

REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR OPERATION AND MANAGEMENT OF ON-BOARD CATERING SERVICES IN RAJDHANI, SHATABDI, DURONTO, SUPERFAST AND MAIL/EXPRESS TRAINS ON INDIAN RAILWAYS

The Indian Railways are running a very large number of passenger carrying trains of different categories all over the country. On-board catering services are to be provided to the passengers as- per menu and rates prescribed by the Railways which includes Packaged Drinking Water, Welcome drink, Morning tea, Breakfast, Lunch, Evening Tea and Dinner. The Meals are both Veg. and Non-Veg.. In addition, the caterer would have to provide a-la-carte items, combo meals, and regional cuisine etc. Catering services, menu and rates are subject to revision by the Railways.

In case of late running of trains more than two (2) hours and other emergencies the caterer will provide additional catering services for which additional charges will be paid by the Railways.

Standard of Services:

The licensee is expected to provide on-board services of a high standard with regard to quality, hygiene and presentation as per menu, sector wise and service wise, prescribed. Adequate stock of crockery and cutlery will be maintained by Licensee. Meals duly packed should be picked up from **Base-Kitchens in covered containers, and will be served through staff of Licensee after adequate heating/cooling in the mini pantries.** For the passengers of Executives class, the services will be more personalized through trolleys and better quality crockery, cutlery, napkin etc. has to be ensured.

Service in Shatabdis and Rajdhani shall be done through trolleys. Better quality crockery, cutlery, napkin etc. has to be ensured.

Packaging conditions:

Crockery, cutlery, napery and service wares used on the train are required to be of good quality and to be specifically approved by the Railway. Railway reserves the right to prescribe packaging conditions from time to time. Railway logo should be prominently displayed.

Adequate infrastructure

The Licensee will be required to possess **adequate infrastructure for production and distribution of services at locations en-route suitable for ensuring satisfactory services and handling of food under hygienic conditions**. Railway will not provide any infrastructural support to the licensee.

However, in case space in railway premises is found feasible in consultation with railway administration, the same can be given to the licensee as per the prevailing instructions and rates specified by Railway Administration, for which prior approval and agreement with Railways is a must.

Firms/companies interested in providing above services are invited to submit Expression of Interest as indicated below along-with all supporting information and documents:

Eligibility Criteria

1. The firm should be registered/incorporated in India.
2. Should have minimum 3 (three) years or above proven track record in the field of Railways, Airlines, Institutional or Catering activity of similar nature in a reputed establishment.
3. The intending firms should have executed a single contract of Rs. 2 crore per annum or two contracts of Rs. 1 crore or more during at least two financial years. Out of the contract, cash realization should be more than Rupees one crores.

4. The firm should have at least 2 state- of- art mechanized ISO certificated Base Kitchens. Each Base Kitchen should be capable of serving at least 3,000 meals a day.
5. Valid PAN/Service Tax Registration with appropriate license from competent authority to run the service.
6. EPF, ESI and other statutory registration.
7. Food License/PFA license.
8. **Separate eligibility criteria is required for prestigious trains like Rajdhani, Shatabdi and Duronto trains.**
 - a) **For Rajdhani, Shatabdi and Duronto trains, the minimum annual turnover from Food and Catering should be Rs. 5 crores per annum.**
 - b) **For Superfast and Mail Express trains, the minimum annual turn over from Food and Catering should be Rs. 3 crores per annum.**

The following documents and information must be submitted along-with the Expression of Interest:

1. Company profile (background) including contact details (address, Telephone and Fax no., Email ID, details of branches, if any)
2. The status of the firm: Proprietary/Partnership/Registered Company/co-operative Society.
3. In case of Company – Please enclose Memorandum and Articles of Association along with certificates of incorporation, and date of commencement of business etc.
4. In case of Firm, registered under the Partnership Act 1932 – Please enclose details of partners alongwith certificate of registration, details of their business and partnership deed etc. duly attested by Notary.
5. Financial standing of the bidder – Net Worth and Solvency Certificate issued by the competent authority i.e. by a practising Chartered Accountant.

6. Copy of the Audited Profit & Loss Account and Balance Sheet of last two years be enclosed.
7. Major Clients and Details of Contracts of similar nature executed in the last 3 (three) years.
8. References of at least three (3) reputed companies/institutions /firms/clients who are familiar with the firm and have experience with the company.
9. General Organizational capability and resources e.g. company's staffing, equipment, years of the company's experience in the field of catering services supported by verifiable documents/reference letters.
10. Details of catering establishments and base kitchens with address, phone numbers, contact numbers of above establishments. Railways reserves the right to inspect the establishments & base kitchens.
11. Details of in-house hygiene and food safety arrangements and good management practices
12. The tenderer must indicate their location of business interest in the Railways – like a Zonal Railway, or a region like Western, Southern, Northern, Eastern etc.
1. Tenderer has to submit a certificate of Ethical Practices as under:

<p><u>Certificate of Ethical Practices</u></p> <p>I. I/We assure the Railways that neither I/We nor any of my/our workers will do any act/s, which are improper/illegal during the execution of the contract awarded to us.</p> <p>II. Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities/practices in my/our dealing with the Railways.</p> <p>III. I/We will have no conflict of interest in any of our works/contracts at the Railways.</p>

2. A brief write-up to be provided by the firm as how they plan to provide catering services on different category of trains like Rajdhani/Shatabdi/Duronto/Superfast and other Mail/Express trains.

In case the caterer is an existing licensee of the Railway, the following information should be provided:

- Existing present holdings of the firm over Indian Railways.
- Affidavit duly notarized as per the attached proforma at Annexure A
- Details of licenses held in Railways.

The Expression of Interest (EOI) complete in all respects with stipulated documents, should be submitted addressed to Chief Commercial Manager/Catering, Headquarters Office, Baroda House, New Delhi in a sealed cover by super scribing the envelope with 'EXPRESS OF INTEREST (EOI) FOR SHORT TERM OPERATION AND MANAGEMENT OF ON-BOARD CATERING SERVICES IN RAJDHANI, SHATABDI, DURONTO, SUPERFAST AND MAIL/EXPRESS TRAINS ON INDIAN RAILWAYS'

All papers of the Expression of Interest (EOI) should be signed and stamped by the authorized signatory of the company/firm.

The Expression of Interest should reach the above address on or before 11:00 AM of 25.10.2010, and will be opened on the same day in the Committee Room, Headquarters Office, Baroda House, New Delhi at 3:00 PM. The representatives of the firms are welcome to be present at the opening of the Expression of Interest.

The Expression of Interest received after the last date and time shall not be entertained. Railways shall not be responsible for postal delay loss.

For clarifications, if any, please contact Dy. Chief Commercial Manager/Catering, Northern Railway, Baroda House, New Delhi (Telephone no. 9717630978) on any working day (Monday to Friday) between 10 AM to 6 PM.

The Railways shall pre-qualify interested companies/Firms/Organizations. Pre-qualification shall be based on such criteria as Capacity of the Firm/Company

pre-eminence and past performance in the business, financial strength & stability and reference. After completion of the pre qualification process, Railways will notify the short listed Firms for issuing the Tender Documents.

Railways reserves the right to inspect the Caterers Work-Sites by the nominated officer of Railways, if required.

The EOI does not constitute a solicitation. Railway reserves the right to change or cancel the requirements at any time during the Expression of Interest process.

Railway reserves the right to accept or reject any Expression of Interest (EOI) without assigning any reason and any liability or any obligation to inform the effected firms ground for Railway's action is not binding.

Affidavit

(To be submitted on non-judicial stamp paper of Rs,10/-)

1. I, _____ s/o _____ r/o _____
furnishing this affidavit in my capacity as an individual/partner of firm
_____ Director of Body Corporate _____ and
solemnly affirm and state as under:
2. That I/we hold as on date catering licenses on Indian Railways:

Unit	Details
Mobile units including Durgam, Rajdhani/Shatabdi and other Superfast and Mail/Express trains	
Multi-cuisine Food Plazas/Food courts	
Refreshment Rooms/Restaurants at class 'A' station	
Single outlet Fast Food Counters	

VERIFICATION

Verified at _____ on this _____ day of _____ 2010, that the contents of the above affidavit are true and correct to my knowledge, no part is false and nothing material has been concealed there from. I further declare that I am duly authorized to make this affidavit.

Place:

DEPONENT
On behalf of
