



**INDIAN RAILWAY CATERING AND TOURISM  
CORPORATION LIMITED**

**Request for Financial Bid**

**For Award of Catering Services – Jan Ahaar - New Jalpaiguri**

**Last Date and Time of Submission: 18/09/2017 at 12:00 hrs**

**Date and Time of Opening of Bids: 18/09/2017 at 12:30 hrs**

**RFQ TO BE DROPPED AND OPENED AT :**

**Indian Railway Catering and Tourism Corporation Ltd  
4-D, Mandovi Apartment  
Opp. Rabindra Bhawan  
GNB Road  
Ambari, Guwahati-01**



No. 2017/IRCTC/NRC/JA-GHY

Date- 12/09/2017

To,

All the empanelled firms for NRC projects  
IRCTC

Sub: Catering Services in the Jan Ahaar, New Jalpaiguri, West Bengal

In reference to the above, we are sending you Request for financial Bid.

Jan Ahaar at New Jalpaiguri is fitted with kitchen equipments & utensils. The cost of electricity & water charges will be borne by service provider. The service provider at his own cost will bring furniture, crockery, utensils, and equipments on and above provided by IRCTC. The repair & maintenance of the equipments provided at Jan Ahaar - New Jalpaiguri will have to be borne by the Service Provider.

You are requested to send detailed plan for manpower to be deployed, and the financial quote in the given format.

The suggested menu items along with the rates are enclosed for your reference.

In case of any clarifications, please contact the undersigned.



Executive/CS  
For Regional Manager  
Guwahati

Note: All pages, duly signed and stamped, must be submitted in a sealed envelope as per date and time mentioned above.



## INSTRUCTIONS

- 1 Bid document is for providing catering services at Jan Ahaar, New Jalpaiguri Railway Station and supply of meals from Jan Ahaar to trains as and when ordered by IRCTC as per terms and conditions of IRCTC. The Jan Ahaar building is situated on PF 01.
- 2 All bid papers submitted should be serially numbered.
- 3 This bid document should be duly signed and stamped by the authorized signatory of the applicant. The bid document should be submitted in original. Offer not submitted along with Bid document in original will summarily be rejected.
- 4 License for management of catering services in the Jan Ahaar at New Jalpaiguri, West Bengal will normally be awarded to the party quoting highest license fee in the given format.



## GENERAL TERMS AND CONDITIONS

1. Successful Service provider will arrange his own kitchen utensils, other utensils including cutlery and crockery required over and above provided by IRCTC for running the Jan Ahaar and ensure upkeep, repair & maintenance the equipment provided.
2. Successful Service provider will obtain necessary certificates/permissions as required by law such as food license, or any other stipulated statutory document from the competent authorities.
3. Use of electricity should be restricted for use of Bain-Marie, Micro-Wave, Toasters, Geysers, and Visi-Cooler etc. and electricity bill as per actual meter reading will be recharged by service provider.  
However, food should not be cooked through use of electricity.
4. Tenure: The tenure of the project is for the period of one year which could be further extended for a suitable period, subject to satisfactory services at the sole discretion of IRCTC. The term shall be for one year unless terminated earlier by IRCTC.
5. License for management of catering services at Jan Ahaar at New Jalpaiguri, West Bengal will, normally, be awarded to the party quoting highest license fee payable to IRCTC 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.
6. 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 Service provider 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.
7. The employees of the successful Service provider will not be in any contractual relation with IRCTC.
8. The successful Service provider will bear the cost, throughout the term of License, for comprehensive general liability insurance for his men and material.
9. Successful Service provider shall be responsible for compliance of provisions of FSSAI Act 2006 or any other amendments thereto.
10. A Service Level Agreement (SLA) will be signed between the successful Service provider and IRCTC.
11. The contractor shall issue Identity Cards to all its workers
12. IRCTC will not be liable for any liability arising under the labour laws, non-payment of taxes of 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.
13. The successful Service provider shall be responsible for the conduct and behavior of his



employees.

14. The successful service provider shall be ready to commence service in short notice.
15. In case successful Service provider 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, the Service provider will be given a warning and for any subsequent offence, will be appropriately penalized with an amount not less than Rs 1000/-
16. All cash transactions will be handled by service provider and required billing machine & suitable staff will be provided by the service provider.
17. Display of Rate List: Legible rate list will be provided and displayed as per IRCTC standards with menu card. Addition of new items in the rate list will be done after approval from IRCTC. **As per Railway Board's letter no. 2012/TG-III/600/4 dated 25.10.2012 the rate of any item sold from Jan Ahaar should not exceed Rs 50/-. All approved PAD, Aerated Drinks, Ice Creams will be sold on MRP.**
18. Jan Ahaar service: The self service system should be adopted in Jan Ahaar.
19. Billing System: Printed bill/receipt should be given to the customers for which ECR/Billing Machine will be installed by successful bidder & suitable staff for billing will be provided by Service provider. The GSTable sale invoice indicating separate GST component will be issued by licensee in his own Firm's name and shall be fully responsible for all the legal tax liabilities as per law.
20. If the service provider intends to withdraw its services from the unit, notice period of three (03) months is to be served failing which security deposit may be completely or partially forfeited, at the sole discretion of IRCTC. The service provider can only give notice after the expiry of Lock-in period of four months. IRCTC may however give one month's notice anytime during the period of operation of contract upon breach of any of the clause conditions or unsatisfactory performance.
21. Safety: The Licensee shall be responsible for the safety of the workers. All the safety measures must be taken in the operation of Jan Ahaar in the interest of smooth operation.
22. Uniform: The staff should be in standardized presentable smart uniform with name tags. The uniform should be cleaned well ironed. Uniforms to have prominent IRCTC logo. Uniform design to be approved by IRCTC. All managers and chef should have uniforms as per industry standards.

Training of Staff: The staff to be trained and provided with all necessary information on safe handling and maintenance of equipments and to lay emphasis on service orientation and personal hygiene.

Pest Control: Pest control will be done regularly by service provider and will be properly documented. The cost of the pest control will be borne by service provider.

Disposal of Garbage: Collection of garbage and its proper disposal at equal and regular interval of time on daily basis will be responsibility of the licensee.

Complaint Book/Suggestion Book: IRCTC Complaint/Suggestion book should always be available and also feedback should be obtained from the guests/users.

Food Audit for quality and food safety must be integral part of Kitchen Operations.

Table Clearance: - The service provider will be responsible to ensure the proper clearance of all used plates and utensils in the Jan Ahaar. In this regard the service provider should



provide adequate manpower for smooth operation of Jan Ahaar.

Housekeeping - Regular cleaning of the allotted premises shall be the responsibility of the licensee who should engage adequate staff for cleaning & pot washing etc.

### III SECURITY DEPOSIT

- i) Security deposit of Rs Rs 384856/- (Three Lakhs Eighty Four Thousand Eight Hundred Fifty Six only) for the Jan Ahaar will be submitted by the Service provider within 7 days of acceptance of LOA. No interest will be admissible on this Security Deposit.
- ii) The security deposit is liable to be forfeited if the successful Service provider 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.

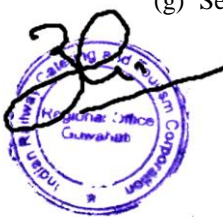
### IV Payment and Taxes

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

1. Licensee will provide daily sales reports to IRCTC.
  2. Prices of products at which the bills would be raised shall be inclusive of all the taxes (GST by vendor), All the Central/State Govt. taxes will be paid from the sales generated and will be borne by the licensee. The GSTable sale invoice indicating separate GST component will be issued by licensee in his own Firms's name and shall be responsible for all legal tax liabilities as per law.
- V. Payment of License Fee: Two month's advance License fee as per quoted monthly Fixed License Fee plus (+) applicable Taxes, will have to be paid to IRCTC before commencement of Catering operations at Jan Ahaar. Next two months' advance License fee will be deposited within first half of subsequent month at RO-GHY.

### VI. Quality & Hygiene.

- i. In order to maintain good quality of the Products, the successful Service provider will strictly comply with the best industry practices regarding the Quality & Hygiene control Procedures.
- ii. Service Provider has to ensure the availability of branded ICE CREAM, PAD items approved by IRCTC.
- iii. Personnel & Hygiene : Licensee 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 the registered 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 gloves.



- (h) All staff should be properly groomed (shaven, trim haired and presentable) and trained for the task.
- (i) Sufficient no of staff should be engaged for smooth operation of the Jan Ahaar during operation hours.

iv. Cleanliness: The kitchen floor should remain clean and free of any greasy surfaces at all the times. Licensee has to maintain high standards of cleanliness and hygiene in all the area.

#### VII Liability and Indemnity

The Service provider 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 Service provider, 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.

#### VIII. Labour Law and Other Regulations

officer of IRCTC or any other person to be appointed by Group General Manager/IRCTC/EZ after a request is made in writing by the licensee or IRCTC. The decision of the Arbitrator shall be final and binding on both the Parties. The language of Arbitration shall be English and venue Guwahati and jurisdiction of the Courts of Guwahati only. The arbitrator fee shall be fixed by GGM/IRCTC/EZ and shall be shared equally by both parties.

#### IX. Applicable Law and Arbitrations

This Agreement shall in all respects be governed by and interpreted according to the laws of India. In case of any dispute it shall be compulsory to first submit the same to the Arbitration of a Sole arbitrator who shall be an In the event of any unforeseen event directly interfering with operation of license 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, riots, lockouts, act of public enemy, act of God, sabotage, the licensee shall within a week from the commencement thereof notify the same in writing to IRCTC with reasonable evidence.

#### X Events of Default.

IRCTC shall have the right to penalize or terminate the agreement forthwith at the cost and consequence of the service provider in the following events:-

- a) Any items supplied other than the approved menu and approved prices
- b) If the service provider purchases or supplies product other than specified or of low quality and quantity.
- c) In event of the service provider 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 service provider 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 Service provider 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.

IRCTC shall be entitled to forfeit the whole or in part of the security deposit/License fee besides terminating the agreement.

#### XI Lock in Period

There will be a lock in period for the Service provider for 04 (four) months from the date of commencement of the operation. During this period service provider cannot discontinue the operation. Withdrawal notice as mentioned as S. No 20 can be given only after completion of lock in period.

#### XII Force Majeure

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

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 licensee 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 termination





(on firm's letter head)

Dated -

**OFFER FORM**

To,  
**Regional Manager**  
**Indian Railway Catering and Tourism Corporation Ltd.**  
**Regional Office- 4-D, Mandovi Apartment,**  
**Opp. Ravindra BHAWAN,**  
**GNB Road**  
**Guwahati - 781 001**

1. We, hereby, offer our financial bid for providing catering services at Jan Ahaar and from Jan Ahaar New Jalpaiguri, West Bengal.
2. We agree to keep our offer valid for 30 days from the date of opening the bid.
3. We agree to abide by all the terms and conditions of the work contract.

Yours truly,

(Authorised Signatory)

Company Seal



(On Firm's letter head)

Financial Bid

REQUEST FOR FINANCIAL BID FOR PROVIDING CATERING SERVICES IN JAN AHAAR NEW JALPAIGURI, WEST BENGAL

Regional Manager  
Indian Railway Catering and Tourism Corporation Ltd. Regional Office-  
4-D, Mandovi Apartment,  
Opp. Ravindra BHAWAN, GNB  
Road Guwahati -781 001

Sub: Provision of catering services in the Jan Ahaar New Jalpaiguri, West Bengal.

With reference to the above, I/We hereby agree to provide Catering Services at, New Jalpaiguri, West Bengal:

My/Our financial bid is as under: -

A	B (to be quoted by Licensee)
<b>Minimum License Fees</b> Rs 162227/- per month (Rupees One Lakh Sixty Two Thousand Two Hundred Twenty Seven Only) per month Plus (+) Applicable tax as applicable on above	<u>Our offered license fee per month is</u> (in figure) Rs ..... (in words) ..... Plus (+) Applicable Tax as applicable on above

Note:

1. Party quoting highest license fee per month, will normally be awarded the contract.
2. In case of discrepancy in the amount quoted in figure and words, the amount written in words will be taken into consideration.
3. In addition to quoted license fee + applicable taxes payable to IRCTC, service provider has to pay electricity charge to concern Railway authority directly and Rs 1000/- per month as water charge in advance. The bill will be adjusted after receiving actual bill from Railway.
4. Two month's License fee as per quoted monthly License Fee plus (+) applicable Taxes + two month's water charge of Rs 2000/- (Rs 1000/- per month) will have to be paid to IRCTC before commencement of Catering operations at Jan Ahaar. Next two months' advance License fee will be deposited within first half of subsequent month at RO-GHY.
- 5.

Signature of the authorised signatory

Name & Designation:

Name of the Firm/Company

Date:



## Annexure 'C'

Indicative Menu as circulated by Railway Board vide Commercial Circular no.78 of 2012.

<u>S NO.</u>	<u>ITEMS</u>	<u>PORTION</u>	<u>RATE (Rs.)</u>
1	Std.Tea	150ml in disposable cup of 170ml capacity	5.00
2	Tea with Tea Bag	150ml in disposable cup of 170ml capacity	7.00
3	Coffee	Using instant Coffee powder 150ml in disposable cup of 170ml capacity.	7.00
4	Tea in pots	285ml + 2Tea Bags + Sugar pouches+ 2disposable paper cups of 170 ml capacity.	10.00
5	Coffee in pots	285ml + 2Coffee Sachets + Sugar pouches + 2disposable paper cups of 170 ml capacity.	15.00
6	Railneer/PDW	Chilled	MRP
7	Janta Meal	Puri 7 nos 175gms, Aloo Dry Curry 150gms, Pickles 15gms,(in quality disposable card board boxes)	15.00
8	Veg Break Fast	a)Veg Cutlet 2nos. 100gms, Two Bread slice with 10gms of Butter Chiplets of Total Weight 70 gms, Tomato Ketchup in sachet15gms, Salt+Pepper b)Idly 4 nos 200gms, Urad Vada 4nos 120gms, Chutney packed separately 50gms. c)Upma100 gms and Urad Vada 4nos 120gms, Chutney packed separately 50gms. d)Pongal 200 gms, Urad Vada 4nos 120gms, Chutney packed separately 50gms.	25.00
9	Non-Veg Break Fast	Omelette of Two Eggs 90gms, Two Bread slice with 10gms of Butter Chiplets of Total Weight 70 gms, Tomato Ketchup in sachet15gms, Salt+Pepper.	30.00
10	Std. Casserole Meal (VEG)	Rice Polao or Jeera Rice or Plain Rice 150gm, Paratha 2nos or Chapatti 4nos or Puri 5nos. 100gm, Dal or Samber 150gm thick Consistency,Mix. Veg Seasonal 100gm, Curd 100gm or Sweet 40gm, Pickle in sachet 15gm, PWD in sealed glass 250ml.	45.00
11	Std. Casserole Meal (NON-VEG)	Rice Polao or Jeera Rice or Plain Rice 150gm, Paratha 2nos or Chapatti 4nos or Puri 5nos. 100gm, Dal or Samber 150gm thick Consistency,Egg Curry 2nos 200gms, Curd 100gm or Sweet 40gm, Pickle in sachet 15gm, PWD in	50.00



		sealed glass 250ml.	
12	Std Meals in Thali (VEG)	Plain Rice of fine quality 150gms. Paratha 2nos or Chapatti 4nos or Puri 5nos. 100gm, Dal or Samber 150gm thick Consistency, Mix. Veg Seasonal 100gm, Veg Curry seasonal 100gms, Curd 100gm or Sweet 40gm, Pickle in sachet.	35.00
13	Std Meals in Thali (NON-VEG)	Plain Rice of fine quality 150gms. Paratha 2nos or Chapatti 4nos or Puri 5nos. 100gm, Dal or Samber 150gm thick Consistency, Egg Curry 2nos. 200gms, Curd 100gm or Sweet 40gm, Pickle in sachet.	40.00

**Note: Besides the items mentioned in the above Menu with Tariff, the food items being sold at Jan Ahaar will also be sold as per rates and items approved by Railway Authority, however As per Railway Board's letter no. 2012/TG-III/600/4 dated 25.10.2012 the rate of any item sold from Jan Ahaar should not exceed Rs 50/-. All approved PAD, Aerated Drinks, Ice Creams will be sold on MRP.**

IRCTC may decide to reduce/enhance/modify the menu & rates, at its discretion. Service provider cannot introduce any item without written approval of IRCTC.

