

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD**



***Grand Business Opportunity***

IRCTC invites Expression of Interest from reputed catering organizations for empanelment as Service Provider for providing Catering services in projects in Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Uttar Pradesh & Utrakhand and union territory of Chandigarh, under the aegis of IRCTC.

**Venue: For Projects at Sirhind, Kartarpur, Amritsar, Firozpur, Jalandhar, Ambala, Chandigarh, Solan, Nahan & Shimla and other Institutional catering, F&B outlets on Highways, Food Plazas etc.**

**Interested Individuals/firms/Companies may login to [www.irctc.com](http://www.irctc.com) for detail of eligibility, General conditions and EMD etc. The detail can also be obtained from Regional office Chandigarh. First scrutiny shall be held on 31.01.2012.**

**The Chief Regional Manager,  
Regional Office, Chandigarh.**  
Indian Railway Catering & Tourism Corporation Ltd.  
SCO No.80-81-82, 3<sup>rd</sup> Floor,  
Sector 34-A, Chandigarh-160022.  
Tel. Fax No. (0172) 4645796.  
Email - [crmchandigarh@irctc.com](mailto:crmchandigarh@irctc.com)

## **Sub: EOI for Non Railway Catering**

### **Grand business opportunity**

IRCTC invites EOI from reputed/branded players of national and international presence to participate in non-railway catering projects on pan India basis.

Type – A project will be expected to have total annual sales of more than Rs. 50 Lac.

Type – B projects will be expected to have total annual sale of less than Rs. 50 Lac.

The Empanelment will remain valid for a period upto 31.03.13 only extendable on year to year basis. Hence companies/Firms applying for empanelment enclose a **DD/Pay order of Rs.25,000/- in favor of “Indian Railway Catering and Tourism Corporation Limited”** as empanelment fee refundable without interest on expiry of the panel.

### **The Existing criteria for empanelment of service provider for type A projects is:-**

1. Companies/firms (partnership, proprietor etc) registered in India and running catering businesses for not less than five years as on January 2012.
2. Company should have a turnover of at least Rupees 25 lakhs for each of the last two financial years in food industry (not trading).
3. Company should have at least two working restaurants or catering to large corporate for not less than 1000 meals per day in the state where the project is awarded.
4. Should have defined strict quality control mechanism such as ISO/HACCP/FSMS etc for kitchen or production unit. (companies which do not have need to give undertaking to obtain it within 03 months of award of an contract by IRCTC)
5. Should have valid PFA/Health License.
6. Minimum 25 trained manpower related to the hotel industry on a company's payroll.
7. Should have PAN number, Service tax no. /VAT registration.
8. Should have PF and ESI registration.
9. Bank Account on company's name.

### **The Existing criteria for empanelment of service provider for type B projects is:-**

1. Companies/Firms (partnership, proprietor etc) registered in India and running catering business for not less than three years as on January 2012.
2. Company should have a turnover of at least Rupees 15 lakhs for each of the last two financial years in food and beverage business (not trading).
3. Company should have at least operate one catering outlet /restaurant or catering to large corporate for not less than 250 meals per day in the state where the project is awarded.
4. Should have defined strict quality control mechanism such as ISO/HACCP/FSMS etc. for kitchen or production unit. (companies which do not have need to give undertaking to obtain it within 03 months of award of an contract by IRCTC).
5. Should have valid PFA/Health License.

6. Minimum 05 trained manpower in a skilled category on company's pay roll.
7. Should have PAN number, Service tax no. /VAT registration.
8. Should have PF & ESI registration. (Relaxation for the companies not having 20 nos. of staff on company's payroll).
9. Bank Account in the name of business.

**Firms to indicate the category type applied for, at top of the application.**

**EOI may please be addressed to:**

**The Chief Regional Manager,  
Regional Office, Chandigarh,  
Indian Railways Catering and Tourism Corporation Limited,  
S.C.O. No.80-81-82, 3<sup>rd</sup> Floor,  
Sector 34-A, Chandigarh-160022.**

## **GENERAL INSTRUCTIONS**

1. Applicant should go through all the details and in case of any query this office may be contacted.
2. A meeting for prospective service providers will be held in this office on 25.01.2012. Time and venue can be checked from this office.
3. The eligibility criteria are detailed in **Annexure A**.
4. The check list of documents to be submitted by the applicant is at **Annexure B**.
5. The application should be submitted with a covering letter in the format given at **Annexure C**.
6. All the details must be given along with required supporting documents duly signed by party and attested by Gazetted Officer/ First Class Magistrate/ Notary.
7. Please enclose attested English translation, by authorized translator, of all documents in regional language.
8. IRCTC reserves the right to reject any application at any point of time without assigning any reason.
9. In accordance with the eligibility criteria the applicants will be empanelled in Category A and Category B. Empanelled Service Providers of Category A will be eligible for Category B projects also.
10. IRCTC reserves right to inspect the facilities of the applicant, as and when it deems necessary.
11. The outdoor catering services will generally be at Public Places, Institutions and Highways etc.
12. The management of outdoor catering services will be under the over all management and control of IRCTC.
13. Financial Transactions, accountal and cash handling may be done by IRCTC and the daily sales may be deposited in IRCTC's account. The service provider will raise duly verified monthly bills to IRCTC for payment, as per the terms and conditions of contract.
14. IRCTC will make limited investment for items such as Signage's computers, Software, Cash lockers etc.
15. The service providers engaged for such projects would be required to work under the brand of IRCTC. Signages, branding etc will be as per approval/instructions of IRCTC.
16. The selection of the service providers will be done on the basis of offers or limited quotations from empanelled service providers. Service providers having presence in the state/ region of the project will be given preference. However, parties other than those empanelled for the state may also be allowed to participate, if considered necessary.
17. More than one service provider can be involved for a project, for providing variety.
18. The Empanelment will be valid for period upto 31.03.2013. The period may be extended on yearly basis on the basis of performance, subject to the service provider meeting revised criteria applicable at the given time.
19. The empanelment process is open round the year. However, the applications will be scrutinized periodically (i.e. on 31.01.12, 01.04.12, 01.07.12, 1.10.12), as per applicable eligibility criteria. The validity of empanelment will be upto 31.03.13 only, or extended as detailed above.
20. Empanelled parties will have to participate in the tenders/quotations for projects in the state for which it is empanelled. Non participation in three consecutive or more, without valid reasons acceptable to IRCTC such processes may lead to cancellation of empanelment, at the discretion of IRCTC.

**Annexure-B****Document to be submitted along with application for empanelment:-**

<b>SN</b>	<b>Document Checklist</b>	<b>Page no.</b>
<b>1</b>	Company Profile	
<b>2</b>	Company's Registration Certificate	
<b>3</b>	Registration Certificate/PFA license etc in support of experience	
<b>4</b>	Audit Report/ Balance Sheet/ Certificate for the last two completed financial years, from a registered Chartered Accountant, in support of Turnover	
<b>5</b>	Location and Valid PFA license for operating units	
<b>6</b>	Details of quality control mechanism implemented in their units along with HACCP/ ISO certificates, if any.	
<b>7</b>	Details of modern equipments being used by the applicant	
<b>8</b>	Details of trained manpower, along with details of the training and qualification, deployed by the applicant and kind of employment	
<b>9</b>	Details of accounting system being used by the applicant	
<b>10</b>	PAN registration	
<b>11</b>	TIN/VAT/Sales Tax registration	
<b>12</b>	Service Tax Registration	
<b>13</b>	Employee provident Fund Registration	
<b>14</b>	Copy of ESI Registration	
<b>15</b>	Company Bank Account Number with proof	
<b>16</b>	List of the operational units with locations and documentary evidence.	
<b>17</b>	List of clients served by the applicant	

**\* All copies of documents should be duly signed by party and attested by a gazetted officer/  
First Class Magistrate/Notary**

**Annexure C**

**The Chief Regional Manager,  
Regional Office, Chandigarh,  
Indian Railways Catering and Tourism Corporation Limited,  
S.C.O. No.80-81-82, 3<sup>rd</sup> Floor,  
Sector 34-A, Chandigarh-160022.**

**Sub: Expression of Interest of empanelment as Service Provider for providing outdoor catering services, under the aegis of IRCTC.**

I/We \_\_\_\_\_ (name of the authorized signatory) on behalf of \_\_\_\_\_ (name of the service provider/firm/agency) \_\_\_\_\_ offer our interest for empanelment in Category \_\_\_\_\_ for providing catering services in jurisdiction of IRCTC, Regional office Chandigarh(NZ), in the state(s) of \_\_\_\_\_.

I/We hereby bind myself/ourselves to complete all the formalities from time to time as required after the empanelment.

- a) I/We hereby understand that the submission of expression of interest does not guarantee empanelment for providing the above services to IRCTC.
- b) I/We solemnly declare that to the best of my/our knowledge and belief, the information given in this application form and the annexure and statements accompanying it are correct, complete and truly stated and also that we shall be bound by the acts of my/our duly constituted attorney.
- c) I/we further understand that in case of any information submitted by me/ us is found to be incorrect IRCTC will have the rights to annul the empanelment and agreement(s), if any, with immediate effect.
- d) IRCTC and its representative are hereby authorized to conduct any requires or investigation or seek clarification or verify any statements, documents and information submitted in connection with this expression of interest.
- e) It is understood that service providers empanelled for a particular state will be allowed to participate in projects in that state only. Service providers empanelled for NRC will also be considered for \_\_\_\_\_.
- f) It is understood that this is not a tender form but empanelment process and no business is guaranteed by IRCTC, post empanelment.

The following person(s) may be contacted for any information or clarifications relating to this application:

Name:

Designation:

Telephone:

Mobile:

I/we do hereby confirm that I/we have the necessary authority and approval to submit this expression of interest for providing the above services at IRCTC units.

Thanking you

Yours sincerely

(Authorized Signatory)

Name

Designation

Seal

Name of the Firm & Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_