



2019/IRCTC/TOURISM/MAHARAJAS' EPRESS/ON-BOARD

21<sup>st</sup> May 2025

M/s. Select Holiday Resorts Pvt. Ltd.  
Reg. Office: Level 7,  
Select CITYWALK, A-3,  
District Center, Saket,  
New Delhi- 110017

**Subject: - Extension of on-board services contract for providing comprehensive on-board services for Maharajas' Express for fourth year i.e. 2025-26 w.e.f. 04.08.2025**

**Ref: - 1. E-Tender No. - 2019/IRCTC/TOURISM/MAHARAJAS' EPRESS/ON-BOARD dated 23.06.2020**  
**2. Letter of Award for providing comprehensive on-board services for Maharajas' Express dated: 04.08.2020**  
**3. Your office letter for contract extension request letter dated: 20.01.2025**

With reference to above, competent authority has approved your extension of on-board services contract for providing comprehensive on-board services for Maharajas' Express for a period of one year (i.e. 2025-26) w.e.f. 04.08.2025, at the following approved rates and other components subject to terms and conditions stipulated in the tender document.

**1. FOLLOWING RATES HAVE BEEN APPROVED FOR THE YEAR 2025-26 -**

**COST PER PERSON PER DAY (X): (EXCLUDING TAXES)**

PARTICULARS	AMOUNT IN FIGURES (INR)	AMOUNT IN WORDS (INR)
COST PER PERSON PER DAY	9,359.40	Nine Thousand Three Hundred Fifty Nine and Forty Paise Only

**EXTRA MEAL COST (Y): (EXCLUDING TAXES)**

PARTICULARS	AMOUNT IN FIGURES (INR)	AMOUNT IN WORDS (INR)
PER BREAKFAST	668.53	Six Hundred Sixty Eight and Fifty Three Paise only
PER LUNCH/ DINNER	1,337.06	One Thousand Three Hundred Thirty Seven and Six Paise only
PER SNACKS	425.43	Four Hundred Twenty Five and Forty Three Paise only
PER BRUNCH / SUPPER	1,215.51	One Thousand Two Hundred Fifteen and Fifty One Paise only
PER PACKAGED MEAL	1,215.51	One Thousand Two Hundred Fifteen and Fifty One Paise only
PER HI-TEA	546.98	Five Hundred Forty Six and Ninety Eight Paise only

*P. K. Shiman*

- Payment for the year-2025-26 shall be made as per above enlisted approved rates on the previous page.
  - The firm will not transfer / pay any GST input tax credit to IRCTC as firm has quoted rates without GST and Taxes (i.e. GST etc.) will be paid extra as per Govt. of India guidelines.
2. **MINIMUM GUARANTEED NUMBER OF GUESTS** - IRCTC shall give a minimum guarantee of 1000nos of guests/pax for year / season 2025-26.
  3. **FAM TOURS** - All FAM Tours including special FAM trips on special itineraries shall be paid at 75% of applicable rates. However, special meals organized during non-operation of train for FAM purpose, Special events, will be paid at the rate mentioned as Extra Meal Rates.
  4. **CHILD RATES** - Children below 12 years will be paid at 50% of applicable rates and infants between 0-2 years will be complimentary.
  5. **ON-BOARD IRCTC STAFF** - IRCTC shall have up to a maximum of 06 onboard staff including one General Manager, one off-board coordinator, one train Superintendent, one IT Staff, one Tour manager/director & one Paramedic. Service Providers' staff should liaise with the On-board Staff at all times. The on-board IRCTC Staff shall be accommodated in the Executive Staff coach and/or guest coaches. The staff shall have meals in the Restaurant. The Paramedic, IT Staff & Tour manager/director from outsourced agencies will also be travelling all along and shall not be charged.
  6. **IRCTC NOMINATED PERSONS** - In addition IRCTC may nominate senior officials for monitoring quality of services and problems being encountered during service up to 01 cabin per trip, who shall be treated as guests by the Service Provider and shall not be charged.
  7. **TENURE OF CONTRACT** -The contract shall be awarded for a period of one year 2025-26) w.e.f. the service commencement date i.e. 04.08.2025.
  8. **PROVISION FOR NON-OPERATION/OFF-SEASON INCLUDING CANCELLATION OF ANY TRIP**- In case of non-operation/off-season including cancellation of any trip by IRCTC for whatever reasons during operation, payment to the service provider shall be made at 20 pax/month for 7 days itinerary and will be limited up to minimum guarantee number of guests for that year/season.
  9. **BILLS AND PAYMENT** - Bills should be submitted after the completion of services after each trip based on the number of DAYS of the itinerary OR as mentioned under point-8, which shall be paid after due verification. Bills should carry the PAN, GST number and Bank account details for NEFT/RTGS transfer. Bills shall be paid within 15 days of the receipt in IRCTC Office.
    - i. In case of part journeys, the payment shall be made on pro-rata basis.
    - ii. Payment for FAM and Child shall be made as stipulated in the Tender Document.
    - iii. At the end of the season, the total number of guests travelled on the train shall be calculated including fully paid, children and FAM guests. The guests on charter trips, if any shall not form part of minimum guarantee for concerned season.
    - iv. In case of a shortfall from Minimum Guarantee (MG) number for concerned season, payment for the shortfall shall be made as under:
      - ✓ 85% of the shortfall in MG number shall be paid for 7 days.
      - ✓ 15% shortfall in MG number shall be paid for 4 days.
    - v. In case the numbers of guests increase beyond minimum guarantee during concerned season, the additional guests over and above the minimum guarantee (MG) number for the concerned season shall be paid @ 30% of the approved rate, irrespective of whether the guests are fully paid, FAM or Children.
    - vi. For any charter(s), payment shall be made at 30% of the approved rates for the number of DAYS of operation of the charter.

*P. K. Ghuman*



- vii. Any additional on-board meal due to deviation from the schedule itineraries or cancellation of off-board meals, payment would be made as per extra meal rates.
- viii. E-mail / Letter would be sent to the firm for any additional meal requirements during operation / non-operation and payment would be made accordingly as per extra meal rates.

**10. AGREEMENT-** An Agreement is required to be signed on a non judicial stamp paper worth Rs.100/- within 15 days from the issue of this letter of award.

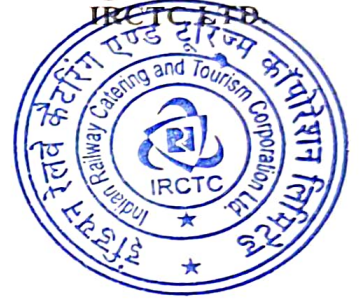
**11. SCOPE OF WORK-** Performance of the contract should be in accordance with the terms and conditions stipulated in the tender document and the agreement shall be governed by terms and conditions mentioned in tender document.

The award of contract through this process shall be subject to any court case pending before the court of law / arbitral tribunal.

Kindly acknowledge the receipt of this letter of award (LoA).

*P. K. Dhiman*

(Pradeep Dhiman)  
**General Manager/Tourism**  
**IRCTC LTD.**



**Copy to:**

1. PS to DTM for information of DTM
2. JGM/Fin/Tourism for information.