GOVERNMENT OF INDIA
(MINISTRY OF RAILWAYS)
WEST CENTRAL RAILWAY (WCR)

EOI Notice No. WCR/M/C/02/133-1 Dated:27.03.2026

Office of the PCME/WCR
GM Office, 3rd Floor,
Indira Market,
Jabalpur, 482001

EXPRESSION OF INTEREST (EOI)

Sub: Expression of Interest (EOI) for Engagement of Professional Housekeeping Agencies for Better On Board Housekeeping Services (OBHS) in Coaching Trains over West Central Railway.

On behalf of President of India PCME/WCR invites EOI to empanel competent and experienced agencies for providing enhanced and high-quality On-Board Housekeeping Services as per the policy guidelines on "Reforms for Better On-Board Services" and Technical Evaluation Criteria.

- **EOI may be submitted in sealed envelope using prescribed format, along with complete details of technical offer and relevant documents. The EOI proposals should be submitted in the Box available at CRSE (Coaching) Mechanical Wing , 3rd Floor, GM office Building, Indira Market. West Central Railway, Jabalpur (MP) -482001 during office hours from Monday to Friday.**
- **EOI offer and document can be downloaded from the website htpp://wcr.indianrailways.gov.in**
- **Date & time of EOI documents submission: Within 21 Days of issue of EOI.**

Enclosures:

a. Annexure–I: Format for Submission of Proposals (each required corresponding Documents to be attached)
b. Annexure–II: Undertaking & Declaration Formats

Introduction & Problem Statement

On-Board Housekeeping Services (OBHS) provided on long distance trains is critical for maintaining cleanliness on coaches and deliver hygienic travel experience to passengers of Indian Railways. Similarly, linen attendants in AC coaches are there for On-Board Linen Management. Over the years, it was felt that despite sustained efforts in monitoring, the quality and consistency of onboard services need considerable improvement. Untrained and demotivated manpower hired by non-professional agencies lead to poor performance and high Rail Madad complaints. To bring in professionalism and improved OBHS services, a reform policy has been issued by Railway Board to have dedicated committed service providers who takes proactive approach in onboard services related to linen and cleaning. In addition, these service providers shall also undertake minor mechanical passenger amenities work during train services.

The key objectives of the said reforms are as under:

I. To engage professional, disciplined, and proactive service providers capable of exceeding passenger expectations.
II. To ensure consistently clean, hygienic, and well-maintained coaches with functional amenities throughout the journey (origin to destination).
III. To establish clear responsibility, accountability, and performance benchmarks for deployed service providers.

IV. To leverage technology for real-time monitoring, passenger feedback, and performance evaluation.
V. To enhance overall passenger satisfaction and reinforce public trust in Railway services.

To address these concerns and to implement reforms aimed at ensuring "Better On Board Services," in terms of the policy guidelines issued by Railway Board, West Central Railway proposes empanelment of professional housekeeping agencies having adequate experience, manpower strength, technical capability, financial soundness, and technology integration capability to deliver enhanced OBHS in a structured and accountable manner.

This EOI is being invited to empanel competent and experienced agencies for providing enhanced and high-quality On-Board Housekeeping Services as per the policy guidelines on "Reforms for Better On Board Services" and Technical Evaluation Criteria.

Purpose of Inviting EOI

The purpose of inviting this Expression of Interest is:

- To identify and shortlist professional housekeeping agencies capable of delivering high-quality OBHS and to create a pool of eligible agencies for future tendering / contract processes.

1.0 BACKGROUND

Cleanliness of trains is a critical component of passenger experience and public health. With increasing passenger expectations and focus on service quality, there is a need for a comprehensive, outcome-oriented and technology-enabled policy for onboard services. These Reforms aim to raise service standards. Accountability, professionalism and improve on-board services across Indian Railways.

In line with policy reforms on "Better On Board Services," West Central Railway aims to enhance the existing OBHS model.

This EOI forms part of the reform initiative for engagement of professional housekeeping agencies.

2.0 SCOPE OF BETTER ON-BOARD SERVICES

The scope of work shall broadly include but not be limited to:

The scope of work under on-board service agreement shall be comprehensive and shall include:

I. Complete on-board cleaning of all coaches (including general coaches) including vestibules, flooring, washbasins and fittings.
II. The cleaning hours timing normally are between 0600 hrs to 22 hrs, however based on specific need cleaning may be required at other time also. In such cases the supervisor of the service provider shall ensure cleaning/attention requirement.
III. Toilet cleaning (every hour during 06:00-09:00; 20:00-22:00 & every 2 hours during other hours), replenishment of consumables as per SOP.
IV. Garbage collection, clearing of dustbins, providing garbage bag after each clearing of dustbins, safe storage and disposal at notified locations/stations. All garbage/waste generated in coaches should be cleared and collected before reaching terminal station.
V. Supervisors shall be skilled manpower who will be overall in charge of all on board services on the train as per agreement.
VI. In addition to supervision, the service provider shall also attend/get attended petty repairs (e.g. plumbing, mechanical repairs etc. identified by Zonal Railways), check water availability and coordinate with upcoming watering points for watering.

VII. Supervisors should be skilled enough to check basic status and operational requirements of safety equipment (e.g., FSDS, fire extinguishers etc) and report deficiencies in non-AC coaches.

VIII. Linen distribution service in AC coaches, including linen handling and collection will be done by coach attendant. Coach Attendant in AC coaches shall also do the role of supervisor of coach/coaches nominated to him.

IX. Supervisors shall identify petty coach-level issues such as minor fittings, latches, minor adjustments, etc. and communicate for corrective action.

X. Supervisors shall Check basic status/availability of safety equipment (e.g., FSDS, fire extinguishers, CCTV) and reporting deficiencies.

XI. Supervisors shall act as basic first-response support and troubleshooting; and should report defects not rectifiable enroute to the control so that such deficiencies can get attended at the nearest station/identified technical staff.

XII. Every staff deployed for on-board services should be adequately trained and certified.

XIII. It is expected that on-board staff will attend cleaning activities of general coaches if they are vestibule access and in case of vestibule access is not available the on-board staff should get access at stoppage stations via platform to the extent possible.

3.0 SELECTION OF SERVICE PROVIDERS

3.1 The empanelment of service providers shall take place based on following broad guidelines:

I. Emphasis shall be laid on past performance, manpower capability, training systems, technological capability and financial soundness.

II. Prospective service providers should be in the business of housekeeping services for a sufficiently long period and large base.

III. Prospective service providers should have experience of providing housekeeping services in airports terminals, important govt. buildings, large corporate offices, hotels, resorts, or hospitality chains.

IV. Prospective service provider should have sufficient on-roll employee strength.

V. Prospective service provider should have sound financial condition.

3.2 The agreement scope shall be on an origin-to-destination responsibility basis, with a single service provider completely accountable for defined on board services throughout the train's run.

3.3 In line with the policy, initially 4-5 trains operated by West Central Railway shall be identified and work shall be allocated to empaneled service providers in a transparent manner for a period of two years as per extant guidelines, either through limited tender / special limited tender or as per the policy of Railway Board applicable at the time of allotment of work.

3.4The regular OBHS and linen distribution agreements shall continue as usual for the remaining trains. As and when such agreements expire, it is expected that that all trains move to new agreements as per these guidelines.

3.5 The performance of these service providers on the nominated trains shall be evaluated regularly on the basis of passenger feedback, Rail One, and overall look and feel of the train.

4.0 MANPOWER PLANNING OF SERVICE PROVIDER

4.1 All staff shall undergo structured training before deployment and periodic refresher training thereafter. Service providers shall inform Zonal Railways about the training curriculum and periodicity of training provided by them.

4.2 Training shall cover:

(i) Cleaning standards and use of specialized materials and equipment.

(ii) Hygiene, waste handling and safety protocols.

(iii) Courteous behavior and passenger interaction.
(iv) Basic first aid and emergency response.
(v) Minor repairs and troubleshooting for common issues in coaches.

4.3 Multi-tasking and cross-skilling of staff shall be encouraged to improve responsiveness.

4.4 All staff deployed shall have mandatory police verification clearance prior to deployment

4.5 All staff to be given identity cards in format prescribed by Board.

4.6 Railway Administration shall prescribe a common uniform for all staff, for easy identification and discipline.

4.7 Service providers shall ensure adequate manpower planning, including decisions on team deployment patterns for long-distance routes (e.g.JBP-VRL, JBP-HWH).

5.0 TECHNOLOGY AND MONITORING

5.1 Online App based monitoring system shall be mandatory. Service providers shall provide necessary access to designated Railway staffs for overall supervision and coordination.

5.2 Evidence based monitoring through geo-tagged and time-stamped, before-and-after cleaning photographs uploaded through the app.

5.3 Service providers shall develop AI-based tools to assess the adequacy of cleaning based on photographs and predefined benchmarks.

5.4 Each staff member shall be registered with a verified mobile number, enabling tracking, task assignment and communication.

5.5 Service providers shall set-up their control rooms to monitor performance and send instructions/messages to on board teams in real time.

5.6 Service providers shall take cleanliness and service rating from passengers and railway staff through a star-rating mechanism.

6. PERFORMANCE MANAGEMENT AND PENALTIES

6.1 Clearly defined service level benchmarks shall be prescribed for cleanliness, water availability, staff behavior and response time.

6.2 Performance Assessment shall take place every 15 days which will act as dispute resolution mechanism between Zonal Railways and service provider.

6.3 Heavy penalties shall be imposed for:

I. Poor or inadequate cleaning
II. Improper garbage handling
III. Any deviation between submitted evidence of work and factual observation of passenger or railway staff
IV. Misbehavior with passengers
V. Deployment of unverified or untrained staff

6.4 Persistent poor performance may lead to termination or blacklisting as per extant rules.

6.5 The agreement will be terminated if any of the staff deployed by service provider is found to be engaged in any of the illegal/unauthorized activity. e.g. Engaging in carrying parcels, illegal items and involving carrying persons on seats allocated to them.

7.0 Compulsory Requirement for empanelment of the firms:

Compulsory requirement for empanelment of the firms shall be as follows:

S. No.	Eligibility Criteria	Documents to be submitted for evaluation
1	1. PAN	As mentioned under Eligibility Criteria
	2. GSTIN (Registration form)	
	3. Solvency Certificate issued by Revenue Department or any Nationalized/ Scheduled commercial Bank	
	4. Duly notarized non black-listing Certificate (in any govt. establishment) as on EOI publishing date.	
	5. Following Valid Certificates for housekeeping / facility management services:	
	a. ISO 41001:2018	
	b. SA 8000:2014	
	c. ISO 9001:2015 (along with audit report of last FY 2024-25)	
	d. ISO 14001:2015 (along with audit report of last FY 2024-25)	
	e. ISO 45001:2018(along with audit report of last FY 2024-25)	
	6. An affidavit after the EOI publishing date towards deposition of EPF, ESI and GST in respect of workers engaged by the agency	
2	**Capability of handling high value housekeeping contracts:** **In the areas mentioned in item 3 below during last three financial years** (a) One client for a value of more than Rs 20 crore per year OR (b) Two clients for a value of more than Rs 10 crores per year per client. (c) Three clients for a value of more than Rs 8 crores per year per client. (d) Four clients for a value of more than Rs 5 crores per year per client.	The work order of the project/s previously completed satisfying the requirements in this section. Proof of the annual value of the contract (duly certified by a Chartered Accountant) Completion certificate/continuation certificate from client firm certifying annual value of contract and satisfactory completion/continuation of work done. Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement/ status of ongoing work, actual date of completion and satisfactory completion of work. In case of a composite contract, the value of similar work done will be restricted to housekeeping and mechanized cleaning. Client certificate for works in large corporate offices and important govt. buildings must also mention average
3	**Diversity of Sectors serviced:** The bidder must have minimum three (3) years' experience during the last seven (7) years in providing Mechanized Housekeeping/Facility Management services in any or all of the following sectors: - • Passenger Terminals of Airports (Domestic or International) excluding Regional Airports • Hotels, Resorts and Hospitality chains (Min. 4-Star and above rated by Hotel & Restaurant Approval & Classification Committee)	

	• Multi-specialty Hospital having minimum 300 beds, offering multiple clinical specialties under one administrative system, and holding valid NABH accreditation or equivalent national/international accreditation. • Large corporate offices (minimum built-up area of 10,000 Sq.m. (combined, if many campuses are there) or offices with minimum occupation of 1000 staffs) • Important govt. buildings housing Constitutional Authorities, Ministries/Departments, Secretariat offices, Apex Judicial Institutions, Educational institutions, statutory/regulatory bodies, and operating under controlled security access with regular public interface with minimum occupation of 2000 staffs.	occupation of building during working hours.
4	**Training systems** • The bidder should be able to demonstrate Structured Training Program for its on-roll employees (in-house or through outside agency). • The bidder should provide evidence of Dedicated training centres or tie-ups for induction and refresher training	1 Documented training curriculum covering: a. Mechanized cleaning techniques b. Hygiene & waste handling SOPs c. Passenger etiquette d. Basic first aid & emergency response e. Minor repairs and troubleshooting 2 Training calendar for last 2 years. Details of in-house training centres or documents/MoU for tie-ups with outside agencies
5	**Digital monitoring capability** The bidder should have an **app or portal based Digital Monitoring System and MIS generation system**	Demonstration document / brochure of monitoring app. Screenshots of: a. Geo-tagged photos b. Dashboard view c. Task tracking interface d. Screenshots of MIS reports. - Client references where app is deployed.
6	**Turn over** The bidder must have an average annual turnover of at least Rs. 50 crores for the last three consecutive financial years as on 31.03.2025 (FY 2022-23, 2023-24 & 2024-25).	As per audited balance sheet certified by a Chartered Accountant.
7	**Profitability** The bidder must be a profit-making organization in the last three consecutive financial years as on 31.03.25 (FY 2022-23, 2023-24 & 2024-25).	Chartered Accountant audited Profit & Loss statement
8	**Employee Strength** The bidder must have a employee strength of at least 1000 people (on its own Pay Roll).	EPF Challan /ECR copy/CS certificate

8.0 Based on the submitted documents, the firms shall be evaluated on the following criteria:

Scoring Parameters for empanelment of Firms (Maximum Points: 100)

S. No.	Eligibility Criteria	Documents to be submitted for evaluation	Parameter/Marks
1	The bidder must have minimum three (3) years' experience during the last seven (7) years in providing Mechanized Housekeeping/Facility Management services in any or all of the following sectors: -	• The work order of the project/s previously completed satisfying the requirements in this section. • Proof of the annual value of the contract (duly authorized by a Chartered Accountant) • Completion certificate/continuation certificate from client firm authorizing annual value of contract and satisfactory completion/continuation of work done. • Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement/status of ongoing work, actual date of completion and satisfactory completion of work. In case of a composite contract, the value of similar work done will be restricted to housekeeping and mechanised cleaning • Client certificate for works in large corporate offices and important govt, buildings must also mention average occupation of building during working hours.	**Maximum Points: 20**
	• Passenger Terminals of Airports (Domestic or International) excluding Regional Airports		5
	• Hotels, Resorts and Hospitality chains (Min. 4-Star and above rated by Hotel & Restaurant Approval & Classification Committee)		5
	• Multi-specialty Hospital having minimum 300 beds, offering multiple clinical specialties under one administrative system, and holding valid NABH accreditation or equivalent national/international accreditation.		5
	• Large corporate offices (minimum built-up area of 10,000 Sq.m. (combined, if many campuses are there) or offices with minimum occupation of 1000 staffs)		3
	• Important govt. buildings, housing Constitutional Authorities, Ministries/Departments, Secretariat offices, Apex Judicial Institutions, Educational institutions, statutory/regulatory bodies and operating under controlled security access with regular public interface with minimum occupation of 2000 staffs.		2

2	**Number of years in Operation:** Number of years of providing Housekeeping and Facility Management services in sectors mentioned at S. No. 1 as on the date of calling of EoI.	1. Contract agreements/Work orders showing the date of start of work 2. Completion certificate / continuation certificate from authorized person of the client showing completion/continuation with satisfactory performance.	**Maximum Points: 20** 05-10 years: 5 points 10-15 years: 10 points 15 years and more: 20 points
3	**Digital Monitoring System**	Demonstration document / brochure of monitoring app. Screenshots of: a. Geo-tagged photos b. Dashboard view c. Task tracking interface d. Screenshots of MIS reports. - Client references where app is deployed.	**Maximum points: 10**
	Existing app-based monitoring system with:		
	· Geo-tagged & time-stamped photo uploads		2 points
	· Dashboard access for client		2 points
	· Task allocation & tracking		2 points
	· GPS/mobile-based workforce tracking.		2 points
	· Real-time reporting and MIS generation.		2 points
4	The bidder must have an average annual turnover of at least Rs. 50 crores for the last three consecutive financial years as on 31.03.2025 (FY 2022-23, 2023-24 & 2024-25).	Audited balance sheet certifies by Chartered Accountant.	**Maximum points: 30** 50 -100 Crores: 5 points 100 – 200 Crores: 10 points 200 - 300 Crores: 20 points More than 300 Crores: 30 points
5	The bidder must have a minimum employee strength of 1000 people (on its own Pay Roll).	EPF Challan /ECR copy	**Maximum points: 20** 1000 to 2000: 5 points 2000 to 3500: 10 points 3500 to 5000: 15 points More than 5000: 20 points

Note: Addition of all the above points will give total points earned by each firm. Only Firms with more than 70 points will be considered for empanelment. In case more than 7 firms score more than 70 points, only the top 7 firms in terms of points would be empaneled.

9.0 Documents required to be submitted by the perspective firms:

All the perspective firms should submit all the documents required as per the compulsory requirement as per para 7.0 and scoring parameter as per para 8.0 above.

10.0 General Instructions for Submitting Proposals

a. EOI response must be submitted in sealed envelope super scribed:

"**EOI for Engagement of Professional Housekeeping Agencies for Better On Board Housekeeping Services (OBHS) in Coaching Trains over West Central Railway"**

b. Submission must include Name of the Agency, Registered Office Address, Contact Person (Name & Designation), Mobile No., Email ID and Registration Details (Company / Partnership / Proprietorship), along with all the necessary documents as detailed in para 8.0, 9.0 and 10.0 above.

c. Incomplete proposals shall be rejected.

d. Any Blacklisting / Debarment History (Yes/No). If Yes, please provide details.

e. West Central Railway reserves the right to Accept or reject any proposal, Cancel the EOI without assigning reasons etc.

f. Declaration:

1. **We hereby accept the all-policy condition and instruction or guidelines as detailed in above points from 1.0 to 10.0.**
2. **We hereby declare that the information provided above is true and correct to the best of our knowledge and belief.**

Signature:
Name:
Designation:
Seal of Agency:
Date:

Annexure-I

Format for Submission of Proposals

CRSE (Coaching) Mechanical Wing,
3rd Floor, GM Building,
West Central Railway,
Jabalpur (MP) -482001

Dear Sir,

Sub: Response to EOI Notice No .....for Participation.

1. We, the undersigned, offer the following information in response to the 'Expression of Interest' sought by you vide EoI Notice No. dt. .
2. We are duly authorized to represent and act on behalf of (hereinafter referred to as the "Respondent").
3. We have examined and have no reservations or objections to the EoI document, including all Annexures and addenda.
4. We are attaching with this letter, the copies of original documents defining:
   a. The Respondent's legal status;
   b. Its principal place of business;
   c. Its place of incorporation / registration;
   d. All the required documents as per the requirement of this EoI.
5. We shall assist the Ministry of Railways (MoR) and/or its authorized representatives to obtain further clarification from us, if needed. The following nodal persons may be contacted for further information in this regard:

S.No.	Contact Name	Address	Mobile / Telephone No.	E-Mail

6. This application is made in the full understanding that:
   a. This EoI is for Proposals for Reform onboard service providers We agree to all the terms and conditions of this EoI and confirm that our proposed system conforms to and fulfills each of the stipulations of this EoI.
   b. West Central Railway reserves the right to consider or not to consider any or all applications, cancel the EoI without any obligation to inform the Respondent(s) about the grounds of the same.

Yours sincerely,

(Signature)

NAME:
Date:
Seal of Compony

ANNEXURE–II

(To be taken on non-judicial stamp paper of appropriate value as applicable in the respective state and dully notarized & witnessed)

UNDERTAKING

I, son of …… aged about …..... Years resident of ..... do hereby solemnly affirm as under

1. That the deponent is the Authorised signatory of (Name of the Sole Proprietorship Concern/ Partnership Firm/ Registered Company/ Joint Venture).
2. That the deponent declares on behalf of (Name of the Sole Proprietorship Concern/ Partnership Firm/ Registered Company/Joint Venture) that:

a. In regard to matters relating to the security and integrity of the country, no charge sheet has been filed by an agency of the Government / conviction by a Court of Law for an offence committed by the ----------(name of the entity)or by any sister concern of the ----------(name of the entity) would result in disqualification.
b. In regard to matters other than the security and integrity of the country, ----------(name of the entity) has not been convicted by a Court of Law or indicted / passed any adverse order by a regulatory authority against it or it's any sister concern which relates to a grave offence, or would constitute disqualification. Grave offence is defined to be of such a nature that it outrages the moral sense of the community.

DEPONENT

Signature & Seal

VERIFICATION

I declare that the contents of para 1 to 2 above are true as per my knowledge and nothing has been hidden.

We also undertake that:

- We shall comply with all Railway guidelines as per the EOI terms and conditions.
- We shall adhere to labour laws.
- We shall ensure quality and accountability.
- We are not blacklisted by any Government organization.

Signature & Seal

(End of Document)