

SOUTHERN RAILWAY WOMEN'S WELFARE ORGANISATION
TIRUCHCHIRAPPALLI DIVISION

No. T/P.721/SRWWO/RHGOC/Canteen/2025

Tiruchchirappalli.
Dated 04.11.2025

CALLING OF TENDER TO OPERATE SRWWO CANTEEN LOCATED AT
OPPOSITE TO RAILWAY HOSPITAL, GOLDEN ROCK.

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The undersigned invites Sealed Tender Under two single packet system on behalf of The President, SRWWO, Tiruchchirappalli from the reputed/professional caterers for running the Southern SRWWO Women's Welfare Organisation Canteen situated opposite to SRWWO Hospital/GOC, for a **period of Three (03) years w.e.f. 02.12.2025** on monthly rental basis. The success full tenderer has to pay the **Security Deposit of Rs.1,00,000/-** for the entire duration of the License.

S.No	Name of the Contract	Location	Minimum monthly rent in Rs.
01.	SRWWO Canteen	Opposite to RH/GOC	92,435/-

The Tender form can be obtained from the Office of the Divisional Personnel Officer, Southern Railway, Tiruchchirappalli Division during the working hours between 10.00 hrs to 17.00 hrs on all working days (from Monday to Friday).

The Tender Form can also be downloaded from the website **<https://pbtpj.in/srwwo/tender/canteen.php>**.

Separate sealed Tender should be submitted for each unit in the cover superscribed as "Tender for License to run SRWWO Canteen at GOC opposite to Railway Hospital". SRWWO reserves the rights to accept or reject any or every tender without assigning any reason. For further details, please contact the office of the undersigned on any working day.

Last date for submission of Tender is: 26.11.2025(10.00 to 11.00 hrs)

Time & date of Tender Opening is on:- 26.11.2025 at 11.30 hrs.



Sonal Singhal
The Secretary
SRWWO/TPJ



INSTRUCTIONS TO BIDDERS

General Conditions of Bidding

1. SRWWO is desirous of receiving Bids for the award of License to the highest eligible bidder, who satisfy the evaluation criteria of SRWWO. Each Bidder (individually) is eligible to submit only one Bid for the award of License.
2. The Bid should be furnished in the format enclosed as Annexure with the documents specified in the Bidding Document.
3. The bid document has to be provided with page number and the bidders are to sign on all the pages of Bid Document.
4. The Bidder should submit a Power of Attorney as per the format enclosed as Annexure, authorizing the signatory of the Bid to commit the Bidder.
5. The Bidder shall pay security deposit of Rs.1,00,000(Rupees one lakh) in the form of Demand Draft issued by any Nationalized Bank. The demand draft shall be drawn in favour of "**Southern Railway Women's Welfare Organisation**" and payable at Tiruchirappalli. SRWWO shall not be liable to pay any interest on the Security Deposit.
6. The validity period of the demand draft, shall not be less than 90 days from the Bid Due Date, and may be extended as mutually agreed between the SRWWO and the Bidder from time to time.
7. Any condition or qualification or any other stipulation contained in the bidding documents shall render the Bid liable to rejection as a non-responsive Bid.
8. Any information contained in the Bid shall not in any way be construed as binding on SRWWO, but shall be binding against the Bidder, if the License is subsequently awarded to it on the basis of such information.
9. SRWWO reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any or all Bid(s) without assigning any reasons.
10. Any corrigendum has been issued to bid notice, the corrigendum page must also be submitted along with the bid document.
11. The bidder is fully responsible for all the information/details furnished in the bid document submitted by him. SRWWO reserves the right of rejecting the bid without assigning any reason if it is found that the bidder has given wrong information/details in the bid document at any time either before or during the finalization of the bid. If **SRWWO finds that the bidder has obtained the license by giving wrong** information/details in the bid document, SRWWO has the right to annul the license and terminate the license agreement treating the same as material breach of contract.

Brief description of the Bidding Process

1. SRWWO has adopted a system of inviting sealed bid on Open, competitive, single stage single packet system, (the "Bidding Process") from experienced and reputed food and catering service providers for "**Provision of Catering Services in SRWWO Canteen, Opposite to Railway Hospital, Golden Rock**" for selection of the Licensee for the award of License. It is clarified that Price Bid /Offer of only those Bidders shall be considered who qualify and get short-listed by SRWWO.
2. Bidders would be required to furnish/submit all the information specified in this Document.
3. The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bidding Process. SRWWO will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

Sonal Singh



4. Prior to making the Bid, Bidders must examine the all tasks in relation to rendering of desired services under the License and to carry out, at their cost, such studies/analysis, as may be required for submitting their respective Bids for award of the License.
5. SRWWO reserves the right to accept or reject any Bid, to cancel or modify the process or any part thereof or to vary any of the terms and conditions, and/or to annul the Bidding Process and reject all Bids, at any time during the Bidding Process, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for SRWWO's action.
6. Bids with alterations, overwriting, usage of whitener etc. shall be rejected.
7. If the highest bidder (H1) withdraws or fails to take up or to start the contract, he will be debarred from participating in catering contracts of SRWWO for Three (03) years.

Sealing and Marking of Bids

8. The Bidder shall submit the Bid in the format specified at Annexure, together with the documents specified in Tender Conditions, and seal it in an envelope and mark the envelope as "BID".
9. The BID shall contain all documents specified in Tender Conditions, including:
 - (i) Bid in the prescribed format along with Annexes and all the relevant supporting documents cited in the Tender Conditions,
 - (ii) Power of Attorney for signing the Bid as per the format at Annexure A/6 Section B;
 - (iii) Copy of Memorandum and Articles of Association, if the Bidder is a Company and if a Partnership Firm then a copy of its Partnership Deed.
 - (iv) Copies of Bidder's balance sheet and profit and loss account for the preceeding three (03) years duly audited by Chartered Accountant.
10. Each of the envelopes shall clearly bear the following identification: "Provision of Catering Services in SRWWO Canteen, Opposite to Railway Hospital, Golden Rock", and shall clearly indicate the name and address of the Bidder. In addition, the Bid Due Date should be indicated on the right hand corner of each of the envelopes.
11. Each of the envelopes if sent by registered post or couriered shall be addressed to:

ATTN. OF	:	No. T/P 721/SRWWO/RHGOC/Canteen/2025
DESIGNATION	:	Sr. Divisional Personnel Officer
ADDRESS	:	Office of Sr. Divisional Personnel Officer, Personnel Branch, Southern Railway, Tiruchchirappalli-620 001.

If the Bids are hand delivered they should be dropped in the Bid box provided in SRWWO office address given above.

12. Bids submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected.

Bid Due Date

1. Bids received by SRWWO after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected. If the bid sent by registered post or courier arrives at the afore-mentioned address after the submission time on the due date, it will be treated as LATE bid.

Sonal Singh



NUMBER OF BIDS

2. In response to this Bid, each Bidder, can submit only one (1) Bid. If a Bidder, either bidding as an individual or partnership or a company, is found to participate in more than one Bid, all such Bids where the Bidder has bid shall be disqualified. Further, a Bidder and any other Bidder shall not have common controlling shareholders failing which the bids of all such bidders shall be disqualified.

PROPOSAL VALIDITY

3. In case of any need, SRWWO may request the Bidders to extend the period of validity of their bids on the same terms and conditions.

BID OPENING

4. Bidders interested may like to be present at the SRWWO office at the closing time of bid submission and witness the Bid Opening immediately thereafter. Representatives of Bidders shall carry an authority letter from their firm. Bid shall be opened at IST hours. Only the main envelope shall be opened.
5. All unopened Price Bids shall, however, be kept in an envelope marked as "Price Bids" and shall be sealed in front of the bidders.
6. Bidders who are eligible as per tender conditions may be intimated to nominate their authorized representative to attend the opening of Bids.

AWARD OF BID

1. Award of Bid shall be governed by evaluation process explained in the Tender Conditions.

FRAUD AND CORRUPT PRACTICES

2. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of LOA and during the subsistence of the License Agreement. Notwithstanding anything to the contrary contained herein, or in the LOA or the License Agreement, SRWWO may reject a Bid without being liable in any manner whatsoever to the Bidder or the Licensee if it determines that the Bidder or the Licensee, as the case may be, has directly or indirectly or through an agent, engaged in corrupt practice fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such a event, SRWWO shall:
 - (a) Forfeit and appropriate the Bid Security or Performance Security, as determined by SRWWO, without prejudice to any other right or remedy that may be available to SRWWO hereunder or otherwise.
 - (b) Shall debar the Bidder or Licensee to participate in any Bid, etc. issued by SRWWO for a period of Three Years from the date occurrence of such event.
- (a) "**corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of SRWWO who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the License Agreement or arising thereof, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of SRWWO, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the License Agreement, as the case may be, any person in respect of any matter relating to the award of License or the LOA or the License Agreement, who at any time has been or is a legal, financial or technical adviser of SRWWO in relation to any matter concerning the award of License;
- (b) "**Fraudulent practice**" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, submission of forged/fake documents,
- (c) "**Coercive practice**" means impairing or harming or threatening to impair or harm, directly or



indirectly, any person or property to influence any person's participation or action in the Bidding Process;

- (d) "**undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by SRWWO with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- (e) "**Restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

MISCELLANEOUS

3. SRWWO in its sole discretion and without incurring any obligation or liability, reserves the right at any time to:
- (a) Suspend and/or cancel the Bidding Process and/or amend and/or supplement the bidding process or modify the dates or other terms and conditions relating thereto;
 - (b) Consult with any Bidder in order to receive clarification or further information;
 - (c) Retain any information and/or evidence submitted to SRWWO by, on behalf of, and/or in relation to any Bidder, and/or
 - (d) Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence by or on behalf of any Bidder.
4. It shall be deemed that by submitting the Bid, the Bidder agrees and releases SRWWO, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder and the Bidding Documents, pursuant hereto, and/ or in connection with the Bidding Process, to the fullest extent permitted by applicable law, and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or in future.
5. The Disclaimer as set forth at the outset of this document and the License Agreement as stated in this Document shall be deemed to be the part of this Document.
6. The Selected Bidder shall have to execute the License Agreement in the manner and format as indicated by SRWWO in this Document and no material changes shall be permitted for submission by the Selected Bidder.
7. Licensee shall supply items to SRWWO as and when required at approved rates like accidents/unusual incidents.



ELIGIBILITY CRITERIA AND EVALUATION CRITERIA OF BIDDERS

All Bids shall be screened for the eligibility norms as detailed below. Bidder not meeting with anyone or all of these essential norms shall be summarily rejected.

1. Legal Status of the Bidder (essential)

The Bidder should be either an individual or sole-proprietor firm or a Company incorporated under the Companies Act, 2013 or a Partnership Firm registered under the Partnership Act, 1932. The bidder shall furnish self-attested copy of Government approved Identity Proof, such as AADHAAR CARD.

2. Experience of Catering Business (essential)

- The Bidder should have a **minimum of three (3) years of catering business experience.**

The Bidder shall submit a copy of Articles of Association / Partnership Deed where catering / hospitality / food and beverage is covered under the Main Objects clause of the agreement.

3. Minimum Annual Turnover (essential)

The bidder must have minimum annual turnover equal to annual Minimum Monthly rent in any one of the previous three financial years from catering business.

The bidder would submit audited balance sheet and profit and loss account or Income Tax returns for any previous three (3) financial years, duly certified by the Chartered Accountant.

4. Financial standing (essential)

The bidder must have profit or loss + accumulated reserves + share capital of minimum two times of the Annual monthly rent for the three years shown in annual turnover.

5. Domicile of the bidder with reference to the location of the Canteen. (Desirable)

Preference will be given to the bidder having domicile certificate for the municipality/district/state under which jurisdiction the Canteen is falling. Self-attested Proof of domicile to be attached.

6. Additional Mandatory Requirements

- All additional mandatory requirements have been enlisted at Annexure. This includes Permanent Account Number, GSTIN Registration, FSSAI etc.
- Evaluation Criteria - Bids which satisfy the above criteria will be called "eligible bid". All eligible bids shall be evaluated in terms of the process defined.



Annexure 1- Scope of Work

The major components of scope are indicated below:

- (a) The Licensee shall be provided with a SRWWO CANTEEN at GOC opposite to Railway Hospital.
- (b) The Licensee shall be responsible for providing catering services for items as authorized by SRWWO.
- (c) The Licensee may be encouraged to provide regional cuisines, dietary and infant foods, food for patients or ailing consumers, Jain food at tariff approved by SRWWO subject to authorization from SRWWO.
- (d) Licensee shall be responsible for availability/provision of adequate number of garbage bins at appropriate places. Licensee shall also ensure to place bio-degradable bags in garbage bins for easy disposal and proper handling. These should be cleaned outside the production area. Licensee shall avoid use of metallic dustbins, which become rusted over a period of time. Segregation of waste should be done as bio-degradable and bio non-degradable. Licensee shall be responsible for disposing the garbage suitably as per the instructions framed by SRWWO.
- (e) The Licensee shall be responsible for ensuring the quality and quantity, maintaining proper hygiene and cleanliness while handling raw materials, preparation, packaging, supply, service, etc. of food/meals as mentioned in **Special Conditions of the Contract**.
- (f) The Licensee shall further be responsible to make adequate arrangements in terms of all equipment and manpower, at its own cost, as per SRWWO directions.
- (g) The Licensee shall depute staff who will be required to manage the catering operations and serve food to the consumers. The number of staff deputed shall not be more than the number prescribed by SRWWO administration. The Licensee shall ensure that the staff deputed on the unit should maintain good conduct, etiquette, personal hygiene, politeness and courtesy, issue computerized bills to consumers etc. The licensee shall also ensure computerized billing for all the items sold in the unit and the licensee shall provide the facility for cashless transaction viz. POS/Swipe machine, BHIM, Mobile Wallets, Bharat QR code, any new schemes/tools/instruments introduced by Government of India or SRWWO for promoting cashless transaction etc. compulsorily available in the unit. Further, the Licensee shall ensure that the catering staff should be well groomed, wear proper uniforms, badges displaying their names, carry photo identity cards, display at all times. The SRWWO reserves the right to prescribe a standard uniform for all staff working for SRWWO CANTEEN.
- (h) The licensee shall ensure availability of hand held fire extinguishers with the staff having knowledge of operation of the equipment.
- (i) The licensee shall get conducted third party audit periodically by an independent agency authorized/prescribed by SRWWO every six months along with regular in-house audit.



Price Bid and Special Condition of ContractPRICE BID

The monthly rent offered, is in the table below:

(in Indian Rupees only)

Particulars	Amount in Figures (Rupees)	Amount in Words (Rupees)
Monthly rent payable to SRWWO every month(This monthly rent quoted is exclusive of GST and all other applicable taxes)	As per the Price bid (Packet-B) of the Bid Document.	

Sonal Singhal



Assessment of Performance of Licensee

1. SRWWO Officials/Inspector(s) or any agency authorized by SRWWO will conduct inspection to ascertain the catering performance of the Licensee.
2. As per instructions issued by the SRWWO from time to time, the performance of the licensee will be monitored/assessed by the SRWWO which will inter-alia include the following:
 - I. To provide hygienic and quality food to the travelling consumers. Monitoring of quality will be made through inspections and food quality checks by the SRWWO.
 - II. Licensee Managed Units will be monitored for their mechanization and modernization along with their performance. Supervision of the services will be made constantly.
 - III. All systems and processes and equipment such as deep freezers, hot cases, microwave ovens, refrigerated storage units, bain-maries should be used, and existing traditional equipment and manual methods should not be used in static units.
 - IV. Canteen should liberally provide garbage bins properly lined with garbage bags. Garbage thus collected should be disposed off in the prescribed manner which should be incorporated in all agreements and should adhere to extant pollution control and environmental norms. All instructions in regard to disposal of garbage issued by RH/GOC are to be adhered to by licensees.
3. The Licensee will be selected along all the parameters stated above. All efforts shall be made by Licensee to control the deficiencies. SRWWO shall extend sufficient cooperation to the Licensee to make good the deficiencies, as the case may be.
4. Any deficiency in any of these parameters will be counted as "Deficiency in Service".

PENALTIES

1. For deficiency in any parameter, Licensee will be suitably counseled for three times depending upon the nature of deficiency (i.e. major or minor as decided by SRWWO). In case the deficiencies persist and the SRWWO determines that despite three counseling the Licensee does not take adequate steps to improve, one **written warning** shall be issued to the Licensee.
2. However, after the warning, if the performance of Licensee does not improve, the Licensee shall be imposed with a penalty (fine).
3. At the first instance, as determined by the SRWWO, a token penalty of Rupees Five Hundred (Rs.500/-) shall be imposed by the SRWWO.
4. At the second instance, as determined by the SRWWO, a penalty of Rupees One Thousand (Rs.1000/-) shall be imposed by the SRWWO.
5. At the third instance, as determined by the SRWWO, a penalty of Rupees Five Thousand (Rs.5,000/-) shall be imposed by the SRWWO.
6. At the fourth instance, as determined by the SRWWO, a penalty of Rupees Fifty Thousand (Rs.50,000/-) shall be imposed by the SRWWO.
7. In case of further occurrence of deficiency, SRWWO may decide to serve a notice for termination of License Agreement.
8. Banning and suspension of business with the errant contractors shall be strictly enforced following due process.

Sonal Singh



Annexure - IV

From

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Mobile no.....

To

The President SRWWO,
Southern Railway,
Tiruchchirappalli.

Date & Time for
submission of tender
form is up to 11:00 hrs
on 26.11.2025

Affix Passport size
photograph of the
bidder and sign
across

Sir,

Sub : Manning of SRWWO canteen at GOC for a period of three years from the date of award.

Ref: Tender Notice no..... Dated.....



I/We S/o, D/o, W/o
..... age..... years,

here by submit my/our tender form for award to operate canteen at opposite to RH/GOC. I/We have read and understood the conditions stipulated in the tender notice and agree to abide the same.

I/We have submitted..... As photo identify and proof of address.

My/our rent is Rs..... (in words
..... only) per month.

In the event of being considered as successful applicant, I/We will pay the caution deposit in one installment prior to taking up the canteen.

I/We sincerely affirm and swear that I/We will take up and perform the license, if my/our quotation is accepted. I/We assure to abide jointly and severally to all terms and conditions of the license.

I/We declare that the information furnished above is correct to the best of my/our knowledge and belief.

Date:

Signature of the bidder/bidders

Sonal Singhal



PRICE BID

Location: _____
Date: _____

To
The President, SRWWO
Tiruchchirappalli Division

**Sub: "Provision of Catering Services in SRWWO CANTEEN at GOC
opposite to Railway Hospital".**

Dear Sir:

-;oOo:-

We, the undersigned, offer to provide **"Provision of Catering Services in SRWWO CANTEEN at GOC opposite to Railway Hospital"** in accordance with your Request for Proposal Document.

1. I/We accept the terms and conditions mentioned in the Bid Document, which have been clearly understood by us.
2. I/We have duly signed on each page of the Bid Document.
3. I/We abide by all the terms and conditions of Master bid document.
4. I/We further certify that we are ready to provide catering services within the timeframe given by the SRWWO and as per the terms and conditions of the Bid Document and in the agreement to be executed between the parties.
5. I/We understand that SRWWO reserves the right to reject, accept or consider any offer without assigning any reason whatsoever.
6. The Monthly rent payable every month, for this SRWWO CANTEEN as determined by SRWWO is Rs. _____.
7. I/We am/are aware that the monthly rent quoted hereunder does not include GST. I/We also understand that I/We will pay the GST on monthly rent @ _____% (as applicable) to SRWWO in addition to the following monthly rent quoted which will in turn be paid by SRWWO to the concerned Government Department.

The monthly rent offered, is in the table below:

Sonal Singhal




(In Indian Rupees only)

Particulars	Amount in Figures (Rupees)	Amount in Words (Rupees)
Monthly rent payable to SRWWO every month(This monthly rent quoted is exclusive of GST and all other applicable taxes)		

Our Price Bid shall be binding upon us subject to the modifications resulting from negotiations, up to expiry of the validity period of the Bid Document.

Yours sincerely,
Signature of Authorized Signatory:
Name and Title of Signatory:
Name of Firm:
Address:

Note:

1. In case of discrepancy in the amount quoted in figures and words, the amount written in words will be taken in to consideration.
2. Bids with overwriting, correction or insertion in the table above shall be rejected.



SPECIAL CONDITIONS OF CONTRACT - I

(Menu, Quantity and Rates)

TARIFF FOR JANTA MEAL. STANDARD BREAKFAST, TEA/COFFEE. ETC.

S.No	Item	Tariff (Rs)
As provided by SRWWO		

DETAILS OF MENU

S.No	Item	Tariff (Rs)
As provided by SRWWO		

ITEMS FOR CANTEEN

S.No	Item
As provided by SRWWO	

Note:

- A-la-carte Items to be sold at rates & weights as approved by SRWWO from time to time.
- SRWWO may change the rates & weights of standard items from time to time and the license shall abide by the changes.



SPECIAL CONDITIONS OF CONTRACT - II

(Hygiene and Quality Parameters for Handling Raw-materials, Food, Packaging at Refreshment Rooms at SRWWO Canteen)

HYGIENE AND QUALITY PARAMETERS FOR KITCHEN, FOOD HANDLING, CLEANLINESS, PACKAGING

The manual on quality for food and personal hygiene will define good hygiene practices to be followed in base kitchens, refreshment rooms, food plazas, food handling in Mobiles and catering services at stations. All personnel should be aware of their food and personal hygiene responsibilities, and must have adequate training to maintain the highest standards of food and personal hygiene. Hazard Analysis Critical Control Point, HACCP, is a food handling and operation approach which promotes food safety by identifying food hazards and applying and monitoring necessary control measures at points critical to safety. The HACCP approach is being actively encouraged for ensuring food hygiene. It is necessary to maintain high level of cleanliness within the food premises (where food is stored, prepared and processed) and to ensure that prepared and raw food is kept separate. The Licensee is expected to follow the above mentioned approaches.

In particular, Licensee has to ensure full care for the following:

1. Purchase of Raw Material from reputed suppliers who are FSSAI compliant.
2. Storage of raw materials in store rooms free from any contamination and at appropriate temperatures
3. Identification and Segregation of "perishable" raw materials and labeling them with expiry date/time.
4. Temperature should be checked at the time of procurement especially for milk & milk Product: <5°C and for Non Vegetarian <10°C
5. Observe presence of dust and foreign material like stones, hairs, nuts, bolts, wires, staples, feathers, rat droppings, papers, cigarette ends, earrings, fingernails, buttons, pen tops etc. and discarded such batches / lots.
6. Food should be placed 18 inches above the ground, in an area free from contamination.
7. The entire facility, including the floors, walls, ceilings, windows, screens, doors etc. must be cleaned at regular intervals to prevent any accumulation of rubbish.
8. All food contact surfaces should be cleaned and sanitized after every use.
9. The production area must be thoroughly cleaned at least twice in every 24 hours. The recommended cleaning procedure is a wet wash with detergent
10. Drains should not get clogged which leads to foul smelling organic matter.
11. Remove all waste material deposited on the grates and shelves. This will keep drains from clogging and emitting foul smell.
12. No smoking or pan or tobacco chewing should be allowed in the premises.
13. No cobwebs or dust should gather on walls, windows, doors and skylights.
14. Maintain weekly schedule for thorough cleaning. Nominate a day for the purpose and display it prominently.
15. Leftover food items should be condemned
16. Scales will be thoroughly cleaned between the weighing of different goods, especially raw products. Separate scales will be provided for raw meat and high risk foods, each clearly marked for intended use.
17. Containers used for the receipt, storage or distribution of goods will be kept scrupulously clean and dry.
18. Steps will be taken to ensure that cross-contamination does not occur during delivery, stock rotation and storage.
19. Correctly place and use refrigerators
20. Proper packing of food with packaging grade material.



21. Only potable water should be used for drinking, food preparation, drink dispensers and ice making. Wherever necessary water will be filtered and treated on-site to ensure all water for these uses is potable. UV water purifier should be provided for supply of potable water.
22. Food preparation equipment, food etc will not be stored under sinks.
23. Sinks will be cleaned thoroughly after every use.
24. Adequate hand washing facilities should be provided in readily accessible positions throughout food handling areas.
25. Food preparation equipment and utensils should be cleaned immediately after use.
26. Cooking equipment and storage racks should be located so as to enable areas below and around to be easily cleaned.
27. Equipment used for raw meat or vegetable preparation should not be used for cooked or other high risk food preparation.
28. Supply of first aid equipment should be available for use.
29. Emergency numbers should be displayed prominently.
30. All staff handling food will wear suitable clean protective clothing / uniform
31. Protective headgear will be worn to ensure hair and dandruff do not contaminate food or surfaces.
32. Annual medical examination of all staff has to be ensured and a fitness certificate issued.
33. Skin lesions, boils, rashes cuts and discharge from any site are hazardous and can contaminate food with food poisoning bacteria. Such staff members should be excused from food handling till cured.
34. Scrupulous personal cleanliness is essential to clean food handling and the highest standard must be achieved and maintained at all times by those responsible for food storage, preparation, cooking and service.
35. Food should be touched by hand only when there is no alternative-and hand cleanliness is the basic rule of hygiene.
36. Nails must be kept short and scrupulously clean and not bitten. Nail varnish is not permitted.
37. Skin cleanliness is essential. Therefore a daily bath or shower is recommended.
38. Feet should be covered with suitable footwear.
39. Food or drink should not be consumed while working in food handling areas.
40. Smoking at canteen is not permitted.
41. All staff must receive appropriate food and personal hygiene training to ensure that they are able to comply with the hygiene requirements. Initial training should be given on induction and refresher training undertaken on annual basis.
42. Pest control measures have to be adopted with schedule of pest control to be displayed. Regular AMC schedule should be followed.
43. Adequate space with separate provision for storage of raw material, cleaning and dressing, preparation of food, packaging and delivery.
44. Use adequate number of bins for garbage collection. Segregation of waste should be done as bio-degradable and bio non-degradable.
45. Place bio-degradable bags in garbage bins for easy disposal and proper handling. These should be cleaned outside the production area. Avoid use of metallic dustbins, which become rusted over a period of time
46. All garbage bins must be labelled and cleaned and sanitized regularly. Garbage must be disposed off suitably at the designated location outside the station/maintenance area.
47. Regular in-house audit must be undertaken by a trained staff once-every week, and items recorded.
48. External audit will be undertaken periodically by an independent agency/Railway, and items recorded for compliance.
49. Refreshment Rooms will be allowed to cook.



SPECIAL CONDITIONS OF CONTRACT - II

(Hygiene and Quality Parameters for SRWWO Canteen)

HYGIENE AND QUALITY PARAMETERS FOR KITCHEN, FOOD HANDLING, CLEANLINESS, PACKAGING The manual on quality for food and personal hygiene will define good hygiene practices to be followed in base kitchens, refreshment rooms, food plazas, food handling in Mobiles and catering services at stations. All personnel should be aware of their food and personal hygiene responsibilities, and must have adequate training to maintain the highest standards of food and personal hygiene. Hazard Analysis Critical Control Point, HACCP, is a food handling and operation approach which promotes food safety by identifying food hazards and applying and monitoring necessary control measures at points critical to safety. The HACCP approach is being actively encouraged for ensuring food hygiene. It is necessary to maintain high level of cleanliness within the food premises (where food is stored, prepared and processed) and to ensure that prepared and raw food is kept separate. The Licensee is expected to follow the above mentioned approaches.

In particular, Licensee has to ensure full care for the following:

1. Food should be placed 18 inches above the ground, in an area free from contamination.
2. All food contact surfaces should be cleaned and sanitized after every use.
3. Remove all waste material deposited on the grates and shelves.
4. No smoking or pan or tobacco chewing should be allowed in the premises.
5. No cobwebs or dust should gather on walls, windows, doors and skylights.
6. Maintain weekly schedule for thorough cleaning.
7. Leftover food items should be condemned
8. Steps will be taken to ensure that cross-contamination does not occur during delivery, stock rotation and storage.
9. Correctly place and use refrigerators
10. Proper packing of food with packaging grade material.
11. Only potable water should be used for drinking, food preparation, drink dispensers and ice making. Wherever necessary water will be filtered and treated on-site to ensure all water for these uses is potable.
12. Food preparation equipment and utensils should be cleaned immediately after use.
13. All staff handling food will wear suitable clean protective clothing / uniform
14. Protective headgear will be worn to ensure hair and dandruff do not contaminate food or surfaces.
15. Annual medical examination of all staff has to be ensured and a fitness certificate issued.
16. Skin lesions, boils, rashes cuts and discharge from any site are hazardous and can contaminate food with food poisoning bacteria. Such staff members should be excused from food handling till cured.
17. Scrupulous personal cleanliness is essential to clean food handling and the highest standard must be achieved and maintained at all times by those responsible for food storage, preparation, cooking and service.
18. Food should be touched by hand only when there is no alternative-and hand cleanliness is the basic rule of hygiene.
19. Nails must be kept short and scrupulously clean and not bitten. Nail varnish is not permitted.
20. Skin cleanliness is essential. Therefore a daily bath or shower is recommended.
21. Feet should be covered with suitable footwear.
22. Food or drink should not be consumed while working in food handling areas.
23. Use adequate number of bins for garbage collection. Segregation of waste should be done as bio-degradable and bio non-degradable.
24. Place bio-degradable bags in garbage bins for easy disposal and proper handling.
25. All garbage bins must be labeled and cleaned and sanitized regularly. Garbage must be disposed off suitably at the designated location outside the station/maintenance area.
26. External audit will be undertaken periodically by an independent agency/Railway, and items recorded for compliance.

(End of the document)

