



INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Govt. of India Enterprise)

CIN:L74899DL1999GO1101707, Email: info@irctc.com, Website: www.irctc.com

E-Tender No: 2021/IRCTC/ME/PARAMEDIC SERVICES

Dated: 16.06.2025

M/s Connect and Heal Primary Care Pvt. Ltd.
T5-201, Jaypee CGHS Limited,
Plot 2, Sector 22, Dwarka,
New Delhi - 110077

Sub:- APPOINTMENT OF SERVICE PROVIDER FOR MAHARAJAS' EXPRESS TRAIN FOR PROVIDING PARAMEDIC & CLINICAL SERVICES FOR ON-BOARD PASSENGERS/GUESTS & TRAIN ACCOMPANYING STAFF AND EMERGENCY MEDICAL ASSISTANCE / EMERGENCY RESCUE CARD (ERC) / EMERGENCY RESPONSIVE SERVICES FOR ON-BOARD PASSENGERS/GUESTS FOR (06) SIX MONTHS (21st Dec 2025 to 20th Jun 2026).

Ref: - 1. TENDER NO: 2015/IRCTC/NZ/ME/PARAMEDIC SERVICES Opened on 16/12/2021.
2. Letter of Award issued on 21.12.2021
3. 1st Extension Letter of Award issued on 26.06.2024
4. M/s. Connect and Heal Primary Care Pvt. Ltd. extension request dated: 14.05.2025

With reference to above and in continuation to the letter of award (LOA) issued on 21.12.2021 and 26.06.2024 competent authority has accepted the extension for (06) six months for service provider for Maharajas' Express train for providing paramedic & clinical services for on-board passengers/guests & train accompanying staff and emergency medical assistance / emergency rescue card (ERC) / emergency responsive services for on-board passengers/guests from 21st Dec 2025 to 20th Jun 2026 at the following rates subject to terms and conditions stipulated in the Tender Document no. 2021/IRCTC/ME/PARAMEDIC SERVICES.

ITEM – “A” Monthly Cost for providing the On-Board Paramedic & Clinical Services for On-Board Passengers/guests and train accompanying staff of Maharajas' Express Train for 2025-26		
PARTICULAR	IN FIGURE (INR) without GST	IN WORDS (INR) without GST
Rate/Month –Y (Exclusive Tax)	Rs. 75,000.00	Rs. Seventy Five Thousand Only
ITEM – “B” Rate per Passenger/Guests per trip – 7 Days / 6 Nights trip for Emergency Medical Assistance / Emergency Rescue Card (ERC) / Emergency Responsive Services for On-Board Passengers/Guests of Maharajas' Express Train for the Year 2025-26		
Particulars	IN FIGURE (INR) without GST	IN WORDS (INR) without GST
Rate Per Passenger/Guest per Trip - X (Exclusive Tax) for 7Days / 6Nights trip	Rs. 500.00	Rs. Five Hundred only

On the basis of the above & according to base rate accepted, the payment excluding tax for Emergency Medical Assistance /Emergency Rescue Cards (ERC)/ Emergency Responsive Services for on-board passengers/guests for 06 (six) months during 2025-26 for Maharajas' Express Train shall be released as per the ratio detailed below for each age category.

S.NO.	PARTICULARS	RATE (INR)
1.	Passenger aged up to 70 yrs – For 6 nights/7 days trip	X =500
2.	Passenger aged between 71 to 80 – For 6 nights/7 days trip	1.8 X = 900
3.	Passenger aged above 80 – For 6 nights/7 days trip	2.6 X = 1300
4.	Passenger aged up to 70 yrs – For 3 nights/4 days trip	0.50 X = 250
5.	Passenger aged between 71 to 80 – For 3 nights/4 days trip	0.90 X = 450
6.	Passenger aged above 80 – For 3 nights/4 days trip	1.30X = 650

Office: IRCTC Ltd.: 2nd Floor, Tower-D, World Trade Centre, Nauroji Nagar, N



(Page.....2)

NOTE:

1. All rates i.e. "X" & "Y" above are for (06) six months during 2025-26 (21st Dec 2025 to 20th Jun 2026).
 2. GST would be extra on the approved rates as applicable as per government guidelines.
 3. In case part journey is utilized, payment – X will be per pax per day on pro-rata basis.
 4. The monthly cost – Y, in case of any cancelled trip/s or charter run for the month, shall be worked out on pro-rata basis depending on the duration of trips operated during that month.
- 1) **Security Deposit:** Security deposit of Rs. 74,670.00 deposited initially shall be retained until the expiry of the extended period/contract.
 - 2) **Tenure of Contract:** The extension of the contract shall be awarded for a period of (06) six months (21st Dec'2025 to 20 Jun'2026) w.e.f. the Service Commencement Date i.e. **21.12.2025**.
 - 3) **Payment and Taxes:**
 - i. The service provider will raise bill to IRCTC for paramedic services provided/delivered to the guests/passengers of Maharajas' Express.
 - ii. Bill/Invoices as per GST guidelines need to be submitted for payment after completion trip/month and the payment will be processed on pro-rata basis accordingly after deductions of applicable TDS.
 - 4) **Service Level Agreement:** It is requested to sign Service level agreement (SLA)/ rider agreement on a non-judicial stamp paper worth of Rs. 100.00 with 10days from issue of Letter of Award (LOA).
 - 5) 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.
 - 6) All other terms & conditions of e-tender no. **2021/IRCTC/ME/PARAMEDIC SERVICES** shall form part of Letter of Award (LOA).

A signed copy of this letter along with an acceptance letter on Company's Letterhead along with a non-judicial stamp paper of Rs. 100.00 as mentioned above should be submitted within 10 days of the date of issue of this letter.


(Pradeep Dhiman)
General Manager/Tourism

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.