

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

"CIN-U74899DL1999GO1101707" E-mail : info@irctc.com Website : www.irctc.com

No. IRCTC/CO/TRSM/10/2023/26624

Date: 29.03.2023

M/s R. K Associates & Hotelier Pvt. Ltd.
A-25 , First Floor, Hospital Road, Jangpura - A,
New Delhi, 110014
sbagrwal_rka@rediffmail.com

Sub: Engagement of service provider for refurbishment and comprehensive backend operations for Bharat Gaurav Train (LHB rake) for IRCTC West Zone under Central Railway Base CST Mumbai.

Ref: Open Tender no. 2022/IRCTC/Tourism/OT/BGT/WZ dated 02.02.2023.

With reference to above subject, it has been decided by the Competent Authority to award you the contract for refurbishment and comprehensive backend operations of Bharat Gaurav train (LHB rake) for IRCTC West Zone under Central Railway, Base Station CST Mumbai subject to the terms and conditions enshrined in the tender document which shall form part of the contract and directives of Railway Board issued vide CC No. 14 of 2021 dated 23.11.2021, CC No. 24 of 2022 dated 14.11.2022 and its time to time amendments/addendum.

Term & Conditions:

- The contract shall be awarded initially for a period of three (03) years w.e.f. commencement of first tour and further extension for One Year may be given on satisfactory performance at the sole discretion of IRCTC. This is subject to the fulfillment of terms and conditions of the contract and successful delivery of desired standards of facilities/services.
- You are required to submit the License fee and acceptance along with Security Deposit within fifteen (15) days of issue of Letter of Award and execute a formal agreement with IRCTC Zonal Office, Mumbai on a non judicial stamp paper of Rs. 100.00. The license fee & Security deposit is detailed below:-

Annual License fee	= Rs 47,00,000/-
GST@18%	= Rs. 8,46,000/-
Total Annual LF	= Rs. 55,46,000/-

The annual license fee is to be deposited at IRCTC, Mumbai Office, West Zone.

Security deposit: = Rs. 1.40 Cr.

The security may be deposited in the following mode:-

- The 50% of payable Security Deposit should be in the form of DD/Bankers Cheque/NEFT/RTGS and 50% of security amount to be submitted through Bank Guarantee (of any scheduled commercial bank

Handwritten signature

valid beyond 90 days of contract period) drawn in favour of IRCTC Ltd,
Corporate Office, New Delhi,

Or

b. FDR of the full Security Deposit value hypothecated in the name of IRCTC
(Cheques will not be accepted).

- The backend service provider will raise bills to IRCTC, Mumbai Office, West Zone on successful completion of each tour.
- IRCTC shall pay Per person per day Backend (Onboard & Off-board Services) rate on the actual number of passengers travelled in the tour.
- The detail of fixed per person backend rate are as under:-

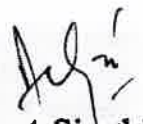
Category	Rate Per person (Rs.) Exclusive of GST
Economy	Rs. 850/-
Standard	Rs. 1000/-
Comfort	Rs. 1200/-
Superior	Rs. 1700/-

- Child (5 yr. – 11 yr) rate will be 90 % of the per person rate. No charges shall be payable for child below 5 years.
- Preferably vegetarian meal shall be cooked & served onboard during train journey. The non vegetarian meal may be served during off-board stay/ excursion if the same is demand of the market and decided by Zonal offices. However, if any zone decided for service of non vegetarian meals at the off-board places same may be done on additional payment as decided by Zones on mutual agreed rates with Service provider as case to case basis
- The service inclusion in each category i.e. Economy, Standard, Comfort & Superior is detailed in scope of work in the tender document.
- The payment to the service provider shall be made for the actual number of the days of the tour/s uploaded on the IRCTC portal irrespective of the train order/arrival/departure time (eg. 9 Night/10 Days then payment shall be for 10 days) as per the specified category wise rates.
- The enhancement of above said Backend rate will be reviewed after completion of two years as per WPI index .
- In cases of no-show, service provider is not eligible to claim any backend charge.
- In few cases due to operational constraints, one or two halt destinations may change by Railway/IRCTC before the commencement of tour, to which the service provider is to adhere to at the same rates quoted for the specific circuit within the same duration of tour.
- The rate will remain same for every travelling tourists irrespective of their different boarding/de-boarding stations or the differences in departure and arrival time/date of train on journey starting stations or the short termination by tourists on its reasons. In case of short termination of tour by tourists on its reasons, the payment of service provider will be made for actual number of

days the said tourist/ tourists performed the journey. However for such cases the on duty manager of service provider must be communicated in writing by the IRCTC in-charge on tour regarding the short/partial termination of journey by any tourist.

- Reception & Souvenir: welcome arrangement at first boarding point/ train originating station including welcome drink, tika (tilak), flowers, local band etc. Provide umbrella and Cap to each tourist with Branding and logo of IRCTC to all tourists as souvenir.
- The service provider would be allowed for maximum 30 days time for refurbishment the Bharat Gaurav Train rake after getting the final approvals of plans for development of the rake from IRCTC/ Railways, whichever is later.
- You are requested to convey contact details of the project team at your end for coordination with IRCTC.
- You are required to submit the complete signed tender document by authorized signatory as a token of acceptance of all terms & condition of the contract.
- All other terms & condition of the bid document shall form a part of letter of Award.

Kindly acknowledge the receipt of this letter.


(Dr. Achyut Singh)
JGM/T/PD

Copy to :-

- | | |
|---------------------|---|
| 1) GGM/WZ | - for kind information and necessary action please. |
| 2) PS to DTM | - for kind information to Director (T&M). |