



इंडियन रेलवे केटरिंग एवं टूरिज्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GOI101707", E-mail : info@irctc.com, Website: www.irctc.com

2024/IRCTC/CO/QTY/CSS

Date: 02.07.2024

M/s. Foresight Research and Consulting Pvt. Ltd.

A-12/2 First Floor Saket,

New Delhi-110017

Phone no: 9810266236, 011 41681886

E mail: namitachhetri@yahoo.co.in

Sub: LOA for conducting Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC for Six Months.

Ref.: This office Tender no. 2022/IRCTC/CO/QTY/CSS opened on 01.05.2024.

We are pleased to inform you that Competent Authority has approved the award of work for providing service for conducting Customer Satisfaction Survey in 468 Mobile & 509 Static Units of IRCTC for Six Months as per Scope of work and terms and conditions mentioned in tender document.

IRCTC will pay M/s. Foresight Research and Consulting Pvt. Ltd. total agreed amount as per follows:

Description	No of Units	Rate per CSS unit (in Rs. exclusive of all taxes)	Total Amount for CSS(in Rupees) exclusive of all taxes)
Trains (Pair of trains)	468	13000.00	6084000.00
Food Plaza	148	5050.00	747400.00
Refreshment Rooms	153	4650.00	711450.00
Fast Food Unit	162	4600.00	745200.00
Jan-Aahar	46	4400.00	202400.00
Total			8490450.00

The work shall be executed as per Scope of work and all the tender conditions mentioned therein the tender document.

Brief terms and conditions

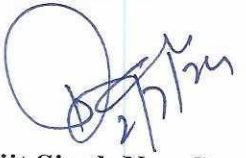
1. The above rates are excluding GST as applicable on date of commencement of work & may be extended for a further period of six months on the same terms and conditions at sole discretion of IRCTC
2. No increase in agreed rates will be permitted during the currency of the contract.

पंजीकृत एवं कॉरपोरेट कार्यालय: 11वां तल, स्टेट्समैन हाउस, बी-148, बाराखम्बा मार्ग, नई दिल्ली-110001, दूरभाष : 011-23311263-64, फ़ैक्स : 011-23311259

Regd. & Corp. Office: 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi - 110001, Tel. 011-23311263-64, Fax: 011-23311259

3. The Contract will be valid for Six months from the date of commencement of work.
4. IRCTC will reimburse for the AC 3 tier/AC chair car fare for only one enumerator (s) per rake on production of original confirmed journey ticket for the prescribed sector for conducting onboard mobile Survey only. The arrangements for the journey tickets should be made by the agency on its own.
5. No boarding and lodging arrangement of enumerators will be made by IRCTC, and no monetary amount will be paid for the same.
6. A basic mobile application will be developed by the agency for conducting paperless survey within 15 days of issue of LOA.
7. You are advised to submit the acceptance of this LOA along with Security deposit i.e. 5% of total tender value of Rs. 5,01,000/- (Rs. Five Lakh & One Thousand only) to be deposited in the form of Demand draft payable to IRCTC Ltd., New Delhi, within 07 days from the date of this letter.
8. IRCTC reserves the right to increase/decrease 25% number of units for Customer Satisfaction Survey to be conducted at the offered rate of the agency within the validity of contract.
9. Agreement for the said work is to be done on Rs. 100/- stamp paper between IRCTC & M/s. Foresight Research and Consulting Pvt. Ltd. Until then LOA & tender document will be treated as Agreement.
10. Terms and conditions mentioned in the tender document are the integral part of this letter of award.

Please acknowledge the receipt of this letter within three working days of receipt of this letter.


(Ranjit Singh Nayal)
DGM/P&T

Copy to: 1. GGM/P&T- For kind information please.
2. All Zonal GGMs/- For kind information & necessary action please
3. GM/Quality- For kind information & necessary action please.