

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.**



**IRCTC**

## **Grand Business Opportunity**

**IRCTC East Zone invites Expression of Interest (application) from Reputed Catering Organization for empanelment as Service Provider for providing Catering Services in projects in West Bengal, Orissa, Jharkhand, Bihar, Chhattisgarh, Uttar Pradesh, Madhya Pradesh, Andhra Pradesh and North East States under the aegis of IRCTC.**

**Interested individuals/Firms/Companies may see the detail of eligibility, general conditions and EMD etc. The detail can also be obtained from Zonal Office/Kolkata.**

**The Group General Manager (East Zone)**

**INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED**

**3 no. Koilaghat Street, Ground Floor, Kolkata – 700 001.**

**Tel No. (033) 22439045 Fax No. (033) 22439046**

## **GENERAL INSTRUCTIONS:**

1. Prospective service providers should go through all the details and in case of any query may always contact East Zone Office of IRCTC, during office hours from Monday to Friday.
2. The eligibility criteria are detailed in **Annexure- A**.
3. The check list of documents to be submitted by the applicant is at **Annexure- B**.
4. The application should be submitted with a covering letter in the format given at **Annexure-C**.
5. All the details must be given along with required supporting documents duly signed by party and attested by Gazetted Officer/ First Class Magistrate/ Notary.
6. Please enclose attested Hindi/English translation, by authorized translator, of all documents in regional language.
7. IRCTC reserves the right to reject any application at any point of time without assigning
  1. any reason.
8. 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.
9. IRCTC reserves right to inspect the facilities of the applicant, as and when it deems necessary.
10. The Non Railway Catering services will generally be at Public Places, Institutions and Highways etc.
11. The management of Non Railway Catering services will be under the overall management and control of IRCTC.
12. Financial Transactions, accountal and cash handling may be done by IRCTC and the daily sales to be deposited in IRCTC's account. The service provider will raise duly verified bills to IRCTC for payment, as per the terms and conditions of contract.
13. 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.
14. 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.
15. More than one service provider can be involved for a project, for providing variety.
16. The Empanelment will be valid for 5(five) years from the date of empanelment. The period may be extended on the basis of performance, subject to the service provider meeting revised criteria applicable at the given time or requirement of IRCTC.
17. The empanelment process is open round the year and applications received, will be scrutinized periodically i.e on 30<sup>th</sup> April, 31<sup>st</sup> August & 31<sup>st</sup> December every year. If the day of scrutiny falls on holiday, it will be done on next working day. However, to begin with, first round scrutiny will be held on 29.07.2013.

## Sub: EOI for Non Railway Catering

### Grand business opportunity

IRCTC invites Expression of Interest (application) from reputed/branded players of national and international presence to participate in Non Railway Catering projects managed by East Zone of IRCTC.

Type – A Project will be expected to have total annual sale turnover of more than Rs.50 Lac.

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

The Empanelment will remain valid for a period of 5(five) years. Hence companies/firms applying for empanelment enclose a **DD/Pay order of Rs.25,000/- in favour of “Indian Railway Catering and Tourism Corporation Limited”** as empanelment fee refundable without interest after 5 years or till Panel is effective.

### The Eligibility Criteria for empanelment of service provider for Type - A project is: -

1. Companies/firms (partnership, proprietor etc.) registered in India and running catering business for not less than five years as on March'2013.
2. Company should have 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 contract by IRCTC)
5. Should have valid PFA/Health/FSSAI License.
6. Minimum 25 trained manpower related to the catering 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 Eligibility 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 March'2013.
2. Company should have a turnover of at least Rupees 15 Lakh for each of the last two financial years in food and beverages 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 contract by IRCTC)
5. Should have valid PFA/Health/FSSAI 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.**

**First Scrutiny shall be held on 29.07.2013.**

**EOI may please be addressed to:**

**The Group General Manager (East Zone)  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED  
3 no. Koilaghat Street, Ground Floor, Kolkata – 700 001.  
Tel No. (033) 22439045 Fax No. (033) 22439046**

For detailed queries please contact the following –

KOL – 09002040012  
BBS - 09777440000  
GHY – 09957644151  
PNBE – 09771440000

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

<b>SL No.</b>	<b>Document Check List</b>	<b>Page no.</b>
1	Name of the Company with Address	
2	Company Profile	
3	Company's Registration Certificate to proof of running Catering business for not less than Five/Three years	
4	Health/PFA/FSSAI License etc. in support of Experience.	
5	Audit Report/ Balance Sheet/ Certificate for the last two completed financial years, from a registered Chartered Accountant, in support of Turnover 2011-12 and 2012-13.	
6	Details of existing operational units.	
7	Details of quality control mechanism implemented in their units along with HACCP/ ISO certificates, if any.	
8	Details of modern equipments being used by the applicant	
9	Details of trained manpower, along with details of the training and qualification, deployed by the applicant	
10	Details of accounting system being used by the applicant	
11	PAN registration	
12	Copy of TIN/VAT/Registration Certificate	
13	Copy of Service Tax Registration Certificate	
14	Employee provident Fund Registration	
15	Copy of ESI Registration	
16	Company Bank Account Number with proof	
17	List of the operational units with locations and documentary evidence of number of Meals sold /Supplied as per Eligibility Criteria.	
18	List of clients served by the applicant	

- **All copies of documents should be duly signed by firms and attested by a gazette officer / First Class Magistrate / Notary.**

**Annexure C**

**The Group General Manager (East Zone)  
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LIMITED  
3 No. Koilaghat Street, Ground Floor, Kolkata – 700 001.  
Tel No. (033) 22439045 Fax No. (033) 22439046**

**Sub: Expression of Interest of empanelment as Service Provider for providing Non Railway 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, Zonal office, Kolkata (EZ), in the state(s) of **West Bengal, Orissa, Jharkhand, Bihar, Chhattisgarh, Uttar Pradesh, Madhya Pradesh, Andhra Pradesh and North East States under EZ.**

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 queries 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 this is not a tender form but empanelment process and no business is assured by IRCTC, post empanelment. The empanelment is strictly for Non Railway Catering sites under the aegis of IRCTC/EZ.

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: