



2024/IRCTC/TSV/06/Aastha Special Trains/06

इंडियन रेलवे कैंटरिंग एवं टूरिज्म कॉर्पोरेशन लिमिटेड  
(भारत सरकार का उद्यम-मिनी रत्न)

13.02.2024

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.  
(A Govt. of India Enterprise-Mini Ratna)

"CIN-L74899DL1999GOI101707", E-mail : info@irctc.com, Website: www.irctc.com

2024/IRCTC/TSV/06/Aastha Special Trains/06

13.02.2024

M/s Satyam Caterers Pvt. Ltd.  
2/12, Ground Floor, Double Storey,  
Jangpura Extn., New Delhi - 110 014  
satyamocaterers@gmail.com  
Contact No.9993511135

Sub: Award of temporary license for Onboard Catering Services in Aastha Special prepaid Tourist Trains to Ayodhya without pantry/mini pantry car (Through TSV model)

Ref: Limited E-Tender no. 2024/IRCTC/TSV/06/Aastha Special Trains/06 opened on 13.02.2024.

In reference to the tender mentioned under reference, it has been decided to accept the Bid of M/s Satyam Caterers Pvt. Ltd. and award temporary license for onboard catering services in Aastha Special prepaid Tourist Trains to Ayodhya without pantry/mini pantry car (Through TSV model) for trains originating from stations mentioned below or takeover by new Licensee/Railways/IRCTC, whichever is earlier, purely on Adhoc Basis subject to terms and conditions enumerated in the tender document. The above award of temporary license is subject to the terms and conditions of bid document.

| 1  | 2   | 3    | 4  | 5   | 6   |
|----|---|------|--|---|---|
| SN | City jurisdiction of the Originating Stations | Zone | Service Charge in % of total catering bill value of round trip | Contract Value [(Total estimated catering bill value of round trip) X (quoted Service Charge in %) X (expected number of round trips)] (plus GST as per applicable rates) | SD @ 10% of Contract Value (as mentioned in column 5) |
| 1  | VRL (Veraval)                                 | WZ   | 0.5  | 10,08,000/-   | 1,00,800/-  |
| 2  | DHD (Dahod)                                   | WZ   | 0.5  | 8,87,040/-  | 88,704/-  |
| 3  | (DWK) Dwarka                                  | WZ   | 0.5  | 10,08,000/-   | 1,00,800/-  |
| 4  | (AK) Akola                                    | WZ   | 0.5  | 8,87,040/-  | 88,704/-  |
| 5  | (SUR) Solapur                                 | WZ   | 0.5  | 10,08,000/-   | 1,00,800/-  |
| 6  | (BPQ) Ballarshah                              | WZ   | 0.5  | 8,87,040/-  | 88,704/-  |
| 7  | SUNR (Surendranagar)                          | WZ   | 0.5  | 8,19,840/-  | 81,984/-  |

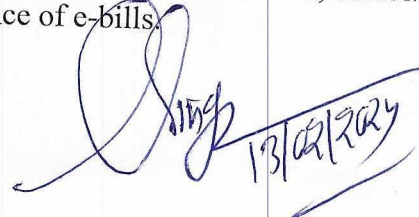
(A) You are required to submit acceptance of this Letter of Award (LOA) in the attached format with this letter along with Security Deposit within Two (02) Working days. Failure to submit Security Deposit as per schedule shall be treated as 'default' and action as contemplated in tender conditions shall be taken.

- (B) The Service Provider shall also submit details of en-route FSSAI certified kitchen, to concerned Zones, before commencing services.

Bank account details of IRCTC Concerned Zone is as under:-

|                |  |
|----------------|--|
| Account Name   | Indian Railway Catering & Tourism Corporation Ltd. |
| Account Number | 50200021704368                                     |
| Account Type   | Current  |
| Bank Name      | HDFC Bank  |
| Branch         | Dombivali (E), Thane                               |
| IFSC Code      | HDFC0000175  |
|                | **Cheques Will not be accepted                     |

- (C) Bills shall be submitted in concerned zonal office. Payment for on-board catering services shall be done by concerned IRCTC Zonal office to the Service Provider on the basis of the actual number of passengers served over the entire journey. The Service Provider shall submit bills for onboard delivery within 07 working days of completion of round trip along with certificates of Tour Manager cum guide for bills to be entertained.
- (D) Payment to service provider shall be made after retaining the GST composition of the above collection which is payable to GST authority to ensure statutory compliance, if any.
- (E) IRCTC shall make necessary statutory deductions of tax at source and any other deduction in respect of onboard catering services.
- (F) No payment will be made for second helping.
- (G) Service Provider will be paid 80% of the total amount due, within 07 working days of bill submission along with occupancy certificate issued by onboard Tour Manager cum guide post completion of round trip and remaining 20% shall be paid within 15 working days from the date of submission of Bills.
- (H) You are required to start the provision of catering services as per advise of IRCTC.
- (J) Before commencement of services, details of en-route FSSAI certified kitchen are required to be submitted to concerned Zones in enclosed format for acceptance letter.
- (K) Failure to accept Letter of award (LOA) of License or failure to submit Security Deposit within stipulated time, as advised by IRCTC shall empower IRCTC to initiate action as contemplated under Tender Document.
- (L) Supply/sale of Railneer is to be made in the train in terms of clause no. 2.9, 2.10 & 2.11 of Scope of Work of the tender condition.
- (M) At least (One) 01 no. of Hand held billing machines should be made available in the train for generation of e-bills and receipt of payment for PAD/Tea, coffee/PDW sale. No onboard sale to be made without issuance of e-bills.





(N) Violation of guidelines/directives issued by Government of India, MHA and IRCTC with regard to COVID-19, shall attract penalty provisions which may extend upto termination of contract.

(O) Award of license shall be subject to the final outcome of litigation, if any, pending adjudication before any Court/tribunal of Competent jurisdiction

(P) The terms & Condition of bid document shall form an integral part of this letter of Award.

This issues with approval of Competent Authority.

Kindly acknowledge the receipt of this letter.



(Satinder Kumar)  
Manager/Proc  
For GGM/Proc.

**Encl:- Tender Document**

**Copy :-**

- GGM/WZ - to provide date of commencement as per present train schedule.
- GM/Q - for kind information and necessary action please.
- GGM/MCS - for kind information and necessary action please.
- AGM/MCS - for kind information and necessary action please.
- AGM/Fin - for kind information and necessary action please.
- Central Control - for kind information and necessary action please.
- AGM-IT - for kind information and uploading on IRCTC Portal.

**Format for acceptance of award of temporary license  
(To be given on company/firm's letter head)**

**Group General Manager/WZ  
IRCTC/WZ**

**Sub: Award of temporary license for onboard catering services in aastha special prepaid tourist trains to ayodhya without pantry/mini pantry car (Through TSV model)**  
**Ref: Your office letter no. 2024/IRCTC/TSV/06/ Aastha Special Trains/06 dt. 13.02.2024.**

In reference to the above, I/we hereby convey my/our unconditional acceptance of the terms and conditions of the temporary license.

Security Deposit as per clause 2.1 of General conditions of license- section one **TO BE PAID AT CONCERNED IRCTC ZONE:-**

| Train no. | Security deposit | Total | Bank Details | Demand cheque/RTGS/NEFT Guarantee | draft/Bankers No./Bank |
|-----------|------------------|-------|--------------|-----------------------------------|------------------------|
|           |                  |       |              |                                   |                        |

Further, en-route FSSAI certified kitchen as under:-

| City jurisdiction of the Originating Stations* | Train no. | Service | Details of meal supply unit along with address | Name of contact person of the meal supply unit | Phone no. of contact person |
|--|-----------|---------|--|--|-----------------------------|
|  |           |         |  |  |                             |
|  |           |         |  |  |                             |
|  |           |         |  |  |                             |
|  |           |         |  |  |                             |

IRCTC or its authorized person or nominated agency is free to inspect the above premises as and when required.

I/We am/are ready to commence services in the above train as per IRCTC's advise.

**Signature:** \_\_\_\_\_


**M/s** \_\_\_\_\_

**Name of authorized person** \_\_\_\_\_

**Date** \_\_\_\_\_

**Place** \_\_\_\_\_

**Seal of the licensee** \_\_\_\_\_

  
13/02/2024