thereof upon written communication to the Service Provider/Agency due to change in policy or discontinuation/failure of the service.*

10. Arbitration:

- 10.1 In the event of any question, dispute or difference arising under any of these conditions or any special conditions of contract, or in connection with this contract (except as to any matters the decision of which is specially provided for by these or the special conditions) the same will be resolved by Arbitration, as per the provisions of 'The Arbitration and Conciliations Act-1996'.
- 10.2 The demand for arbitration shall specify the matters which are in question, or subject of the dispute or difference as also the amount of claim item-wise. Only such dispute(s) or difference(s) in respect of which the demand has been made, together with counter claims or set off, given by the IRCTC, shall be referred to arbitration and other matters shall not be included in the reference.
- 10.3 No new claim shall be added during proceedings by either party. However, a party may amend or supplement the original claim or defense thereof during the course of arbitration proceedings subject to acceptance by Tribunal having due regard to the delay in making it.
- 10.4 If the contractor(s) does/do not prefer his/their specific and final claims in writing, within a period of 90 days of receiving the intimation from the IRCTC that the final bill is ready for payment, he/they will be deemed to have waived his/their claim(s) and IRCTC shall be discharged and released of all liabilities under the contract in respect of these claims.
- 10.5 On demand for arbitration, three names from empaneled listed shall be forwarded to the other party to suggest one name from the forwarded name and out of this one name, CMD IRCTC shall nominate sole arbitrator to adjudicate upon the dispute between the parties.



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10.6 The award of the arbitrator shall be final and binding on the parties to this contract. The venue of the Arbitration shall be at IRCTC, Corporate Office or elsewhere in Delhi. The fee shall be shared equally between the parties.

11. Consequences of Default:

If the Firm/Service Provider/Agency shall omit to perform and observe any of the terms, conditions, obligations herein contained which by this agreement are to be observed and performed by the Firm/Service Provider/Agency, then it shall be lawful for the IRCTC any time thereafter to terminate the Contract agreement and forfeit the Security Deposit subject however to the IRCTC having given to Firm/Service Provider/Agency the time limit as per schedule prescribed by IRCTC, in writing to remedy or make good such breach and in spite of such notice the Firm/Service Provider/Agency having failed to remedy the breach. Upon termination of this Contract agreement as aforesaid, the Firm/Service Provider/Agency shall take away its entire belongings if any lying at the IRCTC premises within a given time frame.

12. Tenure of the Contract:

The Contract will be valid for one year from the date of commencement of work and may be extended for a further period of six months on the same terms and conditions at sole discretion of IRCTC. The decision of IRCTC in this regard shall be final and binding.

13. Miscellaneous:

- 13.1 Successful parties would be given maximum fifteen (15) days' time or less time, as the case may be, from the date of issue of the letter of award, to convey his acceptance of award of contract and submission of security deposit. In case manufacturer/Firm/Service Provider/Agency fails to accept the offer of award of contract, the firm will be debarred from participating in the future projects of IRCTC for next 3 years.
- 13.2 Any notice to be served on the Firm/Service Provider/Agency's shall be deemed to be sufficiently served if delivered at or sent by registered post addressed to the Firm/Service Provider/Agency at their registered office or last known place of business. Any notice to be served by the Firm/Service Provider/Agency on IRCTC shall be deemed to be sufficiently served if, delivered/sent by registered post addressed to the Indian Railway Catering and Tourism Corporation Open at IRCTC concerned Zonal Office:
- 13.3 All delivery schedules are subject to provincial and Central Government Rules and Regulations which are or may be in force for the time being in respect of Civil Rationing of Central or Restrictions on movements of food stuffs or other articles.
- 13.4 Till the formal agreement is signed between Firm/Service Provider/Agency and IRCTC, this Bid document will be an agreement between the Service Provider and IRCTC. The terms & conditions of the Bid document will be binding on both the parties.
- 13.5 The Firm/Service Provider/Agency shall maintain full records pertaining to the Tests rendered to Purchaser (e.g. accounts, voucher, bills etc.) and make it available for inspection to IRCTC.
- 13.6 IRCTC also reserves the right to stop ordering for Lab tests of any item of this contract or reduce the frequency to any extent during the pendency of this contract without assigning any reason therefore.



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- 13.7 The Firm/Service Provider/Agency shall not sublet or assign directly or indirectly his contract, or any part thereof or any interest therein, to any persons who so ever without the prior written permission of IRCTC. Such subletting assignment, transfer shall not be binding upon IRCTC and in the event of the Firm/Service Provider/Agency infringing the provision of this clause, IRCTC shall be at liberty to terminate the contract forthwith without any previous notice to the Firm/Service Provider/Agency and the Firm/Service Provider/Agency shall name no claim whatsoever in consequences of such termination of the contract. IRCTC shall be entitled to purchase any item of this contract elsewhere on the Firm's account and risk, and the Firm shall be liable for any loss or damage, which IRCTC may sustain in consequences or arising out of such purchase.
- 13.8 All the aforesaid conditions for Rendering Services shall be applicable and govern during the period of contract.

14 Forensic Audit

“The document submitted by the successful applicants, in compliance of the above eligibility conditions shall be subject to verifications by IRCTC itself or through an agency (except 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 award will be terminated along with forfeiture of EMD (If any) /Security deposit/ other deposits such as License Fee, Concession fee, etc. In such eventually the successful bidder will also be debarred for 03 years from participating in the future projects of IRCTC’.

15. Indemnity:

The Licensee will indemnify the IRCTC/Railway administration for any loss or damage caused by Licensee because of his fault or default.

16 Labour laws:

The Licensee shall comply with the provisions of all labour legislations“ including the requirements of: -

- Payment of Wages Act –
- Employees“ Compensation Act –
- Shops & Establishment Act –
- PF & ESI Acts –
- Child Labour (Prohibition and Regulation) Act, 1986. –
- Contract Labour (R&A) Act, 1971 –
- Minimum Wages Act, 1948.
- Registration in Shramik Kalyan Portal

The Railway /IRCTC will not accept any responsibility for the loss/damage/injury (including death) caused to the Licensee or to the personnel engaged by him in the process of rendering services under this License and no claim/compensation will be entertained in this regard.

17 Registration in Karamchari Kalyan Portal:

The service provider is to abide by the provisions of Payment of Wages Act & Minimum Wages Act in terms of clause 54 and 55 of Indian Railway General Condition of Contract. In order to



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ensure the same, an application has been developed and hosted on website 'www.shramikkalyan.indianrailways.gov.in'. The Manpower service provider shall register his firm/company etc. and upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/ updation of Portal shall be done as under:

- a. Licensee shall apply for onetime registration of his company/firm etc. in the Shramik kalyan portal with requisite details subsequent to issue of Letter of Acceptance. Nominated nodal officer of IRCTC shall approve the contractor's registration on the portal within 7 days of receipt of such request.
- b. Licensee once approved by nodal officer, can create password with login ID (PAN. No.) for subsequent use of portal for all LoAs issued in his favour.
- c. The Licensee once registered on the portal, shall provide details of his Letter of Acceptances (LoA) / Contract Agreements on shramik kalyan portal within 15 days of issue of any LOA for approval of concerned nodal officer. Acceptances LoA for approval of concerned nodal officer. The concerned nodal officer shall update (if required) and approve the details of LOA filled by contractor within 7 days of receipt of such request.
- d. After approval of LoA by nodal officer, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on sharmik kalyan portal on monthly basis.
- e. It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour & payments made thereof after wage period.

While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or 'Performance Guarantee/ Security deposit', contractor shall submit a certificate to the Corporation/concerned nodal officer that "I have uploaded the correct details of contract labours engaged in connection with this contract and payments made to them during the wage period in Railway's Shramik kalyan portal at 'www.shramikkalyan.indianrailways.gov.in' till _____ Month, _____ Year."

The staff engaged for service against whom medical certificates and travelling authority have been issued to logged/registered in karamchari kalyan portal as mentioned above.

18 Force Majeure

In the event of any unforeseen event directly interfering with the operation of work arising during the currency of the work agreement; such as war, insurrection, restraint imposed by the Government, act of legislature or other authority, explosion, accident, strike, riot, lock out, act of public enemy, acts of God, sabotage; the bidder shall, within a week from the commencement thereof, notify the same in writing to IRCTC with reasonable evidence thereof. The work shall be restored as expeditiously as possible or, as the case may be, the impediment to accessibility shall be removed as expeditiously as possible. The period of work will be further extended for the period during which License/work was not operational.



Special Conditions of Contract

1. Payment will be processed monthly after completion of Audits as per the scope of work and submission of report on pro-data basis of quoted/accepted rates. Separate invoice should be raised for cost of audit & reimbursement of travelling expenses etc
2. IRCTC reserves the right to increase/decrease 30% amount of units/number for food audits to be conducted at the offered rate of the agency within the validity of contract.
3. IRCTC reserves the rights to Change the locations, mentioned under Annexure VIII, within the same IRCTC Zones as per requirement.
4. The work would be considered complete once the Audit Reports/recommendations of each and every Mobile and Static Units are handed over to IRCTC.
5. No increase in agreed rates will be permitted during the currency of the contract.
6. Bidders are required to quote consolidated per Unit rate/per Audit rate in each category.
7. IRCTC reserves the right to terminate the contract at a short notice without assigning any reason.
8. The submission of any offer connected with these specifications and documents shall constitute an undertaking that the bidder shall have no cause/right for any claim against IRCTC for rejection of the offer. IRCTC shall always be at liberty to reject or accept any offer at its sole discretion and any such action will not be called into question and the bidder shall have no claim in that regard against IRCTC.
9. No additional amount shall be paid by IRCTC on account of any escalation in costs during the contract period or any further period duly extended by IRCTC.
10. Submission of tender implies that he/they has/have made himself/themselves aware of scope of work to be done before quoting his price bid, and generally all necessary information as to the risks/contingencies and other circumstances which may influence their costs and no extra charges consequent on any misunderstanding/misconception shall be allowed.
11. **Extension & Default in commence of work:** Request for extension of time, to be eligible for consideration, shall be made by the firm in writing within seven days of the happening of the event causing delay. The firm may also, if practicable, indicate in such a request the period for which extension is desired. In any such case, IRCTC may give a fair and reasonable extension of time for completion of the work. Such extension shall be communicated to the firm by IRCTC in writing. Such extension will not be ground for revision of fee. The “time” mentioned herein refers to the time given to the firm to complete the respective tasks as given in the milestone chart and excluded the time taken by IRCTC to grant or obtain approvals and conduct the tendering process.
12. **Custody of reports and confidentiality:** During the execution of Food safety & Hygiene Audit, the firm shall observe strict confidentiality regarding the filled audit report and shall not part with any information to any other party or persons other than that those directly connected with the audit. The reports/ documents generated by the firm on the subject shall be the property of IRCTC and shall be submitted to IRCTC after completion of each round.
13. Canvassing in connection with tender is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection.



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14. The name of the Project Leader and team members with qualification and experience who would be responsible for audit should be submitted by the successful bidder.
15. In case the conduct or performance of any of the team members is found to be unsatisfactory by IRCTC, the firm shall immediately replace the said member with the one having appropriate qualification and experience upon receipt of a written request from IRCTC in this regard.
16. Tender should be signed only by the person authorized by the firm/ Company to sign the tender documents. The firm should be able to produce legally tenable documentary evidence of such authorization if called for by IRCTC.
17. No office space/office equipment's shall be made available by IRCTC to the firm. The firm is expected to carry out all the work in its own premises/offices.
18. Payment will be made only for assigned units for food safety & hygiene audits.
19. In case any static unit is found not in operation (for more than one week), a proof may be obtained (certificate from station authorities/IRCTC concerned official), to claim 25% of the quoted amount.
20. A comprehensive digitalized audit reports to be submitted to IRCTC/Corporate Office & the respective IRCTC Zonal heads phase wise.
21. For Mobile units the Auditors to cover at least one major meal and one minor meal in the train i.e. Breakfast & Lunch/Lunch & High Tea/High Tea & Dinner. Total journey time for auditing of up and down rakes of trains should not exceed 24 hours. For Static Units, Audits should minimum cover one major meal and one minor meal in the unit.
22. The frequency of the Audits for Mobile Units are 04 times a year and for Static units Twice a year (Half yearly) including One Surprise audit.
23. Agency to share complete Audit plan for both Mobile and Static units in every Quarter and in every Six months for mobile and Static units respectively with the Concerned Zone as well Corporate Office.
24. Surprise audit plans to be shared with Corporate Office only in every Quarter and in every Six months for mobile and Static units respectively.
25. Zonal GGMs are authorized to change the location for Food Safety & Hygiene Audits within the Zone as per operational requirement subject to the no additional cost.
26. Agency will submit the certificate for paying minimum wages to the Food Auditors at the time of submission of the invoice.
27. One comprehensive report after every quarter to be shared by the agency with Concerned Zone as well as Corporate Office giving consolidate findings of all Audits.
28. Licensee base kitchen units located outside the station premises are to be audited per every Six months. Zones has the right to change the locations/Licensee base kitchens for Food Safety & Hygiene Audits within the Zone as per operational requirement subject to the no additional cost. The list of licensee kitchen units will be provided by concerned Zone/Corporate Office to the agency.
29. One rake per train no. is to be audited per quarter by the agency. Decision of rakes lies with Zone.
30. IRCTC reserves the rights to change the Parameters/Checklist of Audits as per operational requirement.



Annexure III

Food Audit Report Format (Indicative)		
1	Date & Time of Audit:	
2	Unit Type:	
3	Unit name and Number	
4	Report No.:	
5	Name of the Licensee	
6	Name of the Manager	
7	Contract period of licensee	
8	FSSAI license Type	
9	License No.:	
10	E-mail Address of licensee:	
11	No. of Staff Permitted:	
12	No. of staff available during Audit:-	
13	Number of POS machines available	
14	No. of POS machines not working (with Date)	
15	Availability of complaint book	
16	Complaint Book Number	
17	No. of Lodged complaints	
18	Proper display of Rate list/ availability of sufficient Menu Cards	
Signature of Licensee Manager Name..... Mob..... Date		Signature of Auditor Name..... Mob.....



Annexure -A

RAW MATERIAL (INCLUDING PACKAGING MATERIAL) DETAILS (Indicative)						
S No.	Name of Raw Material	Mfg. by	Mfg. date	Use By/ Expiry date/Best before use	Approved Vendor of IRCTC	FSSAI License Number



Annexure B

Packaged Food Items Details (Indicative)							
SNo.	Name of Item	Mfg. by	Approved Vendor of IRCTC	FSSAI License/ Registration	Expiry	Storage Conditions	Remarks



Food Handler Details (Indicative)						
Sr. No.	Name	Designation	IRCTC/ Licensee Card	Valid Medical Certificate	Personal hygiene	Remarks



Satabdi, Vande Bharat, Gatiman & Tejas				
PREMISES CHECKLIST (Indicative)				
OPERATIONS				
1	EQUIPMENT AND FIXTURES	Max.	Actual	Not
		Score (M)	Score (A)	Applicable (N.A.)
a	The equipments are made of stainless steel /galvanized iron/ non corrosive materials.	5		
b.	Appropriate facilities for the cleaning and disinfecting of equipments and instruments and preferably cleaning in place (CIP) system are adopted. Cleaning of Trays, hot and cold cases.	10		
TOTAL SCORE (A)		15		
Comments:				
2	STORAGE SYSTEMS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Appropriate arrangement for storage of food & food ingredients provided and adequately segregated.	5		
b.	Proper Nomenclature for Packaged Food Items. (i.e. labelled, Manufacturing/Expiry date, Weight, Food Type)	10		
c	Containers used for storage are made of non-toxic material.	5		
d.	Veg. foods are stored above non-veg. foods and cooked foods above uncooked foods on separate racks in the refrigerator.			
e.	Storage temperature is maintained at -18C for frozen foods and at or below 5C for high-risk foods.			
f	Stock Rotation is followed	5		
g.	Special attention is given while storing high risk foods such as cut fruits and salads, fruit juices, confectionary, meat, poultry, fish, water-based sauces and chutneys, gravy foods.	5		
TOTAL SCORE (A)		30		
3	PERSONAL HYGIENE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers must wear suitable Uniform with Name Badge & No Tip Badge	10		
b.	shall wear head cover, apron and use gloves etc.	5		
c	Avoidance of unhygienic practices such as chewing tobacco, touching face, mouth, ear or other body parts, Spitting, sneezing, coughing by food handler.	5		



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d.	Adequate facilities for toilets, hand wash with provision for detergent/bactericidal soap, hand drying facility and nail cutter are provided.	5		
e.	Arrangements are made to get the staff medically examined once in a year to ensure that they are free from infectious, contagious and other diseases.	5		
f.	Valid Medical Cards for all food handlers	5		
TOTAL SCORE (A)		35		
Comments:				
4	WATER SUPPLY	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Adequate supply of potable water for processing of tea-coffee, soup, food, from RO/designated source.	10		
b.	Adequate stock of RailNeer with safe & clean storage.	10		
TOTAL SCORE (A)		20		
5	HANDLING OF FOOD	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Handling of food should be minimal. It should be ensured that utensils, crockery, cutlery and specially hands of the food handlers/seller are clean and sanitized	10		
b.	Cooling of products for further use are treated as follows:	10		
	Temperature brought down from 60C to 21C in 2 hours and to 5 C or below in the next 4 hours. Serving of food at appropriate temperature in food containers			
c.	All PAD Items are approved brands/Shortlisted like Snacks, Biscuits, Confectioneries, Fruit Drink, Aerated drink, Namkeen Chips, Ice-Creams, Flavoured Milk etc,	10		
TOTAL SCORE (A)		30		
Comments:				
6	CLEANING AND MAINTENANCE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Cleaning and sanitation programme is drawn up, observed and the record of the same is properly maintained. The schedule includes:	10		
	• Area needs to be cleaned			
	• Frequency of cleaning • Method of cleaning			
b.	Status of cleaning (physical observation)	15		
TOTAL SCORE (A)		25		
Comments:				



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Railways				
7	LOCATION AND LAYOUT OF THE ESTABLISHMENT	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
e.	All electrical wires, boards and panels are adequately secured and in a clean state	5		
f.	Any glass fixture including tube lights is appropriately secured with an unbreakable high temperature resistant material	5		
TOTAL SCORE (A)		10		
Comments:				
8	PEST CONTROL SYSTEM	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Treatment with permissible chemical, physical or biological agents within the permissible limits are carried out.	5		
b.	Adequate control measures are in place to prevent insect and rodents from entry into the processing area.	5		
TOTAL SCORE (A)		10		
Comments:				
Miscellaneous				
9	RECORDS /DOCUMENTS CONTROL	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Records of daily supply and sales are available with working POS machines.	5		
b.	Availability of records like- LOA, tender document, medical certificate and police verification of staff, travel authority, complaint book, menu cards, list of empanelled products.	5		
TOTAL SCORE (A)		10		
Comments:				
10	REGULATORY, STATUTORY AND SAFETY REQUIREMENTS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food License (FSSAI License)	5		
b.	All packaged food products carrying label and requisite information as per Regulations and availability of measuring flask, weighing scale are made.	5		
c.	Fire extinguisher (Locations, proper sieving and training about how to use)	5		
d.	First aid box is available and medicines in use are fit for use.	5		



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e.	Availability of Menu in tray mats, menu cards and non-working POS machines	5		
TOTAL SCORE (A)		25		
Comments:				
11	TRAINING & PRESENTATION	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers and production floor managers/ supervisors underwent appropriate food hygiene training.	10		
b.	Presentation of services & staff, aesthetic look of items, behaviour of staff with customers	10		
TOTAL SCORE (A)		20		
Comments:				

Rajdhani/ Duranto				
PREMISES CHECKLIST(Indicative)				
OPERATIONS				
1	EQUIPMENT AND FIXTURES	Max.	Actual	Not
		Score (M)	Score (A)	Applicable (N.A.)
a.	Work surfaces, chopping boards and equipments are thoroughly cleaned by non toxic cleaning agents and hot water before the preparing of food starts and after it has been used.	5		
b.	Separate chopping boards and knives for raw fruit/ vegetables/meat/poultry and ready-to-eat food are used	5		
c.	The equipments are made of stainless steel /galvanized iron/ non corrosive materials.	5		
d.	Appropriate facilities for the cleaning and disinfecting of equipments and instruments and preferably cleaning in place (CIP) system are adopted. Cleaning of Trays, hot and cold cases.	5		
TOTAL SCORE (A)		20		
Comments:				
2	STORAGE SYSTEMS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Appropriate arrangement for storage of food & food ingredients provided and adequately segregated.	5		
b.	Proper Nomenclature for Packaged Food Items. (i.e- labelled, Manufacturing/Expiry date, Weight, Food Type)	5		
c.	Containers used for storage are made of non-toxic material.	5		



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d.	Veg. foods are stored above non-veg. foods and cooked foods above uncooked foods on separate racks in the refrigerator.			
e.	Storage temperature is maintained at -18C for frozen foods and at or below 5C for high-risk foods.			
f.	Stock Rotation is followed	5		
g.	Special attention is given while storing high risk foods such as cut fruits and salads, fruit juices, confectionary, meat, poultry, fish, water based sauces and chutneys, gravy foods.	5		
TOTAL SCORE (A)		25		

Comments:

3	PERSONAL HYGIENE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers must wear suitable Uniform with Name Badge & No Tip Badge	10		
b.	shall wear head cover, apron, musk mouth and use gloves etc.	5		
c.	Avoidance of unhygienic practices such as chewing tobacco, touching face, mouth, ear or other body parts, Spitting, sneezing, coughing by food handler.	5		
d.	Adequate facilities for toilets, hand wash with provision for detergent/bactericidal soap, hand drying facility and nail cutter are provided.	5		
e.	Arrangements are made to get the staff medically examined once in a year to ensure that they are free from infectious, contagious and other diseases.	5		
f.	Valid Medical Cards for all food handlers	5		
TOTAL SCORE (A)		35		

Comments:

4	WATER SUPPLY	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Adequate supply of potable water for processing of tea-coffee, soup, food from RO/designated source.	10		
b.	Adquate stock of Rail Neer with safe & clean storage.	10		
TOTAL SCORE (A)		20		

Comments:

5	HANDLING OF FOOD	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Handling of food should be minimal. It should be ensured that utensils, crockery, cutlery and specially hands of the food handlers/seller are clean and sanitized	5		
b.	The source and standards of raw material used are of optimum LCS and as per Regulation and standards laid down under the Act.	5		



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c.	All PAD items, Meat, poultry, fish and other non-veg products are only sourced from licensed / empanlled brand/suppliers	10		
d.	Frozen products to be received at temperature below - 18C and fresh / chilled products to be received at temperature below 5C	5		
e.	Thawing of frozen meat or poultry are carried out in one of the following ways: - At refrigeration temperature(5 ⁰ or less) for not more than 24 hours.	5		
	-under running water at room temperature or in a microwave for not more than 90 mins.			
f.	Cooling of products for further use are treated as follows:	5		
	Temperature brought down from 60C to 21C in 2 hours and to 5 C or below in the next 4 hours. Serving of food at appropriate temperature in food containers			
TOTAL SCORE (A)		35		

Comments:

6	CLEANING AND MAINTENANCE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Cleaning and sanitation programme is drawn up, observed and the record of the same is properly maintained. The schedule includes: • Area needs to be cleaned • Frequency of cleaning • Method of cleaning	10		
b.	Sinks with a draining board, detergent and hot water shall be provided to ensure proper cleaning of utensils, crockery and cutlery.A separate place for washing pots and pans.	5		
c.	Status of cleaning (physical observation)	10		
TOTAL SCORE (A)		25		

Comments:

Railways

7	LOCATION AND LAYOUT OF THE ESTABLISHMENT	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	The Cooking Area walls are smooth, made with impervious material up to a height of not less than five feet and the junction between the walls and floors are curved.	5		
b.	The Pantry car is adequately lighted and ventilated			
c.	Food preparation/ cooking/frying area is equipped with chimney/Exhaust with appropriate suction to avoid smoke	5		
d.	The preparation/ processing/ cooking/Packaging should be adequate to eliminate and reduce hazards to an acceptable level, which might have been introduced at the raw food level.	5		



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e.	All electrical wires, boards and panels are adequately secured and in a clean state	5		
f.	Any glass fixture including tube lights is appropriately secured with an unbreakable high temperature resistant material			
TOTAL SCORE (A)		20		
Comments:				
8	PEST CONTROL SYSTEM	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Treatment with permissible chemical, physical or biological agents within the permissible limits are carried out.	5		
b.	Adequate control measures are in place to prevent insect and rodents from entry into the processing area.	5		
TOTAL SCORE (A)		10		
Comments:				
Miscellaneous				
9	RECORDS /DOCUMENTS CONTROL	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Records of daily production, raw material utilized and sales are available with working POS machines.	5		
b.	Availability of records like- LOA, tender document, medical certificate and police verification of staff, travel authority, complaint book, menu cards, list of empanelled products.	5		
TOTAL SCORE (A)		10		
Comments:				
10	REGULATORY, STATUTORY AND SAFETY REQUIREMENTS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food License (FSSAI License)	5		
b.	All packaged food products carrying label and requisite information as per Regulations and availability of measuring flask, weighing scale are made.	5		
c.	Safety measures for LPG, gas pipelines and electricity	5		
d.	Fire extinguisher (Locations, proper sieving and training about how to use)	5		
e.	First aid box is available and medicines in use are fit for use.	5		
f.	Availability of Menu in tray mats, menu cards and non working POS machines	5		
TOTAL SCORE (A)		30		
Comments:				
11	TRAINING & PRESENTATION	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers and production floor managers/ supervisors underwent appropriate food hygiene	10		



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	training.			
b.	Presentation of services & staff, aesthetic look of items, behaviour of staff with customers	10		
	TOTAL SCORE (A)	20		
Comments:				

Mail Express				
PREMISES CHECKLIST (Indicative)				
OPERATIONS				
1	EQUIPMENT AND FIXTURES	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Work surfaces, chopping boards and equipment's are thoroughly cleaned before the preparing of food starts and after it has been used.	5		
b.	Separate chopping boards and knives for raw fruit/vegetables/meat/poultry and ready-to-eat food are used	5		
c.	The equipment's are made of stainless steel /galvanized iron/ non corrosive materials.	5		
d.	Appropriate facilities for the cleaning and disinfecting of equipment's and instruments and preferably cleaning in place (CIP) system are adopted; wherever necessary.	5		
	TOTAL SCORE (A)	20		
Comments:				
2	STORAGE SYSTEMS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Appropriate arrangement for storage of food & food ingredients provided and adequately segregated.	5		
b.	Proper Nomenclature for Packaged Food Items. (i.e- labelled, Manufacturing /Expiry date, Weight, Food Type, MRP)	10		
c.	Containers used for storage are made of non-toxic material.	5		
d.	Veg. foods are stored above non-veg. foods and cooked foods above uncooked foods on separate racks in the refrigerator.			
e.	Storage temperature is maintained at -18C for frozen foods and at or below 5C for high-risk foods.			
f.	Stock Rotation is followed	5		
g.	Special attention is given while storing high risk foods such as cut fruits and salads, fruit juices, confectionary, meat, poultry, fish, water based sauces and chutneys, gravy foods.	5		
	TOTAL SCORE (A)	30		
Comments:				



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3	PERSONAL HYGIENE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers must wear suitable Uniform with Name Badge.	5		
b.	shall wear head cover, apron, musk mouth and use gloves etc.	5		
c.	Avoidance of unhygienic practices such as chewing tobacco, touching face, mouth, ear or other body parts, Spitting, sneezing, coughing by food handler.	5		
d.	Adequate facilities for toilets, hand wash with provision for detergent/bactericidal soap, hand drying facility and nail cutter are provided.	5		
e.	Arrangements are made to get the staff medically examined once in a year to ensure that they are free from infectious, contagious and other diseases.	5		
f.	Valid Medical Cards for all food handlers	5		
TOTAL SCORE (A)		30		
Comments:				
4	WATER SUPPLY	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Adequate supply of potable water for processing of tea-coffee, soup, food from RO/designated source.	10		
b.	Adequate stock of Rail Neer with safe & clean storage.	10		
TOTAL SCORE (A)		20		
Comments:				
5	HANDLING OF FOOD	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Handling of food should be minimal. It should be ensured that utensils, crockery, cutlery and specially hands of the food handlers/seller are clean and sanitized	5		
b.	The source and standards of raw material used are of optimum LCS and as per Regulation and standards laid down under the Act.	5		
c.	All PAD items, Meat, poultry, fish and other non-veg products are only sourced from licensed/empanelled brand/suppliers	10		
d.	Frozen products to be received at temperature below - 18C and fresh / chilled products to be received at temperature below 5C	5		
e.	Thawing of frozen meat or poultry are carried out in one of the following ways:	5		
	At refrigeration temperature (5 ⁰ or less) for not more than 24 hours.			
	under running water at room temperature or in a microwave for not more than 90 mins.			
f.	Cooling of products for further use are treated as follows:	5		



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	Temperature brought down from 60C to 21C in 2 hours and to 5 C or below in the next 4 hours.			
	TOTAL SCORE (A)	35		
Comments:				
6	CLEANING AND MAINTENANCE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Cleaning and sanitation programme is drawn up, observed and the record of the same is properly maintained. The schedule includes: <ul style="list-style-type: none"> • Area need to be cleaned • Frequency of cleaning • Method of cleaning 	10		
b.	Sinks with a draining board, detergent and hot water shall be provided to ensure proper cleaning of utensils, crockery and cutlery. A separate place for washing pots and pans.	5		
c.	Status of cleaning (physical observation)	10		
	TOTAL SCORE (A)	25		
Comments:				
Railways				
7	LOCATION AND LAYOUT OF THE ESTABLISHMENT	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	The Pantry car walls are smooth, made with impervious material up to a height of not less than five feet and the junction between the walls and floors are curved.	5		
b.	The Pantry car is adequately lighted and ventilated			
c.	Food preparation/ cooking/frying area is equipped with chimney/Exhaust with appropriate suction to avoid smoke	5		
d.	The preparation/ processing/ cooking should be adequate to eliminate and reduce hazards to an acceptable level, which might have been introduced at the raw food level.	5		
e.	All electrical wires, boards and panels are adequately secured and in a clean state			
f.	Any glass fixture including tube lights is appropriately secured with an unbreakable high temperature resistant material	5		
	TOTAL SCORE (A)	20		
Comments:				
8	PEST CONTROL SYSTEM	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Treatment with permissible chemical, physical or biological agents within the permissible limits are carried out.	5		



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b.	Adequate control measures are in place to prevent insect and rodents from entry into the processing area.	5		
TOTAL SCORE (A)		10		
Comments:				
Miscellaneous				
9	RECORDS /DOCUMENTS CONTROL	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Records of daily supply, production, raw material utilized and sales are available. Availability of working POS machines.	5		
b.	Availability of records like- LOA, tender document, medical certificate and police verification of staff, travel authority, complaint book, menu cards, list of empanelled products.	5		
TOTAL SCORE (A)		10		
Comments:				
10	REGULATORY, STATUTORY AND SAFETY REQUIREMENTS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food License (FSSAI License)	5		
b.	All packaged food products carrying label and requisite information as per Regulations and availability of measuring flask, weighing scale are made.	5		
c.	Safety measures for LPG, gas pipelines and electricity	5		
d.	Fire extinguisher (Locations, proper sieving and training about how to use)	5		
e.	First aid box is available and medicines in use are fit for use.	5		
f.	Proper display of Rate list in pantry car/ availability of Menu Cards with waiters, Bills provided to customers and non-working POS machines	5		
TOTAL SCORE (A)		30		
Comments:				
11	TRAINING & PRESENTATION	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers and production floor managers/ supervisors underwent appropriate food hygiene training.	10		
b.	Presentation of services & staff, aesthetic look of items, behaviour of staff with customers	10		
TOTAL SCORE (A)		20		
Comments:				



Static Unit				
PREMISES CHECKLIST(Indicative)				
1	EQUIPMENT AND FIXTURES	Max.	Actual	Not
		Score (M)	Score (A)	Applicable (N.A.)
a.	Work surfaces, chopping boards and equipments are thoroughly cleaned by non toxic cleaning agent and hot water before the preparing of food starts and after it has been used.	5		
b.	Separate chopping boards and knives for raw fruit/vegetables/meat/poultry and ready-to-eat food are used	5		
c.	The equipments are made of stainless steel /galvanized iron/ non corrosive materials.	5		
d.	Appropriate facilities for the cleaning and disinfecting of equipments and instruments and preferably cleaning in place (CIP) system are adopted; wherever necessary.	5		
TOTAL SCORE (A)		20		
Comments:				
2	STORAGE SYSTEMS	Max.	Actual	Not
		Score (M)	Score (A)	Applicable (N.A.)
a.	Appropriate arrangement for storage of food & food ingredients provided and adequately segregated and labeled	5		
b.	Containers used for storage are made of non-toxic material.	5		
c.	Veg. foods are stored above non-veg. foods and cooked foods above uncooked foods on separate racks in the refrigerator.	5		
d.	Storage temperature is maintained at -18C for frozen foods and at or below 5C for high-risk foods.	5		
e.	Stock Rotation is followed	5		
f.	Raw food /meat/poultry and ready-to-eat foods are kept separate at all times to avoid cross contamination.	5		
g.	Special attention is given while storing high risk foods such as cut fruits and salads, fruit juices, confectionary, meat, poultry, fish, water based sauces and chutneys, gravy foods.	5		
TOTAL SCORE (A)		35		
Comments:				
3	PERSONAL HYGIENE	Max.	Actual	Not
		Score (M)	Score (A)	Applicable (N.A.)
a.	Food handlers must wear suitable clean clothes and where necessary, shall wear head cover, apron, musk mouth and use gloves etc.	5		
b.	Avoidance of unhygienic practices such as chewing tobacco, touching face, mouth, ear or other body parts, Spitting, sneezing, coughing by food handler.	5		



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c.	Adequate facilities for toilets, hand wash and , with provision for detergent/bactericidal soap, hand drying facility and nail cutter are provided.	5		
d.	Arrangements are made to get the staff medically examined once in a year to ensure that they are free from infectious, contagious and other diseases.	5		
TOTAL SCORE (A)		20		
Comments:				
4	WATER SUPPLY	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Adequate supply of potable water for processing of tea-coffee, soup, food from RO/designated source.	5		
b.	Adequate stock of Rail Neer with safe & clean storage.	5		
c.	Availability of Water Filter (RO) plant with specified TDS range for use of food processing and drinking.	5		
TOTAL SCORE (A)		15		
Comments:				
5	HANDLING OF FOOD	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Handling of food should be minimal. It should be ensured that utensils, crockery, cutlery and specially hands of the food handlers/seller are clean and sanitized	5		
b.	The source and standards of raw material used are of optimum LCS and as per Regulation and standards laid down under the Act.	5		
c.	All PAD items, Meat, poultry, fish and other non-veg products are only sourced from licensed / empanlled brand/suppliers	5		
d.	Frozen products to be received at temperature below - 18C and fresh / chilled products to be received at temperature below 5C	5		
e.	Test report from own or NABL accredited/ FSSAI notified labs regarding microbiological contaminants in food items are available.	5		
f.	Thawing of frozen meat or poultry are carried out in one of the following ways: - At refrigeration temperature(5 ⁰ or less) for not more than 24 hours.	5		
	-under running water at room temperature or in a microwave for not more than 90 mins.			
g.	Cooling of products for further use are treated as follows: Temperature brought down from 60C to 21C in 2 hours and to 5 C or below in the next 4 hours. Serving of food at aproprate temperatures in food containers.	5		
TOTAL SCORE (A)		35		
Comments:				
6	CLEANING AND MAINTENANCE	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)



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a.	Cleaning and sanitation programme is drawn up, observed and the record of the same is properly maintained. The schedule includes: • Area needs to be cleaned • Frequency of cleaning • Method of cleaning	5		
b.	Sinks with a draining board, detergent and hot water shall be provided to ensure proper cleaning of utensils, crockery and cutlery. A separate place for washing pots and pans.	5		
C.	Status of cleaning (physical observation)	10		
TOTAL SCORE (A)		20		

Comments:

7	LOCATION AND LAYOUT OF THE ESTABLISHMENT	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	The walls are smooth, made with impervious material up to a height of not less than five feet and the junction between the walls and floors are curved.	5		
b.	The facility is adequately lighted and ventilated	5		
c.	Food preparation/ cooking/frying area is equipped with chimney/Exhaust with appropriate suction to avoid smoke	5		
d.	The preparation/ processing/ cooking/Packaging should be adequate to eliminate and reduce hazards to an acceptable level, which might have been introduced at the raw food level.	5		
e.	All electrical wires, boards and panels are adequately secured and in a clean state	5		
f.	Any glass fixture including tube lights is appropriately secured with an unbreakable high temperature resistant material	5		
TOTAL SCORE (A)		30		

Comments:

8	PEST CONTROL SYSTEM	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Treatment with permissible chemical, physical or biological agents within the permissible limits are carried out.	5		
b.	Adequate control measures are in place to prevent insect and rodents from entry into the processing area.	5		
c.	The area has proper mesh and flies catchers at appropriate locations to prevent pest entry.	5		
TOTAL SCORE (A)		15		

Comments:

9	RECORDS /DOCUMENTS CONTROL	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Records of daily production, raw material utilized and sales are available with working POS machines.	5		



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b.	Appropriate records of food processing/ preparation, food LCS, laboratory test results, pest control etc. for a period of 1 year or the shelf- life of the product; whichever is more.	5		
c.	Availability of records like- LOA, tender document, medical certificate and police verification of staff, travel authority, complaint book, menu cards, list of empanelled products.	5		
TOTAL SCORE (A)		15		

Comments:

10	REGULATORY, STATUTORY AND SAFETY REQUIREMENTS	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food License (FSSAI License)	5		
b.	All packaged food products carrying label and requisite information as per Regulations and availability of measuring flask, weighing scale are made.	5		
c.	Safety measures for LPG, gas pipelines and electricity	5		
d.	Fire extinguisher (Locations, proper sieving and training about how to use)	5		
e.	First aid box is available and medicines in use are fit for use.	5		
f.	Availability of Menu in tray mats, menu cards and non working POS machines	5		
TOTAL SCORE (A)		30		

Comments:

11	TRAINING & PRESENTATION	Max. Score (M)	Actual Score (A)	Not Applicable (N.A.)
a.	Food handlers and production floor managers/ supervisors underwent appropriate food hygiene training.	10		
b.	Presentation of services & staff, aesthetic look of unit and items, behaviour of staff with customers	10		
TOTAL SCORE (A)		20		

Comments:



SCORE MATRIX

SHATABADI/GATIMAN/VANDE BHARAT/TEJAS (Indicative)				
Assessment Head	Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Operations	Equipment and Fixtures	15		
	Storage System	30		
	Personal Hygiene	35		
	Water Supply	20		
	Handling of Food	30		
	Cleaning and Maintenance	25		
Railways	Location and Layout of the System	10		
	Pest Control System	10		
Miscellaneous	Record/ Document Control	10		
	Regulatory, Statutory and Safety Requirements	25		
	Training	20		
	Total	230		
Licensee Score				
Assessment Head	Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Operations	Equipment and Fixtures	15		
	Storage System	30		
	Personal Hygiene	35		
	Water Supply	20		
	Handling of Food	30		
	Cleaning and Maintenance	25		
Misellaneous	Record/ Document Control	10		
	Regulatory, Statutory and Safety Requirements	25		
	Training	20		
	Total	210		
Scoring guidance				
Score	Performance	% Score		
1	Not complying with requirements (Average)	0-30%		
2	Initiated or under process (Good)	31-50%		
3	Complying but needs improvement (Very good)	51-80%		
4	Satisfactorily complying with the requirements (Excellent)	81-100%		



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Rajdhani/ Duronto Express (Indicative)				
Assessment Head	Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Operations	Equipment and Fixtures	20		
	Storage System	25		
	Personal Hygiene	35		
	Water Supply	20		
	Handling of Food	35		
	Cleaning and Maintenance	25		
Railways	Location and Layout of the System	20		
	Pest Control System	10		
Miscellaneous	Record/ Document Control	10		
	Regulatory, Statutory and Safety Requirements	30		
	Training	20		
	Total	250		
Licensee Score				
Assessment Head	Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Operations	Equipment and Fixtures	20		
	Storage System	25		
	Personal Hygiene	35		
	Water Supply	20		
	Handling of Food	35		
	Cleaning and Maintenance	25		
Miscellaneous	Record/ Document Control	10		
	Regulatory, Statutory and Safety Requirements	30		
	Training	20		
	Total	220		

Scoring guidance		
Score	Performance	% Score
1	Not complying with requirements (Average)	0-30%
2	Initiated or under process (Good)	31-50%
3	Complying but needs improvement (Very good)	51-80%
4	Satisfactorily complying with the requirements (Excellent)	81-100%



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Mail Express (Indicative)				
Assessment Head	Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Operations	Equipment and Fixtures	20		
	Storage System	30		
	Personal Hygiene	30		
	Water Supply	20		
	Handling of Food	35		
	Cleaning and Maintenance	25		
Railways	Location and Layout of the System	20		
	Pest Control System	10		
Misellaneous	Record/ Document Control	10		
	Regulatory, Statutory and Safety Requirements	30		
	Training	20		
	Total	250		
Licensee Score				
Assessment Head	Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Operations	Equipment and Fixtures	20		
	Storage System	30		
	Personal Hygiene	30		
	Water Supply	20		
	Handling of Food	35		
	Cleaning and Maintenance	25		
Misellaneous	Record/ Document Control	10		
	Regulatory, Statutory and Safety Requirements	30		
	Training	20		
	Total	220		

Scoring guidance		
Score	Performance	% Score
1	Not complying with requirements (Average)	0-30%
2	Initiated or under process (Good)	31-50%
3	Complying but needs improvement (Very good)	51-80%
4	Satisfactorily complying with the requirements (Excellent)	81-100%



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STATIC (Indicative)			
Audit Criteria/Scope	Maximum score	Actual Score	Percentage
Equipment and Fixtures	20		
Storage System	35		
Personal Hygiene	20		
Water Supply	15		
Handling of Food	35		
Cleaning and Maintenance	20		
Location and Layout of the System	30		
Pest Control System	15		
Record/ Document Control	15		
Regulatory, Statutory and Safety Requirements	30		
Training	20		
Total	255		

Scoring guidance		
Score	Performance	% Score
1	Not complying with requirements (Average)	0-30%
2	Initiated or under process (Good)	31-50%
3	Complying but needs improvement (Very good)	51-80%
4	Satisfactorily complying with the requirements (Excellent)	81-100%

Note: The actual scores are based on the following criteria –

Score	Performance	% Score
01	Not complying with requirements (Average)	0-30%
02	Initiated or under process (Good)	30-60%
03	Complying but needs improvement (Very good)	60-80%
04	Satisfactorily complying with the requirements (Excellent)	80-100%

Maximum score is 5 for each criteria.



Audit Summary			
Sr No.	Term	Scope	Recommendation /Observation
	Short		
	Medium		
	Long Term		



OFFER FORM

**General Manager/Q&P
IRCTC, 11th floor, Statesman House Building,
Barakhamba Road,
New Delhi-110001.**

**Subject: Open E-Tender for Third Party Food Safety and Hygiene Audit in IRCTC managed
510 Mobile and 540 Static units for a period of one year, across India managed by
Indian Railway Catering and Tourism Corporation Ltd.**

Dear Sir,

- a) I / We _____ have read the general guidelines and tender document attached hereto containing the Terms and Conditions and agree to abide by such conditions. I / We offer for the subjected services in the attached schedules and hereby bind myself / ourselves to complete all the formalities from time to time as required after the award of Contract.
- b) I / We hereby understand that the submission of Open E-tender(s) does not guarantee allotment of Contract. I / We further understand that in case of any information submitted by me / us being found to be incorrect, IRCTC will have the right to summarily reject the Open E-tender, cancel the Contract or revoke the same at any time without assigning any reason whatsoever.
- c) I / We further agree to execute an agreement to abide by the standard and special conditions of Contract for the subjected services. In case of acceptance of tender by the IRCTC, I / We bind myself / ourselves to execute the Contract agreement awarded to me / us and to commence the supply/services as per the conditions of the Contract failing which, I / We shall have no objection to the forfeiture of full Security Deposit and EMD, deposited by us with IRCTC, New Delhi in addition to other penalties specified under the terms of Contract.
- d) IRCTC and its representatives are hereby authorized to conduct any inquiries or investigations or seek clarifications or verify any statements, documents and information submitted in connection with this tender.
- e) On account of non-acceptance of award or on account of not fulfilling tender conditions within the prescribed time, I/We shall be debarred by IRCTC for further participation in the future tenders of IRCTC.

I/We do hereby confirm that I/We have the necessary authority and approval to submit this Open E-tender document for the subjected service to the Departmental Catering Units of IRCTC Ltd. The following persons may be contacted for any information or clarifications relating to this Contract:

Name:

Address:

Telephone, fax number:



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PAN No.:

A notice or letter of communication addressed to me/us at the given address in the tender, even by ordinary post will be deemed to be valid and proper notice of intimation to me/us.

Authorized signatory

Name. Designation and seal

Address:

Date:

Place:

With Kind regards

For _____ (name of the Company/Organisation)

Signature of the Authorized signatory and Company/Organisation Seal

(Name of the authorized signatory)

Address:



INTEGRITY PACT

This pre-bid pre-contract Agreement (hereinafter called the integrity pact) is made on ____ day of ____, 2024 between Indian Railway Catering & Tourism Corporation Limited (hereinafter referred as “IRCTC”), which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns.

And

..... hereinafter referred to as “The Bidder/Contractor” which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns.

Preamble

The IRCTC intends to award, under laid down organizational procedures. Contract/s for (Tender No.)The IRCTC values full compliance with all relevant laws of the land, rules, regulations. Economic use of resources and of fairness/transparency in its relations with its bidder(s) and / or contractor(s).

In order to achieve these goals, the IRCTC has appointed Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1- Commitments of the IRCTC

- (i) The IRCTC commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - (a) No employee of the IRCTC, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The IRCTC will during the tender process treat all bidder(s) with equity and reason. The IRCTC will in particular, before and during the tender process, provide to any bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - (c) The IRCTC will exclude from the process all known prejudiced persons.
- (ii) If the IRCTC obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the IRCTC will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder(s)/Contractor(s)

- 1) The Bidder(s)/Contractor(s) commit themselves to take all measure to prevent corruption. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
 - (a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the IRCTC’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.



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- (b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - (c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act, further the Bidder(s)/Contractor(s) will not use improperly, for purpose of competition or personal gain or pass on to others, any information or document provided by the IRCTC as part of the business relationship, regarding plans, technical proposals and business details including information contained or transmitted electronically.
 - (d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign IRCTCs, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
 - (e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - (f) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.
 - (g) The Bidders(s)/Contractors to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
 - (h) In case of a Joint Venture, all the partners of the joint venture should sign the Integrity Pact. In case of sub-contracting, the principal contractor shall take the responsibility of the adoption of IP by the sub-contractor. It is to be ensured that all the sub-contractors also sign the IP.
- (2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3- Disqualifications from tender process and exclusion from future contracts

If Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the IRCTC is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”.

Section 4 - Compensation for Damages

- 1) If the IRCTC has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the IRCTC is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) IRCTC is entitled to terminate the contract according to section 3, the IRCTC shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5- Previous Transgression



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- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any public sector enterprises in India that could justify his exclusion from the tender process.
- (2) If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of Business dealings”.

Section 6- Equal Treatment of all Bidders/Contractors/ Subcontractors

- (1) In case of sub-coordinating, the IRCTC contractor shall take the responsibility of the adoption of Integrity Pact by the sub-contractor.
- (2) The IRCTC will enter in to agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The IRCTC will disqualify from the tender process all bidders who do not sign this pact or violate its provisions.

Section 7- Criminal charges against violating Bidder(s) /Contractor(s) / Subcontractor(s)

If the IRCTC obtains knowledge of conduct of a Bidder, Contractor or subcontractor, or of an employee or a representative or an associate of a bidder, contractor or subcontractor which constitutes corruption, or if the IRCTC has substantive suspicion in this regard, the IRCTC will inform the same to the Chief Vigilance Officer.

Section 8- Independent External Monitor

- (1) The IRCTC appoints competent and credible Independent external monitor for this pact after approval by Central Vigilance Commission. The task of the monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The IRCTC has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.
 - a) Shri Apurva Varma, IAS (Red.) as IEM/IRCTC E-mail: - apurvavarma1@gmail.com
 - b) Shri Bharat Prasad Singh. IFoS (Red.) as IEM/IRCTC E-mail: - bps.arunabh@gmail.com
- (3) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/ her to treat the information and documents of the Bidders/Contractors as confidential. He/ She reports to the CMD IRCTC.
- (4) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the IRCTC including that provided by the Contractor. The Contractor will also grant the Monitor upon his/her request and demonstration of a valid interest, unrestricted the unconditional access to their project documentation. The same is applicable to sub-contractors.
- (5) The Monitor is under contractual obligation to treat the information and documents of the bidder(s)/ contractor(s)/ Sub contractor(s) with confidentially. The Monitor has also signed declaration on ‘Non-Disclosure of confidential Information’ and of ‘Absence of conflict of interest’. In case of any conflict of interest arising at a later date, the IEM shall inform CMD, IRCTC and rescue himself/herself from that case.



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- (6) The IRCTC will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relations between the IRCTC and the contractor. The parties offer to the Monitor the option to participate in such meetings.
- (7) As soon as the monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the management of the IRCTC and request the management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (8) The Monitor will submit a written report to the CMD, IRCTC within 8 to 10 weeks from the date of reference or intimation to him by the IRCTC and should the occasion arise, submit proposals for correcting problematic situations.
- (9) If the monitor has reported to the CMD IRCTC, a substantiated suspicion of an offence under relevant IPC/PC ACT, and the CMD IRCTC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (10) The Word 'Monitor' would include both singular and plural.

Section 9- Pact Duration

This pact begins when both parties have legally signed it, It expires for the contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the CMD of IRCTC.

Section 10- Other Provisions

- (1) This agreement is subject to Indian Law. Place of performance and Jurisdiction is the Registered Office of the IRCTC, i.e. New Delhi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure-, the clause in the Integrity Pact will prevail.
- (7) In the event of any dispute between the management and the contractor relating to those contracts where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of IEMs in a time bond manner. However, not more than five meetings shall be held for a particular dispute resolution, the Fees/expenses on dispute resolution shall be equally shared by both the parties. In case, the dispute remains unresolved even after



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mediation by the panel of IEMs, the organization may take further action as per the terms and conditions of the contract.

(For & On behalf of the IRCTC)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place

Date

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)



FINANCIAL BID

To,

**General Manager/Q&P
Indian Railway Catering and Tourism Corporation Ltd.
11th floor, Statesman House Building,
Barakhamba Road, New Delhi-110001.**

TENDER NO.: 2024/IRCTC/CO/Quality/Food safety & Hygiene Audit

Subject: Submission of Third Party Food Safety and Hygiene Audit in IRCTC managed 510 Mobile and 540 Static units across India managed by Indian Railway Catering and Tourism Corporation Ltd.

- a) I/We accept the terms and conditions mentioned in the Tender Document(s) which have been clearly understood by me/us.
- b) I/We have duly signed on each page of the Open E-tender Document(s) and remitted EMD(s).
- c) I/We understand that IRCTC reserve the right to reject, accept or consider any offer without assigning any reason whatsoever.
- d) I/We understand that bidder **has to quote for Food Safety and Hygiene Audits in 510 Mobile and 540 Static Units for one year (Format for auditors is attached as annexure -III).**

I/We further declare that the information furnished by us in this document is true and correct.

Note: In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.

**Signature of Authorized
representative of the firm**



ANNEXURE VII

1	2	3	4	5	6	7	8
Sno.	Unit Description	No of Units for which audit is to be conducted in currency of the contract	Rate per audit per unit in Rs (in figures excluding all applicable taxes)	Rate per audit per unit in Rs (in words excluding all applicable taxes)	Frequency of audit per Year	Total Amount for Audits (in words excluding all applicable taxes) Col. 3 x Col. 4 x Col. 6	Total Amount for Audits (in figures excluding all applicable taxes) Col. 3 x Col. 4 x Col. 6
1	Trains (pairs of trains)	510			4	0	0
2	Static unit (Retiring room, Executive Lounge, FP, FFU, JA, RR, Base kitchen units)	540			2	0	0
TOTAL						0	0

- This is to be filled up electronically.
- The above nos of trains listed in the table are in pairs. The rate to be quoted is for pair of trains.
- The Zone wise list of units is placed under Annexure VIII.
- Agency has to quote rates in Rs. for the entire work.
- Please refer Annexure-II before filing the financial bid.
- The bidders should quote rates inclusive of freight, Octroi and any other expenses for food safety and hygiene audits and delivery of report at the destination.
- Applicable Taxes shall be paid extra.

List of Tentative Mobile & Static Units for Third party Audit

Tentative list of Mobile units

SN	Train no.	Train Name	Train Type	IRCTC Zone
1	12219-20	SC-LTT Duronto Express	Duronto	SCZ
2	12285-86	SC-NZM Duronto Express	Duronto	SCZ
3	12245-46	HWH-SMVB (YPR) Duronto Express	Duronto	EZ
4	12269-70	MAS-NZM Duronto	Duronto	SZ
5	12239-40	MMCT-HSR Duronto Express	Duronto	WZ
6	12213-14	YPR-DEE Duronto Express	Duronto	SZ
7	12227-28	MMCT-INDB Duronto Express	Duronto	WZ
8	12281-82	BBS-NDLS Duronto Express	Duronto	SCZ
9	22209-10	NDLS DURONTO EX	Duronto	WZ
10	12283-84	NZM Ernakulam Duronto Express	Duronto	NZ
11	12263-64	NZM Pune Duronto Express	Duronto	NZ
12	12259-60	SEALDAH-BIKANER JN DURONTO EXPRESS	Duronto	EZ
13	22201-02	SEALDAH-PURI DURONTO EXPRESS	Duronto	EZ
14	12273-74	HOWRAH JN-NEW DELHI DURONTO EXP	Duronto	EZ
15	12221-22	HOWRAH JN-PUNE JN DURONTO EXPRESS	Duronto	
16	12261-62	HOWRAH JN-CHHATRAPATI SHIVAJI MAHARAJ TERMINUS DURONTO EXPRESS	Duronto	EZ
17	12293-94	Lokmanya Tilak Terminus-Prayagraj Junction Duronto Exp.	Duronto	WZ
18	12223-24	Lokmanya Tilak Terminus -Ernakulam Junction Duronto Exp.	Duronto	WZ
19	12049-50	NZM-AGC Gatiman Exp	Gatiman	NZ
20	13131-32	NJP-DHCA Mitali Exp	M/Exp	EZ
21	15125-26	BSBS-PNBE Janshatabdi Express	Janshatabdi	NZ
22	20937-38 (old No. 19263-64)	PBR-DEE Express	M/Exp	WZ
23	12037-38	KTW-DLI Siddhabali Exp	M/Exp	NZ
24	15777-78	NJP-APDJ TOURIST EXPRESS	Tourist Exp.	EZ
25	12091-92	KGM-DDN Janshatabdi	Janshatabdi	NZ
26	12035-36	TPU-DLI Purnagiri Janshatabdi Exp		NZ



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27	20805-06 (old No. 22415-16)	VSKP-NDLS AP Exp	M/Exp	SCZ
28	22911-12	INDB-HWH	M/Exp	WZ
29	22941-42	INDB-UHP	M/Exp	WZ
30	12823-24	DURG-NZM CG SMPRK KRANTI	M/Exp	SCZ
31	12781-82/22681-82	MYS-NZM/MAS Swarna Jayanti Express	M/Exp	SZ
32	12535-36	GARIRATH EXP	Garib Rath	NZ
33	12583-84	LJN-ANVT Double Decker	D/DECKER	NZ
34	22883-84	PURI-YPR Garibrath Exp	Garib Rath	SCZ
35	19325-26	INDB-ASR	M/Exp	WZ
36	19091-92	BDTS-GKP	M/Exp	WZ
37	18573-74	VSKP-BGKT Exp	M/Exp	SCZ
38	12077-78	MAS-BZA Janshatabdi Express	Janshatabdi	SZ
39	20657-58	UBL-NZM Weekly Exp	M/Exp	SZ
40	20931-32 (old No. 19331-32)	INDB-KCVL Exp	M/Exp	WZ
41	20103-04/12163-64	LTT-GKP/MAS SF Express	M/Exp	WZ
42	12867-68/22817-18/22849-50	HWH-PDY/HWH-MYS/SHM-SC Weekly Exp	M/Exp	EZ
43	22989-90	BDTS-MHV	M/Exp	WZ
44	20889-90	HWH-TPTY Humsafar Express	Humsafar	EZ
45	13237-38/13239-40	PNBE-KOTA Express	M/Exp	EZ
46	12707-08	TPTY-NZM AP Sampark Kranti Express	M/Exp	SCZ
47	12069-70	RIG-G Jan Shatabdi	Janshatabdi	SCZ
48	12829-30/12845-46	BBS-MAS /BNC SF Express	M/Exp	SCZ
49	22723-24 (Old No.17623-24)	NED-SGMR Exp	M/Exp	SCZ
50	16533-34	SBC-JU Express	M/Exp	SZ
51	22149-50	ERS-PUNE Express	M/Exp	WZ
52	11037-38	GKP-PUNE Express	M/Exp	WZ
53	17313-14/17323-24	UBL-MAS/BSB Express	M/Exp	SZ
54	12251-52/12253-54	YPR-KRBA/BGP Exp	M/Exp	SZ
55	22887-88	HWH-SMVB Humsafar Exp	Humsafar	EZ
56	16319-20	KCVL-SMVB Humsafar	Humsafar	SZ
57	16301-02	TVC-SRR Venad Exp	M/Exp	SZ
58	17019-20	HYB-JP Exp	M/Exp	SCZ
59	20941-42 (Old No. 19041-42)	BDTS-GCT SF Express	M/Exp	WZ
60	19483-84/19435-36	ADI-BJU Exp/ADI-ASN Exp	M/Exp	WZ



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61	20497-98 (old No.(20973-74 & 19603-04)	FZR-RMM Humsafar Exp	Humsafar	NZ
62	12917-18	ADI-NZM Gujrat Sampark Kranti Express	M/Exp	WZ
63	22913-14/20943-44	BDTS-SHC/BGKT Humsafar Exp	Humsafar	WZ
64	14805-06	BME-YPR Barmer AC Express	M/Exp	NZ
65	12987-88	AII-SDAH Exp	M/Exp	NZ
66	12937-38	GIMB-HWH Garbha Exp	M/Exp	WZ
67	12471-72/12473-74/12475-76/12477-78	SVDK-BDTS/GIMB/HAPA/JAM Swaraj Exp	M/Exp	NZ
68	12985-86	JP-DEE	Humsafar	NZ
69	12493-94	PUNE-NZM Darshan Express	M/Exp	NZ
70	12621-22	MAS-NDLS TN Exp	M/Exp	SZ
71	22449-50/14037-38	NDLS-GHY/SCL PSK Express	M/Exp	NZ
72	12641-42	CAPE-NZM Thirukkural Exp	M/Exp	SZ
73	20823-24	PURI-AII SF Express	M/Exp	SCZ
74	12193-94	JBP-YPR Express	M/Exp	WZ
75	12235-36	ANVT-MDP Humsafar Exp	M/Exp	NZ
76	22459-60	ANVT-MDP DV DHAM Humsafar	Humsafar	NZ
77	12949-50	PBR-SRC	M/Exp	WZ
78	12993-94	GIMB-PURI SF Exp	M/Exp	WZ
79	12365-66	PNBE-RNC JANSHTABDI	Janshatabdi	EZ
80	12607-08/12609-10	MAS-SBC/MYS Lalbagh Exp	M/Exp	SZ
81	22973-74	GIMB-PURI Exp	M/Exp	WZ
82	12551-52	KYQ-YPR AC EXP	M/Exp	EZ
83	22511-12	KYQ-LTT Karambhoomi Exp	M/Exp	EZ
84	12909-10	BDTS-NZM GARIBRATH	Garib Rath	WZ
85	16351-52	NCJ-CSMT Express	M/Exp	SZ
86	12717-18	VSKP-BZA RATNANCHAL EXP	M/Exp	SCZ
87	12215-16	BDTS-DEE Garibrath Exp	Garib Rath	NZ
88	15651-52	GHY-JAT LOHIT EXPRESS	M/Exp	EZ
89	12933-34	ADI-MMCT KARNAWATI EXPRESS	M/Exp	WZ
90	22497-98	SGNR-TPJ Humsafar Exp	Humsafar	NZ
91	12053-54	HW-ASR JANSHTABDI	Janshatabdi	NZ
92	15705-06	KIR-DLI HUMSAFAR EXPRESS	Humsafar	EZ
93	12615-16	TBM-NDLS GT Exp	M/Exp	SZ
94	12903-04	MMCT-ASR Golden Temple Mail	M/Exp	WZ
95	12617-18	ERS-NZM Mangla Exp	M/Exp	SZ



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96	16345-46	TVC-LTT Nwethravati Exp	M/Exp	SZ
97	19667-68/22985-86	UDZ-MYS/DEE Palace Queen/Rajasthan Humsafar	Humsafar	NZ
98	18311-12	VSKP-BSBS	M/Exp	SCZ
99	12361-62	ASN-CSMT Exp	M/Exp	EZ
100	22541-42 (Old No. 22407-08	ANVT-BSB Garib Rath	Garib Rath	NZ
101	12945-46	VRL-BSBS	M/Exp	WZ
102	20945-46	NZM-KDCY(EKNR) SF Exp	M/Exp	WZ
103	22351-52	PPTA-SMVB Patliputra Exp	M/Exp	EZ
104	12217-18	CDG-KCVL Kerala Sampark Kranti Exp	M/Exp	NZ
105	22867-68	DURG-NZM Humsafar	Humsafar	SCZ
106	15903-04	CDG-DBRG Express	M/Exp	EZ
107	12803-04/12807-08	VSKP-NZM Swarnjayanthi Express	M/Exp	SCZ
108	20803-04	VSKP-GIMB Exp	M/Exp	SCZ
109	19307-08	INDB-CDG	M/Exp	WZ
110	12187-88	CSMT-JBP	Garib Rath	WZ
111	12851-52	BSP-MAS Exp	M/Exp	SCZ
112	22833-34	BBS-KJM Humsafar Exp	Humsafar	SCZ
113	18427-28	PURI-ANVT Exp.	M/Exp	SCZ
114	12877-78	RNC-NDLS GARIB RATH	Garib Rath	EZ
115	20809-10	SBP-NED	M/Exp	SCZ
116	22837-38	HTT-ERS EXPRESS	M/Exp	EZ
117	22171-72	RKMP-PUNE Humsafar Exp	Humsafar	WZ
118	22737-38	SC-HSR SF Exp	M/Exp	SCZ
119	22179-80	LTT-MAS Express	M/Exp	WZ
120	22353-54	PNBE-BAND Humsafar Exp	Humsafar	EZ
121	06509-10	SBC-DNR Humsafar Spl Clone	Humsafar	SZ
122	22919-20 (Old No. 19423-24)	ADI-MAS Humsafar Express	Humsafar	WZ
123	12879-80	BBS-LTT EXPRESS	M/Exp	SCZ
124	19577-78/22907-08	JAM-TEN/HAPA-MAO Exp	M/Exp	WZ
125	12905-06	PBR-SHM Shalimar Express	M/Exp	WZ
126	09409-10	EKNR-ADI Haritage Spl	M/Exp Spl	WZ
127	16573-74	YPR-PDY Exp	M/Exp	SZ
128	22807-08	SRC-MAS AC EXPRESS	M/Exp	EZ
129	14007-08/14015-16/14017-18	ANVT-RXL/SLN Sadbhavana Exp	M/Exp	NZ
130	12767-68	NED-SRC Exp	M/Exp	SCZ
131	12627-28	SBC-NDLS Karnataka Exp	M/Exp	SZ
132	18101-02/18309-10 (Old No. 18109-10)	TATA JAT EXP/MURI JAT EX	M/Exp	EZ



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133	15673-74 (Old No. 12503-04)	AGTL-BNC HUMSAFAR EXP	Humsafar	EZ
134	14619-20	FZR-AGTL Tripura Sundari Express	M/Exp	NZ
135	16787-88	TEN-SVDK Exp	M/Exp	SZ
136	22863-64	HWH-YPR W Exp	M/Exp	EZ
137	22677-78	YPR-KCVL Exp	M/Exp	SZ
138	20923-24 (old 19423-24)	GIMB-TEN EPXRESS	Humsafar	WZ
139	12375-76	JSME-TBM Exp	M/Exp	EZ
140	19669-70	UDZ-PPTA Humsafar Exp	Humsafar	NZ
141	14611-12	SVDK-GCT Weekly Express	M/Exp	NZ
142	22853-54	SHM-VSKP Exp	M/Exp	EZ
143	20481-82	BGKT-TPJ Humsafar Exp	Humsafar	NZ
144	16367-68	CAPE-BSBS Kashi Tamil Sangam Exp.	M/Exp	SZ
145	20413-14/20415-16	BSB-INDB MAHAKAAL EXPRESS	M/Exp	NZ
146	12889-90/18103-04	TATA-YPR/ASR Express	M/Exp	EZ
147	12675-76	MAS-CBE Kovai Exp.	M/Exp	SZ
148	16353-54	NCJ-KCG	M/Exp	SZ
149	14701-02	SGNR-BDTS Aravali Exp	M/Exp	NZ
150	20909-10	PBR-KCVL Exp	M/Exp	WZ
151	12171-72	LTT-HW Express	M/Exp	WZ
152	18189-90	TATA-ERS Exp	M/Exp	EZ
153	19567-68	OKHA -TN Exp	M/Exp	WZ
154	22613-14 (Old No. 16793-94)	AYC-RMM Shraddha Sethu Express	M/Exp	SZ
155	22451-52	CDG-BDTS Exp	M/Exp	NZ
156	22403-04	NDLS-PDY Exp	M/Exp	NZ
157	12735-36	SC-YPR Garibrath Exp	M/Exp	SCZ
158	22905-06	OKHA-SHM SF Exp	M/Exp	WZ
159	12825-26	RNC-ANVT Sampark Kranti Express	M/Exp	EZ
160	22311-12	GODA-LTT Express	M/Exp	EZ
161	13425-26	MLDT-ST Exp	M/Exp	EZ
162	22409-10	ANVT-GAYA Garib Rath	Garib Rath	NZ
163	19201-02 (New No. 20967-68)	SC-PBR Exp	M/Exp	WZ
164	20857-58	PURI-SNSI SF Exp	M/Exp	SCZ
165	12625-26	TVC-NDLS Kerala Exp	M/Exp	SZ
166	12677-78	ERS-SBC Intercity Exp.	M/Exp	SCZ
167	16337-38/12683-84	ERS-OKHA/SMVB Exp	M/Exp	SZ
168	16381-82	CAPE-PUNE Kanyakumari Exp	M/Exp	SZ
169	82653-54	YPR-JP Suvidha Exp	M/Exp	SZ
170	13281-82	RJPB-DBRG Ziyarat Express	M/Exp	EZ



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171	19305-06	DADN-KYQ Express	M/Exp	WZ
172	12211-12	ANVT-MFP Garibrath Exp	Garib Rath	NZ
173	22857-58	HWH-SNSI/SRC-ANVT Exp	M/Exp	EZ
174	12505-06	KYQ-ANVT North East Express	M/Exp	EZ
175	19301-02	DADN-YPR Express	M/Exp	WZ
176	19259-60	BVC-KCVL Exp	M/Exp	WZ
177	12919-20	DADN-SVDK Malwa Express	M/Exp	WZ
178	19713-14	JP-KRNT Express	M/Exp	NZ
179	12931-32	ADI-MMCT Double Decker	D/DECKER	WZ
180	20915-16	INDB-LPI/PURI Weekly Humsafar	Humsafar	WZ
181	12107-08/12161-62	LTT-LJN/PBH/RKMP/AGC Lashkar Express	M/Exp	WZ
182	20905-06	EKNR-BSB/REWA Mahamana Exp	M/Exp	WZ
183	17417-18	TPTY-SNSI Exp	M/Exp	SCZ
184	20983-84	BHUJ-DEE Express	M/Exp	WZ
185	22305-06	JSME-SMVB	M/Exp	EZ
186	17321-22	VSG-JSME Exp	M/Exp	SZ
187	12371-72	HWH-BKN SF Exp	M/Exp	EZ
188	22705-06	TPTY-JAT HUMSAFAR	Humsafar	SCZ
189	11097-98	PUNE-ERS POORNA Express	M/Exp	WZ
190	12587-88/15097-98	JAT-GKP/BGP Amarnath Sup Exp	M/Exp	NZ
191	12925-26	MMCT-ASR Paschim Exp	M/Exp	WZ
192	12519-20	AGTL- LTT AC Express	M/Exp	EZ
193	16335-36	NCJ-GIMB	M/Exp	SZ
194	11013-14	LTT-BSBS/CBE Exp	M/Exp	WZ
195	12711-12	BZA-MAS Pinakini Exp	M/Exp	SCZ
196	19269-70	PBR-MFP Exp	M/Exp	WZ
197	19337-38	INDB-DEE Express	M/Exp	WZ
198	22969-70/20951-52 (Old No. 19573-74)	OKHA-BSB/JP Exp	M/Exp	WZ
199	12145-46	LTT-PURI Express	M/Exp	WZ
200	12983-84	AII-CDG Garib Rath	Garib Rath	NZ
201	22931-32	BDTS-JSM/JP	M/Exp	WZ
202	20935-36	INDB-NGP/GIMB	M/Exp	WZ
203	22805-06	BBS-ANVT SF Exp	M/Exp	SCZ
204	12073-74	BBS-HWH Jan Shatabdi	Janshatabdi	SCZ
205	12081-82	CAN-TVC Janshatabdi Express	Janshatabdi	SZ
206	12209-10	CNB-KGM	Garib Rath	NZ
207	12207-08	KGM-JAT	Garib Rath	NZ
208	17609-10	PURNA PATNA Exp	M/Exp	SCZ



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209	12821-22	SHM-PURI SF EXP	M/Exp	SCZ
210	19321-22	INDB-PNBE	M/Exp	WZ
211	12713-14	BZA-SC Sathavahana Exp	M/Exp	SCZ
212	12327-28/12369-70	HWH-DDN/HW Upasana/Kumbha Express	M/Exp	EZ
213	15483-84	DLI-APDJ Mahananda Express	M/Exp	EZ
214	19037-38	BDTS-BJU Avadh Exp	M/Exp	WZ
215	12079-80	SBC-UBL Janshatabdi Express	Janshatabdi	SZ
216	16339-40	NCJ-CSMT Express	M/Exp	SZ
217	16331-32	TVC-CSMT Exp	M/Exp	SZ
218	12089-90	SBC-SMET JANSHATABDI	Janshatabdi	SZ
219	16217-18	SNSI-MYS Exp	M/Exp	SZ
220	12257-58	YPR-KCVL GARIBRATH	Garib Rath	SZ
221	12789-90/22715 (Old No.17615-16)	KCG-MAQ/MDU Exp	M/Exp	SCZ
222	11019-20	KONARK EXPRESS	M/Exp	WZ
223	11033-34	DARBHANGA EXP	M/Exp	WZ
224	12101-02/12151-52/22103-04	JANESHWARI EXP/ SAMRASTA EXP/LTT-FD EXP	M/Exp	WZ
225	12165-66	RATNAGIRI EXP	M/Exp	WZ
226	22131-32	GYAN GANGA EXP	M/Exp	WZ
227	12955-56	JAIPUR SF EXP	M/Exp	WZ
228	19045-46	TAPTI GANGA EXP	M/Exp	WZ
229	12549-50	DURG-JAT SF EXP	M/Exp	SCZ
230	18237-38	CHHATISGARH EXP	M/Exp	SCZ
231	12561-62	SWANTANTRATA SENANI EXP	M/Exp	EZ
232	12391-92	SHRAMJEEVI EXP	M/Exp	EZ
233	12393-94	SAMPOORN KRANTI EXP	M/Exp	EZ
234	12389-90	EGMORE EXP	M/Exp	EZ
235	12023-24	JAN SHATABDI EXP	J Shtb	EZ
236	15227-28	MFP-YPR EXP	M/Exp	EZ
237	12577-78	BAGMATI EXP	M/Exp	EZ
238	12397-98	MAHABODHI EXP	M/Exp	EZ
239	12557-58	SAPT KRANTI EXP	M/Exp	EZ
240	13201-02	RJPB-LTT EXP	M/Exp	EZ
241	12521-22	RAPTI SAGAR EXP	M/Exp	EZ
242	13351-52	ALLEPPY EXP	M/Exp	EZ
243	12355-56	ARCHANA EXP	M/Exp	EZ
244	15045-46	GKP-OKHA EXP	M/Exp	NZ



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245	12511-12/12589-90/12591-92	RAPTI SAGAR EXP, GKP-TVC, GKP-SC, GKP-YPR	M/Exp	NZ
246	12663-64	HWH TPJ EXPRESS	M/Exp	SZ
247	12651-52	SAMPARK KRANTI	M/Exp	SZ
248	12655-56	NAVJEEVAN EXP	M/Exp	SZ
249	16733-34	RMM OKHA EXPRES	M/Exp	SZ
250	22643-44	PATNA EXPRESS	M/Exp	SZ
251	22641-42	SHALIMAR EXP	M/Exp	SZ
252	12665-66	KANNYAKUMARI EX	M/Exp	SZ
253	12643-44	NIZAMUDDIN EXP	M/Exp	SZ
254	22645-46	AHILYANAGARI EX	M/Exp	SZ
255	22647-48	KRBA TVC EXPRES	M/Exp	SZ
256	16311-12	BKN KCVL EXPRES	M/Exp	SZ
257	16333-34	TVC-VRL-TVC Exp	M/Exp	SZ
258	12669-70	GANGA KAVERI	M/Exp	SZ
259	12083-84	JAN SHATABDI EXP	J Shtb	SZ
260	12075-76	JAN SHATABDI EXP	J Shtb	SZ
261	12687-88	DEHRADUN EXP	M/Exp	NZ
262	16335-36	NCJ-GIM-NCJ Exp	M/Exp	SZ
263	22669-70 (Old No.16359-60)	ERS-PNBE EXPRESS	M/Exp	SZ
264	16317-18	HIMSAGAR EXP	M/Exp	SZ
265	22631-32	ANUVRAT EXP	M/Exp	SZ
266	12605-06/12635-36	PALLAVAN/VAIGAI EXP	M/Exp	SZ
267	12723-24	TELANGANA EXP	M/Exp	SCZ
268	12703-04	FALAKNUMA EXP	M/Exp	SCZ
269	17229-30	SABARI EXPRESS	M/Exp	SCZ
270	12791-92	SC DNR EXPRESS	M/Exp	SCZ
271	12715-16	SACHKHAND EXP	M/Exp	SCZ
272	16505-06/16507-08	Gandhidham /Jodhpur Express	M/Exp	SZ
273	12295-96	Sangamithra Express	M/Exp	SZ
274	16209-10	AJMER EXPRESS	M/Exp	SZ
275	16531-32	GARIB NAWAJ	M/Exp	SZ
276	22689-90 (Old No.16501-02)	Ahmedabad Express	M/Exp	SZ
277	12779-80	Goa Express	M/Exp	SZ
278	12321-22	HWH MUMBAI MAIL	M/Exp	EZ
279	12307-08/22307-08 (train added after covid)	JODHPUR EXP	M/Exp	EZ
280	13005-06	AMRITSAR MAIL	M/Exp	EZ



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281	12345-46/12331-32	SARAIGHAT EXP/ HIMGIRI EXPRESS	M/Exp	EZ
282	13151-52	JAMMU TAWI EXP	M/Exp	EZ
283	12329-30/12379-80	W B SMPRK KRNTI/ JALIANWALAB EXP	M/Exp	EZ
284	20813-14 (old no.18473-74)	PURI JU EXPRESS	M/Exp	SCZ
285	20807-08/20811-12 (old No. 18507-08 &18509-10)	HKG EXP/NED EXP	M/Exp	SCZ
286	20861-62 (old No.18405-06)	PURI ADI EXP	M/Exp	SCZ
287	20819-20 (Old No.18401- 02)/12843-44	PURI OKHA EXP/ PURI ADI EXP	M/Exp	SCZ
288	12897-98/20895-96(Old No.18495-96)	PDY BBS EXPRESS	M/Exp	SCZ
289	12815-16/12875-76	NANDAN KANAN EXP/ NEELACHAL EXP	M/Exp	SCZ
290	20809-10 (Old no.18309-10)	NAGAVALI EXPRES	M/Exp	SCZ
291	22865-66	LTT PURI SUP EX	M/Exp	SCZ
292	18463-64/12819-20	PRASANTHI EXP/ ORISSA S KRANTI	M/Exp	SCZ
293	18477-78	UTKAL EXPRESS	M/Exp	SCZ
294	12021-22	JAN SHATABDI EXP	J Shtb	EZ
295	12811-12	HATIA EXPRESS	M/Exp	EZ
296	12817-18/12873-74	JHARKHAND SJ EX	M/Exp	EZ
297	12871-72	ISPAT EXP	M/Exp	EZ
298	12841-42	COROMANDAL EXP	M/Exp	EZ
299	12863-64	HWH YPR EXPRESS	M/Exp	EZ
300	12809-10	HOWRAH MAIL	M/Exp	EZ
301	12839-40	HWH MAS MAIL	M/Exp	EZ
302	12869-70	HOWRAH SUP EXP	M/Exp	EZ
303	12835-36	HTE YPR EXPRESS	M/Exp	EZ
304	12129-30	AZAD HIND EXP	M/Exp	WZ
305	12907-08	BDTS SMPRK K EX	M/Exp	WZ
306	22947-48 (Old No. 19047-48)	ST-BGP EXP	M/Exp	WZ
307	12055-56	NDLS Dehradun Janshatabdi	J Shtb	NZ
308	12483-84	Amritsar Kochivili Express	M/Exp	NZ
309	12449-50	GOA Sampark Kranti	M/Exp	NZ
310	14257-58 (15127-28 New No.)	Kashi Vishwanath Express	M/Exp	NZ
311	12977-78	MARUSAGAR EXP	M/Exp	NZ
312	12967-68/12969-70	JAIPUR EXP	M/Exp	NZ



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313	12975-76	JP-MYS Exp	M/Exp	NZ
314	22475-76	BKN-CBE A C SF	M/Exp	NZ
315	19615-16(Old no. 19709-10)	KAVI GURU EXP	M/Exp	NZ
316	12513-14	SC GHY Exp	M/Exp	EZ
317	15653-54	GHY-JAT Exp-Amarnath Exp	M/Exp	EZ
318	22501-02 (old no. 15901-02)	SBC-NTSK Exp	M/Exp	EZ
319	15929-30	Dibrugarh Exp	M/Exp	EZ
320	15631-32/15633-34 (train added after covid)	BME-GHY Exp	M/Exp	EZ
321	15635-36	Dwarka Exp	M/Exp	EZ
322	12509-10/12515-16/12507-08/15629-30	Guwahati Exp	M/Exp	EZ
323	15667-68	Kamakhya Exp	M/Exp	EZ
324	15909-10	Avadh Assam Exp	M/Exp	EZ
325	15647-48	LTT-GHY Exp	M/Exp	EZ
326	22503-04 (old No.15905-06)	CAPE-DBRG Exp	M/Exp	EZ
327	15945-46 (old No.15645-46)	LTT-GHY Exp	M/Exp	EZ
328	15933-34	DBRG-ASR Exp	M/Exp	EZ
329	12629-30/12649-50/22685-86 (12649-50 no change to 16249-50 old no.)	SAMPARK KRANTI	M/Exp	SZ
330	22861-62	ISPAT EXP	M/Exp	EZ
331	82355-56	Patna Mumbai CSMT Suvidha Express	M/Exp	EZ
332	22355-56	Patliputra Chandigarh Express	M/Exp	EZ
333	13307-08	Dhanbad Firozpur Ganga Sutlaj Express	M/Exp	EZ
334	12395-96	RJPB-AII/DBRG Ziyarat Express	M/Exp	EZ
335	12565-66	Darbhanga New Delhi Bihar Sampark Kranti Express	M/Exp	EZ
336	12553-54	Saharsa New Delhi Vaishali Express	M/Exp	EZ
337	15279-80	Saharsa Anand Vihar Terminal Poorbiya Express	M/Exp	EZ
338	12367-68	VIKRAMSHILA EXPRESS	M/Exp	EZ
339	12349-50	Goda Ndl's Humsafar Exp	M/Exp	EZ
340	15733-34	FARAKKA EXPRESS	M/Exp	EZ
341	15743-44	FARAKKA EXPRESS	M/Exp	EZ
342	13181-82	KAZIRANGA EXPRESS	M/Exp	EZ
343	13129-30	BANDHAN EXPRESS	M/Exp	EZ
344	13107-08	MAITREE EXPRESSS	M/Exp	EZ
345	13109-10	MAITREE EXPRESSS	M/Exp	EZ



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346	12323-24	HOWRAH JN BARMER JN BI-WEEKLY EXP	M/Exp	EZ
347	12311-12	NETAJI EXPRESS	M/Exp	EZ
348	12303-04	HOWRAH JN-NEW DELHI POORVA EXP VIA- PATNA JN	M/Exp	EZ
349	12381-82	HOWRAH JN-NEW DELHI POORVA EXP VIA- GAYA	M/Exp	EZ
350	22317-18	SEALDAH-JAMMU TAWI HUMSAFAR EPRESS	Humsafar	EZ
351	13167-68	KOLKATA-AGC EXPRESS	M/Exp	EZ
352	15888-89	GHY-BPB Vistadome Tourist Express	Vista Dome	EZ
353	20827-28	SANTRAGACHI JN-JABALPUR EXPRESS	M/Exp	
354	12859-60	HOWRAH JN-CHHATRAPATI SHIVAJI MAHARAJ TERMINUS GITANJALI EXPRESS	M/Exp	
355	20822-23	SANTRAGACHI JN-PUNE JN EXPRESS	M/Exp	
356	22893-94	HOWRAH JN-SAINAGAR SHIRDI SF EXPRESS	M/Exp	
357	12833-34	HOWRAH JN-AHAMEDABAD SF EXPRESS	M/Exp	
358	12857-58	HOWRAH JN-DIGHA TAMRALIPTA EXPRESS	M/Exp	
359	22897-98	HOWRAH JN-DIGHA F S KANDARI EXPRESS	M/Exp	EZ
360	12813-14	HOWRAH JN-TATANAGAR JN STEEL EXPRESS	M/Exp	EZ
361	12571-72	GORAKHPUR-ANAD VIHAR Humsafar Exp.	Humsafar	NZ
362	12595-96	GORAKHPUR-ANAD VIHAR Humsafar Exp.	Humsafar	NZ
363	15017-18	Kashi Exp.	M/Exp	NZ
364	12533-34	Pushpak Exp.	M/Exp	NZ
365	22537-38	Kushinagar SF Exp.	M/Exp	NZ
366	15625-26	AGTL-DGHR Exp.	M/Exp	EZ
367	15959-60	Kamrup Express	M/Exp	EZ
368	15961-62	Kamrup Express	M/Exp	EZ
369	12067-68	GHY-JTTN JANSHTABDI Express	Janshatabdi	EZ
370	12097-98	AGTL-KGBP Janshatabdi	Janshatabdi	EZ
371	12057-58	Una Janshatabdi Express	Janshatabdi	
372	22417-18	BSB-NDLS MAHAMANA EXP	M/Exp	NZ
373	14013-14	SLN-ANVT Exp	M/Exp	NZ



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374	14005-06	SMI-ANVT Lichehvi Express	M/Exp	NZ
375	22461-62	Shri Shakti Express	M/Exp	NZ
376	22405-06	ANVT GARIB RATH	Garibrath	NZ
377	12435-36	GARIB RATH EXP	Garibrath	NZ
378	12203-04	Saharsa - Amritsar Garib Rath Express	Garibrath	NZ
379	22411-12	Arunachal Express	WCB	NZ
380	14003-04	MLDT NDLS EXP	M/Exp	NZ
381	12065-66	AJMER DELHI SARAI ROHILLA JAN SHATABDI	M/Exp	NZ
382	12751-52	HAZUR SAHIB NANDED - JAMMU TAWI Exp	M/Exp	SCZ
383	12721-22	Dakshin SF Express	M/Exp	SCZ
384	12801-02	PURUSHOTTAM EXP (Daily)	ME	SCZ
385	22207-08	TVC AC Superfas Exp	RSD	SZ
386	12679-80	CBE-MAS Intercity Exp	ME	SZ
387	22625-26	AC Double Decker	ME	SZ
388	22665-66	CBE-SBC Uday Exp	ME	SZ
389	12639-40	Brindavan Exp	ME	SZ
390	22121-22	Lokmanya Tilak Terminus-Lucknow Jn.AC Exp.	Superfast	WZ
391	12173-74	Lokmanya Tilak Terminus- LUCKNOW JN/PBH/RKMP/Agra Cantt	Superfast	
392	12153-54	Lokmanya Tilak Terminus- LUCKNOW JN/PBH/RKMP/Agra Cantt	Superfast	WZ
393	11061-62	Lokmanya Tilak Terminus-Jaynagar Pawan Exp.	M/Exp	WZ
394	12137-38	Chhatrapati Shivaji Maharaj Terminus- Firozpur Cantt Punjab Mail.	Superfast	WZ
395	11077-78	PUNE-Jammu Tawi Jhelum Exp	Superfast	WZ
396	12167-68	Lokmanya Tilak Terminus -Varanasi Jn. Exp.	Superfast	WZ
397	12149-50	PUNE-Danapur Exp.	Superfast	WZ
398	12071-72	Chhatrapati Shivaji Maharaj Terminus- Jalna Janshatabdi Exp.	Janshatabdi	WZ
399	12141-42	Lokmanya Tilak Terminus-Patliputra Jn. Exp.	Superfast	WZ
400	12051-52	Chhatrapati Shivaji Maharaj Terminus- Madgaon Jan Shatabdi Exp.	Janshatabdi	WZ
401	11099-11100	Lokmanya Tilak Terminus-Madgaon Express	M/Exp	WZ



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402	22115-16	Lokmanya Tilak Terminus-Karmali AC Exp.	M/Exp	WZ
403	12061-62	Jabalpur-Rani Kamlapati Janshatabdi Exp.	Janshatabdi	WZ
404	12059-60	Kota- Hazrat Nizammudin JAN SHATABDI	SF	WZ
405	11449-50	Jabalpur - Shri Mata Vaishno Devi Katra Exp	ME	WZ
406	12123-24	PUNE-Chatrapati Shivaji Maharaj Terminus Deccan Queen	M/Exp	WZ
407	20917-18	INDB-PURI Exp.	ME	WZ
408	20903-04	Ekta Nagar -Varanasi Jn. Mahamana Exp.	SF	WZ
409	22933-34	Mumbai Bandra Terminus-Jaipur Junction Exp.	ME	WZ
410	19313-14	INDB-Patna Junction Exp.	ME	WZ
411	12913-14	INDB-NGP	Superfast	WZ
412	12923-24	DADN-NGP Exp.	Superfast	WZ
413	15658-59	KYQ-DLI Brahmaputra Mail	Mail Express	EZ
414	52451-52	KLK-SML Shivalik DLX Express	NG	NZ
415	22207-08	MAS-TVC AC SF Exp	Pre-Paid	SZ
416	20501-02	AGTL-ANVT Tejas Rajdhani Express	Tejas Rajdhani	EZ
417	12957-58	ADI-NDLS Swarna Jayanti Rajdhani Express	Rajdhani	WZ
418	22413-14	MAO-NZM Rajdhani Express	Rajdhani	NZ
419	12441-42	NDLS-BSP Rajdhani Express	Rajdhani	NZ
420	12951-52/12953-54	MMCT-NDLS/MMCT-NZM Tejas Rajdhani/August Kranti Express	Tejas Rajdhani	WZ
421	22691-92	SBC-NZM Rajdhani Express	Rajdhani	SZ
422	12437-38	SC NZM Rajdhani	Rajdhani	NZ
423	22811-12/22823-24/20817-18	RAJDHANI EXP	Rajdhani	SCZ
424	20503-04 (Old No. 12235-36)	NDLS Dibrugarh Rajdhani Express	Rajdhani	EZ
425	12423-24	NDLS Dibrugarh Rajdhani Express	Rajdhani	NZ
426	12431-32	NZM Trivandrum Rajdhani Express	Rajdhani	NZ
427	12433-34	NZM Chennai Rajdhani Express	Rajdhani	NZ
428	20505-06 (Old No. 12435-36)	NDLS Dibrugarh Rajdhani Express	Rajdhani	EZ
429	12425-26	NDLS Jammu Rajdhani Express	Rajdhani	NZ
430	12309-10	RJPB-NDLS TEJAS RAJ	Tejas Rajdhani	EZ
431	12301-02	HOWRAH JN-NEW DELHI RAJEXP VIA-GAYA	Rajdhani	EZ



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432	12305-06	HOWRAH JN-NEW DELHI RAJDHANI EXP VIA-GAYA	Rajdhani	EZ
433	12313-14	SEALDAH-NEW DELHI RAJDHANI EXPRESS	Rajdhani	EZ
434	20839-40	RANCHI-NEW DELHI Rajdhani Exp.	Rajdhani	EZ
435	12453-54	Ranchi Rajdhani	Rajdhani	NZ
436	20407-08	Ranchi Rajdhani	Rajdhani	NZ
437	22221-22	Chhatrapati Shivaji Maharaj Terminus- Hazrat Nizamuddin Rajdhani Exp.	Rajdhani Exp.	WZ
438	12277-78	PURI-HWH Shatabdi Exp	Shatabdi	SCZ
439	12025-26	PUNE-SC Shatabndi Exp	Shatabdi	WZ
440	12027-28	SBC-MAS Shatabdi Express	Shatabdi	SZ
441	12007-08	MYS-MAS Shatabdi Express	Shatabdi	SZ
442	12033-34	SHATABDI EXP	Shatabdi	NZ
443	12019-20	SHATABDI EXP	Shatabdi	EZ
444	12009-10	SHATABDI EXP	Shatabdi	WZ
445	12011-12	NDLS Kalka Shatabdi	Shatabdi	NZ
446	12001-02	NDLS Bhopal Shatabdi	Shatabdi	NZ
447	12003-04	NDLS Lucknow Shatabdi	Shatabdi	NZ
448	12039-40	ANVT Kathgodam Shatabdi	Shatabdi	NZ
449	12017-18	NDLS Dehradun Shatabdi	Shatabdi	NZ
450	12029-30/12031-32	Amritsar Swarn Shatabdi	Shatabdi	NZ
451	12015-16	NDLS Ajmer Shatabdi	Shatabdi	NZ
452	12005-06	NDLS Kalka Shatabdi	Shatabdi	NZ
453	12045-46	NDLS Chandigarh Shatabdi	Shatabdi	NZ
454	12041-42	HWH-NJP Shatabdi	Shatabdi	EZ
455	12087-88	GHY-NHLN SHATABDI BEXP	SHATABDI	EZ
456	12013-14	Amritsar Shatabdi	SHATABDI	NZ
457	12243-44	CBE Shatabdi Exp	RSD	SZ
458	22119-20	CSTM-KRMI Tejas Exp	Tejas	WZ
459	22671-72	MS-MDU Tejas Express	Tejas	SZ
460	20661-62	SBC-DWR Vande Bharat Exp	V. B.	SZ
461	20701-02	SC-TPTY Vande Bharat Exp	V. B.	SCZ
462	22231-32	KLBG-SMVB Vande Bharat Exp	V. B.	WZ
463	20677-78	MAS-BZA Vande Bharat Exp	V. B.	SZ
464	20703-04	KCG-YPR Vande Bharat Exp	V. B.	SCZ
465	20665-66	MS-TEN Vande Bharat Exp	V. B.	SZ
466	20631-32	MAQ-TVC Vande Bharat Exp	V. B.	SZ
467	20841-42	BBS-VSKP Vande Bharat Exp	V. B.	SCZ



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468	22925-26	JAM-Okha Vande Bharat Exp	V. B.	WZ
469	12461-62	JU-SBIB Vande Bharat Exp	V. B.	NZ
470	20663-64	MAS-MYS Vande Bharat Exp	V. B.	SZ
471	22469-70	HNZM-KURJ Vande Bharat Exp	V. B.	NZ
472	20707-08	SC-VSKP Vande Bharat Exp	V. B.	SCZ
473	22961-62	ADI-MMCT Vande Bharat Exp	V. B.	WZ
474	20833-34	VSKP-SC Vande Bharat Exp	V. B.	SCZ
475	22345-46	PNBE-LKO Vande Bharat Exp	V. B.	EZ
476	20887-88	RNC-BSB Vande Bharat Exp	V. B.	EZ
477	20901-02	GNC-MMCT Vande Bharat Exp	V. B.	WZ
478	22233-34	NJP-PNBE Vande Bharat Exp	V. B.	EZ
479	22545-46	DDN-LJN Vande Bharat Exp	V. B.	NZ
480	22447-48	AADR-NDLS Vande Bharat Exp	V. B.	NZ
481	22895-96	HWH-PURI Vande Bharat Exp	V. B.	EZ
482	20671-72	MDU-BNC Vande Bharat Exp	V. B.	SZ
483	20627-28	MS-NCJ Vande Bharat Exp	V. B.	SZ
484	20835-36	PURI-ROU Vande Bharat Exp	V. B.	SCZ
485	20645-46	MAQ-MAO Vande Bharat Exp	V. B.	SZ
486	22489-90	LKO-MTC Vande Bharat Exp	V. B.	NZ
487	22435-36	NDLS-BSB Vande Bharat Exp	V. B.	NZ
488	22439-40	NDLS-SVVK Vande Bharat Exp	V. B.	NZ
489	22349-50	Patna - Ranchi Vande Bharat Express	VB	EZ
490	22348-49	Patna Howrah Vande Bharat Express	VB	EZ
491	22301-02	HOWRAH JN-NEW JALPAIGURI VANDE BHARAT EXP	VB	EZ
492	22227-28	NJP-GHY Vande Bharat Exp.	VB	EZ
493	20897-98	RANCHI-HOWRAH JN Vande Bharat	VB	EZ
494	22549-50	GORAKHPUR-LUCKNOW NR Vande Bharat Exp.	VB	NZ
495	22415-16	BSB-NEW DELHI Vande Bharat	VB	NZ
496	22477-78	NDLS-SVVK Vande BHarat	VB	NZ
497	22487-88	NDLS-ASR Vande BHarat	VB	NZ
498	22457-58	ANVT-DDN Vande Bharat	VB	
499	22425-26	ANVT-AY VANDE BHARAT	VB	NZ
500	20977-78	AJMER-DELHI CANT Vande Bharat Express	VB	NZ
501	20979-80	UDAIPUR JAIPUR VANDE BHARAT SF	VB	NZ
502	20825-26	Bilaspur Nagpur Vande Bharat Exp	VB	



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503	20641-42	Bengaluru Cantt. - Coimbatore VB	VB	SZ
504	22223-24	Chhatrapati Shivaji Maharaj Terminus-Sainagar Shirdi Vande Bharat	Pre-Paid VB	WZ
505	22229-30	Chhatrapati Shivaji Maharaj Terminus-MadgaonVANDE BHARAT	VB	WZ
506	20173-74	Rani Kamlapati-Rewa	VB	WZ
507	22226-27	SUR-CSMT Vande Bharat	VB	WZ
508	20705-06	JALNA-CSMT Vande Bharat	VB	WZ
509	20171-72	Rani Kamlapati -Hajrat Nizammuddin	VB	WZ
510	20911-12	INDB-NGP VANDE BHARAT	VB	WZ

List of tentative static units

SN	Station	Unit Type	IRCTC Zone
1	New Delhi	Executive lounge	NZ
2	Jaipur	Executive lounge	NZ
3	Madurai Jn	Executive lounge	SZ
4	Sealdah	Executive lounge	EZ
5	New Delhi (Paharganj Side)	Executive lounge	NZ
6	Varanasi Jn	Executive lounge	NZ
7	Dwarka	Executive lounge	WZ
8	Vadodara	Retiring Room	WZ
9	BILASPUR	Retiring Room	SCZ
10	Thivim	Retiring Room	WZ
11	Madgaon	Retiring Room	WZ
12	Sealdah	Retiring Room	EZ
13	Thrichirapally	Retiring Room	SZ
14	Jaipur	Retiring Room	NZ
15	Lucknow NER	Retiring Room	NZ
16	Madurai	Retiring Room	SZ
17	Tatanagar	Retiring Room	EZ
18	Gorakhpur	Retiring Room	NZ
19	Rajender Nagar	Retiring Room	EZ
20	Palakkad	Retiring Room	SZ
21	Mumbai Central POD	Retiring Room	WZ
22	LONAVALA	Retiring Room	WZ



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23	Gwalior	Retiring Room	NZ
24	AGRA	Retiring Room	NZ
25	Pune	Retiring Room	WZ
26	Jalgaon	Retiring Room	WZ
27	Solapur	Retiring Room	WZ
28	Kacheguda	Retiring Room	SCZ
29	Nanded	Retiring Room	SCZ
30	Parbhani Jn.	Retiring Room	SCZ
31	Kazipet Jn.	Retiring Room	SCZ
32	Guntur	Retiring Room	SCZ
33	Karwar	Retiring Room	WZ
34	Udupi	Retiring Room	WZ
35	Kakinada Town	Retiring Room	SCZ
36	Varanasi Junction	Retiring Room	NZ
37	Dahod	Retiring Room	WZ
38	Ayodhya	Retiring Room	NZ
39	Hospet	Retiring Room	SZ
40	Araku	Retiring Room	SCZ
41	Tanjavaur	Retiring Room	SZ
42	Ranchi	Retiring Room	EZ
43	Kota	Retiring Room	WZ
44	Lucknow LKO	Retiring Room	NZ
45	Rajahmundry	Retiring Room	SCZ
46	Anand	Retiring Room	WZ
47	Gulbarga	Retiring Room	WZ
48	Nadiad	Retiring Room	WZ
49	Adilabad	Retiring Room	SCZ
50	Kopergaon	Retiring Room	WZ
51	Anand Vihar	Retiring Room	NZ
52	Aburoad	RR	NZ
53	Agra Fort	RR	NZ
54	Ajmer	RR	NZ
55	Akola	RR	WZ
56	Aligarh	RR	NZ



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57	Alleppey	NVRR	SZ
58	Ambala Cantt. Jn.	RR	NZ
59	Amritsar	RR	NZ
60	Anand	RR	WZ
61	Arakkonam Junction	RR (CK to RR)	SZ
62	Aurangabad	RR	SCZ
63	Ayodhya Cant (Faizabad)	RR	NZ
64	Badnera	RR	WZ
65	Bandra Terminus	RR	WZ
66	Bangalore	RR (CK to RR)	SZ
67	Bangarapet	VRR	SZ
68	Barabanki	RR	NZ
69	Barauni Jn.	RR	EZ
70	Bareilly	RR	NZ
71	Baruch	RR	WZ
72	Bellary	NVRR	SZ
73	Bettiah	RR	EZ
74	Bhadrak	RR	SCZ
75	Bhagalpur	RR	EZ
76	Bhandara Road	RR	SCZ
77	Bharatpur	RR	WZ
78	Bharkhtiyarpur	RR	EZ
79	Bhatinda	RR	NZ
80	Bhopal	RR	WZ
81	Bijapur	VRR	SZ
82	Bina	NVRR	WZ
83	Buxar	RR	EZ
84	Calicut	RR (integrated BK)	SZ
85	Chengalpattu Junction	RR (CK to RR)	SZ
86	Chennai central	RR (JA to RR)	SZ
87	Chennai Egmore	VRR	SZ
88	Chhapra	VRR	NZ
89	Chhapra	NVRR	NZ
90	Chittaurgarh	RR	WZ
91	Coimbatore	VRR	SZ
92	Daund	RR	WZ
93	Dehradun	RR	NZ
94	Dehri-on-sone	RR	EZ



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95	Dhanbad	RR	EZ
96	Dindigul Junction	RR (CK to RR)	SZ
97	Durgapur	RR	EZ
98	Eluru	RR (CK to RR)	SCZ
99	Erode Jn	RR (CK to RR)	SZ
100	Etawa	RR	NZ
101	Gomoh	RR	EZ
102	Gondia	RR	SCZ
103	Guntakal	RR (CK to RR)	SCZ
104	Gwalior	RR	NZ
105	Hanumangarh	RR	NZ
106	Hapur	RR	NZ
107	Haridwar	RR	NZ
108	Hubballi Junction	RR (CK to RR)	SZ
109	Hyderabad	RR (CK to RR)	SCZ
110	Indore	RR	WZ
111	Itarsi	NVRR	WZ
112	Jaipur	RR	NZ
113	Jalandhar City	RR	NZ
114	Jasidih	RR	EZ
115	Jaunpur	RR	NZ
116	Jodhpur	RR	NZ
117	Cuddapah	RR (CK to RR)	SCZ
118	Kalka	RR	NZ
119	Kannur	RR	SZ
120	Kathgodam	RR	NZ
121	Katihar Jn	RR	EZ
122	Katpadi	RR (FP to RR)	SZ
123	Kayakulam	VRR	SZ
124	Kazipet	RR	SCZ
125	Khandwa	RR	WZ
126	Kiul Jn	RR	EZ
127	Kurduwadi	RR	WZ
128	Ludhiana	RR	NZ
129	Madhupur	RR	EZ
130	Mahoba	RR	NZ
131	Barpeta Road	RR	EZ



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132	Malda Town	RR	EZ
133	Mangalore Cen.	NVRR	SZ
134	Manmad	RR	WZ
135	Mathura Jn	RR (CK to RR)	NZ
136	Mau	RR	NZ
137	Mayiladuturai	VRR	SZ
138	Meerut CITY	RR	NZ
139	Mettupalayam	VLRR	SZ
140	Mokama	RR	EZ
141	Moradabad	RR	NZ
142	Mysore	RR (FP to RR)	SZ
143	Nagaur	RR	NZ
144	Nagercoil	VRR	SZ
145	Narkatiaganj	RR	EZ
146	New Alipurduar	RR	EZ
147	New Tinsukia	RR (CK to RR)	EZ
148	Orai	RR	NZ
149	Palakkad	NVRR	SZ
150	Palanpur	RR	WZ
151	Pathankot	RR	NZ
152	Phulera Jn.	RR	NZ
153	Pratapgarh	RR	NZ
154	Rae Bareli	RR	NZ
155	Raipur	RR	SCZ
156	Rajkot	RR	WZ
157	Rampurhut	RR	EZ
158	Ranchi	VRR	EZ
159	Ranchi	NVRR	EZ
160	Ratlam	RR	WZ
161	Rayagada	RR	SCZ
162	Renigunta	RR (CK to RR)	SCZ
163	Rourkela Junction	RR (CK to RR)	EZ
164	Saharanpur	RR	NZ
165	Salem jn	RR (integrated BK)	SZ
166	Samastipur Jn.	RR	EZ
167	Sambalpur	RR	SCZ
168	Sasaram	RR	EZ



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169	Sathya Sai Pasanthi Niliyam (SSPN)	VRR	SZ
170	Shahganj	RR	NZ
171	Shegaon	RR	WZ
172	Shoranur	RR	SZ
173	Siwan	RR	NZ
174	Sultanpur	RR	NZ
175	Surendranagar	RR	WZ
176	Thanjavur	RR	SZ
177	Tiruchirapali	RR (CK to RR)	SZ
178	Tirupati	RR (CK to RR)	SCZ
179	Tiruvananthapuram central	RR	SZ
180	Tiruvananthapuram central	RR	SZ
181	Trissur	RR	SZ
182	Tundla	RR	NZ
183	Udaipur	RR	NZ
184	Vijayawada	RR (CK to RR)	SCZ
185	Viramgam I	RR	WZ
186	Viramgam II	NVRR	WZ
187	Virudunagar	VRR	SZ
188	Vizianagaram	RR	SCZ
189	Wardha	RR	WZ
190	Ajmer	JA	NZ
191	Asansol	JA	EZ
192	Balasore	JA	EZ
193	Alipur Daur Jn.	JA	EZ
194	Bhusawal	JA	WZ
195	Din Dayal Upadhaya	JA	EZ
196	Gorakhpur	JA	NZ
197	Guwahati	JA	EZ
198	Hijli	JA	EZ
199	Howrah old complex	JA	EZ
200	Jabalpur	JA	WZ
201	Jammu Tawi	JA	NZ
202	Kamakhya	JA	EZ
203	Katni	JA	WZ
204	Ratlam	JA	WZ



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205	Kharagpur	JA	EZ
206	khurda Road	JA	SCZ
207	Miraj	JA	WZ
208	Mumbai Central	JA	WZ
209	Nagpur	JA	WZ
210	Naharlagun	JA	EZ
211	New Cooch Beher	JA	EZ
212	New Tinsukia	JA	EZ
213	Palasa	JA	SCZ
214	Pathankot cantt	JA	NZ
215	Patna	JA	EZ
216	Pune	JA	WZ
217	Renigunta	JA	SCZ
218	Sainagar Shirdi	JA	WZ
219	Satna	JA	WZ
220	Solapur	JA	WZ
221	Srikakulam Road	JA	SCZ
222	Vadodara	JA	WZ
223	Varanasi	JA	NZ
224	Vijayawada	JA	SCZ
225	Yashwantpur	JA	SZ
226	Abu Road	FFU	NZ
227	Abu Road	FP	NZ
228	Agartala	FFU	EZ
229	Agra Cantt	FP	NZ
230	Agra Fort	FP	NZ
231	Ahmedabad	FP	WZ
232	Ahmednagar	FP	WZ
233	Ajmer	FP	NZ
234	Akola	FP	WZ
235	Aligarh	FP	NZ
236	Aluva	FFU	SZ
237	Alwar	FP	NZ
238	Anakapalli	FP	SCZ
239	Anand Vihar	QFJ-2	NZ
240	Andheri-1	FFU	WZ
241	Anugrah Narayan Road	FFU	EZ



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242	Arsikere	FP	SZ
243	Asansol	FP	EZ
244	Asansol	FFU	EZ
245	Aurangabad	FP	SCZ
246	Ayodhya (FP-1)	FP	NZ
247	Ayodhya (FP-2)	FP	NZ
248	Badarpur	FFU	EZ
249	Badshahnagar	FFU	NZ
250	Balharshah	FP	WZ
251	Bangalore Cantonment	FFU	SZ
252	Bangalore City	FP	SZ
253	Bangalore City 7/8	FFU	SZ
254	Bangalore Garden	FP	SZ
255	Bankura	FFU	EZ
256	Bapudham Motihari	FFU	EZ
257	Barabanki	FFU	NZ
258	Barauni	FFU	EZ
259	Bardhman	FFU	EZ
260	Barh	FFU	EZ
261	Barkakana	FFU	EZ
262	Barpeta Road	FFU	EZ
263	Basti	FFU	NZ
264	Begumpet (PF-2)	FFU/FR	SCZ
265	Begusarai	FFU	EZ
266	Belagavi	FP	SZ
267	Belagavi (Earlier Belgaum)	FP	SZ
268	Berahampore	FFU	EZ
269	Berhampur	FFU	SCZ
270	Betul	FFU	WZ
271	Bhadrak	FP	SCZ
272	Bhadrak	FFU	SCZ
273	Bhagalpur	FP	EZ
274	Bhusawal	FP	WZ
275	Bilaspur PF 1&2/3	FFU	SCZ
276	Bilaspur PF 6 & 7/8	FFU	SCZ
277	Bina	FFU	WZ
278	Birur	FFU	SZ
279	Bokaro Streeel City	FP	EZ



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280	Burhanpur	FFU	WZ
281	Buxar	FP	EZ
282	Cannanore	FP	SZ
283	Champa	FFU	SCZ
284	Chandrapur	FFU	WZ
285	Chennai Beach	FP	SZ
286	Chennai Central	FFU	SZ
287	Chennai Central	FFU	SZ
288	Chennai Central CA	FP	SZ
289	Chennai Park	FP	SZ
290	Chhapra	FP	NZ
291	Chidambaram	FFU	SZ
292	Chirala	FP	SCZ
293	Chitrakoot	FP	NZ
294	Chrompet	FFU	SZ
295	Churchgate	FP	WZ
296	Churchgate	FFU	WZ
297	Coimbatore	FP	SZ
298	CSTM Main Line	FP	WZ
299	Cuddapah	FFU	SCZ
300	Daltonganj	FFU	EZ
301	Danapur	FP	EZ
302	Danapur	FFU	EZ
303	Darbhanga	FP	EZ
304	Daund	FP	WZ
305	Davangere	FFU	SZ
306	Dehri on Sone	FFU	EZ
307	Devlali	FFU	WZ
308	Dhamangaon	FFU	WZ
309	Dhanbad	FFU	EZ
310	Dharmavaram	FFU	SCZ
311	Dibrugarh Town	FFU	EZ
312	Dildar Nagar	FFU	EZ
313	Dimapur	FP	EZ
314	Dindigul	FP	SZ
315	Diphu	FFU	EZ
316	Durg	FFU	SCZ



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317	Durgapur	FP	EZ
318	Dwarka	FP	WZ
319	Ernakulam North	FP	SZ
320	Ernakulam South	FP	SZ
321	Erode	FP	SZ
322	Firozpur Cantt	FP	NZ
323	Ghazipur City	FFU	NZ
324	Ghum	FFU	EZ
325	Godhra	FFU	WZ
326	Gomoh	FFU	EZ
327	Gonda	FFU	NZ
328	Gondia	FFU	SCZ
329	Gooty	FFU	SCZ
330	Gorakhpur	FFU	NZ
331	Gorakhpur-I (Circulating area)	FFU	NZ
332	Goregoan	FP	WZ
333	Gudur	FP	SCZ
334	Gulbarga-2 (Kalaburagi)	FP	WZ
335	Guna	FFU	WZ
336	Guntakal	FP	SCZ
337	Guntakal	FP	SCZ
338	Guntur	FP	SCZ
339	Guwahati	FP	EZ
340	Hajipur	FP	EZ
341	Hassan	FFU	SZ
342	Hospet	FP	SZ
343	Howrah	FFU	EZ
344	Howrah	FP	EZ
345	Howrah (Old Complex)	FP	EZ
346	Howrah-1	FFU	EZ
347	Hubli	FP	SZ
348	Hyderabad	FP	SCZ
349	Itarsi	FP	WZ
350	Jaipur	FP	NZ
351	Jajpur Keonjhar	FFU	SCZ
352	Jalandhar City	FP	NZ
353	Jalgaon	FP	WZ
354	Jamnagar	FP	WZ
355	Jamui	FFU	EZ



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356	Jasidih	FFU	EZ
357	Jasidih	FP	EZ
358	Jehanabad	FFU	EZ
359	Jhajha	FFU	EZ
360	Jhansi	FP	NZ
361	Jolarpet	FFU	SZ
362	Kacheguda	FP	SCZ
363	Kacheguda	FFU	SCZ
364	Kamakhya	FP	EZ
365	Kanpur	FP	NZ
366	Kashipur	FFU	NZ
367	Kathgodam	FP	NZ
368	Katihar	FP	EZ
369	Katihar	FFU	EZ
370	Katni	FP	WZ
371	katni Murwara	FFU	WZ
372	Katpadi	FFU	SZ
373	Kengeri	FFU	SZ
374	Kevadiya	FP	WZ
375	Kharagpur	FP	EZ
376	Khurda Road	FFU	SCZ
377	Khurda Road	FP	SCZ
378	Kishanganj	FP	EZ
379	KIUL	FFU	EZ
380	Kiul	FFU	EZ
381	Kochuveli	FFU	SZ
382	Kolkata Terminal	FFU	EZ
383	Kopargaon	FP	WZ
384	Krishnarajapuram	FP	SZ
385	Kumbakonam	FFU	SZ
386	Lalkuan	FFU	NZ
387	Lingampalli	FFU	SCZ
388	Loharu Jn.	FFU	NZ
389	Lonavala	FP	WZ
390	Londa	FFU	SZ
391	Lucknow	FFU	NZ
392	Lucknow	FP	NZ
393	Lumding	FP	EZ



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394	Madhupur	FFU	EZ
395	Makrana	FFU	NZ
396	Maksi	FFU	WZ
397	Malakpet	FFU	SCZ
398	Malda Town	FP	EZ
399	Manduadih	FFU	NZ
400	Mangalore	FP	SZ
401	Maninagar	FP	WZ
402	Manmad	FP	WZ
403	Mansi	FFU	EZ
404	Mantralayam	FFU	SCZ
405	Mariani Jn	FFU	EZ
406	Marwar	FFU	NZ
407	Mathura Jn.	FP	NZ
408	Mehsana	FP	WZ
409	Merta Road	FFU	NZ
410	Miraj	FP	WZ
411	Mirzapur	FP	NZ
412	Mokama	FFU	EZ
413	Morena	FFU	NZ
414	Mumbai Central	FP	WZ
415	Muzaffarpur	FP	EZ
416	Nagarsol	FFU	SCZ
417	Nagda	FP	WZ
418	Nagercoil	FFU	SZ
419	Nalgonda	FP	SCZ
420	Nandyal	FP	SCZ
421	Narkatiaganj	FFU	EZ
422	Nellore	FFU	SCZ
423	New Bongaigaon	FFU	EZ
424	NEW DELHI	FP	NZ
425	New Jalpaiguri	FP	EZ
426	Nungambakkam	FFU	SZ
427	Old Delhi	FP	NZ
428	Ongole	FFU	SCZ
429	Orai	FFU	NZ
430	Palanpur	FP	WZ
431	Palasa	FP	SCZ



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432	Palghar	FFU	WZ
433	Palghat	FP	SZ
434	Pallavaram	FFU	SZ
435	Paranur	FFU	SZ
436	Patliputra	FP	EZ
437	Patliputra	FFU	EZ
438	Patna	FP	EZ
439	Patna-1	FFU	EZ
440	Patna-2	FFU	EZ
441	Pazhavanthangal	FFU	SZ
442	Pendra Road Station	FFU	SCZ
443	Perungalathur	FFU	SZ
444	Pimpri	FFU	WZ
445	Pratapgarh	FFU	NZ
446	Prayagraj	FP	NZ
447	PT. Deen Dayal Upadhyaya Junction.	FP	EZ
448	PT. Deen Dayal Upadhyaya Junction.	FFU	EZ
449	Pune	FP	WZ
450	Pune	FP	WZ
451	Pune	FFU	WZ
452	Pune 2/3	FFU	WZ
453	Puri	FFU	SCZ
454	Purnea	FFU	EZ
455	Raichur	FP	SCZ
456	Raigarh	FP	SCZ
457	Raigarh	FFU	SCZ
458	Raipur	FP	SCZ
459	Rajahmundry	FP	SCZ
460	Rajendernagar	FP	EZ
461	Rajkot	FP	WZ
462	Rajnandgaon	FFU	SCZ
463	Ranchi	FP	EZ
464	Rangiya	FP	EZ
465	Raxaul	FP	EZ
466	Rayagada	FP	SCZ
467	Renigunta	FFU	SCZ



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468	Renigunta	FFU	SCZ
469	Rewa	FP	WZ
470	SAGAULI	FFU	EZ
471	Saharsa	FFU	EZ
472	Salem	FP	SZ
473	Samalkot	FP	SCZ
474	Samastipur	FFU	EZ
475	Sambalpur	FP	SCZ
476	Sangli	FFU	WZ
477	Santragachi	FFU	EZ
478	Sasaram	FFU	EZ
479	Saugor	FP	WZ
480	Sawai Madhopur	FP	WZ
481	Sealdah	FP	EZ
482	Sealdah	FP	EZ
483	Sealdah	FFU	EZ
484	Sealdah	FFU	EZ
485	Secunderabad	QFJ	SCZ
486	Sewagram	FFU	WZ
487	Shahdol PF.1&2/3	FFU	SCZ
488	Shahganj	FFU	NZ
489	Shalimar	FP	EZ
490	Shalimar 2	FFU	EZ
491	Shalimar-1	FFU	EZ
492	Shegaon	FFU	WZ
493	Shimoga Town	FFU	SZ
494	Shoranur	FP	SZ
495	Silchar	FFU	EZ
496	Sir M visvesvaraya Terminal Banglore (Unit-A)	FFU	SZ
497	Sir M visvesvaraya Terminal Banglore (Unit-B)	FFU	SZ
498	Solapur	FP	WZ
499	SSS Hubli 3rd Entry	FP	SZ
500	Talegaon	FFU	WZ
501	Tambaram (East & West 2nd Entry)	FP	SZ
502	Tatanagar (1)	FP	EZ



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503	Tatanagar (1)	FP	EZ
504	Thalassery	FP	SZ
505	Thanjavur	FFU	SZ
506	Thrissur	FP	SZ
507	Tiruchchirappalli (1)	FP	SZ
508	Tiruchchirappalli (2)	FP	SZ
509	Tirunelveli	FFU	SZ
510	Tirur	FFU	SZ
511	Tiruvallur	FFU	SZ
512	Tiruvanmiyur	FFU	SZ
513	Trivandrum	FP	SZ
514	Tumkur	FFU	SZ
515	Tuni	FFU	SCZ
516	Ujjain	FP	WZ
517	Vadodara	FP	WZ
518	Vandalur	FFU	SZ
519	Vapi	FP	WZ
520	Varanasi Cantt	FP	NZ
521	Vijayawada	FP	SCZ
522	Vijayawada	FP	SCZ
523	Vijayawada	FFU	SCZ
524	Villivakkam	FFU	SZ
525	Villupuram	FP	SZ
526	Visakapatnam	FP	SCZ
527	Visakapatnam	FP	SCZ
528	Visakapatnam	FP	SCZ
529	Vizianagaram	FP	SCZ
530	Vizianagaram	FFU	SCZ
531	Wadi	FP	WZ
532	Yeshwantpur	FP	SZ
533	Sealdah	Base Kitchen	EZ
534	Balasore	Base Kitchen	EZ
535	Rajendernagar	Base Kitchen	EZ
536	Howrah	Base Kitchen	EZ
537	MMCT	Base Kitchen	WZ
538	Nagpur	Base Kitchen	WZ
539	Balharshah	Base Kitchen	WZ
540	New Delhi	Base Kitchen	NZ



Bid Security Declaration

“I/We hereby understand and accept that I/We withdraw or modify my/our bids during the period of validity, or if we are awarded the contract and on being called upon to Submit the performance security/ Security Deposit, fail to submit the performance security/Security Deposit, before the deadline defined in the request for bid document/Notice Inviting Bid, I/we shall be debarred from exemption of submitting Bid Security/ Earnest Money Deposit and performance security/ Security deposit for a period of 1 Year, from the date I/we are declared disqualified from exemption from Submission of EMD/SD, for all Bids for procurement of goods/Works/services/consultancy etc. issued by any unit of IRCTC published during this period”.



Certificate for verification of the Food Safety & Hygiene Audit conducted by the Auditor of the firm issued by the Unit in Charge, In case of Mobile unit: Train Superintendent / Unit/Pantry in charge/IRCTC OBCS.

Name of the unit (Mobile/static) _____

Operated by _____

Date: _____ Time: _____

This is to certify that Third party Food Safety & Hygiene Audit conducted by (Name of Agency) has been done in Trains No/ static uniton

Note: This certificate of verification to be issued for each Mobile/Static unit.

Signature of IRCTC official on Duty _____

Name & designation of the IRCTC official _____

or

Signature of the Train Superintendent _____

Signature of the Unit/pantry in Charge _____

Name _____

ID Number _____

Phone no _____

Name of licensee _____

Signature of Auditor _____

Name _____

Name of the firm _____

Date & Time _____



UNDERTAKING

(To be submitted on the firm's/Company Letter Head)

This is to certify that I/we (Name of the firm) are not black listed or debarred by IRCTC or any other Ministry / Department / PSU (Public Sector Undertaking) of the Govt. of India/State Govt. from participation in tenders/contract on the date of opening of bids.

Authorized signatory

Name. Designation and seal

Address:

Date:

Place:



SELF DECLARATION

(To be submitted on the Letter Head of bidder)

Subject: Declaration for having 3 yrs and in case of MSC bidders 01 year experience to carry out similar nature of work i.e. Food Safety and Hygiene Audit i.e. in FY 2021-22, 2022-23 & 2023-24

&

Declaration of carrying out one similar nature of work i.e. Food Safety and Hygiene Audit with minimum value of Rs. 57 lacs and in case of MSE Bidders, Minimum value required is of Rs. 14.3 Lacs in any of the last three financial years i.e. 2021-22, 2022-23 & 2023-24.

Tender Reference No: 2024/IRCTC/CO/Quality/Food safety & Hygiene Audit

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

The experience to carry out similar nature of work i.e. Food safety & Hygiene Audit in last three financial years i.e. 2021-22, 2022-23 & 2023-24 along with carrying out one similar nature of work i.e. Food safety & Hygiene Audit with minimum value of Rs. 57 lacs and in case of MSE Bidders, Minimum value required is of Rs. 14.3 Lacs in any of the last three financial years i.e. 2021-22, 2022-23 & 2023-24 is as under:

<u>Table A</u>			
Financial Information (in INR)			
Financial Years	2023-24	2022-23	2021-22
Name of Project			
Name of Client			
Scope of Project			
Details of work orders/LOA/ Work Completion Certificate			
Period of Management/ operation (From - To)			
Work value in Rs.			
<u>Table B</u>			
Details of carrying out one similar nature of work i.e. Food Safety and Hygiene Audit with minimum value of Rs. 57 lacs in any of the last three financial years i.e. 2021-22, 2022-23 & 2023-24 And in case of MSE Bidders, one similar nature of work i.e. Food	Details of carrying out one similar nature of work in any of the last three financial years i.e. 2021-22, 2022-23 & 2023-24		
	Name of Project		
	Name of Client		
	Scope of Project		
	Details	of	work



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Safety and Hygiene Audit with minimum value of Rs. 14.3 Lacs in any of the last three financial years i.e. 2021-22, 2022-23 & 2023-24	orders/LOA/ Work Completion Certificate	
	Period of Management/operation (From - To)	
	Work value in Rs.	

Note:

1. The bidder may add rows to submit details in case bidder wants to submit more than one work orders/LOA/ Work Completion Certificate for the same financial year.
2. To substantiate the above information /submission, the bidder is required to submit the copy of the work orders/LOA/ Work Completion Certificate.
3. Non submission of the supporting documents as mentioned in para 1 above, will result in technical disqualification of the bidder.

Signature of the Authorized Signatory:

Name of the Firm:

Seal:

