



Corporate Identification No. (CIN) – L74899DL1999GOI101707]

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

**BID DOCUMENT**

**TENDER NO. IRCTC/EZ/ZO(SCS)/101/2020/ZO/EZ dt 04-12-2024**

**Limited E-Tender for providing Catering Services at Canteen of Nabanna (HRBC Building)**  
**Howrah, West Bengal**

**Last Date and Time of Online Submission of bids : 14-12-2024 at 12:00 hrs**

**Date and Time of Opening of financial bid : 14-12-2024 at 12:30 hrs**

**Pre Bid Meeting to be held at : 09-12-2024 at 12:00 hrs**  
**IRCTC Zonal Office, Kolkata**  
**3 No., Koilaghat Street**  
**Kolkata – 700001**

**Place of opening of e-Tender: Indian Railway Catering and Tourism Corp. Ltd.**  
**IRCTC Zonal Office, Kolkata**  
**3 No., Koilaghat Street**  
**Kolkata – 700001**



**IRCTC/EZ/ZO(SCS)/101/2020/ZO/EZ dt 04-12-2024**



**INDIAN RAILWAY CATERING & TOURISM CORPORATION LIMITED**

**LIMITED E-TENDER DOCUMENT**

**E-TENDER NO. – IRCTC/EZ/ZO(SCS)/101/2020/ZO/EZ dt 04-12-2024**

**E-TENDER BID DOCUMENT FOR**

**Providing Catering Services at Canteen of Nabanna (HRBC Building) Howrah, West Bengal**

Limited E-tender through online mode is invited for the below mentioned contract –

1. The complete tender document can be viewed and downloaded only from the website ([www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC)) till last date and time of submission of bids.
2. Complete tender document papers, duly accompanied shall be received online as per date & time of submission mentioned below. Tender shall be opened through E-Tendering systems.

SN	Requirements	Details
1	Tender Number	IRCTC/EZ/ZO(SCS)/101/2020/ZO/EZ dt 04-12-2024
2	Scope of work	Providing Catering Services at Canteen of Nabanna (HRBC Building) Howrah, West Bengal
3	Location of unit	Existing Canteen at Nabanna (HRBC Building) Howrah, West Bengal
4	Validity of contract	The tenure for management of canteen by the service provider shall be for the period of 01 years which may be further extended for another 01 year based on the satisfactory & complaint free performance of the service provider also subject to the extension of the MOU between IRCTC and Principal Organisation and satisfactory services of the service provider.
5	Minimum license fees of the contract	License fee will 12.5% on sale of cooked food + 5% on sale of PAD Items of the net sale (basic sale) per month + GST as applicable thereon <b>OR</b> Fixed license fee payable per month i.e ₹56,100/- +applicable GST. <b><i>Chargeable whichever is higher</i></b>
6	Security deposit	<b>10% of the value of contract</b>
7	Last Date and Time for online Submission of Bid	14-12-2024 at 12:00 hrs
8	Last Date and Time for Opening of Bid	14-12-2024 at 12:30 hrs



**IRCTC/EZ/ZO(SCS)/101/2020/ZO/EZ dt 04-12-2024**

1. Notice inviting this E-Tender is also available at IRCTC website [www.irctc.com](http://www.irctc.com)
2. Corrigendum/Addendum to this tender, if any, shall be published on website [www.irctc.com](http://www.irctc.com) and [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC). Newspaper/press advertisements shall not be issued for the same.
3. For any difficulty in downloading & submission of tender document at website [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC), please contact helpdesk no. 011-49424365 or mobile no. +91-8641967966/ 8800115628..

IRCTC reserves the right to reject any or all the tenders without assigning any reason thereof.



## **DISCLAIMER**

1. The contained information in this e-tender is being provided by IRCTC for the purpose of enabling the bidders to participate and submit a bid in response to this e-tender for providing catering services in Canteen at Nabanna (HRBC Building) Howrah, West Bengal.. In no circumstances shall IRCTC, or its respective advisors, consultants, contractors, employees and/or agents incur any liability arising out of or in respect of the issue of this e-tender, 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. The selected service provider will have to procure/install any equipment/utensils required to provide the mandated quality of catering services, over and above the equipment /utensils already provided by Canteen at Nabanna (HRBC Building) Howrah, West Bengal..
4. This tender may not be appropriate for all persons, and it is not possible for IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this e-tender. The assumptions, assessments, statements and information contained in this e-tender document 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 e- tender and obtain independent advice from appropriate sources.
5. Nothing in this e- tender 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 tender or its terms and any information contained herein or to cancel the bidding process or altogether abandon the tender process 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 information mentioned herein.
6. 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 tender.
7. Laws of the Republic of India are applicable to this e-tender.
8. Each bidder's acceptance of delivery of the e-tender constitutes its agreement to and acceptance of the terms set forth in this disclaimer. By acceptance of the e-tender, the recipient agrees that this tender and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.

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**DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID**

SN	DOCUMENT CHECKLIST	Enclosed at Page No.
1	Name and full address of the bidder with Telephone, e-mail & Fax Number(s) and Contact Person.	
2	Bid document along with terms and conditions duly signed or digitally signed by the authorized signatory.	
3	Covering letter for financial offer in Company's Letter Head– <b><u>Annexure - A</u></b>	
4	Financial Bid – <b><u>Annexure - B</u></b>	
5	Affidavit in connection with details of debarment, if any on Non –Judicial Stamp Paper- <b><u>Annexure – C</u></b>	
6	Indicative Menu <b><u>Annexure – D</u></b>	

**Note:**

**This form duly filled and signed with stamp or digitally signed by the authorized signatory is required to be submitted along with the bid document.**



## INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Government of India Undertaking)

### **INSTRUCTIONS TO TENDERERS**

The Indian Railway Catering and Tourism Corporation Ltd. propose to obtain Limited E-Tender for providing catering services at Canteen at Nabanna (HRBC Building) Howrah, West Bengal..

#### **1. General –**

**Last Date and Time of Submission of bids : 14-12-2024 at 12:00 hrs**

**Date and Time of opening of financial bid : 14-12-2024 at 12:30 hrs**

*[Tender will be opened in presence of bidders, whosoever wishes to be present in the office of the Corporation to witness the opening of tender]*

All the documents submitted along with the bid should be serially numbered on the top right-hand corner of every page including bid document and signed or digitally signed by the authorized signatory of the firm.

#### **2. MINIMUM ELIGIBILITY CRITERIA**

- a) The firm should be empaneled by any zone of IRCTC or Corporate office of IRCTC for operation of Non-Railway Catering projects under IRCTC, valid as on opening of the bids.
- b) The party should not be in debarment / blacklisting status of the Indian Railways / IRCTC / MoR on date of opening of bid.
- c) An affidavit to this effect must be submitted as per the format enclosed as Annexure - C.

#### **3. Documents to be submitted by the tenderers (technical bid) – detailed in page no. 4**

#### **4. Validity of bid –**

- a) The submission of any offer connected with this tender document shall constitute an undertaking that the tenderer shall have no cause for and claim against IRCTC for rejection of the offer. IRCTC shall always be at liberty to reject or accept any offer at his sole discretion



and any such action will not be called into question and the tenderer shall have no claim in that regard against IRCTC.

- b) The offer shall be kept valid for acceptance for a minimum period of 90 (Ninety) days from the date set for opening of tenders.
- c) 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 tenderer. While the offers are under such consideration, tenderers and or their representatives or other interested parties are advised to refrain from contacting IRCTC by any means. If necessary, IRCTC will obtain clarifications in the offers by requesting for such information from any or all the tenderers, in writing, as may be considered necessary. Tenderers will not be permitted to change the substance of their offers after the offers have been opened.

5. This E-Tender document can only be viewed and downloaded from [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC) and will be submitted/received online at [www.tenderwizard.com/IRCTC](http://www.tenderwizard.com/IRCTC) only.

**6. Tender Evaluation –**

- a. During tender evaluation, IRCTC may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and response shall be in writing and no change in the price or substance of the tender shall be sought, offered or permitted.
- b. Tender will be evaluated on the basis of financial bid submitted by bidders, subject to fulfilment of the technical criteria.
- c. IRCTC reserves the right to accept any tender as deemed fit.
- d. Prior to the detailed evaluation, IRCTC will determine whether each tender document is complete and is substantially responsive to the bidding documents. For the purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, objections, conditionality or reservation is –
  - i. One that limits in any substantial way the scope, quality or performance of the product/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.
- e. 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 the bid responsiveness will be based on the contents of the 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.
- f. Licence for management of catering services at Canteen at Nabanna (HRBC Building) Howrah, West Bengal.. will, normally, be awarded to the party quoting highest percentage of license fee on net sale (basic sale) per month, in the given format. However, IRCTC has sole



- discretion to award the catering services to any other party. The decision of IRCTC in this regard shall be final and binding.
- g. Tenders are not transferrable.
  - h. IRCTC reserves the right to reject or accept any tender in whole or in part on account of credentials, technical capability, past performance or any other evaluation criteria to ensure quality services. The decision of IRCTC in this regard will be final and IRCTC is not liable to assign any reasons for this decision.
  - i. Tenderers are invited to bid through online mode only as per the enclosed format provided in Annexure – B (financial bid) in accordance with the above instructions & conditions of contract.
  - j. IRCTC shall not be responsible for any delay. All tenders received/uploaded after the stipulated time and date may summarily be rejected.
  - k. The tenderers must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled. Tenders, which are not complete in all respects as stipulated above, may summarily, be rejected.
7. **All pages of the Bid Document should be duly signed or digitally signed by the authorized signatory of the applicant.**
8. The bidder should have the capability and willingness to commence the operations within 07 days from the date of acceptance and payment of security deposit or as advised by RCTC. However, the date on which the operation shall commence will be intimated to the successful Licensee through Letter of Award/Commencement.
9. IRCTC reserves the rights to discharge this e-Tender process at any stage, without assigning reason for the same. Any claim by Licensee for damages/compensation, for what so ever may be reason(s), on this account will not be admissible.
10. The intending bidders are advised to study the document carefully and acquaint themselves with the conditions therein as these shall govern the operations and shall form integral part thereof.
11. The bidders are also advised to visit the site Canteen at Nabanna (HRBC Building) Howrah, West Bengal.. , in order to familiarize themselves with the kitchen, style of operation, expected turnover, footfall, area of operation, infrastructure available etc.
12. IRCTC reserves the right to call of additional information/documents from the bidder in connection with tender finalization process.





13. The party has to submit an affidavit (as per the format enclosed as Annexure - C), giving details of empanelment by any IRCTC zone or IRCTC Corporate office as service provider for operating NRC projects. Further, the firm(s) must also declare that they have not been debarred from participating Tenders/Contracts, as on date by Indian Railways/IRCTC for any reason whatsoever. If the bidder is found to have falsified any document, testimonials, affidavits or undertakings as part of the submitted tender document – the bid will be summarily rejected and punitive action as detailed in the tender document shall be imposed..

**Interested applicants may attend pre-bid meeting to be held on 09-12-2024 at 12:00 hrs at IRCTC East Zone office, 3 No., Koilaghat Street, Kolkata – 700 001.**

14. For any queries, please feel free to contact – Mr. Saptarshi Bhowmik  
Ch. Supervisor (Catg.)  
IRCTC/EZ/Kolkata  
Mob – 9002040149  
Email–  
saptarshi.bhowmik5824@irctc.com
15. In case **14-12-2024** is declared a holiday, the date of opening of tender shall be the next working day at same time i.e **12:30 hrs.**



## TERMS AND CONDITIONS

### **I. GENERAL**

#### **1. The Unit/Project must display “Food Track(R) managed by IRCTC”**

2. Nabanna (HRBC Building) Howrah, West Bengal, will provide basic infrastructural facilities including basic kitchen equipment.
3. The service provider will ensure proper upkeep, repair & maintenance the all the furniture, fixtures & equipment provided at Canteen at Nabanna (HRBC Building) Howrah, West Bengal. Cost of damage of the above, if any, will have to be borne by the selected service provider.
4. Selected service provider will have to return all the furniture, fixtures & equipment as is where is basis at the end of the tenure.
5. Proper hand over & take over done with documentary proof regarding the equipment and utensils taken by Service Provider to be kept with a copy to IRCTC – East Zone.
6. The selected service provider will obtain necessary certificates/permissions as required by law such as food license under FSSAI Act, or any other stipulated statutory document from the competent authorities.
7. The premises, electricity, power and water shall be provided by Nabanna (HRBC Building) Howrah, West Bengal free of cost to the selected service provider. Use of electricity should be restricted for use of Bain-Marie, Micro-Wave, Toasters, Geysers, and Visi-Cooler etc. However, food should not be cooked through use of electricity. LPG/PNG/Fuel on actual shall be paid by service provider appointed by IRCTC.
8. Tenure: Tenure of license will be for 01 year w.e.f from the date of commencement of services as per advice of IRCTC and may be further extended for another 01 year at the sole discretion of IRCTC, subject to the extension of the MOU between IRCTC and Nabanna (HRBC Building) Howrah, West Bengal and satisfactory services of the service provider.
9. Licence for management of catering Canteen at Nabanna (HRBC Building) Howrah, West Bengal will, normally, be awarded to the party quoting highest percentage of license fee on net sale (basic sale) per month, in the given format. However, IRCTC has sole discretion to award the catering services to any other party. The decision of IRCTC in this regard shall be final and binding.
10. The successful service provider has to follow all the norms & policies issued by Central/State Government, Nabanna (HRBC Building) Howrah, West Bengal - Authorities and IRCTC in respect to COVID-19 situation from time to time.
11. The successful service provider shall, at all times indemnify IRCTC against all claims and penalties which may be suffered by IRCTC or any person employed by them by reason of any default on the part of the bidder in due observance and performance of provision of,
  - i) Workmen’s Compensation Act -1923
  - ii) Employment of Children’s Act XXVI of 1938 and



- iii) Contract labour regulation and abolition Act-1970 and other statutory laws.
12. The employees, contractors, sub-contractors of the successful Service provider will not be in any contractual relation with IRCTC and Nabanna (HRBC Building) Howrah, West Bengal
  13. The successful Service provider will bear the cost, throughout the term of License, for comprehensive general liability insurance for his men and material.
  14. Successful service provider shall be responsible for compliance of the provisions of FSSAI Act 2006 or any other amendments thereto.
  15. **A Service Level Agreement (SLA) will be signed between the Successful service provider and IRCTC.**
  16. The service provider with the consent of **IRCTC** shall issue Identity Cards to the staff/personnel deployed by service provider after due verification/certification of their antecedents.
  17. The Successful Bidder will submit their list of staff with valid identification proof to IRCTC before commencement of services. Any changes of Staff during the currency of contract will have to be done with prior intimation to this Office.
  18. IRCTC will not be liable for any liability arising under the labour laws, non-payment of taxes or any statutory taxes or any other law of the land incurred by the successful service provider in course of performance of activities under the Agreement.
  19. The selected service provider shall be responsible for the conduct and behavior of his employees.
  20. All cash transactions will be handled by the Successful Bidder and required Billing Machines & suitable staff will be provided by the Service Provider. **Daily sale of the unit will be informed to IRCTC and a breakup of the UPI/Credit sale vis-a vis Cash sale will have to be provided on a daily basis. Failing which a fine may be imposed on the licensee. Sale of cooked food and Pad should also be given on a daily basis.**
  21. In case Successful Bidder is found indulging in malpractices such as bad quality, wrong portioning, unapproved items and prices, and any other such offence which is against the spirit and terms of the contract and any adverse performance in regard to quality and quantity, the service provider will be given a warning and for any subsequent offence, will be appropriately penalized.
  22. **IRCTC reserves the right to review the performance as per its own requirement and to take suitable action on observing default/deficiency in service etc. and non-participation in the quotation/tender process including but not limited to imposing fine or de-empanelment of the party with consequential debarment from the future projects/tenders of IRCTC for a period of 02 (two) year and forfeiture of Security Deposit.**



23. **Items to be sold:** Service Provider has to sell the items as given at **Annexure-C** (Tentative, may change with mutual consent of IRCTC and Principal Organization) at the prescribed rates only, at “Catering unit”. Rates are all inclusive of applicable GST. Only IRCTC approved brand of PAD items to be sold at the catering units in Catering unit of **Canteen at Nabanna (HRBC Building) Howrah, West Bengal**. The menu rate revision may be considered after one year of successful completion, at the sole discretion of IRCTC and as per the mutual agreement between **IRCTC & Principal Organisation**.
24. **Display of Rate List:** Bilingual legible rate list should be displayed by Service Provider as per IRCTC standards with sufficient provision of menu card to be kept.
25. **Service:** Self-service system should be adopted at Catering unit, **Canteen at Nabanna (HRBC Building) Howrah, West Bengal**., **Billing System:** Printed + Bill/Receipt should be given to all the customers for which Billing Machines will be installed by the successful service provider. The GST Sale Invoice indicating separate CGST & SGST component will be issued by Licensee in his own GST no. and shall be responsible for all legal tax liabilities as per law.
26. **Safety:** The Licensee will bear the cost, throughout the term of the licensee, for a comprehensive general liability insurance covering injury to or death of any person(s) occurring in the areas of operation, caused by negligence on the part of licensee and in case of failure to perform their obligation/duties under the agreement. **IRCTC- East Zone** will not be responsible for any consequences due to default in this regard by the Licensees/Sub-Licensees of IRCTC.
27. **Uniform:** The staff should be in standardized presentable smart uniform with name tags. The uniform should be clean & well ironed. **Uniforms to have prominent IRCTC logo**. Uniform design to be approved by IRCTC. All Managers, service staff and Chef should have uniforms as per industry standards.
28. **Training of Staff:** The staff to be trained and provided with all necessary information on safe handling and maintenance of equipment and to lay emphasis on service orientation and personal hygiene.
29. **Pest Control** should be done regularly and properly documented by the Service Provider.
30. **Disposal of Garbage:** Waste disposal management by segregation of dry and wet waste will be done by service provider appointed by IRCTC as per FSSAI norms and this will be facilitated by **Nabanna (HRBC Building) Howrah, West Bengal**.
31. Successful bidder will ensure that intoxicants like drugs/alcohol/wines/smoke/cigarette-bidi /supaari- gutkha -paan etc. will not be served/sold/consumed at the premises by deputed staff and any person using Catering unit.



32. **Complaint and Suggestion Book:** A suggestions/complaints book will be made available in the Catering unit and also feedback should be obtained from the guests/users.
33. **Food Audit** for quality and food safety must be integral part of Kitchen Operations. IRCTC will also be conducting required Food Audit & Inspections of the Unit as per requirement.
34. **Table clearance:** The service provider will be responsible to ensure the proper clearance of all used plated and utensils in the Catering unit. In this regard, the service provider should provide adequate manpower for smooth operation of Catering unit.
35. **Housekeeping:** Regular cleaning of the allotted premises shall be the responsibility of the Service Provider who should engage adequate staff for cleaning & pot washing etc at the units.
36. **Register for Block Stock & kitchen equipment:** The service provider has to maintain the block stock & kitchen equipment register.
37. The management and control of the unit shall remain with IRCTC.
38. **Operation Time:** The operational hours of the catering services would be from **10:00 hours to 17:00 hours** on all working days however it may be changed as per request of **Nabanna (HRBC Building) Howrah, West Bengal officials.**
39. **Special Catering:** The selected service provider will provide services to **Nabanna (HRBC Building) Howrah, West Bengal** for all official lunches/parties/events at the premises as per the menu & tariff decided mutually under agreed terms & conditions on credit payment basis through the Catering unit on the premise.
40. In case of discontinuation of service, a three months notice would require to be given by the selected service provider. However, the service provider can only give notice after the expiry of Lock-in period of six months. IRCTC may however, give one months notice anytime during the period of operation of contract. In case of breach of any of the clause conditions or unsatisfactory performance, IRCTC will reserve the right to terminate the contract then and there.
41. **Group General Manager, IRCTC Zonal Office, Kolkata** reserves the right to accept, reject any or all bids without assigning any reason thereof.

## **II. SECURITY DEPOSIT**

- i. Security Deposit of **10% on Contract Value** will have to be submitted by the selected service provider along with acceptance of contract, as advised by IRCTC, as Demand Draft in favor of “Indian Railway Catering and Tourism Corporation Ltd.” payable at:

Name of the Vendor – IRCTC Ltd.

Bank – IDBI Bank

A/c No. - 012102000012193

IFS Code – IBKL0000012

Branch - Siddha Point, Park Street, Kolkata

No interest will be admissible on this Security Deposit. **Within 4 working days from issuance of LOA.**

- ii. The Security Deposit is liable to be forfeited if the successful bidder unilaterally withdraws amends, impairs or derogates from terms and conditions in any respect during its currency.



- iii. Security deposit will be refunded without interest after the successful competition of the tenure post deduction of any dues as deemed fit by competent authority and that will be subject to the pending of any court case involved with financial obligation impleading IRCTC as one of the respondents.

### **III. Payment of License Fee and Taxes**

All applicable taxes and billing procedures will be followed as given under:

- i. Cash handling i.e. receipt of cash from customers & it's safe custody will be the responsibility of the Service Provider. **Cash sales to be done at the bare minimum and POS/UPI/Credit card/Digital mediums should be encouraged more.**
- ii. The Service Provider will provide daily sales reports to IRCTC as per requirement.
- a. **Daily sale of the unit will be informed to IRCTC and a breakup of the UPI/Credit sale vis-a vis Cash sale will have to be provided on a daily basis. Failing which a fine may be imposed on the licensee. Sale of cooked food and Pad should also be given on a daily basis.**
- iii. Prices of products at which the bills/receipts would be issued shall be inclusive of GST. The GST Invoice indicating separate SGST & CGST component will be issued by Licensee in his own Firm's name and shall be responsible for all legal tax liabilities as per law. Licensee shall ensure deposition of GST with statutory authorities without delay. Introduction and levy of new statutory tax in due course of operation shall be the responsibility of the service provider.
- iv. The Service provider may have to provide catering services of all officials lunches/parties/events as per the menu and tariff decided **Nabanna (HRBC Building) Howrah, West Bengal** on credit payment basis to the canteen and payment for such services will be cleared by **IRCTC- East Zone** directly to the account of selected service provider.
- v. Bills / Invoices shall be raised in Tax invoice i.e GST compliance invoice and in no case on retail invoice shall be issued.
- vi. Billing cycle will be as under-
  - a. Service provider will furnish details of billing for the period from 1st to the end of the month and deposit the license fee to IRCTC by the 7th of the following month. Delay in deposit of license fee will invite penalty @12% per annum calculated for the number of days in default.
- vii. The menu and the rate are fixed by the **Nabanna (HRBC Building) Howrah, West Bengal** Authority and IRCTC as per mutual agreement. Request / Appeal for revision/addition of rate/item would be effective only upon intimation and agreement from **Principal Organisation** and IRCTC. Further, introduction of any additional items by service provider not mentioned in the approved menu would require prior written approval of IRCTC authority.



#### **IV.QUALITY & HYGIENE**

1. In order to maintain good quality of the Products, handling, storage and the reputation of the Trademarks, the successful bidder will strictly comply with the best industry practices regarding the Quality & Hygiene control Procedures.
2. **Personnel & Hygiene:** Service Provider shall ensure that the staff to be deployed should fulfill the following eligibility criteria: -
  - (a) Verification of antecedents of the staff by police authorities.
  - (b) The staff should have proper medical certificate issued by concerned Medical Authorities.
  - (c) The staff deputed including outsourced, should have passed hotel management degree/diploma or have adequate experience in hospitality industry with knowledge of food & beverages etc.
  - (d) The photo ID card should be issued to staff.
  - (e) Staff should have name badges with proper uniform.
  - (f) The staff should be courteous and polite to all staff/customers at all times.
  - (g) Service staff must use masks, gloves& hairnet.
  - (h) All staff should be properly groomed (shaven, trim haired and presentable) and trained for the task.
  - (i) Time to time Government/ICMR announced precaution/restriction and guideline pertaining to pandemic Covid-19 must be followed in the department and by the staff concerned.
3. **Cleanliness:** The kitchen floor, dining area, surroundings of Canteen should remain clean and free of any greasy/water surfaces at all the times. Licensee has to maintain high standards of cleanliness.

#### **V. LIABILITY AND INDEMNITY**

The bidder agrees to defend, indemnify and hold harmless IRCTC and their respective officers, directors, employees and agents (collectively the “Indemnified Persons”) and its associated companies from and against any and all claims, actions, damages, expenses, costs (including legal costs) and other liabilities actually incurred by the indemnified parties arising as a result of any negligence, breach of contract or warranty, or any other wrongful act or default on the part of the Bidder, its employees, agents, representatives or contractors, including prosecutions under the legislation affecting the use of any of its sub- contractors or agent any of its warranties, undertakings and obligations set out in this Agreement.

#### **VI. LABOUR LAW AND OTHER REGULATIONS**

It is distinctly understood by the bidder that the employees engaged by it will be deemed to be its employees and the bidder will be entirely responsible for compliance of all laws and rules governing employment of such employees. It shall also be responsibility of the bidder to comply with all laws, ordinances, rules, bye-laws, regulations, notifications, guidelines, policies, directions, directives and order of any governmental authority including municipal authorities.





## **VII. Applicable Law and Arbitrations**

In the event of any dispute between the Parties out of or in connection with this Agreement, Including the validity thereof, the Parties hereto shall endeavor to settle such dispute amicably in the first instance.

a. In case of any dispute, controversy or claim arising out of or relating to this Agreement, or any matter or issue arising there from which is unresolved by amicable settlement („Dispute“) it shall be resolved in accordance with Arbitration and Conciliation Act 1996. Such Dispute shall be referred to the Sole Arbitrator to be mutually appointed by the Parties as per the provisions of the Arbitration and Conciliation Act, 1996.

b. In case, the Parties fail to appoint Sole Arbitrator within 30 days, the Dispute shall be referred to a three-member Arbitral tribunal. Each party shall appoint their Arbitrator and both the Arbitrators shall appoint the Presiding Arbitrator Arbitration proceedings shall be conducted under the aegis of Arbitration and Conciliation Act 1996. The award of the arbitrator shall be final and binding on the Parties to this Agreement. The venue of the arbitration shall be **Kolkata**. The fees and expenses of the Sole Arbitrator or the arbitration tribunal, as the case may be, and all other expenses of the arbitration shall be borne jointly by the Parties,

## **VIII. Jurisdiction**

All the court cases arising out of any dispute pertaining to this agreement will lie only in the court under the jurisdiction of the **Hon'ble High Court, Kolkata**.

## **IX. EVENTS OF DEFAULT**

1. IRCTC shall have the **right to terminate** the agreement forthwith at the cost and consequence of the Bidder in the following events: -
  - a) Any items supplied other than the approved menu and approved prices.
  - b) If the bidder purchases or supplies product other than specified or of low quality and quantity.
  - c) In event of the bidder being convicted by the court of law under Criminal Procedure Code or any other law.
  - d) In the event of proprietor or firm being judged insolvent, or any proceedings for liquidation or composition under insolvency Act, or the firm dissolved under the Indian Partnership Act or in the bidder being a company, if the company shall pass any resolution to wind up business either compulsorily or voluntarily or is convicted by any court of law.
  - e) Repudiation of agreement by bidder or otherwise evidence of intention not bound by agreement,
  - f) Failure to adhere to any of the due dates of payment as specified in terms and conditions of this tender document.
  - g) Failure to comply with any statutory law or non-payment of any of the statutory taxes.
2. IRCTC shall be entitled to forfeit the whole or in part of the security deposit/License fee besides terminating the agreement without any notice.





**XI. Lock in Period**

These will be a lock in period for the Service Provider for 06 (six) months from the date of commencement of operation. During this period the Service Provider cannot discontinue the operation. Withdrawal Notice can be given only after completion of lock in period (as mentioned at S.No. 40). **In case, licensee take exit before completion of lock-in period there will be consequential debarment from the future projects/tenders of IRCTC for a period of 02 (two) year with forfeiture of Security Deposit**

**XII. Force Majeure**

In the event of any unforeseen event directly interfering with operation of Service provider arising during the currency of the licensing agreement such as war, insurrection, restraint imposed by Govt, Act of Legislature or other Authority, Explosion, Accidents, Strike, Riot, Lockout, Act of Public Enemy, Acts of God, Sabotage etc. the licensee shall within a week from the commencement thereof notify the same in writing to IRCTC with reasonable evidence.

If the force majeure conditions as mentioned be in force for period of 90 days or more, IRCTC will have the option to terminate the license on expiry of 90 days of commencement of such force majeure by giving 14 days notice to the license in writing. In case of such termination, no damage shall be claimed by either party against the other except those which had accrued under any other clause of this agreement prior to such Force Majeure.

\*\*\*\*\*



**Cover Letter for Financial Offer**

(On Company's Letter Head)

**Group General Manager,  
IRCTC, East Zone  
3, Koilaghat Street  
Kolkata - 700001**

**Sub:** Submission of Bid for providing Catering Services Canteen at Nabanna (HRBC Building) Howrah, West Bengal..

Dear Sir,

- a. I/We have read the general guidelines and bid document attached here containing the Terms and Conditions and agree to abide by such conditions. I / We offer the Bid for operation & management of Catering unit at .....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 offers / bids does not guarantee allotment of operation & management of Catering unit. 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 bid, cancel the allotment of operation & management of the Catering unit at ..... (IRCTC can revoke the same at any time without assigning any reason whatsoever).
- c. I/We further agree to execute an agreement to abide by the general and special conditions of operation & management of the Catering unit at ..... In case of acceptance of Bid by the IRCTC, I /We bind myself / ourselves to execute the agreement awarded to me / us and to commence the work as per the conditions of the allotment. In case of any amendment or impairment/derogation from the tender condition by us, IRCTC will be at liability to impose any action as deemed fit.  
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 bid.
- d. On account of non-acceptance of award or on account of not fulfilling Bid conditions within the prescribed time, I/We shall be debarred by IRCTC for further participation in the future Bids of IRCTC for a period of one year.

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for operation and management of the Canteen at Nabanna (HRBC Building) Howrah, West Bengal..

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

With Kind regards

For \_\_\_\_\_ (Name of the Company/Organization)

**Signature of the Authorized signatory and Company/Organization seal OR Digital signature of the authorized signatory**

(Name of the Authorized Signatory)

**Address:**

**Email:**

**Date:**

**Place:**



**Financial Bid**

**E-Tender No. – IRCTC/EZ/ZO(SCS)/101/2020/ZO/EZ dt 04-12-2024**

**Group General Manager  
IRCTC Ltd, East Zone  
3, Koilaghat Street  
Kolkata - 700001**

**Sub:** Financial Offer for providing catering services at Canteen at Nabanna (HRBC Building) Howrah, West Bengal.

With reference to the above, I/We hereby agree to operate the Canteen at Nabanna (HRBC Building) Howrah, West Bengal [NRC unit under IRCTC, East Zone] within seven Days (07) days from the date of LOA or date of commencement advised by IRCTC.

- 1) I/We accept the terms and conditions mentioned in the Bid Document that have been clearly understood by us.
- 2) I/We have duly signed on each page of the Bid Document.
- 3) I/We further certify that we are ready to provide catering services within the time frame given by the IRCTC Ltd. and as per the terms and conditions of the Bid Document and in the agreement to be executed between the parties.
- 4) I/We understand that IRCTC reserve the right to reject, accept or consider any offer without assigning any reason whatsoever.

**My/Our financial bid is as under: -**

License fee will 12.5% on sale of cooked food + 5% on sale of PAD Items of the net sale (basic sale) per month <b>.OR</b> Fixed license fee payable per month i.e ₹ 56,100/- + applicable GST.	Our offered percentage of license fee on net sale (basic sale) is = ..... (in figure) % ..... Percent (in words)+ GST as applicable thereon <b>OR</b> Fixed license fee payable per month i.e ₹56,100/- + applicable GST.
<b>Chargeable whichever is higher</b>	<b>Chargeable whichever is higher</b>

- **GST will be charged extra on Quoted License Fee.**

**Note –**

- (1) Party quoting highest percentage of license fee on net sale (basic sale) per month will normally be awarded the contract.
- (2) The firms need to offer percentage of license fee on net sale **higher than 12.5%** or else the bid will be summarily rejected.

**Date:**

**Signature of the authorized signatory**

**Name & Designation:**

**Name of the Firm/Company:**



**AFFIDAVIT**

**(to be notarized on Non-Judicial Stamp Paper)**

I \_\_\_\_\_ S/O \_\_\_\_\_ Residing at \_\_\_\_\_ furnishing this undertaking in my capacity as an Individual/Partner of Firm / Director of Body Corporate \_\_\_\_\_ and solemnly affirm and state as under.

1. I/We by way of this affidavit giving undertaking that I/We are not been at debarment or blacklisted status of the Indian Railways / Zonal Railways / MoR or by IRCTC as on date.
2. If at any stage during the tender or contract phase, IRCTC notices or observes that the above information given by me/us is false, fabricated, bogus or misleading then IRCTC shall be at a liberty to terminate this catering license/contract, with all its attendant costs, consequences and financial implications.

**VERIFICATION**

Verified at \_\_\_\_\_ on this \_\_\_\_ day of 2024, that the contents of the above affidavit are true and correct to my knowledge, no part is false and nothing material has been concealed there from. I further declare that I am duly authorized to make this affidavit.

**Deponent On behalf of \_\_\_\_\_**

**Date:**

**Place:**

**Name:**

**Mobile Number:**



## Annexure – D

### Menu of Cafeteria / Nabanna

W.e.f from- 1.12.2017

Sl. No.	Items	Weight/ Qty.	Rate (Exclusive of taxes)
<b>COOKED FOOD ITEMS</b>			
1	Veg Soup	200 ml	30.48
2	Chicken Soup	200 ml	40.00
3	Veg Pakora	6 pcs/100 gms	30.48
4	Chicken Pakora	6 pcs/125 gms	68.57
5	Fish Fry	60 gms	49.52
6	Egg Toast	100 gms	20.00
7	Butter toast	50 gms	10.48
8	Chicken Stew	2 pcs/ 150 gms	49.52
9	Veg Stew	100 gms	35.24
10	Green Salad	100 gms	15.24
11	Paneer Tikka	4 pcs/125 gms	59.05
12	Chicken Roll	200 gms	40.00
13	Chapati	1 pc/ 30 gms	3.81
14	Lachcha Paratha	1 pc/ 50 gms	14.29
15	Aloo Bhaja	30 gms	20.00
16	Finger Chips	40 gms	40.00
17	Omelette	2 eggs/ 80 gms	20.00
18	Egg Curry	2 eggs/ 125 gms	30.48
19	Chicken Curry	2 pcs/ 125 gms	60.00
20	Fish Curry	1 pc/ 70 gms	40.00
21	Mixed Veg Sabji	100 gms	25.71
22	Spl Veg Sabji	100 gms	35.24
23	Steamed Rice	100 gms	15.24
24	Dal	100 ml	15.24
25	Chilly Chicken (Boneless)	4 pcs/200 gms	80.00
26	Veg Fried Rice	200 gms	50.48
27	Egg Fried Rice	225 gms	70.48
28	Chicken Fried Rice	225 gms	70.48
29	Chilly Paneer	4 pcs/150 gms	59.05
30	Veg Manchurian	4 pcs/150 gms	44.76
31	Veg Biryani	250 gms	80.00
32	Chicken Biryani	300 gms	104.76
33	Spl Chicken Biryani	350 gms	171.43
34	Chicken Tengri Kebab	1 pc/60 gms	55.24
35	Chicken Tikka	6pcs/100 gms	110.48
36	Chicken Tandoori	4 pcs/350 gms	300.00
<b>SAVOURY-VEG</b>			
37	Veg Cutlet	125 gms	13.33
38	Paneer Kachori	100 gms	13.33
39	Veg Pizza	200 gms	21.90
40	Veg Hot Dog	175 gms	21.90
41	Paneer Cutlet	125 gms	18.10
42	Veg Spring Roll	125 gms	18.10
43	Veg Manchurian Puff	100 gms	18.10
44	Paneer Sandwich	100 gms	26.67
45	Veg Burger	125 gms	18.10
46	Paneer Puff	100 gms	21.90
47	Paneer Samosa	75 gms	13.33
48	Noodles Samosa	75 gms	10.48
49	Veg Patty	80 gms	13.33
50	Veg Sandwich	100 gms	21.90
51	Cheese Sandwich	100 gms	21.90





Sl. No.	Items	Weight/ Qty.	Rate (Exclusive of taxes)
52	Paneer Wrap	125 gms	21.90
53	Veg Samosa	60 gms	8.57
<b>SAVOURY-NON VEG</b>			
54	Chicken Patty	100 gms	20.95
55	Chicken Garlic Sandwich	100 gms	26.67
56	Chicken Samosa	80 gms	18.10
57	Chicken Croissant	125 gms	26.67
58	Chilly Chicken Patty	100 gms	26.67
59	Chicken Tikka Sandwich	100 gms	26.67
60	Chicken Internet	125 gms	26.67
61	Chicken Cutlet	125 gms	30.48
62	Chicken Volvo-vant	150 gms	35.24
63	Chicken Hotdog	125 gms	26.67
64	Chicken Pizza	150 gms	26.67
65	Chicken Wrap	150 gms	26.67
66	Chicken 65	125 gms	30.48
67	Chicken Butter Masala Roll	125 gms	30.48
<b>INDIAN SWEET</b>			
68	Laddu	50 gms	10.48
69	Rosogolla	50 gms	10.48
70	Misti Doi	100 gms	25.71
71	Rosomalai	100 gms	25.71
72	Darbesh	50 gms	10.48
73	Gulabjamun	50 gms	10.48
74	Sandesh	35 gms	15.24
75	Shahi Tukra	150 gms	30.48
76	Mawa Kaju Barfi	30 gms	15.24
77	Chitrakut/ Lyangcha	75 gms	20.00
78	Special Sandesh	45 gms	35.24
79	Firni	100 gms	35.24
<b>CAKES</b>			
80	Spl Muffin	80 gms	13.33
81	Muffin	60 gms	9.52
82	Choco Fantasy	125 gms	26.67
83	Choco Pastry	100 gms	18.10
84	Cream Roll	100 gms	18.10
85	Tart	100 gms	26.67
86	Fruit Cake Slice	100 gms	13.33
87	Choco Lava	100 gms	26.67
88	Asst Pastry	100 gms	13.33
89	Dough Nut	100 gms	21.90
90	Danish Pastry	100 gms	26.67
91	Fruit & Nut Cake	100 gms	18.10
92	Choco Ball	100 gms	13.33
93	Cookies	200 gms	52.38
94	Cream Caramel	200 gms	52.38
<b>HOT BEVERAGE</b>			
95	Avm Tea	150 ml	6.67
96	Avm Coffee	150 ml	7.62
97	Spl Tea	150 ml	11.43
98	Spl Coffee	150 ml	12.38
<b>PACKED ITEM</b>			
99	Salted Kaju	50 gms	52.38

- \* 15% on tariff will be added on above items as enumerated in the MOU
- \*\* PAD items to be sold on MRP
- \*\*\* Packaging charges extra as applicable
- \*\*\*\* Rates are exclusive of all taxes
- \*\*\*\*\* Revision of taxes is subject to notification issued by concerned Central/ State Govt. from time to time

