



ఇండియన్ రైల్వే క్యాటరింగ్ & టూరిజం కార్పొరేషన్ లిమిటెడ్
इण्डियन रेलवे कैटरिंग एण्ड टूरिज़म कॉर्पोरेशन लिमिटेड

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD,
(A Govt. Of India Enterprise-Mini Ratna, CIN: U74899DL1999GOI101707)

समूह महा प्रबन्धक कार्यालय Office of the Group General Manager
दक्षिण मध्य क्षेत्र, सिकंदराबाद South Central Zone, Secunderabad
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No.2014/IRCTC/SCZ/2/EOI Vol.II.

Expression of Interest (EOI)-Service Providers for Tourism Products

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No.2014/IRCTC/SCZ/2/EOI Vol.II.

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD
(A Government of India Enterprise)

An excellent business opportunity to provide services for Tourism products of IRCTC-

Expression of Interest (EOI) for empanelment

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) invites Expression of Interest (EOI) from reputed Tour and Travel operators , Agencies, Consolidators of Tour Packages for empanelment as service providers for operation and management of Rail Tour packages with confirmed train tickets, Holiday packages, Tourist trains, Charter train/coach packages, Air Charter, Spiritual packages, Educational/Adventure tours, etc., A panel of reputed and branded service providers shall be formed on the basis of technical scrutiny and shall be followed by the financial bidding. Interested organizations fulfilling the eligibility criteria may send their application as per the Technical format along with relevant enclosures enumerated on web site www.irctc.com

Submission of the EOI/ document has to be made at 15.00 hours on 25th of every month till March, 2017. Bids will be opened on the same day at 15.30 hours. If 25th falls an Holiday/Sunday, the bids can be submitted on the next working day.

Addressed

Group General Manager

Indian Railway Catering & Tourism Corporation Ltd.,

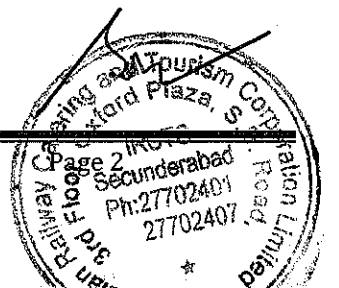
3rd Floor, Oxford Plaza, S.D.Road,,

Secunderabad- 5 0 0 0 3

Ph: 27702401/27702407/9701360701 Fax: 27715983.

97013060647/653/697/

EOI /Empanelment/Service Provider/Tourism/IRCTC/SCZ



Letter to be submitted on company letter head

To,
The Group General Manager,
IRCTC- South Central Zone,
3rd Floor, Oxford Plaza, SD Road Secunderabad.

Sub: Submission of Expression of Interest (EOI). Ref:
EOI advertisement on website - www.irctc.com

Reference EOI advertisement on website - www.irctc.com we have examined and understood the instructions, terms and conditions provided in the invitation for EOI. We hereby enclose our EOI application

We confirm that we agree with the instructions, terms and conditions provided in the invitation for EOI. The undersigned declares that the statements made and the information provided in the duly completed application is complete, true and correct in very detail.

We also understand the IRCTC is not bound to accept the offer either in part or in full. If IRCTC rejects the offer in full or in part, it may do so without assigning any reasons thereof.

I wish to apply for empanelment in the following category

Please Tick.

Category- 'A'

Category 'B'

However, IRCTC can empanel in the Category 'A' or 'B' according to my/our eligibility as per the documents submitted by me/us.

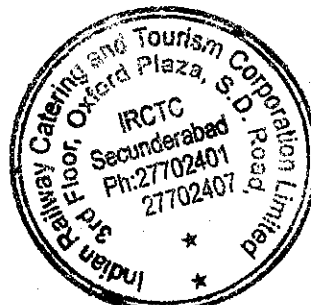
Yours faithfully,

Authorized Signatory

Name: Designation:Seal:

Date:

Place:



About IRCTC

IRCTC is operating various tourism products like Tourism packages, Educational tours, Bharat Darshan/Bharat Tirth, Special tourist trains, Charter Trains/ Coaches, Outbound packages etc. As per the guidelines the applicants will be empanelled and categorized by IRCTC as **Category-"A"**, **Category -"B"** operators on the basis of fulfilling the Minimum Eligibility Criteria for the various tourism products are as under:

The selection of the service provider will be for the period of two years which will be extendable by one year depending on performance and delivery to be decided by the GGM of IRCTC/South Central Zone.

Eligibility to operate packages of IRCTC

Category of operators	Eligible to operate
"A"	Rail Tour Package, Holiday Package, Tourist train i.e., Bharat Dharshan, Pilgrim Special Trains, State Special Trains, etc., Chartered Train / Coach Packages, Spiritual Packages, Educational / Adventure tours, Domestic air Packages, etc.
"B"	Same as Category A, but the group size shall not exceed 150 pax

Minimum Eligibility Criteria

Category -"A"

1. The Company / Partnership Firm / Proprietor should be registered as a Tour Operator, to be valid till period of empanelment, from Central / State Government Body viz, Ministry of Tourism, Govt. of India / State Tourism Department / Boards/ IATO / ADTOI.
2. The Company / Partnership Firm / Proprietor should have at least one office in any of the States in the area of Concerned IRCTC Zone or Regional Office and one office in other states either of its own or by way of legally binding tie up / agreement with firm / firms having recognition / registration from Central / State Government body viz. Ministry of Tourism, Govt. of India, State Government / Boards/ IATA / ADTOI, etc
3. Put up record to show management ability / experience to handle group of 500 or more passengers in a tour in each of the last two years / or who have made arrangements for stay / food / travel / sightseeing by Air / Rail / Ship / Road Transportation, for 3000 persons in each of the last two years.
4. The Company has to submit last 3 (three) years (2012-13, 2013-14, 2014-15) Financial Balance Sheet along with the P & L Account which must be certified by a registered Chartered Accountant
5. The company should be having minimum turnover of Rs. 2 Crores p.a. in each of the last three completed year from travel and tourism business.
6. The company should have a net worth of at least Rs. 10 lakhs.
7. The Company should have at least 6 Tourism Staffers (Graduate & 3 Professionals) having Degree / Diploma in Tourism with three years of experience in the relevant industry and operation of Tour Packages.

8. The minimum experience of the firm / company should be of 3 years in operation of tour operations.
9. For rest of the products (other than outbound), the quotation or limited Tender must be drafted to include checks on the Service Provider capabilities / experience in the sector - region, destination, cuisine etc.
10. The Company / Firm are eligible to operate Domestic air packages.

Category-"B"

1. The Company / Partnership Firm / Proprietor should be registered as a Tour Operator / Destination Management Company / Travel Agents / Hotel & Transporter, to be valid till period of empanelment, from Central / State Government Body viz, Ministry of Tourism, Govt. of India / State Tourism Department / Boards / IATO / IATA / TAAI / ADTOI / FHRAI.
2. The Company / Partnership Firm / Proprietor should have at least one office in India.
3. Put up record for providing services to a group of minimum 30 passengers in a tour in each of the last two years or should have handled at least 300 persons in each of last two years.
4. The Company has to submit last 2 (two) years (2013-14, 2014-15) Financial Balance Sheet along with the P & L Account which must be certified by a registered Chartered Accountant
5. The company / Partnership Firm / Proprietor should be having minimum turnover of Rs. 10 lakhs pa. in each of the last two completed year from travel / tourism / hospitality business. This should be clearly stated through audited report / balance sheets of CA.
6. The company should have a net worth of at least Rs. 2 lakhs.
7. The Company should have at least 1 Tourism Staff (Graduate / Professionals) having Degree / Diploma in Tourism or two years of experience in the relevant industry and operation of Tour Packages
8. The minimum experience of the firm / company should be of 2 years in operation of tour operations.
9. For rest of the products (other than outbound), the quotation or limited Tender must be drafted to include checks on the Service Provider capabilities / experience in the sector - region, destination, cuisine etc.
10. The Company / Firm are eligible to operate Domestic air packages.

Documents required to be submitted:

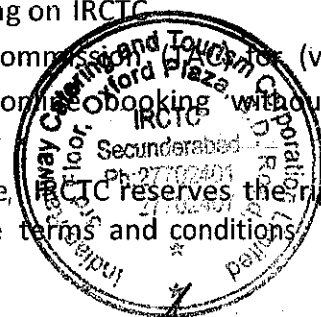
1. Service Tax number to be enclosed, if applicable.
2. PAN Card number.
3. Proof of Registration / Membership / Affiliation.
4. Details of experience and proficiency in operating and handling each type of tourism products, depending on category for which application is preferred.
5. Balance Sheet, P & L accounts, Net worth for last 03 (three) completed financial years for Category A and 02 (two) years for Category B, duly Certified by a registered Chartered Accountant.



6. In Case of Company, Registration Certificate of the Company along with Article of Association, Address of Registration, etc. In case of Partnership Firm, registered partnership deed with details of partners, their liabilities and responsibilities.
7. List of ultimate Non Corporate share holders exercising control in the company certified by a registered Chartered Accountant.
8. The address and contact details of all their offices along with the contact details of the management / at apex and corresponding level.
9. Details of the tourism staff along with their qualification and experience.
10. For Category A, the company should submit the EMO (Earnest Money Deposit) of Rs. 1lakh, For Category B, the EMD (Earnest Money Deposit) of Rs. 25000/-, The EMD of the empanelment firms / companies shall be retained by IRCTC till the validity of the empanelment.

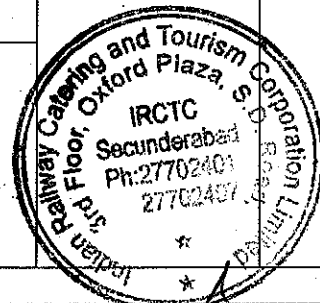
All the above "A" & "B" Category of operators must have the basic Infrastructural facilities and capability to provide the following services:

1. Backend Services:
 - a) Provide Hotel / Dormitory accommodation at places of Tourist interest across India in Deluxe/ Standard / Budget categories.
 - b) Provide Road vehicles in good condition (A/C , Non-A/C Tempo Travelers, Buses, Mini buses, Cars etc.)
 - c) Catering arrangements during the course of the tour to the traveling tourists including train travel or otherwise as per requirements of the tourists.
2. Tour Guide & Escort Services: Throughout the tour, *if required*
3. Statutory Compliances: Central/ Respective State Govt authorities with regard to obtaining licenses, permits, taxes etc.,
4. Branding of Service: The usage of IRCTC Logo and name has to be purely for the promotion of IRCTC products only and will be in such methods that it does not harm the image and brand name of IRCTC in any way.
5. Travel insurance: Provide Travel Insurance for the entire round trip for the traveling tourists. The insurance coverage should be against the particular period of travel of a said group.
6. Customer Support Services: Dedicated e-mails, phone numbers, fax facilities, nomination of staff with mobile numbers or control offices for continuous monitoring , troubleshooting , complaints management etc, during the course of the tours or otherwise
7. Mandatory Marketing services:
 - a) A minimum occupancy as per terms & conditions for all segments/Packages has to be ensured by the selected Service Provider through their own marketing strategies without relying on IRCTC
 - b) The Service Provider is entitled for travel agent commission for (vi)-(a) above as per applicable rates for such direct/ online booking without the support services of IRCTC
 - c) (vii) Apart from the minimum eligibility criteria as detailed above, IRCTC reserves the right to incorporate any segment/ product specific eligibility clause in the terms and conditions of the limited bid (Financial Bid) in the *public interest*

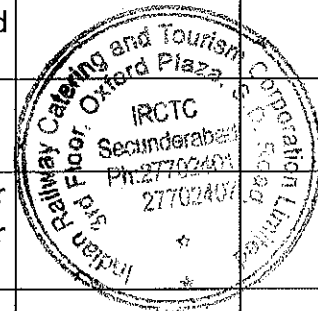


Check list of documents to be submitted

S.No.	Technical Criteria	Details	Page Nos.
		(to be filled by the bidder)	
1	Name and full address (es) of <i>all offices</i> of the applicant with Telephone & Fax Number(s) and names of the contact persons with mobile numbers		
2	Details of Earnest Money Deposit (EMD) lakhs, through DD/Banker's Cheque, in favour of IRCTC Ltd., payable at Secunderabad. For Category A Rs. 1 lakh, & For Category B, Rs. 25000/-, & Bank Guarantee as per the format enclosed as <i>Annexure</i>		
3	Status of the bidder: - Company / Partnership Firm/Individual - Please specify		
4	In case of Company - Please enclose Memorandum and Articles of Association along with certificate(s) of incorporation, and date of commencement of business etc.		
5	In case of firm, registered under the Partnership Act., 1932 - Please enclose details of partners along with 'Certificate of Registration', details of their business and 'Partnership Deed' etc. duly attested by Notary		
6	Minimum Annual Turnover for the last three completed		
	Category	(In Rupees)	
	"A"	Rs.2 Cr	
	"B"	Rs. 10 lakhs	
	** Enclosed Balance Sheet and Profit & Loss Account of the last financial year as the case may be, duly certified by the Chartered Accountant / Published annual report		
7	Minimum experience in the travel and trade		
	Category	No of Years	
	"A,"	3 yrs	
	"B"	2 yrs	
	Enclose: Train orders issued by Rlys in case Category- "A". Offer letters / payments remitted and other documents proving successful completion of the Rail-Road combined tour packages		



8	Documents proving accreditation with IATA, TAAI/ UFTAA/ IATO/ ADTOI or recognition by Ministry of Tourism or by Central / State Govt Tourism undertaking / Board		
9	Documents proving marketing and promotional tools such as Website printouts, Brochures, Pamphlets, Media Plan, Advertisement Paper Cuttings etc.,		
10	For Category "A" applicant Documents proving experience in tourism business and The Company / Partnership Firm / Proprietor should have at least one office in any of the States in the area of Concerned IRCTC Zone or Regional Office and one office in other states either of its own or by way of legally binding tie up / agreement with firm / firms having recognition / registration from Central / State Government body viz Ministry of Tourism, Govt. of India, State Government / Boards/ IATO / ADTOI, etc.		
11	For Category "A" applicant - Documents providing tie ups with accommodation, transfers etc. on pan India basis.		
12	Details of experience and proficiency in operating and handling each type of tourism product, depending on category for which applicant is intended for.		
13	Financial standing of the bidder -Solvency Certificate issued by the Bank & Net worth certificate issued by the Chartered accountant.		
14	Certificate under the letter-head of the Chartered Accountant stating that the applicant has not defaulted on any bank/financial institution loans in the past; there are no statutory dues and undisputed liabilities.		
15	Balance Sheet and P& L Account Statement for last 03 (Three) for Category A and 02 (Two) for Category B completed financial years certified by a registered Chartered Accountant.		
16	Copy of the Income Tax Return of the last 3 completed financial year as the case may be, to be enclosed.		
17	Details of the Tourism Staff along with their qualification and experience prepared on the letter head and signed by authorized signature.		
18	Photocopy of Permanent Account Number (PAN)- Card		



19	ESI Regn. Certificate and ESI details of the staff with enclosure.		
20	EPFO Regn. Certificate and PF details of the staff with enclosure.		
21	Copy of Service Tax Number and Service Tax Returns of the last completed financial year as the case may be, to be enclosed		

**** Enclose Balance Sheet and Profit & Loss Account of the Last completed financial year (except the current ongoing financial year).**

1. Applicants who are a Company incorporated under the Companies Act, 1956 should submit a copy of Auditors Report as per provisions laid down in the above Act, along with their Balance Sheet and Profit & Loss Account duly audited by a Chartered Accountant.
2. Applicants who are Firms/Individuals/Others, whose annual turnover is exceeding Rs. 40 lakhs per annum, should submit a copy of the Tax Audited Report as prescribed under the Income Tax Act, 1961 along with their Balance Sheet and Profit & Loss Account duly audited by Chartered Accountant.

I/We do hereby declare that the entries made in the above "Packet - A" are true to the best of my/our knowledge and also that we shall be found by the acts of my/our duly constituted attorney.

I / We hereby understand that the submission of offers / bids does not guarantee allotment of License as Service Provider of IRCTC for tourism products. I/ We further understand that in case of any information submitted by me / us being found to be incorrect either before or even after the Award of License, IRCTC will have the right to summarily reject the bid, cancel the License or revoke the same at any time without assigning any reason whatsoever.

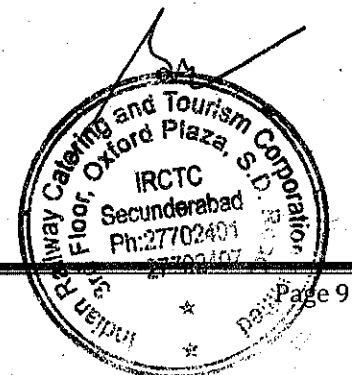
Dated: _____

(Signature of the Applicant)

SEAL

Name _____

Address: _____



Primary segments/ packages of IRCTC are detailed below:-

Rail Tour Packages

Rail tour packages are all inclusive packages wherein the tourist is assured of the following:-

1. Confirmed onward and return train journey on regular scheduled trains with earmarked berths
2. Hotel accommodation as per the type package
3. Road transfers as per the tour itinerary on seat-in-coach (SIC) basis or Individual Vehicles as per requirements of the tourists
4. Catering services during the course of the tour

These packages enable the tourists to enjoy a hassle free tour, as the services are undertaken by IRCTC, a govt undertaking.

Charter Coach Tour Packages

These are tour packages wherein IRCTC charters SL (72 berths) /3A (64 berths) / 2A (46 berths) coaches on selected trains and designs tour itineraries to destinations which have demand from the travelling public. These packages also include confirmed round trip train journeys, hotel accommodation, road transfers, on-board and off-board catering and services of tour escort.

Charter Train Tour Packages

These are tour packages wherein IRCTC charters an entire train with carrying capacity of 1000 pax (Approx) with a varying composition on select routes/circuits and designs tour itineraries to destinations which have demand from the travelling public. These packages also include confirmed round trip train journeys, hotel accommodation, road transfers, on-board and off-board catering and services of tour escort.

Customized Tour Packages

These are tour packages wherein IRCTC designs tour itineraries/packages to tourist destinations as per the requirements of the travelling tourist including LTC packages. These packages are tailor-made and include confirmed round trip train journeys, hotel accommodation, road transfers, on-board and off-board catering and services of tour escort.



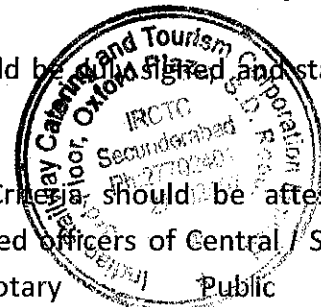
TERMS & CONDITIONS OF EMPANELMENT

1. All applicants are expected to submit the technical papers on or before the last date of submission as per the Expression of Interest (EOI) invitation. However the application will also be received beyond the cutoff date as the process of empanelment is open throughout the year.
2. Application submitted beyond cutoff date and the tenure of empanelment for such operators empanelled thereafter will be co - terminus to the tenure of empanelment of the empanelled operators who have submitted their application on or before the last date indicated in the EOI publication.
3. The terms and conditions for each segment / product will be detailed in the Limited Tender Document. Limited Tender (inclusive of Financial Bid) will be called from the operators empanelled as per their category wise eligibility for the specific segment product and the contract will be awarded to the operator who offers the lowest quote for a specific period as decided by IRCTC not exceeding the tenure of empanelment.
4. The tenure or validity period of empanelment will be for a period two (2) years extendable for another one (1) year depending on performance and delivery to be decided by G GM/IRCTC/SCZ. IRCTC reserves the right to sanction such extension to each empanelled operator subject to effective participation in the Limited Tencer on case to case basis.
5. During the assessment of technical scrutiny any additional documents required from the applicant if found inadequate or otherwise can be subsequently called for / obtained and be included as part of technical papers.
6. All pages of this Expression of Interest (EOI) uploaded in the IRCTC website along with the requisite enclosures as detailed herein should be submitted by the applicants.
7. All technical papers submitted for empanelment should be serially numbered on the top right hand corner of every page.
8. The requisite instrument of EMD should be attached with page number one of the technical documents mentioned above.
9. The name of the applicant should be mentioned on the reverse of the respective DD/ Banker's Cheque, attached as EMD (Earnest Money Deposit)

Category	EMO
"A"	Rs. 100000/-
"B"	Rs. 25,000/-

Apart from the above EMO payable for empanelment, the successful bidder(s) in the limited tender will have to remit the Security Deposit / Bank Guarantee as determined by IRCTC for the specific segment / product commensurate to the value of the tour on case to case basis.

10. All the Pages of this Expression of Interest (EOI) should be signed and stamped by the applicant authorized signatory of the applicant.
11. All documents enclosed, in support of Technical Criteria, should be attested by an authority competent to attest the documents (Gazetted officers of Central / State Govt. / MLA/MP/ Magistrate / Notary Public etc.,)

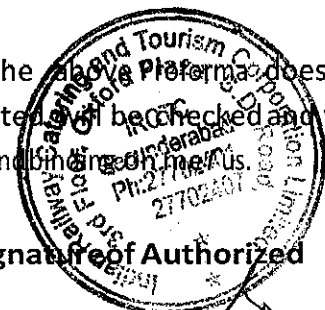


12. Letter of empanelment indicating the date of validity and tenure will be issued to the applicants fulfilling the eligibility criteria.
13. *EMD (Earnest Money Deposit)* is refundable without interest on completion of the tenure of empanelment.
14. IRCTC reserves the right to de-list any applicant or at the option of the empanelled operator during the tenure / validity period of empanelment.
15. IRCTC reserves its right to withdraw/cancel the panel of empanelment after giving adequate notice to the empanelled operators or at short notice in the *public interest*.
16. IRCTC reserves the right to tie up directly with the operators / Hoteliers, Central / State Tourism, Corporations / Boards etc. in case the rates obtained in the Limited Tender from the empanelled operators are unreasonable or otherwise.
17. Under circumstances wherein the spirit of competitive bidding process is defeated with no / few empanelled operators as a result of delisting/ disqualification / debarment / withdrawal from empanelment, cartel formation between empanelled operators or otherwise, IRCTC reserves the right to cancel/discharge the tenders invited. IRCTC reserves the right to call/invite tenders/RFQ/Application from the non- empanelled operators for any specific category/product/segment or otherwise subject to fulfillment of eligible criteria and payment of twice the SEMD amount as EMD.
18. There are Three Offices over IRCTC/ SCZ at Secunderabad, Vijayawada, and Tirupati. Limited Tender with specific terms and conditions duly including ... Financial Bid (Packet-B) for each segment / product will be called separately by each office from the empanelled agencies.
19. The Company has to do marketing and promotion on behalf of IRCTC of the activities that they undertake.
20. They have to cover the passengers under Travel insurance policies i.e. for Compensation/treatment during accidents in case of death, or part of body / limbs get affected or hospitalization due to some injury, etc.
21. Use of the IRCTC logo and name has to be purely for promotion of the IRCTC products only and will be such that it does not harm the image and brand name of IRCTC in any way.
22. The company has to do marketing and promotion on behalf of IRCTC of the activities that they undertake.
23. Provide the services as mentioned as per the product with its itinerary.
24. In case of serious complaints regarding standard of service / behavior, irregularities / negligence on the part of service providers, IRCTC may take action by the way of fines, warnings or even termination depending on severity of lapse / complaints, to be decided by GGM of IRCTC / South Central Zone

Disclaimer

I/We understand that mere submission of documents as per the above Proforma does not mean the qualification in Technical criteria. The papers and SEMD submitted will be checked and verified by the IRCTC subsequently, and the decision taken by IRCTC will be final and binding on me/us.

Signature of Authorized Signatory



"On Company Letter Head"

Annexure- B

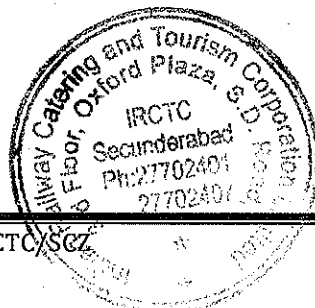
Staff Position

Sr. No	Name of the Employee	Father's Name	DOB/Age	Technical/Qualification	Enclosure

* Extra sheet may be attached as per your requirement in same format.

Signature of the Authorized Signatory

Seal of the firm



A handwritten signature in black ink, appearing to be a stylized name.