

South Eastern Railway

**EXPRESSION OF INTEREST FOR SHORTLISTING BRANDS/CATERING PRODUCTS
PROPRIETARY ARTICLE DEPOT (PAD) AT LICENSEE RUN MINOR STATIC CATERING UNITS
OVER SOUTH EASTERN RAILWAY.**

No. Catg. /Short listing/PAD/02

Date- 24/02/2025

Applications are invited in the prescribed format from the interested manufacturer companies/firms for short listing/registration of the following catering products:

Proprietary Articles Depot (PAD) items: Through licensee operated minor static catering & MPS units.

The application form may be downloaded from the Railway website i.e. www.ser.indianrailways.gov.in-> and the same can be submitted along with a Demand Draft of **Rs.2800/- (Rs.2500/- + 300 GST @12% of TDC)** only issued in favour of PFA, South Eastern Railway, Kolkata, payable at Kolkata, towards the cost of application form, failing which the application will be summarily rejected.

Application form may also be collected from Office of PCCM, South Eastern Railway, Kolkata (Catering Section) at New Administrative Building, 11, Garden Reach Road, Kolkata-700043 on payment of **Rs. 2800/- (Rs. 2500/- + 300 GST @ 12% of TDC)** through Demand draft issued in favour of PFA , South Eastern Railway, Kolkata payable at Kolkata.

Documents required for evaluation and short listing of applications will be as under: -

- Details of firm viz. proprietorship/ Partnership/Private Company/Public Ltd. Company/Co-operative/SSI. (Copy of the Incorporation Certificate, Partnership deed, Memorandum of articles & Articles of Association as applicable etc. to be enclosed.)
- Applicant's turnover during last Three (03) financial year as per category of product.
- Valid license of FSSAI/Health Trade license.
- Test report of the products to be shortlisted, from Government approved lab.
- Details of distribution network along with the name, contact details of local distributor and the approximate capacity of stock delivery that can be handled.
- Solvency certificate to be issued from a scheduled bank based on total turnover of last financial year i.e. 2023-24.
- PAN and GSTIN certificate of the manufacturing firm.
- Trade Mark Certificate of the manufacturer.
- The product must conform to the quality standards prescribed by FSSAI/BIS.
- Offered brand/product must be from reputed, authentic and popular brand/Company.

The application forms duly filled up along with requisite documents should be dropped in the designated Box kept in the Catering section at 2nd floor in the Office of the Principal Chief Commercial Manager, South Eastern Railway, NAB, 2nd Floor, 11 Garden Reach Road, Kolkata-700043 , latest by **25/03/2025** till 14:00 hrs. by hand or through registered post to Chief Commercial Manager/(PS & Catg.), at Office of Principal Chief Commercial Manager, NAB, 2nd Floor, 11 Garden Reach Road, Kolkata-700043, with the condition that the same should be received latest by **25/03/2025** till 14:00 hrs. Applications received later to **25/03/2025** till 14:00 Hrs will be summarily rejected. For any clarifications the following person may be contacted:

Sri. Sayan Bhattacharjee, Chief Catering Inspector/HQ/SER
Mob. No. 8016080984

Dy. Chief Commercial Manager (PS)/S.E.R.

A pre-bid meeting for the clarification of doubts has been organized and will be held in PCCM's Meeting Room at New Administrative Building, 2nd Floor, 11, Garden Reach Road, Kolkata-700043 on 04/03/2025 at 16:00 Hrs.

GENERAL TERMS AND CONDITIONS:

1. This form may be downloaded from www.ser.indianrailways.gov.in→EOI → Passenger Service and Catering→Commercial→Department and must be sent to this office with a Demand Draft of Rs.2800/- (Rs.2500/- + 300 GST @12% of TDC) otherwise application will not be considered. The Demand Draft should be in favour of PFA, South Eastern Railway, Kolkata. **The application fee paid will not be refunded under any circumstances.**
2. Application form may also be collected from Office of PCCM, South Eastern Railway, Kolkata (catering section) on payment of **Rs.2800/- (Rs.2500/- + 300 GST @12% of TDC)** through Demand draft issued in favour of PFA, South Eastern Railway, Kolkata payable at Kolkata.
3. The application forms duly filled up along with requisite documents should be dropped in the designated Box kept in the Catering section at 2nd floor in the Office of the Principal Chief Commercial Manager, South Eastern Railway, NAB, 2nd Floor, 11 Garden Reach Road, Kolkata-700043, latest by **25/03/2025** till 14:00 Hrs by hand or through registered post to Chief Commercial Manager/(PS & Catg.), at Office of the Principal Chief Commercial Manager, South Eastern Railway, NAB, 2nd Floor, 11 Garden Reach Road, Kolkata-700043, with the condition that the same should be received latest by **25/03/2025** till 14:00 Hrs. Applications received later to **25/03/2025** till 14:00 Hrs will be summarily rejected. A pre-bid meeting will be held in PCCM's Meeting Room at New Administrative Building, 2nd Floor, 11, Garden Reach Road, Kolkata-700043 on 04/03/2025 at 16:00 Hrs.
4. The application should be submitted in sealed cover super-scribed with the EOI Notice No. **/Catg./Short listing/PAD/02 dated 24/02/2025 addressed to Chief Commercial Manager/PS&Catg., South Eastern Railway. The envelope should contain the name and full address of the applicant.**
5. Brand and Category of product is required to be mentioned in the space provided in the application form, for which short-listing for supplies to licensee units is sought. Each form is valid for one category of product only. Applicant should sign along with official seal of the company on **all** the pages of application and annexures.
6. Maximum 5 products of a single category under PAD items will be considered for approval under a single application. However, it must be ensured that registration fee is required to be deposited for each product separately. There is no need for depositing of registration fee and security deposit along with the applications. The forms submitted will be scrutinized and the registration fees will be intimated to the successful firms once the firms are found suitable for shortlisting. The application of the firms that fails to deposit the registration fees and the security deposit within the stipulated due date are liable to be cancelled. For details of Registration fee may please refer **Eligibility Criteria at Item No 33.**
7. Multiple applications (with specified fees) are acceptable from a single firm for short-listing of more products.
8. For SSI Units/Self Help Group, the criteria for minimum sales turnover and 2 years manufacturing experience may be relaxed at the sole discretion of Competent Authority of South Eastern Railway. However, the applicant should be Income Tax payer and registered under GST. Necessary document in this regard to be enclosed with application in order to avail relaxation. "The entity should be registered for the similar work under the MSE registration."

9. Preference will be given to manufacturing units holding ISO 22000-2018 (Food Safety Management System) certificate from accredited agencies nominated by the Food Safety and Standards Authority of India.
10. To promote the sale of milk and milk products of reputed Government Societies registered under NCDFI (National Co-operative Dairy Federation of India) registration fee may be exempted (Registration certificate to be submitted). However, the applicant must have valid FSSAI/ISI etc. certificate as the case may be.
11. Availability of brand should be ensured in all major stations over the four Divisions viz. Adra, Chakradharpur, Kharagpur and Ranchi over South Eastern Railway.
12. Information desired in application form are essential, applicants must comply with the corresponding query. If the space provided is not sufficient the applicant may attach extra sheet(s). Applicants should fill all fields, if the field is not applicable, write 'Not Applicable'.
13. All the details must be given along with required supporting documents self-attested by the applicant. This office may call for the original documents for verification purpose.
14. Railway Administration reserves the right to reject any application at any point of time without assigning any reason whatsoever.
15. South Eastern Railway's decision on Short-listing of applicants shall be final and binding.
16. The registration will be valid for three (3) years. After completion of 1st & 2nd year, performance will be reviewed by Railways. Railway Administration reserves the right to extend the registration beyond 3yrs in case of non-finalization of allotment of further registration. In all such cases, licensee has to pay the proportionate registration fee for the extended period, failing which no extension will be permitted. The extension may be given by Railways on satisfactory performance and fulfilling of laid down terms and conditions. The application for the extension has to be made at least 45 days before expiry of the validity period along with all the documents as mentioned in this document. The policy guidelines issued by Railway Board from time to time will be applicable.
17.
 - (i) A non-refundable one-time Registration Fee along with GST @ 18%, as mentioned in **Item no. 33** for items, has to be deposited after the firm has been shortlisted, in the form of Demand Draft drawn in favour of PFA, South Eastern Railway, Kolkata. Applicable GST @ 18% is payable with registration fees.
 - ii) An additional amount of 10% of the registration fee as Security Deposit is also to be submitted along with the registration form through a separate Demand Draft drawn in favour of PFA, South Eastern Railway, Kolkata payable at Kolkata. The Security Deposit amount will be retained with South Eastern Railway during the tenure of the contract and will be refunded without interest after the successful completion of the tenure after obtaining NO DUES certificate from all concerned.
18. For PAD Items (pre-packed Food), the applicant should produce the analysis report as per Food Safety and Standards (Food Products Standards and Food additives)

Regulation 2011 from any FSSAI's accredited laboratory and submit the 'label' of each product to verify under Food Safety and Standards (labelling and display) Regulations 2020, Food Safety and Standards (Packaging) Regulations 2018, Food Safety and Standards (Advertising and Claims) Regulations 2018, Food Safety and Standards (Prohibitions and Restrictions on Sales) Regulations 2011 and other Regulations.

19. The MRP/weight of the product should be at par with the MRP/weight of same product available in the local market, under any condition.
20. South Eastern Railway reserves the right to collect samples of the products and get them examined in the appropriate laboratory and also inspect the production facilities, as and when it deemed necessary.
21. In case the validity of any of the FSSAI/BIS certificate expires during the short listing process or during the currency of the permission period, the company should submit the renewed/new certificate issued by the concerned authority before the expiry of the certificate. If the certificate is not readily available before the expiry of the due date, the firm has to submit a declaration that the specific document has been applied for. In all cases, the renewed document has to be submitted to this office within 1(ONE) month of the expiry of the document. If the renewed document is not produced within the specified period, approval for the remaining period will be withdrawn with immediate effect upon expiry of one-month period. The renewal of the permission for the remaining period of registration upon production of the renewed document is the sole discretion of South Eastern Railway. No refund of registration fees or extension of registration period, within which the firm was barred from supply of products, will be accorded in the cases where the registration of the firm has been renewed.
22. In case the applicants want to make available its short-listed brand through franchisee operation, it will require prior approval of Railway Administration i.e. the details of franchisee operation along with requisite documents as detailed in **Annexure-II** along with MOU with franchisee to be submitted along with this application.
23. South Eastern Railway Administration reserves the right to take punitive action in case deficiencies noticed in service, failure of samples etc. by imposing fine as decided by the Railway Administration/appropriate authority as the case may be and also termination of Registration. In case of termination, the registration fees and the security deposit will be forfeited by Railway Administration.
24. If any information or papers submitted by the applicant is found to be materially false, or there is any breach of the terms and conditions, the application of the product for short-listing is liable to be rejected and short listing (if already done) be treated as cancelled from that date. In that case the registration fee along with security deposit will also be forfeited. In such case the firm is liable to be barred from participating in any shortlisting procedure over Indian Railways.
25. South Eastern Railway reserved the right to float subsequent EOIs for the same category of products during the tenure of this instant EOI as per its discretion. South Eastern Railway also reserved the right to cancel the EOI as per its discretion without assigning any reason whatsoever. However, registration fees paid, if any, may be refunded on pro rata basis.
26. The details of the shortlisting with any other Railway or IRCTC has to be submitted along with the documents.

27. South Eastern Railway does not guarantee the quantum of sale of the products shortlisted through this EOI.
28. Interested applicants may remain present at the Railway office at the closing time of application and during opening of designated box.
29. Railway administration reserves the right to include/modify/delete any of the clauses of agreement on mutual consent. The Empanelled Supplier shall comply with any other instructions issued by South Eastern Railway from time to time.
30. In case the applicant suffers any loss on account of his being restrained by South Eastern Railway or any competent authority for indulging in illegal activities or any contravention of any law or rejection of application for empanelment through this EMPANELMENT FORM process, he shall not be entitled to any compensation whatsoever.
31. Laws of the Republic of India shall be applicable to this Empanelment form and subject to the Jurisdiction of Courts situated at Kolkata only.
32. Empanelled parties shall also be required to intimate the changes in packaging or introduction in advance, before implementing by this office.

Affidavit: - The applicant has to submit an Affidavit in original on Rs. 100/- non judicial stamp paper duly notarized, as per enclosed Performa (Annexure-III) from proprietor/partner /authorized person indicating that The Firm has not been banned/blacklisted/debarred by IRCTC, any other Zonal Railway, Ministry of Railways or any other Government Department. The affidavit should mention following along with other details:-

“The fact/statements mentioned in the Application and Documents submitted with the Application are genuine and true. If Railway Administration finds any fact/statement/documents fake or wrong, at any point of time my application may be rejected and suitable penalty including termination of registration, black listing, banning and debarring may be imposed including forfeiture of registration fees and security deposit already deposited to Railway Administration.”

33. Eligibility Criteria: The eligibility criteria to participate in this EOI is as follows: -

The firm should have requisite turnover for the last three financial year i.e. 2021-22, 2022-23 & 2023-24 (to be supported by Income Tax returns for the last 3 years duly certified by Chartered Accountant as indicated in table below, from sale of Food & Beverage items and from the sale of specific brand, for which Short-listing is sought, -

Sl. No.	Name of the Product and Quality Standards	Turnover per annum from sale of F&B items. (in Crores of Rs.)	Turnover per annum from the sale of the specific brand (in crores of Rs.)	Registration fee (in Lakhs of Rupees) + GST applicable @18%	Security Deposit @ 10% of Registration fee (Refundable on satisfactory service)
1.	ICE CREAM/FROZEN DESSERT Must comply with FSSAI standards	Rs.10.00	Rs.02.00	Rs. 01.00	Rs. 10,000/-
2.	AERATED DRINKS GLASS/PET BOTTLES & CANS Must comply with FSSAI standards	Rs.30.00	Rs.05.00	Rs.03.00	Rs. 30,000/-
3.	BISCUITS Must comply with FSSAI Standards.	Rs.08.00	Rs.02.00	Rs.01.00	Rs. 10,000/-
4.	TETRA PACKED/PET BOTTLES/CANS – FLAVORED MILK/MILK PRODUCTS Must comply with FSSAI standards.	Rs.05.00	Rs.01.00	Rs.01.00	Rs. 10,000/-
5.	TETRA PACKED/GLASS/PET BOTTLES/CAN- FRUIT JUICE Must comply with FSSAI standards	Rs.05.00	Rs.01.00	Rs. 01.00	Rs. 10,000/-
6.	TETRA PACKED/PET BOTTLES/CANS-FRUIT DRINKS/NON-AERATED DRINKS/ COCONUT WATER/NIMBU PAANI ETC. Must comply with FSSAI Standards	Rs.05.00	Rs.01.00	Rs. 02.00	Rs. 20,000/-
7.	CAKES Must comply with FSSAI standards	Rs.05.00	Rs.01.00	Rs. 02.00	Rs. 20,000/-
8.	NAMKEENS Must comply with FSSAI standards	Rs.05.00	Rs.01.00	Rs. 01.00	Rs. 10,000/-
9.	CHIPS Must comply with FSSAI standards	Rs.05.00	Rs.01.00	Rs. 01.00	Rs. 10,000/-

10.	DRY FRUITS (Packed in sealed containers) (All varieties in smalls packs) must comply with FSSAI standards	Rs.02.00	Rs.00.50	Rs. 01.00	Rs. 10,000/-
11.	SWEETS – (Packed in sealed boxes and cans.) Must comply with FSSAI Standards.	Rs.5.00	Rs.01.00	Rs. 01.00	Rs. 10,000/-
12.	HOT AND COLD PREMIX BEVERAGES (Must comply FSSAI standard)	Rs. 2.00	Rs. 1.00	Rs. 01.00	Rs. 10,000/-
13.	CHOCOLATES AND CONFECTIONERY (including energy bars, chewing gums etc.) (Must comply FSSAI standard)	Rs.02.00	Rs.00.50	Rs. 01.00	Rs. 10,000/-
14.	READY TO EAT FOODS (Must comply FSSAI standard)	Rs.05.00	Rs.01.00	Rs. 01.00	Rs. 10,000/-
15.	BABY FOOD (Must comply FSSAI standard)	Rs. 2.00	Rs. 1.00	Rs. 01.00	Rs. 10,000/-
16.	BAKERY ITEMS (Must comply FSSAI standard)	Rs. 2.00	Rs. 1.00	Rs. 01.00	Rs. 10,000/-

Note:-

- i) In case, the company is manufacturing only one brand, then turnover from sale of F&B items should be fulfilled.
- ii) The company/firm should be registered for manufacturing and selling similar products in India.
- iii) The company/firm should possess at least 2 years' experience, of manufacturing the product in India.
- iv) The company/firm should possess valid license (Health/Trade License/ISI etc.) issued by competent Government Authority.
- v) The Brand, for which Short-listing is sought, should be registered in India.
- vi) The Company/Firm should enclose copy of all relevant documents, in support of requisite information in SRF, along with balance sheet and P&L account of last three completed financial years (2021-22, 2022-23& 2023-24) duly certified by Chartered Accountant.
- vii) The bakery items must be individually packed containing the requisite details such - as batch number, manufacturing date, date of expiry, FSSAI number etc. The sample packaging of the items have to be got approved by this office before, commissioning of service to the units.
- viii) The firms applying for empanelment for the items no. 12 and item no. 14 must make provisions for potable hot water and food grade cups/bowls that may be required for the sale of the products.

Application Form

Application form for short listing of products under..... (Category of Product) submitted by
..... (Name of Company)

Sl. No.	Particulars	Details			Encl as Page.
1.	Name of Brand(s) (Enclose copy of certificate for registration of the brand)				
2.	Name of Product(s)				
3.	Name and full address of the Manufacturer of the brand with telephone, email address & Fax Number (Use extra sheet if required)	Office:			
		Plant/Factory			
4.	Status of applicant – proprietorship/ partnership/Private Company/Public Ltd. Company/Co-operative/SSI. (Copy of the Incorporation Certificate, Partnership deed, Memorandum of articles & Articles of Association as applicable etc. to be enclosed.)				
5.	Applicant's Turnover per annum from sale of Food & Beverage items, for the last two completed financial years – As per Item no. 33 (Enclose Audit report with Balance Sheet & P&L Account, duly audited by a CA or enclose a published report)	Financial Year (2021-22)	Financial Year (2022-23)	Financial Year (2023-24)	
6.	Applicant's Turnover per annum from the Specific brand(s), for which Short-listing is sought, for the last two completed financial years- As per Item no. 33 (Enclose a certificate from a Chartered Accountant, specifying turnover from brand(s) also give CA's no and email).	Financial Year (2021-22)	Financial Year (2022-23)	Financial Year (2023-24)	
7.	Valid license issued by Competent Authority – Health Trade License/FSSAI/ISI etc. (Enclose attested copy of the license)				
8.	i. Test report from a Govt., approved/NABL Accredited laboratory, not older than 06 months, certifying that the product(s) is/are fit for human consumption for food items and that the product confirms to specifications and standards as per BIS norms mentioned in Item no. 33. If the certificate expires during process of short listing, the fresh certificate is required to be submitted on demand of Railway Administration. (Attested copy of Test reports for all brands and variety to be submitted). ii. The test report submitted should be as per the sequence of brand applied for.				

9.	Details of Station/regional distribution network: Applicant should have Distribution Network at all major stations over South Eastern Railway (Details should be submitted in a declaration form on letter head of applicant).						
10.	Documents to be submitted by SSI (Small Scale Industries) Units: i) Certificates issued by NSIC (National Small Scale Industries Corporation Ltd) for registration as SSI Unit, to manufacture the particular Brand of F&B item (Enclose attested copy of registration). ii) Performance report/Purchase Orders of various supply orders executed, through DGS&D, other Organisation(s) of Reputation. (Attested copies to be submitted).						
11.	Solvency Certificate issued from a Scheduled Bank based on last Financial year 2023-2024.						
12.	Details of the testing facilities available in the factory/plant. (Please specify in-house/outsourced facilities).						
13.	Permanent Account Number (PAN). (Enclose attested copy).						
14.	GSTIN number (Enclose copy of the GSTIN certificate)						
15.	Affidavit of the applicant (To be submitted in original on Rs.100/- non judicial stamp paper, duly notarized).						
16.	Certificate of Trademark Registration						
17.	Specification of the product(s) with a declaration that the MRP/weight of the product should not be higher/lower.						
	Item	Flavour	Colour	Weight	Dimensions		M.R.P.
					Unit packing	Packing size for supply	
18.	Details of Supplies made during the last Two Years (2022-23 & 2023-24) (Enclose copy of orders)						

Note: -It is mandatory that the applicant should itself be the Manufacturer, Brand owner and should possess valid certificate for manufacturing of related items as per specification

Annexure – II**DETAILS OF FRANCHISEE OPERATION**

Sl. No.	Particulars	Details
1	Name and full address of the franchisee with telephone & fax number of office as well as factory	
2	Manufacturing capacity of units	
3	Firms/Companies registration certificate (Enclose attested copy of the registration certificate / MOA)	
4	Details of BIS license	License No.
	(Enclosed attested copies)	Date of initial allotment
		Valid up to
5	FSSAI (Revised) license valid up to (Enclose attested copy)	
6	Attested copies of Test report showing all parameters (Enclose)	
7	Government approval certificate of the lab in which packaged drinking water was tested to confirm to BIS as mentioned in Annexure-I. (Enclose attested copy)	
8	Specify the area / division/stations for which Franchisee will operate	
9	Permanent Account Number (Enclose attested copy)	
10	GSTIN Registration no. (Enclose attested copy of the GSTIN Registration Certificate)	
11	Excise duty registration no. - If applicable. Please specify if the product is exempted(Enclose attested copy of the Registration certificate)	
12	Affidavit of the franchisee that he has not been banned / black listed by IRCTC or Railways or any other Govt. Authority. (To be submitted in original on Rs.100/- non judicial stamp paper, duly Notarized)	

Date: _____

Signature: _____

Name: _____

Designation: _____

(Rubber Stamp)

VERIFICATION

- 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 it are correct, complete and truly stated and also that we shall be bound by the acts of my/our duly constituted attorney.
- It is certified that this is not a tender form but a review for short listing of brands of items for Minor Catering units under South Eastern Railway only.
- Samples of the product are also required to be sent as & when demanded for short listing, free of cost to this office.
- If any information or papers submitted by our firm/company is found to be materially false, the application of our product for short-listing is liable to be rejected and short listing (if approval done) be treated as cancelled from that date. In that case the registration fee is also liable to be forfeited. In such a scenario, our firm is liable to be debarred from participating in similar exercise over Indian Railways and IRCTC.

The following person(s) may be contacted for any information or clarifications relating to this Registration Form:

Name

Designation:

Telephone:

Mobile:

E-mail:

Dated:

(Signature of the Applicant)

SEAL

Address: _____

Affidavit

(Self Declaration Form to be submitted on Non-Judicial Stamp Paper of Rs-100)

1. I _____ S/o _____ residing at _____
solemnly affirm and declare that:

(a) I/We am/are solvent.

(b) There are no pending dues to Railway from me/us.

(c) I /We have not been debarred from participation in tenders by any Zonal Railway/IRCTC/any other Government authority.

(d) I/We have not been convicted any criminal case and there is/are no case /cases pending for criminal activity in any court of law.

2. Further I/We am/are aware that if any of the declarations made by me above beings found to be incorrect / false either before or after the award of license shall be treated as "Material Breach" and would result in rejection of the bid or termination of the license as the case may be and I/we will be debarred /blacklisted from participating in future allotment of catering units on any Zonal Railway/IRCTC.

Seal

(Signature of the Bidder)

Date: _____

Name:

Address:

To be attested by notary public



FORM NO: _____

RECEIPT NO: _____

**Principal Chief Commercial Manager Office, South Eastern Railway
11, Garden Reach Road, Kolkata-43.**

SUPPLIER REGISTRATION CERTIFICATE

Application for supply of Catering products (PAD) for other than IRCTC controlled Catering Units

M/S. _____

Tel/Mobile _____

E MAIL -----

Details of Demand Draft

1. _____

2. _____