



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

**EXPRESSION OF INTEREST (EOI)**

Empanelment of Hospitality Organizations under Category "A" & "B" to undertake the work of **"Renovate, Operate and Transfer (ROT)** of Retiring Rooms on Indian Railway Network"

**Last date and Time of Submission**

**EOI will be opened throughout the year and can be submitted on any working day.**

**Address:** Venue of Submission is IRCTC Corporate Office or any of 05 Zonal Offices as detailed in the EOI.



## Disclaimer

- 1.1 This Expression of Interest (“EOI”) is being issued by the Indian Railway Catering and Tourism Corporation Limited (“IRCTC”) for the purpose of providing certain information to the Applicants to participate in the Process to empanel qualified applicant for the purposes of Renovate, Operate and Transfer of Retiring Rooms on Indian Railway Network.
- 1.2 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 work and for no other purpose. In no circumstances shall IRCTC, or its respective advisors, consultants, contractors, servants and/or agents incur any liability arising out of or in respect of the issue of this EOI.
- 1.3 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.
- 1.4 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 work. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require.
- 1.5 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, 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.
- 1.6 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.
- 1.7 This EOI may not be appropriate for all persons, and it is not possible for IRCTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI.
- 1.8 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 Application. 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 work at any time by notice, in writing, to the Applicants.
- 1.9 IRCTC will not accept liability of any nature whatsoever resulting from negligence or otherwise caused arising from reliance of any applicant upon the statements contained in this EOI.



- 1.10 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.
- 1.11 No person other than the following 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 the this document may be addressed to Group General Manager/, IRCTC Corporate Office, 11<sup>th</sup>/12<sup>th</sup> Floor, Statesman House, B-148, Barakhamba Road, Connaught Place, New Delhi - 110001.
- 1.12 Laws of the Republic of India are applicable to this EOI and subject to the Jurisdiction of Courts situated at Delhi.

## **2.0 Brief introduction to IRCTC**

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Public Sector Enterprise under Ministry of Railways. IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems. IRCTC is also managing on Board Catering Services in some Rajdhani / Shatabdi /Duronto/mail express Trains and Static Catering Units such as Food Plaza, Fast Food units across at Railway stations. IRCTC also has its business presence in non-Railway catering at various Govt. and private institutions.

### **2.1 ORGANIZATION STRUCTURE**

Corporate Office of IRCTC is situated at New Delhi, which is headed by the Chairman & Managing Director. Chairman & Managing Director is being assisted by three Directors, Director (Catering Services), Director (Tourism & Marketing) and Director (Finance) and Group General Managers.

For smooth operations of the business across all over the country, five Zonal Offices are working at Delhi, Kolkata, Mumbai, and Chennai & Secunderabad. South Zone & West Zone Offices are headed by Regional Director and all other Zonal Offices are headed by Group General Managers. All Group General Managers have vast experience of working in Indian Railways. These Zonal Offices are assisted by ten Regional Offices at Lucknow, Chandigarh, Jaipur, Bhubneshwar, Guwahati, Patna, Bhopal, Ahmedabad, Bangalore and Ernakulum, which are headed by Chief Regional Managers / Regional Managers.

### **2.2 Brief on Retiring Rooms:**

Indian Railway currently managing more than 2000 Retiring Rooms spread across at approx. 575 Railway stations all over Indian Railways network. Retiring Rooms are situated in the Railway stations premises primarily in the station building .The facility is meant for providing reasonable, safe transit accommodation to bonafide railway passengers. The reservation of the Retiring rooms can either be made through counters available at Railway stations and also through online booking facility available at [www.irctc.co.in](http://www.irctc.co.in).

Currently the facilities included in the Retiring Rooms are AC and non AC rooms with



attached/common bathrooms, AC and non AC dormitories with common bathrooms, limited food and beverages services, lockers, etc.

IRCTC intends to engage Service Providers of repute to invest in infrastructure of Retiring Room complexes on Indian Railways to provide upgraded services to the Railway passengers. The existing complex may be expanded by constructing more rooms/other facilities wherever feasible subject to approval of IRCTC and Railway authorities.

### 3.0 Invitation for EOI

3.1 This EOI sets out the requirements that must be satisfied by Applicants in order to participate in the process of appointing service provider for the work of Renovate, Operate and Transfer of Retiring Rooms and is an invitation to Applicants to submit their profile/documents for empanelment as Service Provider. The eligibility criteria for EOI are placed at Annexure "A".

3.2 The EOI document shall be issued by IRCTC upon receipt of payment of a non-refundable fee of Rs. 1000/- ("Processing Fee") through a demand draft in favor of Indian Railway Catering and Tourism Corporation Limited, payable at New Delhi.

3.3 Alternatively, Applicants may also download the EOI document from the IRCTC's website (<http://www.irctc.com>). In such event Applicants shall submit the Processing Fee of Rs. 1000/- ("Processing Fee") through a demand draft in favor of Indian Railway Catering and Tourism Corporation Limited, payable at New Delhi along with the Application.

3.4 IRCTC reserves the right to call for submission of additional documents or any document etc required to be submitted as per EOI.

### 3.5 Schedule of Process

- a) The following are important dates in respect of the process to empanel Service Provider. IRCTC reserves the right to change/extend the said dates without incurring any liability whatsoever. In the event of changes/extension, IRCTC shall intimate the same through addendums/amendments:

SN	Event Description	Date
1	Last date & Time of Submission	<b>EOI will be opened throughout the year and can be submitted on any working day.</b>

**Note:-** After expiry of cut off time, the submitted applications shall be taken up for scrutiny on the same day.

- b) Retiring Rooms at different stations have different inventories available. Accordingly, the empanelment will be done under 02 (two) categories as under:-

SN	Type of empanelment	Eligibility of empanelled Service Providers
1	Category A	Valid for all Retiring Rooms of all stations where the sellable units (Rooms + Dormitories Beds both A/c & Non-A/C) at Retiring Room Complex are 10 or more than 10.
2	Category B	Valid for all Retiring Rooms of all stations where the sellable units (Rooms + Dormitories Beds both A/c & Non-A/C) at Retiring Room Complex are less than 10.



**Note:- Any applicant short-listed for Category-“A” may participate in tenders for Category-“A” and Category-“B”. However, applicants short-listed for Category-“B” will be able to participate in tenders for Category-“B” only.**

#### **4. Role of IRCTC and the Service Provider**

##### **Role of IRCTC**

- 4.1 IRCTC will hand over Retiring Room complex at stations to appointed Service Provider on “as is where is” basis. The Service provider will be selected through a competitive bidding process among the empanelled service providers.
- 4.2 IRCTC will provide necessary assistance for obtaining water, electricity and drainage connections and also assist in getting the renovation plans approved from Railway authorities.
- 4.3 IRCTC may provide capital support during the implementation of project, details of which shall be advised at the time of Financial Bidding.

##### **Role of the Service Provider**

- 4.4 The Service Provider is expected to bring industry expertise to undertake the work of ROT of Retiring Room complex during the period of license. The operation of Retiring Room complex will be round the clock. IRCTC would like to have an upgraded Retiring Room complex on lines of guest houses with more personalized services. The brief scope of work for the project is as under:



1	Construction of Retiring Rooms and Dormitories.	<p>Up gradation of Retiring Rooms &amp; Dormitories shall be undertaken in a manner without affecting the basic structure/heritage façade and load bearing members of the building. Service Provider shall be permitted to undertake only designing and alternations while executing interior fit outs. IRCTC/Railways shall have the right to supervise the execution of up gradation work, if considered necessary.</p> <p>The IRCTC/Railways will approve the plans and specifications. The Service Provider would also be required to ensure its proper upkeep and maintenance, for construction/ refurbishing of Retiring room.</p> <p>The accommodation will include Non AC Dormitory, AC Dormitory, Non AC Rooms, AC Rooms of different sizes, with attached/ common toilets and bathrooms in accordance with the premises handed over. In general no structural changes would be permitted. Available retiring rooms &amp; Dormitories will be converted in the ratio of AC &amp; Non AC as per market requirements.</p> <p>The accommodation capacity, may be increased as per availability of space with due approval of IRCTC and Railways.</p> <p>From available space Service Provider will create Reception, Passenger waiting area, mini pantry, telephone booth &amp; recreation room etc. with due approval of IRCTC. Service Provider will ensure availability of drinking water at reception.</p> <p>Environment Friendly generator shall be installed by the Service Provider, if required.</p> <p>Tariff for various facilities will be market driven for similar facilities and shall require approval of IRCTC.</p>
2	" Provision and maintenance of infrastructure and facilities in the "Retiring Rooms	<p>The following facilities should be provided</p> <ul style="list-style-type: none"> <li>• Well furnished, well lit and AC Rooms and Dormitories.</li> <li>• Provision of quality mattresses and linen.</li> <li>• Appropriate Almirah/Locker with lock facility for luggage.</li> <li>• Service through trained and professional attendants well versed with industry norms.</li> <li>• LED Television in each room.</li> <li>• Well laid out and aesthetically designed bathrooms with all modern facilities such as WC, Geysers and Shower etc.</li> <li>• Telephone/Inter-com in Rooms/Dormitories.</li> <li>• Room Heaters (wherever required due to cold climate).</li> <li>• Fire fighting arrangements.</li> <li>• Wheel chair for Senior Citizens/differently abled.</li> <li>• Potable Drinking Water.</li> </ul>



3	Provision of Value Added Services in the “Retiring Rooms & Dormitories”	<ul style="list-style-type: none"> <li>• Food and Beverage services in Room.</li> <li>• Tour and travel services with local sightseeing etc.</li> <li>• Magazines/books.</li> <li>• Journey conveniences &amp; travel requirements such as disposable bed rolls, gifts and toys etc.</li> <li>• Provision of Laundry services.</li> <li>• Reception facility with Local/STD/ISD telephone along with internet facility.</li> <li>• Wi-Fi connectivity in the premises.</li> <li>• Bell boy/Porter service for luggage handling.</li> <li>• Any other value added service as deemed fit by IRCTC from time to time.</li> </ul>
4	Service requirement and general standards. (To ensure all the Customers receive a great first impression of the IRCTC Retiring Rooms)	<ol style="list-style-type: none"> <li>1. All the area must be clean and presentable with minimum in - convenience to the customers at all time.</li> <li>2. All fixtures/ utilities to be cleaned immediately after use.</li> <li>3. All furniture must be of international standard.</li> <li>4. All equipment to be kept serviceable (alternate arrangement in case of breakdown) as a part of the operations.</li> <li>5. Noise level must be restricted at all times and particularly when replenishing the stock on the services and accepting deliveries.</li> <li>6. Suitable maintenance schedule to be mutually agreed between IRCTC &amp; Service Provider.</li> <li>7. Welcome host staff will welcome the customers into the Retiring Room and will help passengers to the designated registration and check in area.</li> <li>8. All customer assistance is to be provided.</li> <li>9. Coordinate availability all the times.</li> <li>10. Environment friendly DG set for power back up facility.</li> <li>11. Appropriate lighting in and around the Retiring Rooms and Dormitories.</li> <li>12. Tiled/Mosaic flooring easy for cleaning and maintenance.</li> <li>13. Independent waste / garbage disposal system.</li> <li>14. Capsule Lift wherever required.</li> <li>15. First aid box &amp; facility.</li> <li>16. Deputing security personnel, if required.</li> </ol>
5	Booking of Retiring Rooms/Dormitories	Booking of Retiring Rooms/Dormitories should be done through the CRIS/IRCTC/Railway software.



The above scope of work is indicative only to make applicant understand the project. Detailed and final Scope of Work will be defined in the tender document to be enclosed with the financial bidding process among the empanelled Service Providers.

## **5.0 EOI Standing Empanelment Deposit (Refundable)**

5.1 *Each applicant shall, simultaneous with submission of its profile/documents as part of its Eligibility criterion, furnish the Empanelment Deposit (refundable) for an amount of Rs. 25,000/- (Rupees Twenty Five 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 New Delhi issued by a Nationalized/ Scheduled Bank.*

5.2 Any application not accompanied by the EOI Security Deposit shall be rejected by IRCTC as non-responsive and will be summarily rejected.

5.3 The EOI Empanelment Deposit shall be refunded without interest to the applicants whose applications are rejected for empanelment. Empanelment Deposit will not be adjusted against the Security Deposit of individual license.

5.4 For the applicants who are empanelled as Service Providers through this EOI process, the EOI Empanelment Deposit shall be retained & shall be refunded without interest only after successful completion of the tenure of the Empanelment.

5.5 *An EMD of 2% of the annual MLF will be required to be submitted by the interested empanelled service provider along with its bid in the limited tender. The exact amount of the same will be included in respective limited tender document.*

## **6.0 Period of Empanelment**

6.1 The period of validity of empanelment is 3 years. However, IRCTC reserves the right to review the performance of empanelled party and to take suitable action on observing default/deficiency in service etc. including but not limited to imposing fine or de- empanelment the party with consequential debarment from the future projects/tenders of IRCTC for a period for 1 year

## **7.0 General Conditions**

7.1 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 bidder(s) should be submitted in original, unless specified otherwise, in their respective envelopes.





7.2 The EOI will remain open around the year.

7.3 The applications will be opened on last date of submission at 12:15 hrs. In case last date happens to be holiday or declared to be holiday, next working day will be considered as the last date for submission.

7.4 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.

7.5 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.

7.6 Applicant will be responsible for compliance with applicable laws of State and Central such as GST law, Provident Fund Law, Labour Law, ESI, Minimum wage, bonus etc or any other law of the land and registration/approval from statutory authority, as applicable

7.7 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, it shall not be entitled to any compensation whatsoever

7.8 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 (excepts as to matters the decision whereof is other-wise herein before, Specifically provided for) shall be referred to the sole arbitration of the officer/officers or persons nominated by the Chairman and Managing Director/IRCTC whose decision in this regard shall be binding on the applicant. The venue of the arbitration shall be New Delhi. The Fee & expenses of the arbitration Tribunal shall be shared jointly in equal proportion by the parties.

7.9 In the event of any breach of the said terms and conditions of the empanelment, IRCTC shall be entitled to forfeit the EOI Security besides de-empanelling and debarring the Service Provider from participating in the future projects of IRCTC for a period of 1 year.

7.10 IRCTC at their discretion may call for any record to satisfy them regarding existing operations of the applicant and applicant will provide every help failing which it may amount to breach of condition of the empanelment.

7.11 The Service Provider shall be solely responsible for lapses, violation and non-compliance, if any of all statutory dues etc.



**IRCTC Ltd.**  
**Corporate Office,**  
**11<sup>th</sup> /12<sup>th</sup> Floor, Statesman House, B-**  
**148, Barakhamba Road, Connaught Place,**  
**New Delhi-110001**

**Subject: Expression of interest of empanelment as Service Provider for Renovate, Operate and Transfer of Retiring Rooms at Railway stations.**

I/We\_\_\_\_\_ (name of the authorized signatory) on behalf of\_\_\_\_\_ (name of the applicant)\_\_\_\_\_ offer our interest for empanelment as Service Provider for Renovate, Operate and Transfer of Retiring Rooms at Railway stations.

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/not in conformity with the eligibility criteria, IRCTC will have the rights to annul the empanelment and agreement(s), if any, with immediate effect and debar for participation in the future project of IRCTC for a period of 01 (one) year.
- d) IRCTC and its representatives are hereby authorized to conduct any checks 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, on qualifying empanelment eligibility.

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

Name:  
Designation:  
Telephone:  
Mobile:  
E-mail:

I/We do hereby confirm that I/we have the necessary authority and approval to submit this expression of interest for providing the above project.

[Thanking you

Yours sincerely

(Authorized Signatory)  
Name  
Designation and seal  
Name of the company and address:  
Telephone:  
Mobile:  
Fax:  
Email:



**Eligibility Criteria for selection of Service Provider for more than 10 Rooms (Category-A)**

No	Technical Criteria	Details
1.	Name and full address of the bidder with Telephone, e-mail & Fax Number(s) and Contact Person.	
2.	Details of <i>Empanelment Deposit</i> (Refundable) – Rs. 25,000/- through DD/Banker’s Cheque, in favour of IRCTC Ltd., payable at New Delhi.	
3.	Details of Processing Fee – Rs.1,000/- Rupees One Thousand, through DD/Banker’s Cheque, in favour of IRCTC Ltd., payable at New Delhi.	
<b>Mandatory Criteria</b>		
4.	Status of the bidder: -  Proprietor/partnership firm/company incorporated as per Companies Act 1956 established for the purpose of running of hotel/lodging house/guest house etc. Please specify	
5.	Experience of at least One year of Operating/Managing hotel/guest house/lodging house of at-least 40 beds (01 bed is equivalent to one room - single/double/family etc and also equivalent to one bed of dormitory of guest house/lodging house) <ul style="list-style-type: none"> <li>• In case of Operating hotel/guest house/lodge, applicant is required to submit the copy of any currently valid license for hotel/guest house/lodging house issued by state government dating more than 01 year in the name of applicant or any other currently valid state/central government document/license issued in name of applicant clearly establishing operations of hotel/lodging/Guest house by the applicant for more than 01 year <b>for example:-</b> <ol style="list-style-type: none"> <li>1. Fire Safety Certificate</li> <li>2. Shop and Establishment Registration</li> <li>3. Luxury Tax Registration</li> <li>4. Star Classification Certificate</li> <li>5. License to keep a place of public entertainment issued by State Police (Licensing Department)</li> </ol> </li> <li>• In case of Managing hotel/guest house/lodge, applicant is required to submit the copy of any currently valid agreement/contract between the applicant and the operator of the hotel/guest house/lodge. Apart from this, applicant has to submit any one of the following currently valid state/central government document/license in the name of operator of the hotel/guest house/lodge:-                             <ol style="list-style-type: none"> <li>1. Fire Safety Certificate</li> <li>2. Shop and Establishment Registration</li> <li>3. Luxury Tax Registration</li> <li>4. Star Classification Certificate</li> </ol> </li> </ul>	



	<p>5. License to keep a place of public entertainment issued by State Police (Licensing Department)</p> <p><b>(Above List is indicative only and not exhaustive)</b></p> <p><b>* Applicants, who are managing hotel/guest houses/lodge and get empanelled, will have to obtain required licenses in their name if they are finalized for operation of retiring room at railway stations.</b></p>	
6	<p>Turnover of at least Rs. 01 Crore in the last Financial Year of the applicant.</p> <p>**Enclose Audited Balance sheet and profit &amp; loss account of the last financial year duly certified by the Chartered accountant/ Published annual report</p>	
7	<p>The capability to invest approximately Rs.50 lakhs for up gradation/ refurbishing of the premises of Retiring rooms</p> <p>Encl: Self declaration Certificate</p>	
8	<p>Financial standing of the bidder: Applicant has a net worth of Rs.50 lakhs.</p> <p>Enclose certificate issued by the Chartered Accountant of last completed financial year.</p>	
9	Permanent Account Number (PAN)-CARD	PAN No.
10	Copy of the Income Tax Return, last completed financial year duly acknowledged with Income Tax Deptt.	
11	Copy of ESI and EPF registration certificates	
12	<p>Copy of GST Certificate*</p> <p>*Applicant should not have opted for composite scheme under GST</p>	GST No.



OR

**Eligibility Criteria for selection of Service Provider for less than 10 Rooms (Category-B)**

No	Technical Criteria	Details
1.	Name and full address of the bidder with Telephone, e-mail & Fax Number(s) and Contact Person.	
2.	Details of <i>Empanelment Deposit</i> (Refundable) – Rs. 25, 000/- through DD/Banker's Cheque, in favour of IRCTC Ltd., payable at New Delhi.	
3.	Details of Processing Fee – Rs.1,000/- Rupees One Thousand, through DD/Banker's Cheque, in favour of IRCTC Ltd., payable at New Delhi.	
<b>Mandatory Criteria</b>		
4.	Status of the bidder: -  Proprietor/partnership firm/company incorporated as per Companies Act 1956 established for the purpose of running of hotel/lodging house/guest house etc. Please specify	
5.	Experience of at least One year of Operating/Managing hotel/guest house/lodging house of at-least 20 beds (01 bed is equivalent to one room - single/double/family etc and also equivalent to one bed of dormitory of guest house/lodging house)  <ul style="list-style-type: none"><li>• In case of Operating hotel/guest house/lodge, applicant is required to submit the copy of any currently valid license for hotel/guest house/lodging house issued by state government dating more than 01 year in the name of applicant or any other currently valid state/central government document/license issued in name of applicant clearly establishing operations of hotel/lodging/Guest house by the applicant for more than 01 year <b>for example:-</b> <ol style="list-style-type: none"><li>1. Fire Safety Certificate</li><li>2. Shop and Establishment Registration</li><li>3. Luxury Tax Registration</li><li>4. Star Classification Certificate</li><li>5. License to keep a place of public entertainment issued by State Police (Licensing Department)</li></ol></li><li>• In case of Managing hotel/guest house/lodge, applicant is required to submit the copy of any currently valid agreement/contract between the applicant and the operator of the hotel/guest house/lodge. Apart from this, applicant has to submit any one of the following currently valid state/central government document/license in the name of operator of the hotel/guest house/lodge:- <ol style="list-style-type: none"><li>1. Fire Safety Certificate</li><li>2. Shop and Establishment Registration</li><li>3. Luxury Tax Registration</li><li>4. Star Classification Certificate</li></ol></li></ul>	



	<p>5. License to keep a place of public entertainment issued by State Police (Licensing Department)</p> <p><b>(Above List is indicative only and not exhaustive)</b></p> <p><i>* Applicants, who are managing hotel/guest houses/lodge and get empanelled, will have to obtain required licenses in their name if they are finalized for operation of retiring room at railway stations.</i></p>	
6	<p>Turnover of at least Rs.50 lakhs in the last Financial Year of the applicant.</p> <p>**Enclose Audited Balance sheet and profit &amp; loss account of the last financial year duly certified by the Chartered accountant/ Published annual report</p>	
7.	<p>The capability to invest approximately Rs.25 lakhs for up gradation/ refurbishing of the premises of retiring rooms</p> <p>Encl: Self declaration Certificate</p>	
8	<p>Financial standing of the bidder: Applicant has a net worth of Rs.25 lakhs. Enclose certificate issued by the Chartered Accountant of last completed financial year.</p>	
9.	Permanent Account Number (PAN)-CARD	PAN No.
10.	Copy of the Income Tax Return, last completed last financial year duly acknowledged with Income Tax Deptt	
11.	Copy of ESI and EPF registration certificates	
12.	<p>Copy of GST Certificate*</p> <p>*Applicant should not have opted for composite scheme under GST</p>	GST No.



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/Proprietor whose annual turnover is exceeding Rs. 1 Crore 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.

**Note: -**

- 1) In case of any information submitted by the bidder 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 with forfeiture of Security Deposit and license fee including debarment for a period of 01 year.
- 2) IRCTC reserve the right to inspect applicant's establishments or through any other agency as notified by IRCTC.
- 3) IRCTC reserves the right to cancel the EOI process at any time without assigning any reasons.
- 4) The details, as required in "Annexure - A" may be given along with required supporting documents.
- 5) Incomplete EOI may be rejected.

I/We \_\_\_\_\_ do hereby declare that the entries made in the above "Annexure - 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 EOI does not guarantee allotment of License for Renovate, Operate and Transfer of Retiring Room complexes. 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 finalization of EOI or subsequent of award of license, IRCTC will have the right to summarily reject the EOI/bid, cancel the EOI/License or revoke the same with forfeiture of Security Deposit and licence fee including debarment for a period of 01 year at any time without assigning any reason whatsoever.

Dated:

SEAL

(Signature of the Applicant)

Name \_\_\_\_\_

Address: \_\_\_\_\_



## 8.0 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 Security 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 Security with the EOI application.
4. Applicants who have downloaded the EOI document from the IRCTC's website must submit the EOI Security along with the application.
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 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. EOI document must be submitted in the EOI box specifically marked for this purpose at IRCTC office.
9. No person other than the following 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 any of the office as indicated at Clause 8 A below.

### 8 A Submission of EOI

1. Applicant can submit EOI at any of the following IRCTC offices:
  - a) Corporate Office - 11th 12 th Floor, B-148, Statesman House, Barakhamba Road, New Delhi- 110001.  
**Nodal Officer – Shri B. Ramesh, +91 9731647606**
  - b) North Zone Office – Rail Yatri Niwas Building, New Delhi Railway Station Complex, Ajmeri Gate Side, New Delhi-110001.  
**Nodal Officer – - Shri Gaurav Goyal, +91 9717640680**
  - c) West Zone Office – 2nd Floor, New Administrative Building, Central Railway, CST Mumbai – 400 001.  
**Nodal Officer – Shri Pinakin Kantilal Morawala, +91 9004082809**
  - d) East Zone Office – Old Koilaghat Building (Ground floor), 3- Koilaghat Street, Kolkata – 700 001. Nodal officer – Sh. S.A.Karim - 9002040003





- e) South Zone Office – 6A, The Rain Tree Palace, No. 9, Mc Nichols Road, Chatpet, Chennai – 600 031.

**Nodal Officer – - Shri E S Calatchijean**

- f) South Central Zone Office – 9-1-129/1/302, 3rd floor, Oxford Plaza, Sarojini Devi Road, Secunderabad – 500 003.

**Nodal Officer – - Shri N.D.B. Rao, +91 9701360615**

2. Applicant should submit only one application and can apply at any of the above IRCTC office and short-listing will be valid for entire Indian Railways for renovation, operation and management of Retiring Room, subject to fulfillment of the EOI conditions.

## **9.0 EOI evaluation**

1. The experience and financial criteria of the bidding entity only shall be taken in to consideration for assessment and evaluation.
2. IRCTC will open the sealed envelopes and determine whether each application is 'responsive' to the Eligibility requirements of the EOI.
3. If any of the Eligibility criteria is not fulfilled, in any manner whatsoever, the application may be liable to be treated as non-responsive. The decision of IRCTC as to responsiveness of an application shall be final and conclusive and binding on the applicant and shall not be called into question by any applicant on any ground whatsoever.
4. IRCTC may conduct inspection of units/location to evaluate their fitness for empanelment.
5. 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 application and to reject any application which is non-responsive. However, no Bidder 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 Empanelment Process, to intervene in, any manner whatsoever, in the Empanelment Process.
6. 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 application that does not constitute a material deviation, and that does not prejudice or affect the relative position of any applicant, provided it conforms to all the terms, conditions of the empanelment 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 empanelment documents, IRCTC's rights or the Successful applicant obligations under the contract; or (iii) whose rectification would unfairly affect the competitive position of other Applicants, who are presenting responsive application.

**Signature of the authorized Signatory**

**Date and Place:**

**Name & Designation:**

**Name of the Applicant with seal**

