



CIN -U74899DL1999GOI101707
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INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

EXPRESSION OF INTEREST (EOI)

**Empanelment for Architectural Consultants for various Kitchen units over IRCTC
West Zone**

SN	Event Description	Event Date & Time	Event Location
1	Commencement of issuance of EOI document	On any working day w.e.f 22.12.2017	IRCTC Ltd. West Zone. 2 nd Floor, New Administrative Bldg., D N Road, CSMT, Mumbai – 400001. Ph. No. 22618063 Fax. No. 22618066
2	Last date and Time of Submission	EOI submitted at 5 th , 15 th and 25 th of each month will be processed and added to the Empanelled list.	IRCTC Ltd. West Zone. 2 nd Floor, New Administrative Bldg., D N Road, CSMT, Mumbai – 400001. Ph. No. 22618063 Fax. No. 22618066

Address:

IRCTC Ltd. / West Zone.
2nd Floor, New Administrative Bldg.,
D N Road, CSMT, Mumbai – 400001.
Ph. No. 22618063
Fax. No. 22618066

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General instructions to Applicants

1. All documents submitted along with the 'EOI' application should be serially numbered on the top right hand corner of every page of the EOI Document.
2. The requisite instrument of EOI SEMD (Standing Earnest Money Deposit) should be attached with page number one, as mentioned above, of the EOI Document.
3. The name of the applicant should be mentioned on the reverse of the respective DD, attached as EOI SEMD with the EOI application.
4. Applicants who have downloaded the EOI document from the IRCTC's website must submit the EOI SEMD along with the Bid.
5. This EOI document should be duly signed and stamped by the authorized signatory of the applicant. Board Resolution for authorization to authorized signatory should be enclosed.
6. The EOI document contains 14 pages (fourteen) should be submitted in original with all pages intact.
7. Eligibility bid should be submitted in a sealed envelope clearly indicating applicant's name and address and the date of opening the EOI.
8. Canvassing in connection with EOI is strictly prohibited and the EOI submitted by the applicant who resorts to canvassing will be liable to rejection.
9. This is not a Request for Proposal and commercial price bid is not to be submitted along with EOI.



1.0 Disclaimer

- 1.0 This Expression of Interest (“EOI”) is being issued by the Indian Railway Catering and Tourism Corporation Limited (“IRCTC”) West Zone, for the purpose of providing certain information to the applicants participate in the process of empanelment of qualified applicants for the purpose of engaging the architectural Consultants through quotation/limited tender for setting up/ Upgradation of Base Kitchens and other Kitchen Units over IRCTC, West Zone.
- 1.1 The information contained in this EOI is being provided by IRCTC for the limited purposes of enabling the Applicants to submit a response to this EOI for undertaking the Project. In no circumstances shall IRCTC, or its respective advisors, architectural Consultants, contractors, servants and/or agents incur any liability arising out of or in respect of the issue of this EOI.
- 1.2 The information contained in this EOI or subsequently provided to applicant(s), whether verbally or in documentary or any other form, by or on behalf of the IRCTC or any of its employees or advisors, is provided to applicant(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.
- 1.3 This EOI is not an agreement or offer by the IRCTC to prospective Applicants or any other person. This EOI includes statements, which reflect various assumptions and assessments arrived at by the IRCTC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require.
- 1.4 This EOI is a summary of available information and no reliance shall be placed on any information or statements contained herein, and no representation or warranty, expressed or implied, is or will be made in relation to such information and no liability is or will be accepted by IRCTC, its respective advisors, architectural Consultants, contractors, servants and/or its agents in relation to the accuracy, adequacy or completeness of such information or statements made nor shall it be assumed that such information or statements will remain unchanged.
- 1.5 Each applicant should therefore, conduct its own due-diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments,



statements and information contained in this EOI and obtain independent advice from appropriate sources.

- 1.6 This EOI may not be appropriate for all persons, and it is not possible for the IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI.
- 1.7 Nothing in this EOI shall be construed as legal, financial or tax advice. IRCTC will not be liable for any costs, expenses, however so incurred by the Applicants in connection with the preparation or submission of their Bid. IRCTC reserves the right to amend this EOI or its terms and any information contained herein or to cancel the process or altogether abandon the Project at any time by notice, in writing, to the Applicants.
- 1.8 IRCTC also accepts no liability of any nature whatsoever whether resulting from negligence or otherwise howsoever caused arising from reliance of any applicant upon the statements contained in this EOI.
- 1.9 IRCTC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI.
- 1.10 No person other than the authorized person of the IRCTC, has been authorized by IRCTC to give any information or to make any representation not contained in this EOI and, if given or made, any such information or representation shall not be relied upon as having been so authorized. All representations/queries etc pertaining to this document may be addressed to Group General Manager, IRCTC Zonal Office, 2nd floor, New Administrative Building, Central Railway CSMT, Mumbai – 400001. Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated at Mumbai.
- 1.11 Each prospective Service Provider/Operator's acceptance of delivery of this EOI constitutes its agreement to, and acceptance of, the terms set forth in this Disclaimer. By acceptance of this EOI, the recipient agrees that this EOI and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.



2.0 Brief introduction to IRCTC

The Indian Railway Catering & Tourism Corporation Limited (IRCTC) – a public sector undertaking under Ministry of Railways, Government of India was established on 27th September, 1999 with the aim of upgrading, modernizing and professionalizing the catering services at stations, on trains and other locations and promote rail-based tourism across the country. Since the year of its inception, IRCTC has progressively moved towards achieving its vision of becoming a leading provider of high quality travel, tourism and hospitality related services in the country. It has been awarded status of a MINIRATNA PSU in May 2008 in recognition of its performance and capabilities.

IRCTC is known for its professional catering services, various popular tourism packages and mostly for its e-ticketing services on the Indian Railways network. Moving out of its core business of catering, it has also diversified into areas like – Air Ticketing, Corporate Travel Services and Facility Management amongst various other ventures.

3.0 Invitation for EOI

- 3.0 This EOI sets out the requirements that must be satisfied by Applicants in order to participate in the process for undertaking the Project and is an invitation to Applicants to submit their profile for empanelment of the qualified company, which intends to undertake the Project.
- 3.1 Each applicant shall, simultaneous with submission of its profile as part of its Eligibility criterion, furnish the SEMD for an amount of Rs. 10,000/- (Rupees Ten Thousand only) in the form of a demand draft. The demand draft shall be drawn in favour of 'Indian Railways Catering and Tourism Corporation Limited (IRCTC), payable at Mumbai issued by a Nationalized/ Scheduled Bank.
- 3.2 It is clarified that IRCTC shall not be liable to pay any interest on the SEMD so provided by the applicant. Any EOI not accompanied by the EOI Security shall be rejected summarily.

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Terms of Reference for Consultant

A. Background

Indian Railway Catering and Tourism Corporation (IRCTC) plans to set up 50 industrial automated base kitchens across India on Indian Railway Network. These Kitchens will provide hygienic food to various trains passing through these stations. Hence, IRCTC West Zone intends to form a panel of architectural Consultants to assist in setting up of large Base Kitchen and Upgradation of existing Kitchen units over West Zone.

Objective

The objective of EOI is to form a panel of highly professional Architectural Consultants to assist IRCTC (West Zone) to set up a network of large and medium level base kitchens across West Zone. The areas covered by IRCTC West Zone includes Railway divisions spread over Central, Western, West Central and Konkan Railways.

Consultant role will be to assist IRCTC for conceptualizing, facilities planning, layouts, determining the quality and specifications of work to be undertaken and complete supervision of the work.

Scope of Services

The empanelled Consultant will be given Request for Proposal to participate in the competitive bidding process for conceptualizing, facilities planning, layouts, determining the quality and specifications of work and complete supervision of the work in Base Kitchens and other hospitality projects over IRCTC/West Zone during the course of empanelment.

ARCHITECTURE :

The brief scope of work for successful consultant is as under:

- Re-tasking of existing floor space to optimize work flow
- Setting of Service Standards together with Quality Management System standards so as to not only maintain but continually improve the quality of services so as to enhance customers' satisfaction and competitiveness.
- Design/ drawing of the floor space as per requirements of IRCTC



- Structural Drawings of the civil, electrical, plumbing and other works to be carried out.
- Conceptual Design, lighting, plumbing, electrical, HVAC system as per industry standards.
- Preparing BOQ (Bill of Quantity) for entire kitchen premises including details of tiles, roof, wall color, doors, windows, air-conditioning etc.
- Preparing work scope and quotation form for contractors
- Scrutinize contractors submission for works contract
- Onsite supervision of contractor work
- Ensure execution of work as per specifications
- Submission of Work completion certificate on final completion of work and certify quantities of work carried out.
- Assist IRCTC for effective implementation of time lines to meet the target operational dates.
- Monitoring implementing and reporting the progress and deviation of the base kitchen projects.
- Above is a tentative scope of work, a detail scope of work will be laid out in the Tender Document.

4.0 IRCTC'S ROLE AND RESPONSIBILITIES :

The IRCTC shall discharge all his obligations connected with the project and engagement of the Architect as follows:

4.01 To provide detailed requirements of the project.

4.02 To provide property lease/ ownership documents.



- 4.03 To provide the location of the site and a rough site plan of the proposed site. The responsibility of the Architect shall be as per section 7 of this document.
- 4.04 To pay all the fees, levies, security deposits and expenses in respect of statutory sanction.
- 4.05 To give effect to the professional advice of the Architect and cause no changes in the drawings and documents without the consent of the Architect.
- 4.06 To honor Architect's bills within one month of its submission.
- 4.07 IRCTC shall nominate an official to coordinate with the Architect to on all aspects pertaining to the project.



Period of Empanelment

- The period of the empanelment will ordinarily be upto 30/09/2019. However, IRCTC reserves the right to review the performance of empanelled party and to take suitable action on observing default/deficiency in service etc. and non participation in the quotation process.

General Conditions

- IRCTC reserves the right to terminate the EOI process at any stage and will not be responsible for any loss or damages which the applicant may incur in the process. The application can be rejected without assigning any reason.
- Conditional/ telegraphic application shall not be entertained. All the pages of the EOI document, duly stamped and signed by the authorized signatory of the applicant should be submitted in original, in their respective envelopes.
- Applications received after stipulated date & time for submission of EOI will not be entertained.
- No over writing/cutting/insertion in the EOI application document is allowed. The Application once submitted would be binding on the Party and any subsequent alteration/amendment will not be entertained.
- All the pages of the EOI application document must be signed and stamped by the authorized signatory of the applicant, failing which the application will be treated as invalid
- Applicant will be responsible for compliance with applicable laws such as GST Law, Provident Fund Law, Labour Law or any other law of the land and registration/approval from statutory authority, if required
- In case the applicant suffers any loss on account of his being restrained by the IRCTC or any competent authority for indulging in illegal activities or any contravention of any law or rejection of application for empanelment through this EOI process, he shall not be entitled to any compensation whatsoever.
- All questions, disputes and or differences arising under or in connection with this EOI or in touching or relating to or concerning the construction, or affect of presents shall be referred to the sole arbitration of the officer/officers or



persons nominated by the Group General Manager/IRCTC West Zone whose decision in this regard shall be binding on the applicant. The venue of the arbitration shall be Mumbai. The Fee & expenses of the arbitration Tribunal shall be shared jointly in equal proportion by the parties.

- IRCTC at their discretion may call for any record to satisfy those regarding operations of the applicant's outlets and applicant will provide every help failing which it may amount to breach of condition of the empanelment.
- The applicant shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary.
- The court in Mumbai only shall have jurisdiction.



(Format for Covering letter)

**Group General Manager
Indian Railway Catering and Tourism Corporation Ltd
West Zone
2nd Floor, New Administrative Building,
Central Railway, CSMT
Mumbai – 400001.**

Subject: Expression of Interest for empanelment of Architectural Consultants for setting up of Base kitchens over IRCTC West Zone.

I/We _____ (name of the authorized signatory) on behalf of _____ (name of the applicant) _____ offer our interest for empanelment of Architectural Consultants for setting up of Base kitchens at Indian Railways Network.

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.
- 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 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.

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- d) IRCTC and its representatives are hereby authorized to conduct any enquiries or investigations or seek clarifications 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 guaranteed by IRCTC, post empanelment. Offer is valid for 90 days from the date of submission.

The following person(s) may be contacted for any information or clarifications relating to his 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/WZ units.

Thanking you
Yours sincerely

(Authorized Signatory)
Name
Designation and seal

Name of the company and address:

Telephone:
Mobile:
Fax:
Email:



4.0 Eligibility Criteria

Sr. No.	Parameters	Eligibility Criteria for the contract manufacturer	Supporting documents/proofs to validate eligibility
1	Company Background	The applicant should be a Company registered in India under the Company Act or Firm or Proprietor. Registration Details under The Architect Act 1972, in Council of Architects	<ul style="list-style-type: none"> • Certificate of incorporation and Certificate of Commencement of Business (In case of Public limited Company). • Firm ROF or Partnership deed
2	Operational Exp and Scale of Operations	<p>The firm/applicant should have minimum 2 years of experience in Consultants business.</p> <p>Companies/Firm/Proprietor must have provided Consultants to set up automated industrial kitchens/Flight Kitchen /Banquet Kitchen of star hotels, Fast Food Outlets & similar nature of work.</p>	<ul style="list-style-type: none"> • Service Tax certificate dating more than 2 years for Architectural Consultants Services. • Copy of IT returns for last two financial years of the Firm. • Work order details for Architectural Consultants work for Bulk Food Production Kitchens or others. • Completion certificate for work from IRCTC or any other similar work.
3	Statutory Obligations	Applicant should have relevant Tax registrations i.e. GST, and PAN no.	Copy of certificates
4	Average Annual Turnover	<p>The applicant should have average turnover of more than INR 20 lakhs per year for last two financial years.</p> <p>It should not be nil in any of the years for architectural Consultants business.</p>	<p>Audited financial statements for the past 2 financial years</p> <p>Last 2 years income tax returns</p> <p>Last 2 year turnover Certified by a Chartered Accountant.</p>

N.B.: Preference will be given to companies who have designed kitchens- of Air / Flight operation, Star rated hotels, MNC Fast Food Outlet, PSU, Government Organization

5.0 EOI evaluation and selection

- IRCTC will open the sealed envelopes and determine whether each Bid is 'responsive' to the Eligibility requirements of the EOI.
- If any of the Eligibility criteria is not fulfilled, in any manner whatsoever, the EOI shall be liable to be treated as non-responsive. The decision of IRCTC as to responsiveness of EOI shall be final and conclusive and binding on the applicant and shall not be called into question on any ground whatsoever.
- IRCTC, without being under any obligation to do so, reserves the right to call for any clarifications during the process of checking of responsiveness of a EOI Document and to reject it. However, no applicant shall have the right to give any clarification unless asked for by IRCTC or to request either IRCTC and/or any ministry or department, authority or body whether statutory or non-statutory, of the Government that may be concerned or connected, in any manner whatsoever, with this EOI Process, to intervene in, any manner whatsoever, in the EOI Process.
- Notwithstanding anything to the contrary contained in this EOI, IRCTC may, at its sole discretion, waive any minor infirmity, non-conformity or irregularity in a EOI that does not constitute a material deviation, and that does not prejudice or affect the relative position of any Prospective SP/Operator, provided it conforms to all the terms, conditions of the EOI documents without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one (i) that affects, in any substantial way, the scope, quality or performance of the contract; (ii) that limits, in any substantial way, inconsistent with the bidding documents, IRCTC's rights or the Successful SP's obligations under the contract; or (iii) whose rectification would unfairly affect the competitive position of other Applicants, who are presenting responsive EOI.

**Signature of the authorized
signatory**

Name & Designation:

Date and Place

Name of the Applicant with seal