



इंडियन रेलवे केटरिंग एवं टूरिज़्म कॉरपोरेशन लिमिटेड
(भारत सरकार का उद्यम-मिनी रत्न)
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. of India Enterprise - Mini Ratna)

"CIN-L74899DL1999GOI101707", E-mail : info@irctc.com, website : www.irctc.com

No. 2021/IRCTC/CO/Admin/CWC-RCS

23.12.2024

To,
The Incharge,
M/s Central Warehousing Corporation,
Pest Control Cell,
ICD-Patparganj,
New Delhi-110096.
Email: pcscell.icdppg@cewacor.nic.in

Letter of Award

Sub: Work Order for providing General Pest Control, Anti-termite treatment & Cold Fogging at IRCTC/Corporate Office (2nd, 3rd & 4th Floor, Tower-D, WTC, Nauroji Nagar, New Delhi-110029).
Ref: i) Your letter No. CW/PCC-ICD-PPG/Quotation/2024-25/55, dated: 04.12.2024.

In reference to the above, IRCTC is pleased to accept your offer for providing **General Pest Control, Anti-termite treatment & Cold Fogging** at IRCTC/Corporate Office i.e. 2nd, 3rd & 4th Floor, Tower-D, WTC, Nauroji Nagar, New Delhi-110029 at a total price of Rs.1,15,470/- (Rupees One Lac Fifteen Thousand Four Hundred Seventy Only) per month excluding GST.

The total area in sq. ft.:-

- a) Total Build up Area: 92481 sq.ft.
- b) Total Carpet Area: 70137 sq.ft.

Treatment details:-

S. No.	Premises	Types of Treatment	Frequency of Treatment	Amount(Rs.) Per Month (Excluding GST)
1	IRCTC/Corporate Office i.e. 2 nd , 3 rd & 4 th Floor, Tower-D, WTC, Nauroji Nagar, New Delhi-110029	General Pest Control	Twice a Week	Rs.1,15,470/-
		Anti-termite Treatment	Monthly	
		Cold Fogging	Daily	
		Rodent Control	Twice a Week	
		Anti-Roach Gel Treatment	Monthly	

Note: One Pest control Operator to be deputed exclusively for IRCTC at World Trade Centre to handle daily pest control activities and address complaints promptly.

The scope of work along with terms & conditions of the work order is enclosed for kind reference.

You are requested to commence your services w.e.f. 01.01.2025.

Validity of the contract is for a period of 06 months from the date of the commencement of the contract i.e. upto 30.06.2025.

Kindly acknowledge the receipt of this work order & submit an acceptance of same along with duly signed & stamped terms & conditions attached herewith.

Copy to: i) GGM/HRD – for kind information please.
ii) JGM/Fin – for kind information please.

Addl. General Manager/ Admin.

ADDITIONAL GENERAL MANAGER (ADMIN.)
आई. आर. सी. टी. सी. / I. R. C. T. C.
11वीं मंजिल, स्टेट्समैन हाउस
11th Floor, Statesman House
बी-148, बाराखम्बा रोड, नई दिल्ली-110029

I. SCOPE OF WORK

A. Area Details of IRCTC Offices where service to be provided:

S. No.	Types of Treatment	Frequency of Treatment	Total Area in sq. ft. (2nd, 3rd & 4th floor)
1	General Pest Control	Twice a Week	Total Build up Area:- 92481 sq. ft.
2	Anti-termite Treatment	Monthly	
3	Cold Fogging	Daily	
4	Rodent Control	Twice a Week	Total Carpet Area:- 70137 sq. ft.
5	Anti-Roach Gel Treatment	Monthly	

B. The Service provider Shall Adequately Suppress the Following Pests-

1. Indoor populations of rodents, insects, arachnids, and other arthropods /insects.
2. Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.
3. Nests of stinging insects within the property boundaries of IRCTC Corporate Office.
4. Individuals of all excluded pest populations that are incidental invaders inside the specified buildings, including winged termite warmers emerging indoors.

II RECORD KEEPING:

The Service provider shall be responsible for maintaining a pest control logbook or file for building or site specified in this work order. These records shall be kept on-site and maintained on each service by the Service provider.

III. MANNER AND TIME TO CONDUCT SERVICE

1. **Time Frame of Service Visits:** The Service provider shall perform routine pest control services that do not adversely affect tenant health or productivity during the regular hours of operation in buildings. When it is necessary to perform work outside of the regularly scheduled service time set forth in the Pest Control Plan, the Service provider shall notify the officer at least one (1) day in advance.
2. **Safety and Health:** The Service provider shall observe all safety precautions throughout the performance of this work order. All work shall be in strict accordance with all applicable Federal, state, and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply.
 - i. The Service provider shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.
 - ii. **Special Entrance:** Certain areas within some buildings may require special instructions for persons entering them. Any restrictions associated with these special areas will be explained by the Officer. The Service provider shall adhere to these restrictions and incorporate them into the Pest Control Plan.
 - iii. **Uniforms and Protective Clothing:** All Service provider personnel working in or around buildings specified in this work order shall wear distinctive uniform clothing. The Service provider shall determine the need for and provide any personal protective items required for the safe performance of work. Protective clothing, equipment, and devices shall, as a minimum, conform to U.S. Occupational Safety and Health Administration (OSHA) standards for the products being used.

IV. SPECIAL REQUESTS AND EMERGENCY SERVICE

On occasion, IRCTC Officer may request that the Service provider perform corrective, special, or emergency service(s) that are beyond routine service requests. The Service provider shall respond to these exceptional circumstances and complete the necessary work within three (3) hours after receipt of the request.

V. USE OF PESTICIDES

The Service provider shall be responsible for application of pesticides according to the label. All pesticides used by the Service provider must be registered with the U.S. Environmental Protection Agency (EPA), state and/or local jurisdiction. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, state, and local laws and regulations.

The Service provider shall adhere to the following rules for pesticide use:

1. **APPROVED PRODUCTS:** The Service provider shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by concerned IRCTC Officer.
2. **APPLICATION BY NEED:** Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area. Requests for preventive pesticide treatments in areas where surveillance indicates a potential insect or rodent infestation will be evaluated by concerned IRCTC Officer on a case-by-case basis. Written approval must be granted by concerned IRCTC Officer prior to any preventive pesticide application.
3. **MINIMIZATION OF RISK:** When pesticide use is necessary, the Service provider shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

VI. INSECT CONTROL

1. **Emphasis on Non-Pesticide Methods:** The Service provider shall use non-pesticide methods of control wherever possible. For example:
 - i. Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, for swarming (winged) ants and termites, and for control of spiders in webs.
 - ii. Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.
2. **Application of Insecticides to Cracks and Crevices:** As a general rule, the Service provider shall apply all insecticides as "crack and crevice" treatments only, defined in this work order as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.
3. **Application of Insecticides to Exposed Surfaces or as Space Sprays:** Application of insecticides to exposed surfaces or as space sprays ("fogging") shall be restricted to exceptional circumstances where no alternative measures are practical. The Service provider shall obtain approval of the concerned IRCTC Officer prior to any application of insecticide to an exposed surface or any space spray treatment. No surface application or space spray shall be made while tenant personnel are present. The Service provider shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to ensure the containment of the pesticide to the site of application.

सिद्धार्थ सिंह
SIDHARTH SINGH
अपर महासचिव (प्रशासन)
Additional General Manager (Admin.)

IX. PROGRAM EVALUATION

The concerned IRCTC Officer will continually evaluate the progress of this work order in terms of effectiveness and safety, and will require such changes as are necessary. The Service provider shall take prompt action to correct all identified deficiencies.

X. QUALITY CONTROL PROGRAM

The Service provider shall establish a complete quality control program to assure the requirements of the work order are provided as specified. Within five (5) working days prior to the starting date of the work order, the Service provider shall submit a copy of his program to the Work ordering Officer. The program shall include at least the following items:

1. **Inspection System:** The Service provider's quality control inspection system shall cover all the services stated in this work order. The purpose of the system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable and/or the concerned IRCTC Officer identifies the deficiencies.
2. **Checklist:** A quality control checklist shall be used in evaluating work order performance during regularly scheduled and unscheduled inspections. The checklist shall include building or site serviced by the Service provider as well as every task required to be performed.
3. **File:** A quality control file shall contain a record of all inspections conducted by the Service provider and any corrective actions taken. The file shall be maintained throughout the term of the work order and made available to the concerned IRCTC Officer upon request.
4. **Inspector(s):** The Service provider shall state the name(s) of the individual(s) responsible for performing the quality control inspections.

XI Address of delivery of pest control, termite & other services:-

S. No.	Concerned IRCTC Official for carrying out Pest Control activities
1	AGM/Admin, IRCTC Ltd., Corporate office, 2 nd , 3 rd & 4 th Floor, Tower-D, World Trade Center, Nauroji Nagar, New Delhi-110029.

XII. System of Payment:

- a) Payments will be made at accepted rates.
- b) **Monthly payments of bills will be made only on timely completion of services.**
- c) The work order will be issued in the name of M/s CWC.
- d) Payment will be released by cheque/NEFT to the work order holder/ Authorized distributor.
- e) Payment will be made subject to submission of GST Compliance invoices.
- f) **The bill shall be submitted to administration on monthly basis. The bills shall be submitted within 10 days of next month. The payment will be released within 15 days from the date of submission of bills, subject to deduction of taxes.**

XIII. Service Time: Services should be made within the reasonable time which will be mentioned in the work order.

सिद्धार्थ सिंह
SIDHARTH SINGH
अपर महाप्रबन्धक (प्रशासन)
Additional General Manager (Admin.)
- स. स. सी. - I.R.C.T.C.

XIV. Penalty for Delays or failure in service:

In the event of **failure** of the Service provider to **provide the services** or part thereof, as mentioned in this Work Order for any reasons whatsoever, the IRCTC shall be entitled to procure services from other sources and the Service provider shall be liable to pay forthwith to the IRCTC, the difference of payments made to such other sources, besides damages at double the rate of payment for the period of failure in providing the services or part thereof.


Penalty Details:-

S. No.	Particulars
1	For not providing the Spray in times a penalty of Rs. 1000/- will be imposed per default and maximum penalty as decided by the Competent Authority.
2	For misbehavior of the worker Rs. 1000/- will be imposed per default and maximum penalty as decided by the Competent Authority.
3	For causing damage to the public property: Three times the market value of the damaged property or Rs.5000/- whichever is higher will be levied.
4	For breach of any of the conditions of the work order: Termination of work order and forfeiture of Performance Security or a minimum penalty of Rs.5000/- per default as the case may be depending upon the grounds of violation.
	For persistent breach or unsatisfactory services- termination of work order along with forfeiture of performance security and blacklisting.
5	In case, the work is found un-satisfactory, the department has rights to deduct the penalty amount of Rs.2000/- instance. This includes deficiency in the quality of chemical used.
6	In case of delay in service or not performing job as per the schedule given by IRCTC, the penalty shall be levied as Rs. 1000/- per day from the next day of given schedule.

XV. Other Terms and Conditions:

- The Pesticides/Insecticides to be used by the firm in the Pest Control Services must be recommended by WHO or Central Insecticide Board and of Environment friendly.
- The entire treatment will be carried out as per the directions of IRCTC Officer in charge.
- The Services should be strictly as per specifications enclosed.
- Responsibility of all other statutory liabilities lies with the Service Provider.

IRCTC reserves right to amend/modify all/any terms and condition of the contract.


SIDHANT SINGH
अपर महाप्रबंधक (प्रशासन)
Additional General Manager (Admin.)
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