



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

Date: 18/11/2024

M/s Sakley's Hospitality Services,
N-236, Second Floor,
Greater Kailash-1,
New Delhi.
Mob.09899199922

Kind Attention : Sh. Ashok Rekhi

Sub.: Award of Catering & Housekeeping Services at WTC/IRCTC Corporate Office(s).

Competent Authority has approved engagement of your agency for providing Catering & Housekeeping Services at WTC/IRCTC/CO(i.e. 2nd & 4th Floor, Nauroji Nagar, New Delhi) on Nomination basis for period of two months. Details of Manpower is as follows:-

The following Manpower is required in the initial phase at 2nd and 4th floor:

- i) **Second Floor:-**
Service boy: 04
Dish Washers:01
Housemen(Janitorial):- 04
Supervisor(Semi skilled):-01
Kitchen Helper:- 01

- ii) **Fourth Floor:-**
Service boy: 05
Dish Washers:01
Housemen(Janitorial):- 05
Supervisor(Semi skilled):-01
Kitchen Helper:- 01

Total Manpower:-24 Nos (2 semi skilled and 22 unskilled)

**CENTRAL GOVERNMENT WAGES
UNSKILLED(IN INR)**

BASIC + V.D.A	20358
EPF @ 13%	1950
UNIFORM(4 SETS LAUNDERED)	1500
SUB-TOTAL	23808
SERVICE CHARGE @ 10%	2381
TOTAL	26189

SEMI-SKILLED

BASIC + V.D.A	22568
EPF @ 13%	1950
UNIFORM(4 SETS LAUNDERED)	1500
SUB-TOTAL	26018
SERVICE CHARGE @ 10%	2602
TOTAL	28620

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The manpower cost will be Rs 6,33,398/-

Other Terms & Conditions:-

- i) This letter of award shall be treated as work order to enable you to start the work for a period of 02 months w.e.f 25th November 2024.
- ii) Security deposit @ 5% of Contract value of Rs. 125000/- through DD/BG in favour of IRCTC shall be deposited within 15 days of issue of LOA.
- iii) All the challans and bills for service of tea/Coffee, Snacks and Lunch should be verified by AGM/Admin on Daily Basis.
- iv) This letter of award is being issued to you in duplicate. You are requested to return one copy, duly signed by you as a token of your unconditional acceptance of the same with agreement copy.
- v) ESIC, as applicable, shall be adhered by the agency. You will submit the bills on a monthly basis. The payment of bills will be made within 15 days from the date of submission of bills in finance department.
- vi) The Scope of Work for providing Catering and Housekeeping services is attached with this Letter and will be a part of the Contract.
- vii) You are required to commence your services w.e.f. 25/11/2024.

This issues with the approval of Competent Authority.


AGM/Admin

CC: -

PS/CMD for kind information.
PS/DCS for kind information.
GGM/HRD for kind information.
GGM/Finance for information.

SCOPE OF WORK FOR CATERING & HOUSEKEEPING SERVICES FOR CORPORATE OFFICE OF IRCTC AT 2ND & 4TH FLOOR, TOWER-D, World Trade Center, Nauroji Nagar, New Delhi.

1. Catering Services:

The Service Provider shall provide complete efficient supervision of Catering Services in the premises of IRCTC Corporate Office located at 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi, as per the scope of work described in this section. As the offices of Chairman & CEO; Board of Directors; and CVO of IRCTC operate in said premises, the services should be of high standard equivalent to that of a 4 Star and above level hotel.

Notwithstanding anything contrary in the Scope of Work expressed or implied, the successful bidder/Service Provider shall remain at all times exclusively responsible for providing all materials, personnel/workers, equipment etc. that are needed to ensure that contractual obligations are fulfilled.

The period of Contract shall be of 02 Months from date of LOA. However, IRCTC reserves the right to terminate the Contract pre-maturely at any stage giving notice of 01 Month.

1.1 Service Locations for Catering Services

The service locations under this tender/contract will include the Corporate Office premises located at 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi is occupied by Chairman & CEO, Board of Directors, CVO and other associated officers/ subordinate staff, and has an approximate seating strength of 70 nos on 4th floor and 345 on 2nd floor. The floor consists of the following:

- a. Office of Chairman & CEO
- b. Office Rooms of 05 Functional Directors/CVO
- c. Office of staff of Chairman & CEO
- d. Rooms of PS to Directors
- e. Meeting Hall / EC Conference Room
- f. Catering & Dining Area
- g. Board Room

DETAILED SCOPE OF WORK – CATERING SERVICES

CATERING SERVICES FOR CORPORATE OFFICES AT 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi:

Being the Corporate Office premises of IRCTC, the bidder shall ensure that the Catering Services provided at 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi shall be of high standard equivalent to any 4 Star and above level Hotel. There are Board meetings with Independent Directors and representatives of the Railway Board etc., which held on the 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi. EC/EPC meetings of internal Board Members and Key Executives are also held on that floor. These meetings are followed by high tea and lunch, and sometimes dinner as well. Besides these meetings, high level meetings are being held with foreign delegates, where tea/lunch service has to be of a high standard. Several VIP guests visit Chairman & CEO / Directors and tea/snacks/ lunch is also served to them.

The Contractor shall provide catering services at 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi, as follows:

- a. Coffee/tea/cold drinks
- b. Snacks
- c. Break-fast
- d. Lunch/Dinner/Meal
- e. Housekeeping of both 2nd & 4th floor, Serving Area/ Kitchen/ Pantry premises/Washrooms
- f. Serving Area/ Kitchen/ Pantry area should be kept in hygiene condition

g. Room Services

The contractor shall make available complete services with regard to the above as per requirements of IRCTC.

2.1. The services in general, shall be of the following nature for 10 to 15 persons, but in meetings the number of persons to be served may be 35 to 40.

- a) Serving tea/coffee/Snacks in the Office rooms,
- b) Break Fast, Tea, Snacks, Lunch, Dinner etc. can also be expected to be served to the visiting guests in the office rooms, unless otherwise directed. Service to E-8 and above level officers will be payable by IRCTC. The service of Tea/Coffee and Namkeen/Biscuits to all employees will be paid by the company, However the other items mentioned in the menu will be on paid basis below E-8 level officers.
- c) Service will be as per the Items/ Menu provided at Clause: 6.1 below, which however, can be changed from time to time as mutually agreed but within the quoted rates.

3. **MATERIALS:**

Raw material and foodstuff by the Contractor shall be wholesome and of good quality and conform to the specifications and shall be to the satisfaction of the IRCTC.

All consumable material required for day-to-day Housekeeping work of Serving Area/ Kitchen/ Pantry area should be of quality and standards as per norms, and acceptable by IRCTC.

4. **POWER, WATER & OTHER FACILITIES:**

4.1 The contractor shall be responsible to provide, within the scope of work, all facilities/materials/consumable/tools necessary for performance of the work.

4.2 IRCTC shall provide the following facilities, free of charge, to the Contractor (in IRCTC Premises):

- a) Electricity, water & free use of Air Conditioned space.
- b) Kitchen with pantry and Storage space for raw material.
- c) Dosa hot plate
- d) Idly maker
- e) Electric Hot case
- f) Electric Water Boiler
- g) Mixer
- h) Manual Juicer
- i) Refrigerator with deep freezer
- j) Electric Induction heaters Heavy Duty
- k) Electric Sandwich Griller Commercial
- l) Electric Toasters with 04 toast capacity
- m) Crockery, cutlery and Glassware
- n) Any other items as per need as decided by I/c Hospitality

The exact inventory of items shall however be got recorded by IRCTC at the time of handing over to him by IRCTC at IRCTC cost.


4.3 The Service Provider will arrange preparation and serving of tea/ coffee/ snacks/ breakfast/ lunch/ dinner (on demand), etc. to the office of Chairman & CEO / Board Level Directors / CVO / employees and guests, as below.

- a) The Corporate Floor has a Pantry where the Service Provider is required to prepare tea/coffee and also make available cold drinks, snacks etc.
- b) No cooking is permitted in the premises. The Service Provider has to establish and maintain a centralized kitchen near IRCTC Offices for providing meals/ snacks, etc. The kitchen shall be kept neat and clean and maintained in hygienic condition at all the times.
- c) The Service Provider has to bring in freshly prepared meals/snacks, etc. from outside and will be allowed to warm up the same in the Pantry/ Canteen. The Service Provider will use only electric gadgets but not LPG gas, as per fire and safety requirement of the buildings of IRCTC. The electricity will be provided free of charges.
- d) Food to be prepared at base kitchen of the service provider and transported to the premises at his own cost. Only making of bread/roti and light frying shall be permitted in kitchen/ pantry provided by IRCTC in the premises.
- e) The required kitchen infrastructures will be arranged by the Service Provider including raw materials and consumable items. The Service Area/ Kitchen/ Pantry area shall be kept neat and clean and maintained in hygienic condition at all times.
- f) The Service Provider at his own cost will provide consumables, raw material and provisions of foodstuff of high quality and of standard brands. The pulses/rice/food products to be used shall be organic and one of following brands viz. Tattva/24 Mantra/Tata Sampann/Pro Nature/ Aashirwad. These materials shall be liable for spot examination by the authorized officer of IRCTC. The materials found to be an inferior quality will immediately be replaced and the decision of IRCTC in this regard shall be final and binding on the Service Provider.
- g) Biscuits/ cookies, Tea, Coffee, Snacks, Cold drinks etc. should be available all the time.
- h) It will be the responsibility of the Service Provider to obtain the license/ permits from authority concerned, if required for execution of services under this head. Non-availability of such license/ permit will not be accepted as an excuse for unsatisfactory performance of the contract.
- i) The Service Provider should ensure that the food provided is transported/ packed/served in proper hygienic way to complete satisfaction of IRCTC.

4.4. The Contractor shall be responsible for ensuring proper utilization of the facilities like equipment, water, electricity or anything else provided by IRCTC, without any manner of abuse due to misuse/excessive use.

4.5. Any misuse of premises, equipment or facilities extended to the Contractor by IRCTC will call for penalties as may be decided by IRCTC including termination of contract. The amounts of such fines/penalties will be decided by IRCTC and this decision shall be final and binding. The amount of such fines/ penalties will be recovered/ deducted from the Contractor's bills.

5. SPECIAL PROVISIONS:

- a) Work shall be carried out by the Contractor as per the conditions of contract.
 - b) Food items/ materials/ consumables, etc. used for preparation of food items shall be of best quality and organic, and conform to FSSAI standards wherever applicable, and cooking shall conform to the highest standards and hygiene.
 - c) Only basmati rice of best quality and good quality refined oil i.e. cooking medium are to be used. The cooking medium and raw materials used for cooking should be acceptable to IRCTC.
 - d) The Contractor shall engage well-trained Supervisors/Cooks/ Bearers/ Office attendants/ Helpers and they shall be dressed in neat uniforms and soft soled shoes.
 - e) Efficient, prompt & quality service, good behaviour and politeness of the Contractor and his staff is essential in the contract.
 - f) Normally, in case of bulk or special requirement, IRCTC shall inform the Contractor of its requirement 24 hours advance.
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5.1 The Standard Brands of eatables/ materials to be used by the service providers, besides conforming to FSSAI standards, should be as follows:

Sl. No.	ITEM DESCRIPTION	STANDARD
1	Rice	For Biryani and pulav, Basmati rice be used of brands like Tattva/24 Mantra/Tata Sampann/Pro Nature/Aashirwad/Dawat/ Kohinor/India Gate Classic/. Raw rice of superior quality to be used for plain rice.
2	Wheat flour	From reputed companies like Tata Sampann/Tattva/24 Mantra/ Pro Nature/Nature Fresh/Chakki Fresh/Annapoorna /Ashirwad.
3	Cooking oil	Naturefresh/ Fortune/Dhara Sunflower oil
4	Tea	CTC quality tea from Brooke Bond/Red label/Wagh Bakri/Lipton/Rich Bru/Nestle (for ready made only)
5	Coffee	Instant coffee Starbucks/Nescafe/ Davidoff/ Sunrise/Bru
6	Milk	Mother Diary / Amul/Vita
7	Jam, Marmalade & tomato sauce etc.	Kissan/ Maggi /Heinz
8	Butter	Amul / Britannia
9	Bread (White/Brown/Multigrain)	English oven/ Britannia/Harvest Gold
10	Soft Drinks/Coconut water	Limca/Thums-up/Coco-cola/Pepsi/7up Tetra pack like Frooti/Slice/Sprite/ Paper boat / Real/ Tropicana/ Minute Maid/ ITC B-Natural.
11	Chicken	Broiler
12	Mutton	Only of goat (Pork & Beef shall not be allowed under any circumstances)
13	Biscuits(Packet)	Britannia/Parle/Bakemans/ Sunfeast /Walker/ McVitie's
14	Fresh fruits	Exotic fruits(imported)

5.2 INSPECTION AND TESTING BY IRCTC

- IRCTC shall be entitled at any time, at the risk of the Contractor, to inspect and / or test by itself or through any of its representative or an independent agency, the premises held by the Contractor and raw materials and food items stored and/or served by the contractor.
- If any material, item or component intended to be used for the work and is found to be unsatisfactory or sub-standard (in which matter the decision of IRCTC shall be final and binding), the Contractor shall not use such material, and may also make the contractor liable for imposition of penalty, as may be decided.
- The contractor shall be liable to make good the loss or damage caused to IRCTC's premises, equipment, furniture etc.

6. SCHEDULE OF RATES:

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6.1 The Service Provider shall supply various snacks/tea/coffee/soft drinks etc to the officials/official meetings/Guests etc. on demand, as per the requirements of IRCTC.

The applicable rates (excluding applicable Taxes) for various Food & Beverage items for Catering Services for 2nd & 4th Floor, Tower-D, Nauroji Nagar, New Delhi, shall be as follows:

Sl. No.	Name of the Item Category/ Units	Rate (Rs)
1.	Tea (per cup) Lemon, Twining-Earl Grey/ Green Tea/ Girnar	12.00
2.	Coffee (per cup)-Nescafe/Bru	15.00
3.	Cappuccino/ Coffee made with freshly ground beans	
4.	Boiled eggs/ Omlette (2 eggs per plate)	20.00
5.	Veg. cultets (per piece)	10.00
6.	Muri / Bhel/ Namkeen	35.00
7.	Maggie Noodles with vegetables and paneer	20.00
8.	Toasted bread with butter and jam (2 pieces) per plate –Multi grain bread & amul butter/Garlic Bread	20.00
9.	Paneer / Chicken / vegetable Sandwich (Normal & Grilled 2 pieces	80.00
10.	Burger Vegetable / chicken (one pieces)-Maxims	80/100
11.	Cake Almond 500 gms - Wengers/Maxims/Defence Bakery	500.00
12.	Cake Black Forest 500 gms - Wengers/Maxims/Defence Bakery	550.00
13.	Cake Butterscotch Forest 500 gms - Wengers/Maxims/Defence Bakery	440.00
14.	Cake Almond 1000 gms - Wengers/Maxims/Defence Bakery	1000.00
15.	Cake Black Forest 1000 gms - Wengers/Maxims/Defence Bakery	1100.00
16.	Cake Butterscotch 1000 gms - Wengers/Maxims/Defence Bakery	880.00
17.	Mixed Salad quarter plate	50.00
18.	Fruit Salad Half plate / full plate	50/75
19.	Poha / Upma	30.00
20.	Mouth freshener (per plat 6 pieces diff. variety)	30.00
21.	Masala Dosa with sambhar and chutney (per plate)	65.00
22.	Plain Dosa with sambhar and chutney (per plate)	45.00
23.	Idly with sambar & chutney (2 pieces)	45.00
24.	Medu vada with sambar & chutney (2 pieces)	45.00
25.	Paneer Pakoda (per piece)	15.00

26.	Potato wafers per 100 gms wt pkt. –Lays/haldiram's/kaleva	MRP
27.	Potato wafers per 30-35 gms wt pkt. –Lays/Haldiram's/Kaleva	MRP
28.	Potato wafers per 15 gms as loose in plates –Lays/Haldiram's/Kaleva	08.00
29.	Black forest pastry / pineapple pastry other (per piece)-Defence Bakery/Maxims	60.00
30.	Namkeen Mixture/ Navrattan Mixture/ light mixture/ Khakhara/ peanut/ soya chips/ soya sticks (per packet 35 to 50 gms) - Haldiram/ Bikano	MRP
31.	Namkeen mixture / pea nut/soya chips/soya sticks/ Khakhara/Health floor (per packet 100 gms)-Haldiram's	MRP
32.	Cheese straw/cheese pine apple cherry sticks (per piece)-Wengers/Maxims/Defence Bakery	18.00
33.	Veg. patties / chicken patties (per piece) Maxims/Defence Bakery/Wengers	40/45
34.	Samosa / Bread Pakora/Kachauri (Per piece)	18.00
35.	Dhokla (per piece) haldiram's/kaleva	30.00
36.	Paneer Tikka / Hara kabab/veg kabab with French Fries (per piece)	20.00
37.	French Fries (100 gms per plate)	30.00
38.	Chicken tika/tangri kabab / other cuisine (2 pieces)	130.00
39.	Pizza - cheese tomato capsicum / chicken (pan size)-Dominos/ Pizza Hut	130.00
40.	Rich plum cake / dry fruit cake (per slice)-Angel in My Kitchen/Maxims/Wengers	40.00
41.	4 jumbo golden fried Prawns/other cuisines (per plate)	350.00
42.	Roast leg of Lamb / Roast chicken with Roast potato, green peas (per plate)	350.00
43.	Canned/tetra pack fruit juice per juice (100 ml) each	MRP
44.	Fresh Lassi / tetra pack per Glass (100 ml) each	30 / MRP
45.	Fresh Chhach / tetra pack 200 ml per glass	30 / MRP
46.	Packed / loose Roasted cashew nuts (per plate 8 pieces)-Kaleva / Haldiram	MRP / 60.00
47.	Packed / loose Roasted Almonds - Kaleva/ Haldiram/ Cornitos or any reputed brand	MRP
48.	Soup Assorted Veg /Non Veg (per soup Bowl)	35.00/50.00
49.	Indian Sweet(per piece)- Kaleva / Haldiram	30.00
50.	Ice Cream/ Soda /Cold Drinks	MRP
51.	Cookieman Australian Cookies and freshly baked Bakery Cookies, Mc Vites [Standard (per piece)]	20.00
52.	Tendered Coconut water	65
53.	Fresh lime Soda	50

54.	Seasonal fresh fruit / vegetable juices 250 ml	75
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Menu for Board Level Lunch/Dinner

Sl.	Item
1.	Garlic Toast, Sticks & Butter
2.	Soup Special Vegetarian
3.	Three non-vegetarian dishes (one red meat, one white meat and one prawn/fish)- Indian/Continental/Chinese *
4.	Paneer dish
5.	Lentil
6.	Two seasonal vegetables
7.	Aloo Chhoka with mustard oil served separately
8.	Exotic Vegetables
9.	Sambar with Plain Dosa/Mysore Dosa/ Uttapam/Idly/Wada served with coconut and tomato chutney
10.	Probiotic Curd, Puchree/ Dahi Bhalla/Dahi Pakori with sonth
11.	Green Salad, Papad, Applam, Pickle, Shakkar
12.	Steamed Rice, Khichdee, Curd Rice
13.	Chapati, Parantha / Makki Ki Roti with fresh butter
14.	Special Indian Dessert (Cheena Kheer, Cheena Honeymoon etc.)-Kaleva/Haldiram's
15.	Gateau –Angel in my kitchen
16.	Four Special cut fruits –only exotic fruits
17.	Paan

*Fish Variety- Kolkata Bhitki, White Promflet, Red Snapper etc

Sl.	Item	Unit	Rate (Rs)
1.	Breakfast : Corn flakes, 2 eggs to order to Veg dish, Toast Butter, Jam, Tea Coffee or Fruit Juice	Per head	60.00
2.	Lunch / Dinner (Portioned packed) One Non-Veg Dish, Veg. Paneer Dish, One seasonal vegetable, Dal, Salad, Papad, Pickle, Curd, Rice, Chapatti, Dessert, Fresh Fruit	Per head	135.00
3.	Special Menu: Bread roll, stick & butter, two non-veg dishes(01 fish & 01 chicken/meat)- Indian/Chinese/Continental, one paneer dish, one seasonal vegetable, one dal, one continental veg	Per head	350.00

	dish, salad, papad,pickle,curd/raita/probiatic curd,aalu chokha, South Indian Dishes- Idli/ Dosa/ Vada/ Upma, plain rice, khichri, chapati, paratha, dessert, 03 exotic cut fruit, pan		
4.	Board level lunch	Per head	688.00

Note:

- i. The schedule of rates shall be deemed to include and cover all costs, expenses and liabilities of every nature and description whatsoever and all risks whatsoever (fore-seen or unforeseen) to be taken or which may occur in relation to the execution of the work, like cost of purchase of raw materials, transportation, labour cost, cooking, serving, and cost of all consumable materials/ tools required for catering, housekeeping of Serving/ Kitchen/ Pantry areas, cost of equipment, cooking utensils, crockery and cutleries, disposable used and maintenance of premises, etc. as mentioned in the tender document. The payment of taxes should be quoted separately. However, there shall not be any tax/GST on MRP items.
- ii. Any other equivalent brand used apart from what is mentioned in the menu above, for eatables & other materials will be accepted only with the approval of IRCTC Representative.

6.2. The Service Provider has to ensure that only freshly prepared food is supplied and the left over are disposed off every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of IRCTC that Service Provider is not following the same, penalty will be imposed @Rs 10000/- per complaint and on repeated complaints the contract will be terminated forthwith/immediately and all outstanding of the Service Provider to IRCTC will be seized as penalty.

- a) Fresh vegetables/non-veg items from near markets located only to be prepared and served. Proper care should be taken for perishable items which will be procured daily on need basis.
- b) The Service Provider has to ensure proper storage of food items and proper hygienic conditions are to be maintained in the store and kitchen areas.
- c) Food should be adequately protected during transportation. Conveyance and containers for transporting food should be kept in an appropriate state of cleanliness from hygiene point of view, repair and condition.
- d) The Service Provider shall comply with the Food Safety regulations, bye laws relating to preparation, preservation, and sale of food stuffs, soft drinks and fresh meals and disposal of garbage, left overs etc.
- e) The normal working hours for which services are required is from 09.00 hrs to 20.00 hrs from Monday to Friday. However in case of requirement of services beyond normal working hours or on holidays including weekends, prior intimation shall be given by IRCTC representative, and the service provider shall provide services accordingly. The contractor shall arrange deployment of its worker on any particular day in such a manner that it shall comply with extant guidelines/relevant laws.
- f) The Service provider must not stock or sell or permit to bring and use alcoholic beverages/ narcotic substances/ or any other intoxicant within the IRCTC premises
- g) The IRCTC shall provide/ arrange the following at his own cost:-
 - i. All Gadgets like Wet Grinder, Stainless steel cooking utensils, Cheffing dishes, service equipment of international standards, Damask table Lines, etc required by the service provider in the IRCTC premises for performance of the contract.
 - ii. The service provider shall ensure that proper glassware, crockery and cutlery of superior quality are always available in sufficient numbers for serving of the food and beverage items. The crockery used for serving of food should be monogrammed with IRCTC logo design as approved by IRCTC.
 - iii. Deep freezer/Fridge/Grinder/Gas Stoves, Cooking utensils etc., as required in the centralized kitchen of the service provider for the performance of the contract.

Handwritten signature/initials

- iv. Any other item/equipment other than fixtures and furniture required for efficient performance of the contract.
- v. However, Clean hygienic table covers, Tissue papers, Napkins, wet napkins, Toothpicks, Saunf/ Ilaichi/ Mishri etc. shall be provided by service provider at his own cost.

7. Other Miscellaneous Provisions :

- a. Whenever meetings in the Conference rooms take place, the Service Provider has to ensure that services are provided till the meeting is over and for which nothing extra is payable.
- b. The Service Provider should arrange proper supervisory services through professionals in catering management having experience in any 4 Star and above level hotels or equivalent organizations.
- c. The Service provider shall, at his own cost, shall provide fly catchers and other pest control devices in the canteen premises, to ensure insect/ rodent free environment.
- d. Service provider shall be responsible for cleanliness and upkeep of Service/ Kitchen/ Pantry areas, and furniture & fixtures therein. If any damage to the occupied area or to any IRCTC property in their charge, caused in the opinion of IRCTC, due to negligence/ carelessness/ or any fault on the part of Service provider or his agents/ workmen, the Service provider shall be liable to pay/recovered from dues, the cost of such damages to IRCTC as per assessment made by the authorized IRCTC Officer for the same, whose decision upon any question in this connection shall be final and binding on the Service provider.
- e. Service provider shall maintain healthy and hygienic conditions at the premises under his custody. Disposal of Canteen waste shall be the responsibility of Service provider.
- f. The Service provider shall carry out all the jobs related to the Catering Services at the frequency indicated below:-

Daily

- i. Keep the kitchen/pantry/dining area in clean and hygienic condition.
- ii. Clean all tables and chairs in the dining area, before and after lunch services.
- iii. Fill water jugs, place filled salt, pepper shakers on dining tables.
- iv. Wash in hot water, all utensils, crockery, cutlery, glassware etc., and place them in their respective areas before leaving the premises.
- v. Clean all equipment and switch off all electrically operated equipment's before leaving the premises.
- vi. Coordinate with the Housekeeping personnel to remove the spoilage at workstations and for cleaning the beverage/spoilage stains etc.
- vii. Dispose all waste generated during the day.

Weekly

- i. Thorough cleaning of the equipment, fixtures and furniture in kitchen/ Pantry/ dining areas.
- ii. Defrosting of Refrigerator, dry cleaning of microwave oven.
- iii. Hot water washing of crockery, cutlery and water bottles.
- iv. Sanitizing of the kitchen/Pantry/dining area.

Monthly

- i. Check maintenance of all equipment and ensure proper utilization and replacements.
- ii. Sanitization and disinfection of the entire kitchen and pantry area.

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8. SPECIAL TERMS AND CONDITIONS RELATED TO SCOPE OF WORK

8.1 MOBILIZATION:

8.1.1 The Service Provider should mobilize all his resources to start of the Services to be rendered under this contract within 07 days from the date of Letter of Intent/ Letter of Award.

8.1.2 The mobilization will be accepted subjected to following conditions:

- a) For Catering Services, the service providers shall mobilise the necessary materials, tools & contract labour/workers so as to start providing services as per the scope of work.
- b) Submission of following documents:
 - i. Proof of submission of application for Labour License for providing the services under this contract to the concerned authority.
 - ii. Proof of establishment of office in Delhi/NCR with required facilities.
 - iii. Deployment of adequate personnel and all other resources for execution of the services as per Scope of Work. It is the sole responsibility of the Service Provider to provide all required details of their personnel including Employment Card/ Appointment Letter, ID Proof, Police verification reports well in advance to IRCTC failing which entry of such personnel will be restricted in Office premises of IRCTC.
 - iv. Undertaking that the Service Provider has obtained all necessary permissions/clearances under all applicable acts/regulations/ instruction as required to start and execute the services.
 - v. Undertaking that the Service Provider has followed all the statutory requirements including labour laws in hiring the personnel being deployed against this Contract.

8.1.3. Only when all the requirements mentioned as above are met, mobilization is deemed to be completed. Even if any of the above requirements is not met, IRCTC shall, without prejudice to its right, take action as deemed fit as per the tender/contract provision. The decision taken by IRCTC will be final and binding on the Service Provider. The effective date of commencement of this contract will be from the date of acceptance of the mobilization by IRCTC.

8.1.4. The Service Provider must have an office in India and their local office in Delhi/NCR along with telephone no., tele-fax, e-mail ID, etc to facilitate round the clock contact throughout the entire duration of the contract. Otherwise the Service Provider must establish an office with a facility to contact round the clock and throughout the year in Delhi/NCR within 30 days from the date of placement of LOI/NOA.

8.1.5. Payments will be made on monthly basis as detailed at Remuneration and Terms of Payment of Annexure-I. Service Provider should ensure that all necessary supporting documents in respect of the amounts claimed in the invoices are duly certified and submitted along with the invoice

9. MEDICAL FITNESS OF SERVICE PROVIDER'S WORKMEN AND POLICE VERIFICATION

The contractual workers employed by the Service Provider for the execution of the contract shall have to go for Medical examination (conforming to hotel industry) at the time of engagement and subsequently after one year. Only those workers who have been medically fit shall be allowed to be deployed in IRCTC. Police verification has to be carried out for each worker by the Service Provider before engaging him or her on duty.

10. DEPLOYMENT

10.1 All workers deployed by the Service Provider shall be adult with good health (conforming to hotel industry) and sound mind.

10.2 The workers of the Service Provider shall be liable to security search by the Security Staff/Agencies deployed by IRCTC.

- 10.3 The Service Provider shall appoint fully qualified competent and trained workers in their services, supervisors and workers at their own cost to ensure that the services rendered by them and the responsibility and obligations undertaken by them are carried out to the satisfaction of the IRCTC.
- 10.4 The Service Provider will be required to give preference to and engage the existing experienced contract labour, subject to their willingness. Such engagement can be terminated on the following grounds:
- a) On attaining the age of superannuation i.e., 60 years;
 - b) Concerned individual workman is unfit to work and his removal on health grounds can be taken up after proper medical check-up and payment of statutory dues;
 - c) On disciplinary grounds after conducting proper enquiry by the service provider as per procedure/law following the principles of natural justice;
 - d) Concerned individual workman has abandoned the job on his own or is absent unauthorisedly for a long time; and
 - e) On reduction in activities of the company/closure of the establishment.
- 10.5 The workers deployed by the Service Provider shall always be under the direct and exclusive control and supervision of the Service Provider and the Service Provider shall be free to transfer its workers in accordance with their needs, provided adequate and necessary number of workers are always deployed by the Service Provider for fulfillment of contractual obligations under this agreement. An undertaking shall be taken by the Service Provider from each such worker clearing defining its employer-employee relationship and that such worker will not claim for any regular employment in IRCTC.
- 10.6 It shall be the sole responsibility of the Service Provider to ensure that workers deployed by him, fulfill the obligations undertaken by the Service Provider under this contract/agreement and the Service Provider shall provide such workers at his own cost, with such equipment and other paraphernalia as may be considered necessary.

11. DRESS / UNIFORM

11.1 The Service Provider's workers should be smart, polite and with sound health / medically fit (conforming to hotel industry). It shall be the responsibility of the Service Provider to supply standard uniform, proper kit and livery to all their employees at his own cost and ensure that their employees should always wear clean, neat and tidy dresses while on duty. The Service Provider should provide kits and liveries to all the workers engaged by him from the very first day of the operation of the contract. The name of the organization & worker should also be distinctly displayed

For Catering Services, the workers viz. Bearers, Waiters, Attendants, etc., should have five sets of white terry cot shirt with black sleeveless jacket & black Trouser stitched uniforms of good quality (per year).

11.2 Each of the workers deployed should wear identity card issued by the Service Provider with his/her name distinctly visible.

12. RECORDS AND REPORTS

- 12.1 The Service Provider shall maintain all statutory registers, records, pay sheets etc. and shall be responsible for producing all records for inspection under different statutes by the concerned authorities. The Service Provider shall also comply with all labour laws as enacted by State Governments / Government of India.
- 12.2 In case of complaints/notice given to the Service Provider, the service provider shall provide action taken report in the matter along with adequate proof indicating the corrective actions/measures taken against such complaint/notice given.

- 12.3 The Service Provider shall at all times maintain and when required, submit their records, registers of books connected with the execution of the contract for checking to a duly authorized officer of the IRCTC for inspection so as to determine whether or not the Service Provider is complying with the terms and conditions of this agreement provisions of the laws that may be applicable.
- a) Complaint Book at 4th Floor — to be produced for daily checking to the authorized officials from IRCTC
 - b) All Records as per Contract Labour (Regulation & Abolition) Act, 1970, as amended from time to time.


13. DISCIPLINE AND SAFETY

- 13.1. The Service Provider shall ensure that the workers employed by them shall at all times be polite and courteous to all Officers, employees/workmen of the IRCTC and shall maintain high standard of discipline decency and decorum.
- 13.2. When engaged in food handling activities workers should refrain from behavior which could result in contamination of food, like smoking or vamping; spitting; chewing, eating, or drinking; touching the mouth, nose or other places of possible contamination; and sneezing or coughing over unprotected food.
- 13.3. Personal effects such as jewellery, watches, pins or other items such as false nails/eye lashes should not be worn or brought into food handling areas if they pose a threat to the safety and suitability of food.
- 13.4. Any worker deployed by the Service Provider, refuses work or creates indiscipline would have to be immediately replaced.
- 13.5. IRCTC reserves the right, to ask the Service Provider to terminate services of any of the Service Provider's workers immediately on grounds of non-compliance of duties or if found guilty of misconduct.
- 13.6. Service Provider shall maintain at all times strict discipline and good order among its workers. Service Provider shall observe all Rules and Regulations of Government Agencies having jurisdiction and all the IRCTC's safety Rules and Regulations as may be prescribed and made known to the Service Provider by the IRCTC from time to time. The Service Provider shall also provide and comply with all the IRCTC's Safety norms and regulations.
- 13.7. IRCTC will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the workers of the Service Provider.

14. MANAGEMENT OF CONTRACT

The contract shall be monitored by IRCTC, New Delhi or his authorized representative. Authorized representative will oversee the day-to-day performance of the Service Provider with reference to the scope of work. The authorized representative will monitor the performance, qualitatively and quantitatively as per the terms of contract.

15. COMPLIANCE WITH THE LAWS

- 15.1. The Service Provider shall be responsible for fulfilling the requirements of all statutory provisions of all labour laws, rules and regulations, and notifications whether from Central or state or local bodies, at Service Provider's own cost and risk, in respect of personnel employed by the Service Provider, and will maintain necessary records as per statutory requirements. If due to any reason whatsoever IRCTC is made liable for any liabilities, it shall be payable by the Service Provider to IRCTC and also, such liabilities shall be recoverable by IRCTC from dues payable to the Service Provider. This shall be without prejudice to any other alternatives which IRCTC may exercise under any other provisions of this Contract or law.
 - 15.2. The Service Provider shall pay and meet all expenses, arising out of or as a consequence of, various provisions in the aforesaid Acts and statues.
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- 15.3. The Service Provider shall issue annual statement of PF accounts to the workmen under intimation to IRCTC. A copy of the annual Statement of PF Accounts needs to be submitted to the IRCTC within the stipulated time limit as purported in the Act.
- 15.4. The Service Provider shall be solely responsible as regards wages and service conditions and terms extended by the Service Provider to its workmen and shall in that connection maintain requisite records and comply with all laws, enactments, rules, regulations and orders applicable to the Service Provider and its workers in general and in particular, laws, enactments, rules, regulations and orders dealing with employment of Contract Labour, payment of wages/Compensation Contributions under the ESIC Act, 1948, Safety regulations, regulations relating to employment of female work force, security requirements and such other rules and regulations as may be applicable at hereafter.
- 15.5. The wages paid by the Service Provider to its workmen shall be fair, and in no case, be less than the wages prescribed under the Minimum Wages Act, read with other relevant statutes, as prescribed by the Central Govt. from time to time
- 15.6. The Service Provider shall be responsible for settlement of any claims/ dues, in case any of the Service Provider's employee/workman dies or sustains injury or damage or loss either to his/her person, or his/her property, in accordance with the provisions of law. The Service Provider shall have to take necessary and relevant insurance coverage for all its employees/ workmen in this regard.
- 15.7. The Service Provider shall be responsible for payment of overtime to its workmen in case the workman works more than the prescribed hours as laid down under the relevant Central / State Rules.
- 15.8. It will be obligatory on the part of the Service Provider to disburse monthly wages to its workers in presence of authorized representative of IRCTC and obtain signatures on the attendance roll/wage disbursement register as per the relevant Act.
- 15.9. The Service Provider must provide one-day rest or weekly "Off" to its workers who put in continuous six(6) days work in a week with full wages.
- 15.10. The Contractor shall, ensure that all his workers deployed under this contract have obtained additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through the participating banks and submit the proof of such insurance coverage to the satisfaction of IRCTC for defraying the cost of the insurance premium amount under the contract.

16. **Safety & Labour Laws**

- 16.1. Service Provider shall comply with the provision of all laws including Labour Laws, rules, regulations and notifications issued thereunder from time to time. All safety and labour laws enforced by statutory agencies and by IRCTC shall be applicable in the performance of this Contract, and the Service Provider shall abide by these laws.
- 16.2. Service Provider shall take all measures which are necessary and/or proper to protect the personnel, work and facilities, and shall observe all reasonable safety rules and instructions.
- 16.3. The Service Provider shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- 16.4. The Service Provider shall apply, within 7 days from the date of award of the contract, to appropriate Labour Authority for Labour License if applicable to provide the services and shall submit the copy of the Labour Licenses along with the first bill.

16.5. **Responsibilities of Service Providers:**

- a) To ensure obtaining Labour License under Sec.12 of Contract Labour (R&A) Act, within 30 days of mobilizing services
- b) To display the copy of the license in his office.

17. **WAGES**

- 17.1. Fix up the wage period not exceeding one month.
- 17.2. Pay not less than Central/State Govt. Whichever is higher of IRCTC as stipulated in the scope of work.
- 17.3. The payment of wages should be made on or before 7th day of the following month through NEFT transfer/e-payment to bank account of the contractor's employees, failing which penalty of Rs. 10,000/- per day shall be levied.
- 17.4. Proof of payment of monthly wages and deposit of monthly EPF and ESI contribution through Electronic Challan cum Receipt (ECR)/Bank Challans will be provided by the contractor to IRCTC, along with **Form 6** under ESI Act. Such proof/records will be provided along with the bill for the month.
- 17.5. Payment has to be made on working day, during working time and on the date notified in advance.
- 17.6. To send a copy of the notice of wage period and place & time of payment to IRCTC under acknowledgement. (Rule 71)
- 17.7. To ensure the presence of authorized representative of IRCTC at the time of disbursement of wages.
- 17.8. All payments including wages as per Central/State Govt. Whichever is higher shall be made through monthly payslip and a copy of such payslip shall be given to IRCTC along with monthly bill.

18. WELFARE FACILITIES TO BE PROVIDED

- 18.1. Supply of drinking water.
- 18.2. Laundry/Washing facility.
- 18.3. First-aid-box – this should contain the prescribed materials
- 18.4. Canteen/ proper food facility during working duration.

19. CENTRAL/STATE GOVT. WHICHEVER IS HIGHER POLICY

- 19.1. IRCTC has introduced a minimum wage policy i.e. rate of Central/State Govt. Whichever is higher is paid for Contractor's employees working in IRCTC under various contracts, which is to be implemented for the contractor's employees under this contract. Employees of the service provider under this contract will be paid Central/State Govt. wages, Whichever is higher, by the service provider as per the IRCTC Policy. The said policy of IRCTC for contractor's workers is applicable for only those contractor's workers who are not party to any case before Tribunal/Courts etc. against IRCTC for regularization/absorption of services in IRCTC/revision of wages etc.
- 19.2. The emolument to be paid by the contractor to its workers under the contract is Applicable Minimum Wage + statutory EPF@13% of wage on monthly wage limit of Rs.15000/- (employer contribution)+statutory ESI benefit @3.25% of wages as above (employer contribution) on the prevailing wage limit. The wage limit for EPF, ESI & statutory bonus is subject to applicability and revision as per Government Guideline/Notification from time to time.

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- 19.3. The wages include applicable Minimum Wage which is subject to change on minimum wage revision notification by the Central/State Government and contractor shall have to pay the above components as per IRCTC policy on the applicable minimum wage as revised from time to time by the Central Government.
- 19.4. The service provider shall quote in the price format taking into consideration the applicable Minimum Wage as notified by the Central Government for the personnel to be deployed by him. The future trend of increase in VDA/Minimum Wage is unpredictable. The contractor shall ensure the compliance of any such change/increase in VDA/Minimum Wage towards additional expenditure due to % change/increase in VDA/Minimum Wage, ESI contribution, leave wage etc. and also consequential taxes, if any, coming into effect after the submission of their price bid and during the currency of the contract.
- The service provider shall make monthly payment to his workmen deployed to execute this contract such amount which shall in no case be less than what has been mentioned above.
 - The service provider shall comply with all the applicable labour laws/other statutory laws and any notification issued by the authorities from time to time.
 - Payment of wages to the contractor's workers by the contractor will be through NEFT transfer/e-payment to bank account.
 - Proof of payment of monthly wages and deposit of monthly EPF, ESI and Service tax contributions through electronic challan receipt(ECR)/Bank challan will be provided by the contractor to IRCTC alongwith Form-6 under ESI Act. Such proof/records will be provided with the bill for the month. Bidder shall ensure that contributions towards EPF/ESIC shall be deposited through separate challan for this contract and not for any other contract.
 - The Service Provider shall be responsible for settlement of any claims / dues incase, of any of the Service Provider's employee dies or sustain injury or damage or loss either to his person on his property in accordance with the provisions of law. The Service Provider shall have to take necessary and relevant insurance coverage for all their employees / workmen in this regard.
 - The Service Provider shall be responsible for payment of overtime to his workmen in case the workmen works more than the prescribed hours as laid down under the relevant Central / State Rules.
 - It will be obligatory on the part of the Service Provider to disburse monthly wages/wages to his workmen in presence of authorized representative of IRCTC and obtain signatures on the attendance roll/wage disbursement register as per the relevant Act.
 - The Service Provider must provide one-day rest or weekly "off" to his workers who put in continuous six (6) days work in a week with full wages.
 - The service provider must submit the certificate in the as per the Annexure-II alongwith his monthly invoice.

20. RECOVERIES THAT WILL BE MADE FROM SERVICE PROVIDER FOR NON-COMPLIANCE OF CONTRACTUAL PROVISIONS

- 20.1. In case on non-performance or poor service by the Service Provider, IRCTC may, at its discretion, recover Liquidated Damages upon recommendation of authorized representative. In the event of appeal, the decision of GGM (HR)-Head Coordination, IRCTC, New Delhi office shall be final and binding upon the Service Provider.
- 20.2. The following penalties will be charged from the service providers for any unsatisfactory services/lapses during execution of the contract:

Sl	Description	Rates
1.	Unhygienic /Unsatisfactory and Substandard Catering services	Rs.10000/- per incident

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2.	Unhygienic /Unsatisfactory and Substandard maintenance and cleaning of Kitchen, Cafeteria & dining area	Rs.5000/- per incident
3.	Unsatisfactory and Substandard supply of packed lunch/dinner/high tea	Rs.5000/- per incident
4.	Non wearing of uniforms by Service Provider's employees / untidy uniform	Rs.1000/- per incident
5.	Insufficient Stock of Menu items.	Rs.1000/- per incident
6.	Poor quality of food items	Rs.5000/- per incident
7.	Use of unbranded/poor quality raw material / eatables	Rs.2000/- per incident
8.	Failure to provide catering services on a specific date	Rs.5000.00 per incident
9.	Non-payment of wages by the 7th/ 10 th of every month	Rs.20000.00 per day of delay
10.	Non-compliance of statutory/ contractual provisions	Rs.5000/- per incident per month

21. All disputes will be subject to Delhi State Jurisdiction.



For Contractor's employees, who are covered under Central/State Govt. Whichever is higher Policy /who have opted for Central/State Govt. Whichever is higher Policy of IRCTC for contract period:

The contractor's employees covered under Central/State Govt. Whichever is higher Policy/who have opted for Central/State Govt. Whichever is higher Policy, shall be paid as per the following which is based on the Central/State Govt. Whichever is higher Policy:

"Sample Monthly Central/State Govt. Whichever is higher calculation"
All amount in Rs

Sample calculation of Central/State Govt. Whichever is higher			
	A	B	
		I	
	Skill Category	Unskilled	Semi-Skilled
	Minimum Wages Rate	751	832
1.	Minimum Wages Rate (w.e.f. 01.10.2023)	19526	21632
2.	Additional Wage@ 35% of Minimum Wage	6834	7571
3.	Rs 50/- per working Day(approx 20working day)-However payment will be made on actual working days	1300	1300
	Total wage for in a month (1+2+3) above	27660	30503
	STATUTORY CHARGES/PAYMENT		
4.	Statutory EPF @ 13% including Admn. Charges on monthly wage limit of Rs 15000/-(Service Provider's Contribution)	1950	1950
5.	Statutory Bonus @ 8.33% of Wage (subject to prevailing wage limit of Rs 21,000/-)	1627	0
6.	Statutory Leave with wages @ 1.5 day wage per month[i.e.@ 18 days wage(Min Wage + Add Wage of 35%) per year)	1521	1685
7.	ESI @ 3.25 % of Wage (Min Wage+Add Wage of 35%+ Stat. Leave with wages)-Service Provider's Contribution	0	0
	Total statutory charges / payment	5098	3635
	Total minimum Central/State Govt. Whichever is highers for per worker per month	32758	34138

Note: Payment of Central/State Govt. Whichever is highers to be made as per prevailing applicable rates i.e. Minimum wage rate, EPF Contribution Rate etc.