



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Govt. of India Enterprise-Mini Ratna, Under Ministry of Railways)

CIN:- L74899DL1999GOI101707

WEBSITE:- www.irctc.com, www.irctctourism.com

No: 2024/IRCTC/NZ/TOURISM / DMC /KASHMIR

Date: 20.08.24

M/s Golden Bird Travels,
Habak, Main Road Hazratbal
Srinagar, Kashmir - 190006

Subject : Arrangement of Comprehensive off- Board Services including Accommodation, Transportation and Meals to Guests of IRCTC's Kashmir Tour Package.

Reference: IRCTC Limited Tender no 2024 /IRCTC /NZ /TOURISM / DMC/Kashmir.

With reference to the above, the competent authority has accorded approval for engagement of M/S Golden Bird Travels for providing comprehensive off- Board Services including Accommodation, Transportation and Meals to Guests of IRCTC's Kashmir Tour Package as per the terms and conditions stipulated in the tender document opened on 07.08.24 at the following rates:

Seasonal Rates (16 th Oct to 15 th Nov 2024 and 16 th Dec 2024 to 01 st Jan 2025)	
Particulars	Rates in INR inclusive of GST
Single Occupancy	Rs. 12600 per person
Double Occupancy	Rs. 11025 per person
Triple Occupancy	Rs. 10500 per person
Child With Bed	Rs. 7350 Per child
Child without Bed	Rs. 5500 Per child

Off Season Rates (13 th August 2024 to 15 th October 2024, 16 th Nov to 15 th Dec 2024 and 02 nd January to 31 st March 2025)	
Particulars	Rates in INR inclusive of GST
Single Occupancy	Rs. 11088 per person
Double Occupancy	Rs. 9702 per person
Triple Occupancy	Rs. 9240 per person
Child With Bed	Rs. 6468 Per child
Child without Bed	Rs.4840 Per child

Above rates includes the following:

- Accommodation**

Air Conditioned Accommodations on hotels having certification of A Category from the Jammu and Kashmir Tourism department or minimum 03 (Three) star deluxe Category facilities. The hotel should have 24 hour power back up and hot and running water. Appropriate Hotel inventories & Tie ups at places of accommodation as per the Itinerary is to be ensured by the selected service provider.

- Transport Vehicle**

Good condition, exclusive Air conditioned transport vehicle to be used as per group size. The seats of vehicle should be comfortable, seat covers clean without any tear etc, unbroken window panes and the vehicle should conform to all statutory norms with a driver well versed with the route having valid driving license.

- There should be availability of First aid Kits with all the important and basic Medicines, Dressing Materials on board during the course of Journey, fire extinguisher if applicable.





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emergency tool near the Exit Window/Door is to be made available. Driver deployed should be conversant with all the locations and polite to the tourists, and should have valid Commercial Driving License.

- **Meals:** Meals needs to be provided as specified in the Tender document.
- **Room Amenities/supplies**
Air conditioned rooms with attached toilet and bath to be provided. The rooms should be furnished adequately having twin/double beds. The rooms should be quiet and proper internal security systems should be practiced.
- 1 bottle of Packaged Drinking Water per guest as per occupancy should be available at all the rooms. In room tea/Coffee maker with supplies.
- **Bathroom Amenities:**
Bath towels, hand towels, soap cakes as per occupancy. Room/Bathroom amenities to be replenished/changed daily.
- **Shikara Ride:** Shikara ride for 01 hour over the Dal/ Nagin Lake needs to be provided to the Guests.
- **FOC:** The services for One (01) IRCTC Tour Manager/Representative needs to be booked on FOC basis (i.e. Accommodation on Single Occupancy basis, Transportation, meals, free of cost and no payment shall be made for the same. FOC will only be applicable for GIT Movements having 20 full paying PAX or more strength.
- **Medical Aid:** Medical Aid to be provided by the service provider, wherever required. Dr on call facilities needs to be available at the provided hotels.
- **Customer Support Services:**
A 24*7 Customer help desk / mobile number should be provided for in case of emergency. It would be preferable if a dedicated person is nominated for the IRCTC group which would act as one point contact in case of any service / support required during the course of Training Programme.
- **IN CASE OF FLIGHT DELAY:** In case of flight delay due to fog, rain or any other emergency etc, necessary food arrangement, accommodation and transportation will be provided by the awarded service provider on nominal rates which will be paid directly by the Guests.

Service commencement date: 26th August 2024 – 31st March 2025.

Security Deposit: A security deposit of Rs 7,45,841/- needs to be deposited through demand draft / NEFT/ RTGS drawn in favor of IRCTC Limited payable at Delhi before commencement of the Tour. The Security deposit is refundable without interest on successful completion of the contract.

Complaint free Service Clause:

- The Service provider shall provide complaint free service to the Guests during the course of the Training Programme. Complaint and suggestions if any received from the Tourists, must be forwarded to IRCTC.
- IRCTC reserves the right to increase or decrease the size of the group and Service Provider has to provide the Services as per the quoted rates.
- The Services should be provided as specified in the Tender document.





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Payment Clause

- No advance payment will be paid to the Service Provider.
- The payment will be paid within 15 days from the date of receiving the bills in correct format.
- Payment to Service Provider will be made through NEFT or E- Banking.
- TDS as applicable will be deducted from the Service Provider.
- GST no of IRCTC with complete address should be mentioned in Bill Invoice.
- GST no of service Provider with full address should be mentioned in Bill invoice
- Place of Service should be mentioned in Bill Invoice.

Contractual Relationship

The Service provider will be responsible for the performance of the Tour. Additional cost incurred due to above exigencies may be submitted to this Office for which IRCTC will take a view for any payments to be made on a case to case basis.

Penalty: IRCTC reserves the right to levy suitable penalty on Service Provider based on substantiated complaints, events of default etc. The penalty shall be applicable minimum to the cost of the services and may vary upto the cost of any compensation/litigation if imposed on IRCTC due to deficiency of service provider. The Penalty amount may be deducted from the payment to be released by IRCTC against the bills raised by service provider.

Rest all the terms and condition shall remain same as specified in IRCTC Terms and conditions document OPEN TENDER NO. 2024 /IRCTC /NZ /TOURISM / DMC/Kashmir

JGM / Tourism / North Zone



Documents Enclosed

- Itinerary 1



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ITINERARY (05 Nights and 06 days)

Day 1: Delhi - Srinagar

Meet and greet assistance on arrival at Srinagar Airport. Transfer to houseboat. Welcome the Guest with a cup of Hot Kehwa. Afternoon at leisure. In the evening, Shikara ride on Dal Lake to enjoy sunset and view of Char-Chinar (Floating Gardens). Dinner and night stay in the hotel.

Day 2: Srinagar - Sonamarg - Srinagar

After breakfast leave from Srinagar and drive towards Sonmarg. Sonmarg (2800Mtrs above sea level), which means ' meadow of gold ' has, as its backdrop, snowy mountains against a cerulean sky. The Sindh meanders along here and abounds with trout and mahseer, snow trout can be caught in the main river. The visitors can have access to snow which is furnished all over like a white carpet. Ponies can be hired for the trip up to Thajwas glacier a major attraction during the summer months. In the evening return back to Srinagar. Dinner & overnight in Srinagar at Hotel.

Day 3: Srinagar - Gulmarg - Srinagar

In early morning start driving towards Gulmarg. Gulmarg (2730 Mtrs Above sea Level) ("Meadow of Flowers") is a town, a hill station, a popular skiing destination during winters. Gulmarg is famous because of its "Gulmarg Gondola," one of the highest cable cars in the world (Direct Payment Basis). You can also visit Khilanmarg, the charming place in the Gulmarg that attracts everyone by its natural beauty. In the evening return back to Srinagar. Dinner & overnight in Srinagar at Hotel.

Day 4: Srinagar - Pahalgam

After breakfast, day trip to Pahalgam. Pahalgam 2440 Mtrs above sea level (Valley of Shepherds. On the way visit Saffron fields & Avantipur ruins. Pahalgam is the most famous place for Indian Film Industry. Enjoy the nature charm of the valley. One can visit Betaab Valley, Chandanwari and Aru Valley in Pahalgam (Direct payment basis). In the evening return back to Hotel. Evening is at free at its leisure. Dinner & overnight stay at Pahalgam.

Day 5: Pahalgam - Srinagar

After breakfast check out from the hotel. On arrival at Srinagar local sightseeing. Leave for Darshan of Shankracharya Temple. After Darshan, sightseeing of Mughal Gardens: Nishat Bagh, Cheshmashahi and Shalimar Gardens. Then visit of the famous Hazratbal Shrine situated on the bank of Dal Lake. In the evening, free for shopping. Transfer to House Boat. Check into the houseboat. Dinner and overnight stay at House Boat.

Day 6: Srinagar - Delhi

Breakfast at the house boat. In time transfer to Srinagar Airport to board flight for Delhi.

Note:-

a) Service Provider shall provide all services and facilities as per the itinerary. IRCTC may at its discretion may make minor changes in the itinerary without any cost implications to enhance overall guest experience.



IRCTC, North Zone Office: Rail Yatri Niwas Bldg, New Delhi Rly. Stn. Complex, Ajmeri Gate side, ND-110002.
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