



[Corporate Identification No. (CIN) – L74899DL1999GOI101707]

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

BID DOCUMENT

TENDER NO.: 2024/IRCTC/WZ/NRC/NIFT dt 20.12.2024

Limited E-Tender for Operation and Management of Cafeteria and Hostel Mess at National Institute of Fashion Technology, Mumbai

Last Date and Time of Online Submission of bids : 27/12/2024 at 15.00 hours

Date and Time of Opening of financial bid : 27/12/2024 at 15.30 hours

Pre Bid Meeting to be held at : 23/12/2024 at 12:00 hrs
IRCTC West Zone Office, Mumbai

Place of opening of e-Tender: Indian Railway Catering and Tourism Corp. Ltd.
West Zone Office, Forbes Building, Ground Floor, Charanjit Rai Marg, Fort, Mumbai – 400001.



INDIAN RAILWAY CATERING AND TOURISM

CORPORATION LTD LIMITED-E TENDER

DOCUMENT

TENDER NO.: 2024/IRCTC/WZ/NRC/NIFT dt 20.12.2024

E-TENDER BID DOCUMENT FOR

Providing Catering Services at Operation and Management of Cafeteria and Hostel Mess at National Institute of Fashion Technology, Mumbai

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) 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.

S N	Requirements	Details
1	Tender Number	2024/IRCTC/WZ/NRC/NIFT dt 20.12.2024
2	Scope of Work	Operation and Management of Cafeteria and Hostel Mess at National Institute of Fashion Technology, Mumbai
3	Location(s)	NIFT Campus, Plot No. 15, Sector - 4 Kharghar, Navi Mumbai - 410 210, Maharashtra.
4	Validity of Contract	Contract will be valid for Two Years from the date of Commencement, extendable for further One year at the sole discretion of IRCTC, subject to the extension of the MOU between IRCTC and Principal Organization and satisfactory services of the service provider.
5	Minimum License Fees of the contract	Rs. 3,00,000/- + applicable GST per month.
6	Security deposit	Rs. 3,00,000/- or 10% of the value of contract, whichever is higher
7	Last Date and Time for online Submission of Bid	<u>27.12.2024at 15:00 HRS</u>
8	Last Date and Time for Opening of Bid	<u>27.12.2024at 15:30 HRS</u>

IRCTC Corporate Office – 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi – 110001.

West Zone Office: Forbes Building, Ground Floor, Charanjit Rai Marg, Fort, Mumbai – 400001.

CIN- U74899DL1999GOI101707, Website- www.irctc.com, email- info@irctc.com

3. Notice inviting this E-Tender is also available at IRCTC Website www.irctc.com.
 4. Corrigendum/Addendum to this Tender, if any, shall be published on website - www.irctc.com, www.tenderwizard.com/IRCTC. Newspaper press advertisement shall not be issued for the same.
 5. For any difficulty in downloading & submission of tender document at website www.tenderwizard.com/IRCTC, please contact helpdesk no. 011-49424365 or mobile nos. +91- 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 **Cafeteria and Hostel Mess at NIFT Campus, Mumbai**. 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 **NIFT, Mumbai**. 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.
4. 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.
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 tender.
6. Laws of the Republic of India are applicable to this-tender.
7. Each bidder's acceptance of delivery of this e-tender constitutes its agreement to and acceptance of the terms set forth in this disclaimer. By acceptance of this 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.

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– <u>Annexure – A</u>	
4	Financial Bid – <u>Annexure – B</u>	
5	Affidavit in connection with details of debarment, if any <u>Annexure – C</u>	
6	Indicative Menu <u>Annexure – D</u>	

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-Tenders for providing catering services at **Cafeteria and Hostel Mess at NIFT, Mumbai.**

BRIEF INTRODUCTION OF PARENT ORGANIZATION: -

LOCATION National Institute of Fashion Technology Campus at Sector -4, Kharghar, Navi Mumbai, Maharashtra (India)

National Institute of Fashion Technology (NIFT) is a premier educational institute set up under an Act of Parliament and functioning under the aegis of the Ministry of Textiles, Govt. of India. NIFT, Mumbai Centre was established in the year 1995 with undergraduate and post graduate programmes.

NIFT Campus Mumbai is spread over 10 acres of area in Navi Mumbai and has state of art hostel facilities for girls and boys students.

SCOPE OF WORK: -

A. Background

The Institute requires catering services for the students, staff and faculty members of NIFT, Mumbai.

There are two Kitchen Units alongwith Dining Area viz – Boys Hostel and Cafeteria at Plot no. 15 and Girls Hostel Mess at Plot no. 20.

Unit	Description of Area	Remarks
Boys Hostel and Cafeteria at Plot no 15	College Campus comprising of total approx. 1100 students including day scholars and 70 Boys Hostel students. It also includes approx. 200 nos. staff/ faculty members	Hostel facility is compulsory for all boys hostel students except students of 8 th semester hence approx. 50 boys students shall be members of mess.
Girls Hostel and Mess at Plot no. 20	Girls Hostel comprising of total 600 girls students.	Mess facilities are compulsory for all except final year students. Hence approx. 300-400 girls students shall be member of mess.

B. TYPE OF CLIENTELE- TYPE OF PROSPECTIVE CONSUMERS:-

All the references to National Institute of Fashion Technology, Navi Mumbai shall be treated as “NIFT Mumbai” unless stated.

The contractor shall provide regular catering service to the NIFT Mumbai members, students and the guests in NIFT Mumbai premises as per the details given below:

- **Target Users**

1. **For Students** – On all days (excluding summer break 60 days, October break – 7 days and December break – 10 days)
2. **For Faculty and staff** – On all working days (excluding Holidays)
3. **For Guests** – As & when required.
4. **For NIFT Mumbai Functions / Gatherings / Events / High-Tea** etc., as & when required. There are 3-4 major events in the campus every year wherein there are 500-600 guests/participants. Further there are regular visiting Jury members, meetings, etc throughout the year.

- **Service Timings**

The Service timings for the students of NIFT Mumbai are given below:-

S.No.	Activity	Time	Place
1	Breakfast- Girls Hostel Students	7:30 AM to 9:00 AM	Girls Hostel Mess – Plot No. 20
2	Breakfast- Boys Hostel Students	7:30 AM to 9:00 AM	Canteen- Plot No.15
3	Lunch – Girls’ Hostel Students	12:00 PM to 01:30 PM	Canteen – Plot No. 15/20
4	Lunch – Boys’ Hostel Students	12:00 PM to 01:30 PM	Canteen – Plot No. 15
5	Evening Snacks – Girls’ Hostel Students	05.00 PM to 6.30 PM	Canteen – Plot No. 20
6	Evening Snacks – Boys’ Hostel Students	04.00 PM to 4.30 PM	Canteen – Plot No. 15
7	Dinner – Girls’ Hostel Students	08.00 PM to 9.30 PM	Girls’ Hostel Mess – Plot No. 20
8	Dinner – Boys’ Hostel Students	08.00 PM to 9.30 PM	Canteen – Plot No. 15

- **Strength of Potential Consumers-**

Exact location of the site	It is situated at Sector -4, Kharghar, Navi Mumbai, Near Kharghar Railway station.
Estimates visitors per day	1100 students + 200 staff
Estimated Annual Sales turn over	Minimum Guarantee of 200 students having all fixed meals @ Rs. 200/- incl. GST per student for 288 days in a year) Further there is scope for sales of ala carte items through sale counters at both the units on mutually agreed rates by Service Provider and NIFT, Mumbai.

Note:

1. The catering services in the Hostel mess will be on ‘Self –Service’ basis.
2. NIFT Mumbai reserves the right to modify any of the above schedules.
3. Food arrangements for: VIP Lunch/Dinner, Functions, Events, High-Tea etc. from time to time.

General –**Last Date and Time of submission of bids: 27/12/2024 at 15:00 hrs****Date and Time of opening of financial bid: 27/12/2024 at 15:30 hrs**

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.

4. MINIMUM ELIGIBILITY CRITERIA

- a) The firm should be empanelled 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.

5. Documents to be submitted – As detailed on page no. 4.**6. 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.

7. This E-Tender document can only be viewed and downloaded from

IRCTC Corporate Office – 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi – 110001.**West Zone Office: Forbes Building, Ground Floor, Charanjit Rai Marg, Fort, Mumbai – 400001.****CIN- U74899DL1999GOI101707, Website- www.irctc.com, email- info@irctc.com**

www.tenderwizard.com/IRCTC and will be submitted/received online at www.tenderwizard.com/IRCTC only.

8. **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) License for management of catering services at **Cafeteria and Hostel Mess at NIFT Mumbai**; be awarded to the party quoting highest license fee 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.
9. All pages of the Bid Document should be duly signed or digitally signed by the authorised signatory of the applicant.
10. **The bidder should have the capability and willingness to commence the operation w.e.f 01.01.2025 after payment of requisite SD or as advised by IRCTC.** However, the date on which the operation shall commence will be intimated to the successful Licensee through Letter of Award/Commencement.
11. 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.
12. 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.
13. The bidders are also advised to visit the site of **Cafeteria and Hostel Mess at NIFT Mumbai** in order to familiarize themselves with the kitchen, style of operation, expected turnover, footfall, area of operation, infrastructure available etc. IRCTC reserves the right to call for additional information/documents from the bidder in connection with tender finalization process.

14. 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 23/12/2024 at 12:00 hrs at IRCTC West Zone office, Forbes Building, Ground Floor, Charanjit Rai Marg, Fort, Mumbai – 400001.

15. For any queries, Bidders can contact –

Sh. Umesh Naidu

Jt. General Manager (SCS)

Mob. No. 8287931611

Sh. Nikhil Ghorpade

Chief Supervisor (CS)

Mob. No. 8287931650

16. In case 27/12/2024 is declared a holiday, the date of opening of tender shall be the next working day at same time i.e. 15:30 hrs.

TERMS AND CONDITIONS**I. GENERAL**

1. The Unit/Project must display “Food Track(R) managed by IRCTC”
2. **NIFT, Mumbai** will provide basic infrastructural facilities including basic kitchen equipment.
3. The service provider will ensure proper upkeep, repair & maintenance of the furniture, fixtures & equipment provided at **Cafeteria and Hostel Mess at NIFT, Mumbai**. 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/West Zone, Mumbai.
6. The selected service provider will obtain necessary certificates/permissions as required by law such as food licence under FSSAI Act, or any other stipulated statutory document from the competent authorities.
7. The premises, electricity, power and water shall be provided by NIFT, Mumbai. ***Charges towards Electricity, Water and LPG/PNG on actual shall be paid by service provider appointed by IRCTC upon receipt of bills from Principal Organisation or pro-rata charges as per usage if common connections are provided.*** Use of electricity should be restricted for use of Bain-Marie, Micro-Wave, Toasters, Geysers, and Visi-Cooler etc. ***as per load of electricity available. However, food should not be cooked through use of electricity.***
8. **Tenure:** Tenure of license will be for 02 years 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 **NIFT - Mumbai** and satisfactory services of the service provider.
9. Licence for management of catering services of Catering unit at **NIFT, Mumbai**, normally, be awarded to the party quoting highest monthly fixed License Fee, 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 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.
11. The employees, contractors, sub-contractors of the successful service provider will not be in any contractual relation with IRCTC and NIFT, Mumbai.
12. The Successful service provider will bear the cost, throughout the term of Licence, for comprehensive general liability insurance for his men and material.
13. Successful service provider shall be responsible for compliance of provisions of FSSAI Act 2006 or any other amendments thereto.
14. A Service Level Agreement (SLA) will be signed between the Successful service provider and IRCTC.
15. The service provider with the consent of NIFT, Mumbai shall issue Identity Cards to the staff/personnel deployed by service provider after due verification/certification of their antecedents. **The Service Provide shall ensure the all the staff deployed at NIFT, Mumbai should have the Police Verification Certificate.**
16. 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.
17. 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.

18. The selected service provider shall be responsible for the conduct and behavior of his employees.
19. All cash transactions will be handled by the Successful Bidder and required Billing Machines & suitable staff will be provided by the Service Provider.
20. 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.
21. 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 01 (one) year and forfeiture of Security Deposit.
22. **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 **NIFT, Mumbai**. 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 & **NIFT, Mumbai**.
23. **Display of Menu and Tariff of Ala-Carte items:** Bilingual legible rate list (incl. GST) should be displayed by Service Provider as per IRCTC standards with sufficient provision of menu card to be kept.
24. **Service:** Self-service system should be adopted at Cafeteria and Hostel Mess, NIFT Mumbai. **Billing System for sale of Ala Carte items:** 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. Daily Sales report to be submitted to IRCTC/WZ office on the following day.
25. **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. **NIFT, Mumbai** will not be responsible for any consequences due to default in this regard by the Licensees/Sub-Licensees of IRCTC
26. **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.
27. **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.
28. **If Pest Control** done by the Principal Organization is found ineffective the service provider should ensure effective pest control regularly.
29. **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 **NIFT, Mumbai**.
30. 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.
31. **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.
32. **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.
33. **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.

34. **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.
35. **Register for Block Stock & kitchen equipment:** The service provider has to maintain the block stock & kitchen equipment register.
36. The management and control of the unit shall remain with IRCTC.
37. **Special Catering:** The selected service provider will provide services to **NIFT, Mumbai** 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.
38. In case of discontinuation of service, a two 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.
39. Group General Manager, IRCTC Zonal Office, Mumbai reserves the right to accept, reject any or all bids without assigning any reason thereof.

II. SECURITY DEPOSIT

1. Security Deposit of **Rs. 3,00,000 or 10% of the contract value whichever is higher** will have to be submitted by the selected service provider along with acceptance of contract, as advised by IRCTC, as Demand Draft in favour of "**Indian Railway Catering and Tourism Corporation Ltd.**" payable at Zonal Office, Mumbai. No interest will be admissible on this Security Deposit.
2. 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.
3. 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

- A. The quoted License fee by the service provider for catering services in the principal organization shall be payable before commencement of operations in the unit. Thereafter, the Monthly License fee due shall be paid in advance before 5th of every subsequent month. In case of delayed payment of license fees, notice will be issued and an interest of 12% shall be charged upto the date of payment. Termination proceedings shall be initiated treating it as event of default, if the payment is not made within notice period.
- B. All applicable taxes and billing procedures will be followed as given under:
 1. Cash handling i.e. receipt of cash from customers & it's safe custody will be the responsibility of the Service Provider.
 2. The Service Provider will provide daily sales reports to IRCTC as per requirement.
 3. 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.
 4. The Service provider may have to provide catering services for all official lunches/parties/events as per the menu and tariff decided by **NIFT, Mumbai** on credit payment basis to the canteen and payment for such services will be cleared by **NIFT, Mumbai** directly to the account of selected service provider.
 5. Bills / Invoices shall be raised in Tax invoice i.e GST compliance invoice and in no case on retail invoice shall be issued.
 6. **Charges payable by Principal Organization to IRCTC/Service provider.**
 - a) Charges (including GST) **200/-** per student per day for fixed meals i.e Breakfast,

- Lunch, Evening Tea and dinner as per prescribed menu enclosed as “Annexure -1”.
- b) On completion of each month, IRCTC/Service provider would submit bill for the mess services within 5 working days and the payment by NIFT would be withing 15 working days on the basis of satisfactory report.
 - c) 4% increase every year subject to review or recommendation of canteen committee
 - d) Prices for Ala carte items shall be provided by IRCTC on mutual approvals with Principal organization.
7. The menu and the rate are fixed by the NIFT, Mumbai Authority and IRCTC as per mutual agreement. Request / Appeal for revision/addition of rate/item would be effective only upon intimation and agreement from **NIFT, Mumbai** 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 deployment of sufficient staff fulfilling the following eligibility criteria: -
 - (a) Verification of antecedents of the staff by police authorities. All the staff deployed should have valid Police Verification Certificate.
 - (b) The Service Provide shall deploy a Female Supervisory Staff for monitoring the services in Girls Hostel Mess.
 - (c) The staff should have proper medical certificate issued by concerned Registered Medical Practioner (MBBS).
 - (d) The staff deputed including outsourced, should preferably have passed hotel management degree/diploma or have adequate experience in hospitality industry with knowledge of food & beverages etc.
 - (e) The photo ID card should be issued to staff by the service provider and advise the list of staff to NIFT Mumbai and IRCTC West Zone.
 - (f) Staff should have name badges with proper uniform and footwear.
 - (g) The staff should be courteous and polite to all staff/customers at all times.
 - (h) Service staff must use masks, gloves& hairnet.
 - (i) All staff should be properly groomed (shaven, trim haired and presentable) and trained for the task.
3. **Cleanliness:** The kitchen floor, dining area, surroundings of Catering unit should remain clean and free of any greasy/water surfaces at all the times. Licensee has to maintain high standards of cleanliness.

V. Penalties to be imposed on Service Provider in the event of any lapses in quality and service of food to the students and staff:-

Sr. No.	Events/Nature of Service lapse	Monthly Penalty
1	In case of maintaining low levels of hygiene and providing low quality food (Committee inspection monthly basis – Canteen & Mess / Hostel Committee)	NIFT Authority will order food from outside caterers and the expenses shall be recovered from the agency
2	Complaints from students regarding food report / certified Hostel warden/Hostel Assistant.	Rs. 1000/- plus GST per complaint and the amount will be recovered from the monthly bills raised by the agency / Service provider.

3	Non – payment or delay in payment of Electricity charges	Unpaid electricity charges will be recovered from the monthly bills raised by the agency.
4	For unauthorized closure of Mess or Canteen on any working day	Rs. 10,000/- plus GST per day and the amount will be recovered from the monthly bills raised by the agency.
5	Any event from S. No. 1 to 4, recurring twice	Warning letter to be issued
6	If event at S. No. 4 recurring on 03 occasions	Termination notice will be issued or any other penalty as per the approval of Competent Authority.

VI. 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.

VII. 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.

VIII. Applicable Law and Arbitrations

In the event any dispute arising between the Parties out of or in connection with this Agreement, including the validity thereof, the Parties hereto shall endeavour 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. One member each shall be appointed by both the Parties. They shall, within 30 days of their appointment, mutually decide on the name of the third arbitrator. Arbitration proceedings shall be deemed to commence in accordance with the 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 Mumbai. 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, subject to award of costs by the Sole Arbitrator or the Arbitral tribunal.

IX. 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, Mumbai.

X. 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.
 - 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. 38**).

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 licence 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.

Annexure - 'A'

Covering Letter for Financial Offer
(On company Letter Head)

**Group General Manager,
IRCTC, West Zone
Mumbai.**

Sub: Submission of Bid for providing catering services of the Catering unit at **NIFT, Mumbai.**

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 **NIFT, Mumbai** 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 **NIFT, Mumbai** 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 general and special conditions of operation & management of the Catering unit at **NIFT, Mumbai**. 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.
- 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 bid.
- e) 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 Catering unit at **NIFT, Mumbai**.

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:

IRCTC Corporate Office – 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi – 110001.

West Zone Office: Forbes Building, Ground Floor, Charanjit Rai Marg, Fort, Mumbai – 400001.

CIN- U74899DL1999GOI101707, Website- www.irctc.com, email- info@irctc.com

Annexure - 'B'

Financial Bid
(On Company Letter Head)

E-Tender No. – 2024/IRCTC/WZ/NRC/NIFT/01 dt. 20.12.2024

Group General Manager
IRCTC Ltd, West Zone
Mumbai.

Sub: Financial Offer for providing catering services in Cafeteria and Hostel Mess at NIFT, Mumbai.

With reference to the above, I/We hereby agree to operate the Cafeteria and Hostel Mess at NIFT, Mumbai w.e.f 01.01.2025 or date of commencement as 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 digitally signed the 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: -

<p>License fee will be <u>more than the Minimum License Fee fixed per month</u> + GST as applicable thereon</p> <p>Minimum License Fee Per Month – Rs. 3,00,000 + Applicable GST</p>	<p>Our offered license fee per month is =(in figure)..... (in words)..... + GST as applicable thereon</p>
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Note –

- (1) Party quoting highest Monthly license fee (excl. GST) will normally be awarded the contract.
- (2) The firms need to offer the monthly license fee **more than the Minimum License Fee fixed per month** or else the bid will be summarily rejected.

Date:

Signature of the authorized signatory
Name & Designation:
Name of the Firm/Company:

Annexure- C

AFFIDAVIT

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 in the debarment or black listing 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 20____, 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

Day	Brakfast	Lunch	Snacks	Dinner
Monday	Bread Butter, Bread Jam, Boiled Egg, Tea /Coffee, Milk Onion Uttappa, Sambhar,Chutney, Aloo Paratha, Pickle Banana	Steam Rice, Dal Fry, Mix Veg., Baigan Bharta, Chapati, Papad, Pickle, Salad, Butter Milk 300ML, Semiya Payasam	Ragda Patice, Bread Butter, Bread, Jam, Tea Coffee, Milk	Steam Rice, Dal Fry, Mushroom Green Peas Mix Masala, Aloo Flower Dry Chapati, Papad, Pickle, Salad Fruit Salad
Tuesday	Bread Butter, Bread Jam, Scrambled Egg, Tea /Coffee, Milk Idli Sambar, Chutney, Gobi Paratha, Pickle Mix Cut Fruit	Steam Rice, Dal Fry, Chhole Masala, Bhindi Dry, Chapati, Papad, Pickle, Salad, Lemon Juice 300ML, Sheera	Dahi Wada, Bread Butter, Bread Jam, Tea, Coffee, Milk	Veg Biryani, Raita, Aloo Matar, Cabbage Dry, Steam Rice, Dal.Fry, Chapati, Papad, Pickle, Salad, Lassi 300ML
Wednesday	Bread Butter, Bread Jam, Egg Omlette, Tea /Coffee, Milk Upma, Coconut Chutney Aloo Subji, Puri Orange	Steam Rice, Dal Makhani, Soya Bean Chilli, Lauki Chana Dal Dry, Chapati, Papad, Pickle, Salad, Butter Milk 300ML, Gulab Jamun	Mix Pakoda, Tomato Sauce, Bread Butter, Bread Jam, Tea, Coffee, Milk	Steam Rice, Dal Fry, Paneer Matar, Chicken Masala, Dahi Kadhi, Chapati, Papad, Pickle, Salad, Ice Cream
Thursday	Bread Butter, Bread Jam, Boiled Egg, Tea /Coffee, Milk Medu Wada, Sambar, Chutney, Chole Puri Banana	Veg Pulao, Raita, Baby Corn Mushroom Masala, Jeera Aloo Dry, Chapati, Papad, Pickle, Salad Butter Milk 300ML, Basundi	Kachori, Tomato Sauce, Green Chutney, BreadButter, Bread Jam,Tea, Coffee, Milk	Veg Noodles, Veg Fried Rice, Veg Manchurian, Steam Rice, Dal Tadka, Green Papad, Pickle, Salad, Moongdal Halwa
Friday	Bread Butter, Bread Jam, Scrambled Egg, Tea /Coffee, Milk Indori Poha, Chutney Methi Paratha, Curd, Orange	Steam Rice, Dal Fry, Veg Makhni, Chicken Chilli, Paneer Chilli, Chapati, Papad, Pickle, Salad, Jalebi	Bread Pakoda Tomato Sauce, Green Chutney, Bread Butter, Bred Jam,Tea, Coffee, Milk	Jeera Rice, Dal Tadka, Veg Kofta, Aloo Capsicum, Chapati, Green Salad, Papad, Pickle, Banana MilkShake 300ML
Saturday	Bread Butter, Bread Jam, Egg Omlette, Tea /Coffee, Milk Masala Dosa, Sambar, Chutney, Moong dal chila with Green chutney and Tomato Ketchup, Mix Cut fruits	Steam Rice, Dal Palak, Rajma Masala, Beans Dry, Chapati, Papad, Pickle, Salad, Butter Milk 300ML, Rice kheer	Masala Pav, Bread Butter, Bread Jam, Tea, Coffee, Milk	Dal Khichadi, Raita, Chole Bhatore, Papad, Pickle, Salad, Lassi
Sunday	Bread Butter, Bread Jam, Scrambled Egg, Tea /Coffee, Milk Veg Cheese Sandwich, Dal Wada, Coconut Chutney Banana,	Veg Biryani, Chicken Biryani, Boondi Raita, Dum Aloo, Chapati, Papad, Pickle, Salad, Lemon Juice 300ML, Ice-cream	Punjabi Samosa, Green Chutney, Tomato Sauce, Tea, Coffee, Milk	Steam Rice, Dal fry, Egg Curry, Paneer Butter Masala, Chapati, Papad, Pickle, Salad, Semiya Payasam