



# इंडियन रेलवे कैंटरिंग एण्ड टूरिज्म कॉर्पोरेशन लिमिटेड

(भारत सरकार का उद्यम (मिनी रत्न - CIN : L74899DL1999GOI101707

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

(A Govt. of India Undertaking - Nav Ratna) CIN : L74899DL1999GOI101707

पश्चिम क्षेत्र कार्यालय फोर्ब्स बिल्डिंग ग्राउंड एवं तीसरी मंज़िल फ्लोर चरणजीत राइ मार्ग, फोर्ट मुंबई 40001 :

West Zone Office: Forbes Building, Ground & Third Floors, Charanjit Rai Marg, Fort, Mumbai 400001.

Tel. 022-47509565/8815, Website : [www.irctc.co.in](http://www.irctc.co.in) / [www.irctctourism.com](http://www.irctctourism.com) , E-mail: [ggmmumbai@irctc.com](mailto:ggmmumbai@irctc.com)

No: IRCTC/WZ/Tourism/Subhash School/Educational Tour

Dt: 28.05.2025

M/S Travel Times (India)

No.25/101,14/6, Park Centre,

Venkatnarayana Road, T. Nagar, Chennai-600017

Sub: Letter of Award - Service Provider for backend services in educational tour to Bangalore & Mysore from 03.06.2025 to 08.06.2025 ex Bhopal/RKMP of Subhash Excellence MP Govt School, Bhopal (M.P)

Ref: 1. RO File no 48007 No.IRCTC/WZ/ Education Tour ex Bhopal /LT/2025-26 dated 16.05.2025.

2. Your e-offer dated 23.05.2025

Your e-offer dated 23.05.2025 through IRCTC tender wizard has been accepted by Competent Authority and M/S Travel Times (India). is appointed as Service Provider for providing backend services in "educational tour to Bangalore & Mysore from 03.06.2025 to 08.06.2025 ex Bhopal/RKMP of Subhash Excellence MP Govt School, Bhopal (M.P) to be organized and operated by IRCTC, West Zone, Regional office Bhopal. The LOA is summarized as

1. Your offered rates **per person inclusive of GST** as per the terms & conditions of the Limited tender document is detailed as below:-

| SN | Tour Details       | Offered rates   | Remarks  |
|----|--------------------|---|--|
| 1  | Bangalore & Mysore | Rs. 11,450/-<br>Rupees Eleven Thousand<br>Four Hundred Fifty Only | Rates offered by you as per details enclosed in limited tender |

2. Supplementary Charges shall be paid by IRCTC on a need or case-to-case basis.
3. The payment will be made in INR as per the financial conditions of Tender.
4. Your offered rate is valid for conducting the tour package packages up to 30.06.2025
5. No variation in the offered rates on account of taxation and other reasons shall be accepted.
6. You are advised to ensure that the tour is organized as per the inclusions mentioned below:-

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| Sl No.   | Services Required   | Details   |
|--|---|---|
| <b>Proposed Group Size: 153 Pax approx in each group</b> |   |   |
| 1  | Accommodation<br>(Twin Share / Triple share/Single Share) | Accommodation as per itinerary in 3 star Category .<br>Total 153 pax division as below:-<br><b>Total 145 students (Rooms required on triple sharing)</b><br><b>Total 08 Teachers (Rooms required on Twin sharing)</b><br>Note: The above no. of pax and distribution may vary |
| 2  | Meals: Fixed menu on buffet                               | <b>Off board-catering</b><br>Daily Breakfast, Lunch at good AC restaurant, evening snacks (Chips/cookies+muffins+Juice) & Dinner.   |
| 3  | Packaged Drinking Water                                   | Daily 2 bottles of 1 Liter <b>OR</b> 4 bottles of 500ml Branded PDW at the time of Sightseeing and Transfers.   |
| 4  | Transport for Transfers and Sightseeing:                  | All sightseeing & transfers by 35-50 seater 2x2 AC Deluxe buses push back as per group size + 01 AC Innova Crysta for the whole tour.   |
| 5  | All Entry tickets/Ferry/Boat tickets/Permits              | As per itinerary and should also include local guide at ASI monuments.  |
| 6  | Tour Escort/ Tour Manager                                 | One Tour escort onboard from the origin station on every 40 pax   |
| 7  | IRCTC Tour Manager  | 1 FOC on Single Sharing on every 50 pax.  |
| 8  | Welcome at Station  | Red carpet, Rose buds, Dhol, Flowers, decoration, chocolates, to every passenger.   |
| 9  | Souvenirs   | "IRCTC & Government Logo" Printed 1 Sling Bag & 1 Cap to all the Passengers   |
| 10   | ID Card   | 5x3 inch ID Cards with coloured Printed Lan yard and Pouch  |
| 11   | Stickers & Flex   | Flex 4"x2" as per design provided by the client and flex also to be placed on each bus provided for tour + 1 standees (5x3)   |
| 12   | Taxes   | All taxes including Goods & Service Tax   |

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### Terms & Condition:

1. The service provider will provide services to the tourists according to the tour itinerary and Inclusions mentioned in RFQ Document.
2. The service provider will undertake to operate the package as per the terms & conditions, irrespective of the number of persons booked for the package.
3. The group size is 153 passengers approx for this Education tour package. However group size may increase or decrease, subject to actual no. passengers.
4. The shortlisted backend service provider shall be required to give a **Security Deposit of 3%** of the total backend value in the form of Bank Guarantee/ RTGS/ NEFT in favor of IRCTC, against any damage/loss caused to IRCTC/tourists during the period of contract, as service provider for providing backend services in the subject tour packages.
5. The Security Deposit shall be submitted within 07 days or as advised by IRCTC, along with the Letter of Acceptance.
6. Necessary back up arrangements should be in place in the event of any unforeseen circumstances.
7. The backend service provider must also ensure proper services to the passengers during contingencies such as delay of Train, change of accommodation if necessary, accidents etc and first-aid to be provided to tourists, in case of emergencies.
8. The service provider will be responsible for the performance of all backend services and for any deficiency of services under the consumer protection laws and as other regulatory enactments in force.
9. The service provider will indemnify IRCTC for any loss or damage caused to administration/IRCTC by any act or omission on his part or on the part of his managers/Supervisors/staff.
10. The selected service provider has to submit the acceptance within 24 hours of issue of LOA (letter of award).
11. The Package has to be operated as per the terms and conditions of Limited Tender document and Letter of Award of contract.
12. The submitted quotes shall be valid for the period from 01.06.2025 to 30.06.2025 and further extendable for a period of three months at the sole discretion of IRCTC.
13. The administration shall be entitled at any time during the currency of the Package to increase/decrease the number of services/trips. The successful operator is bound to operate the increased/decreased number of trips at the rates, terms and conditions agreed by IRCTC.
14. Jurisdiction for litigation, if any, shall be the court of law situated at Bhopal.

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15. The service provider must be equipped to provide first-aid to the tourists in case of emergency,. Additional cost incurred due to the above exigencies may be claimed from the passenger, under prior intimation to IRCTC, either during or before completion of the tour.
16. **Feedback**
  - The service provider shall provide complaint free service to the tourists and any compliant/ suggestion received from the tourist must be forwarded to IRCTC. The service provider will collect feedback from the tourist(s) from the service(s) rendered and the same must be forwarded to IRCTC office along with the bills raised for back-end service payment.
  - In case of receipt of serious complaint (substantiated) for a trip or regular complaints, IRCTC reserves the right to levy the cost of damage(s) on the service provider either from the running bills or as deemed fit. In addition IRCTC is at liberty to terminate the contract and arrange for a stop gap arrangement at the risk and cost of the service provider.
17. **Termination clause:** IRCTC shall give only a 7 days' notice for termination of the contract to the service provider when there is a major default in the compliance of the terms and conditions of the contract or the service provider fails to comply with its statutory obligations. The notice period shall commence from the day of issue of the notice.
18. **Risk Purchase:** when there is a major default in the compliance of the terms and conditions or the service provider has failed to comply with its statutory obligations, leading to discomfort of the passengers IRCTC, will have the right to get the work done by any person(s) or through any other service provider at the risk and cost of the delinquent service provider and the delinquent service provider will have no right to claim any compensation whatsoever on this account. This discretion of termination of this contract by IRCTC will be exercised judiciously since the service provider is rendering essential and public utility services.
19. **Litigation & Compensation:** In case of litigation & compensation arising out of bad services provided by service provider, IRCTC will be responsible for defending the same; however, the cost of litigation and compensation as given to the passenger will be borne by the service provider.
20. **Operating Procedure :**
  - a) In the event of failure by the service provider to provide proper service as per the agreed terms & conditions to the clients Viz. hotel accommodation, transportation, sightseeing etc, the service provider will be liable for all claims arising out of such incidents. The service provider shall indemnify IRCTC against all such claims.

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- b) The risk and cost of providing alternative arrangements of matching standard will be the sole responsibility of the service provider.
- c) Per Person charges will be paid by IRCTC as per price quoted in bid  
\*However, IRCTC reserves the right to further negotiate for any category / all categories along with the transport cost if it felt that rate submitted are not competitive.
21. The operation of Tour Packages by IRCTC is subject to policy decisions and all activity incidentals to the operation of package from time to time.
22. **Force Majeure:** IRCTC shall not be liable to the service provider in respect of any breach of the terms and conditions due to any event or circumstances beyond its reasonable control.
23. **Arbitration:** In the event of any dispute or difference arising under these conditions of the contract or in connection with this contract (except as to any matters, the decision of which is specifically provided for by these conditions) the same will be resolved by Arbitration, as per the provisions of 'The Arbitration and Conciliation Act - 1996.' The venue of the Arbitration shall be Chennai. All questions, disputes and or differences arising under or in connection with this agreement or in touching or relating to or concerning the services, shall be referred to the sole adjudication of the officer/officers or persons nominated by the Group General Manager/WZ/IRCTC, Mumbai whose decision in this regard shall be final.

### Financial Conditions

1. The service provider will submit the bills on completion of the tours, complete in all respects.
2. Payment will be made by NEFT/RTGS
3. TDS as applicable will be deducted from the claim.
4. The IRCTC will pay the bill on pay on actual no. of passengers travelled in tour. In case if passengers are absent after the tour starts IRCTC will pay retention charges on no. of passengers absent after submission of retention details by Service Provider on pro rata basis for 01 day only.

Kindly acknowledge the receipt of this LOA and convey your acceptance of the same.  
Acceptance of this LOA Will be considered a binding agreement.

(Rajendra Borban)

Joint General Manager-Tourism  
IRCTC, Regional Office, Bhopal (M.P)

Copy: GGM/WZ/Mumbai for Kind information Please  
RM/RO/Bhopal for Kind Information Please.

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