

KERALA TOURISM DEVELOPMENT CORPORATION LTD, TRIVANDRUM

EXPRESSION OF INTEREST

OPERATION OF AYURVEDA / SPA CENTRE AT KTDC TEA COUNTY, MUNNAR

Kerala Tourism Development Corporation Ltd. invites Expression of interest for operation of Ayurveda & Spa at Tea County Munnar for a period of 3 years.

E-Tender documents for the tender may be downloaded / submitted on or before 02.08.2024, 11.00 am at www.etenders.kerala.gov.in

Tender id: 2024_KTDC_680326

Details can be had from

The Office of The Marketing Manager, KTDC Ltd, Mascot Square,
Thiruvananthapuram-695033. Email: corporate@ktdc.com

Ph: 0471-2721243 or Website: www.ktdc.com



**KERALA TOURISM DEVELOPMENT
CORPORATION LTD, TRIVANDRUM.**

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(Logo) **The office of the Marketing Manager**
KTDC Ltd, Mascot Square,
Thiruvananthapuram 695 033
Email: corporate@ktdc.com
Phone: 0471 2721243
Website: www.ktdc.com

Signature of the applicant & Seal

KERALA TOURISM DEVELOPMENT CORPORATION LIMITED
MASCOT SQUARE, THIRUVANANTHAPURAM

EXPRESSION OF INTEREST FOR OPERATION OF AYURVEDA & SPA AT TEA COUNTY MUNNAR FOR A PERIOD OF 3 YEARS.

ESSENTIAL CRITERIA

1. Must be a proprietorship/partnership firm/ company having a duly registered office in Kerala.
2. The service provider shall have minimum 3 years experience in providing Ayurveda & Spa services together either at a five star property or at any chain of hotels with minimum of 3 or more properties having three star classifications for each property.
3. The **average yearly turnover** for the **last two financial years** shall be at least **Rs.3,00,000/- lakhs** (Rupees: Three Lakhs).
4. The service provider should have a statutory license from the authorities for the operation of Ayurveda and Spa centres operated by them.
5. Service providers, capable of providing the service at international standards and in a hygienic manner need only apply.
6. The firm shall be currently a functioning one.

NOTE

- All applicants are expected to submit the technical papers on or before the date of submission as per the Expression of Interest (EOI) publication.
- All documents enclosed, in support of Technical Criteria mentioned should be self attested and the original documents to be produced when called for.
- All technical papers submitted for the Expression of Interest (EOI) should be serially numbered on the top right hand corner of every page.
- During the assessment of technical scrutiny, any additional documents required from the applicant if found inadequate or otherwise can be subsequently called for/obtained and be included as part of technical papers.
- The name of the applicant should be mentioned on the reverse of the respective DD/Banker's Cheque attached as EMD.
- All the eighteen pages of this EOI document should be duly signed and stamped by the applicant or authorized signatory of the applicant.
- KTDC Ltd reserves the right to accept / reject any or all the bids at its absolute discretion without assigning any reason whatsoever thereof.

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- Incomplete EOI document will not be considered and are liable to be rejected. KTDC Ltd will not be responsible for any postal delays when EOI are sent by post.
- All the above details should be submitted and accompanied with proofs. Incomplete applications will be rejected.
- The applications shall be submitted in the attached format along with an EMD of Rs. 10,000/- in favour of the Managing Director, KTDC from any scheduled bank.
- The EMD will be returned after the selection process gets over.
- The EMD shall be paid by crossed demand draft from any nationalized bank or scheduled bank in favour of KTDC Ltd. payable at Trivandrum. Tender without EMD will be summarily rejected. No interest shall be payable on the EMD furnished.
- If the bidder after submitting the bid revokes the offer or modifies the terms and conditions thereof during the validity of the offer except where the KTDC Ltd. has given opportunity to do so, the EMD shall be liable to be forfeited. In the event of withdrawal of the invitation to bid by the KTDC Ltd., the EMD paid with the bid will be returned to the bidder.
- In the event of the successful bidder's failure or refusal to sign the agreement or furnish the security deposit, the earnest money deposit shall be forfeited without prejudice to bidder. KTDC Ltd has the right to recover any further loss or damage incurred or caused in consequence thereof, from the bidder in such circumstances.
- The EMD of the successful bidder will be discharged when the bidder has executed the agreement and furnish the security deposit. EMD of the other bidders will be returned on finalizing the selection.

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TERMS & CONDITIONS

A. PROPERTIES AND PERIOD

1. This notification is for Tea County, Munnar and KTDC may choose to opt the **selected SERVICE PROVIDER** at any other properties of KTDC as and when any requirement arises at its sole discretion.
2. The period of the assignment shall be for three (3) years, and if needed, it can be extended as per mutual agreement.

B. MODE OF OPERATION OF AYURVEDA / SPA CENTRE

1. An Ayurveda / Spa center will be set up in the premises of the **KTDC Resort, Tea County** under the supervision and management of the selected (**SERVICE PROVIDER**) on mutually agreed terms.
2. KTDC will provide requisite area for setting up the Ayurveda / Spa centre, free water, and free electricity.
3. All the peripheral equipments/ tools /implements associated with the operations of the centre have to be brought by the **SERVICE PROVIDER**.
4. KTDC will not make any investment, and all the investments required to equip and modify the space should be spent by the **SERVICE PROVIDER**.
5. The share of billed income on the Ayurveda & Spa Centre between KTDC and the selected service provider will be at 40: 60 basis (KTDC: **SERVICE PROVIDER**).
6. The Ayurveda / Spa center will be considered and will be functioning as a part of the KTDC resort.
7. The Ayurveda / Spa center and its services /offers/packages etc will be referred under the brand name, **KTDC Age Halt**.

C. OBLIGATIONS OF KTDC

1. KTDC shall provide space inside the premises for setting up the appropriate facilities for the provision of Ayurvedic treatments and for the operation of the spa services.
2. KTDC shall provide free of cost, water and electricity required for the operation of the Ayurvedic treatments and for the operation of the spa services

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3. The KTDC shall also provide all the basic electrical fittings in the area provided for the Ayurvedic treatments and for the operation of the spa services
4. The resort shall provide the required maintenance service of the space and the basic electrical fittings, provided by KTDC.
5. The resort will display the sign boards / standees of the Age Halt services at its premises.
6. KTDC will promote the Ayurveda & Spa services (Age Halt Brand) through whatever avenues at its disposal like in the domestic & international trade fairs/ partnership meets, social media campaigns or any such other means.
7. The KTDC shall allow the employees of the selected SERVICE PROVIDER to use the facilities like the bath rooms, toilets etc. in the same manner as are allowed by the KTDC for its own employees.
8. The KTDC shall at its discretion provide telephone facility and other communication facility (except internet and e-mail) available in the above resort to the selected SERVICE PROVIDER at actual cost.
9. The staff of the selected SERVICE PROVIDER can avail staff food at concessional rate from the staff canteen facility, if it is provided to the employees of the other outsourced agencies.

D. RESPONSIBILITIES OF THE SELECTED SERVICE PROVIDER IN PROVIDING AYURVEDA & SPA SERVICES UNDER THE BRAND NAME, AGE HALT.

I. AYURVEDA

1. The selected SERVICE PROVIDER shall employ Doctors, Assistants and other staff required for the running and operation of the Ayurveda centre and pay them accordingly.
2. The selected SERVICE PROVIDER will be allowed to provide treatment and therapies to customers other than the clients staying in the KTDC resort at the sole responsibility of the selected SERVICE PROVIDER.
3. The selected SERVICE PROVIDER will provide the services such as Ayurveda/ Treatment including consultation, dispensing of medicine or any such services to the inpatients and the outpatients or to any person only with the knowledge and requisition from KTDC.

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4. The selected SERVICE PROVIDER shall have all the necessary statutory and regulatory permissions, approvals and permits for running the Ayurvedic Centre.
5. The selected SERVICE PROVIDER will be responsible for collecting the informed consent from the patients of Ayurveda before any procedures.
6. The selected SERVICE PROVIDER shall meet the expectations of patients and their families.
7. The selected SERVICE PROVIDER will be responsible for the clinical documentation (history, presentation, and initial assessment, plan of care, progress notes, nursing notes and discharge summary) of the treatment provided.
8. The supervision of the Ayurveda center shall be done by the selected SERVICE PROVIDER, who shall be fully responsible for maintaining the safety and quality standards of the Ayurveda services along with the resort.
9. The selected SERVICE PROVIDER will arrange the following materials:
 - a. Ayurvedic Medicines
(with appropriate quality & within approved date of expiry)
 - b. Towels, Gowns, Disposable Kits
 - c. Treatment Pictures
 - d. Collateral for websites and social media & marketing materials.
 - e. Ayurveda treatment equipment's
10. The selected SERVICE PROVIDER shall maintain the records of the guests availing treatment on a daily basis with the details of the cash and valuable which they deposit at the centre while undergoing treatment. This record shall be signed by the guests as well as the selected SERVICE PROVIDER / Authorised Representative of the selected SERVICE PROVIDER while depositing as well as while returning.
11. All the guest/patient feedbacks have to be shared with KTDC for quality improvement. Necessary performance indicators shall be defined and shall be monitored on monthly basis for continuous quality improvement.
12. The selected SERVICE PROVIDER will prepare Standard Operating Procedure manual for providing the Ayurveda services (Eg: shift / care of patients /vulnerable patients etc).
13. The selected SERVICE PROVIDER shall submit a detailed CV of the doctor.

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14. The selected SERVICE PROVIDER will be solely responsible for the treatment and medicine given to the guest /patients of the Age Halt program and will also is liable to pay any compensatory claim arising out of such treatment.
15. Sufficient medicine stock shall be made available by the selected SERVICE PROVIDER for the requirements of Ayurveda Pharmacy. The Ayurvedic Pharmacy shall be operated by the selected SERVICE PROVIDER with proper valid license.

II. SPA SERVICES

1. The Spa equipment shall be brought by the selected SERVICE PROVIDER.
2. The selected SERVICE PROVIDER will be responsible for the upkeep and maintenance of the Spa Equipment's and other facilities.
3. The selected SERVICE PROVIDER shall be responsible for providing, at its cost, adequate workmen, staff and appropriate tools for the smooth functioning and day-to-day operations of the Spa Services.
4. The selected SERVICE PROVIDER shall be responsible for the purchase of the items used in the Spa for the day to day spa operation such as creams, oils, hair product, consumables etc.
5. The selected SERVICE PROVIDER agrees and undertakes that all products, cosmetics etc provided for rendering the services should be Environment friendly.
6. The selected SERVICE PROVIDER shall at all times during the subsistence of this Agreement, at its sole cost and expense, obtain and maintain all applicable licence and permissions that may be required from the appropriate statutory and governmental authorities from time to time: to run, operate the spa area in the manner contemplated under this agreement.
7. The Spa Operator shall at all times comply with all the applicable Statutory of the municipal, Governmental, Semi-governmental and Regulatory laws, rules, standards, guidelines and codes of practice as may be necessary and/or applicable and as amended from time to time in connection with the running and operation of the Spa Area and the provision of the Spa services.
8. The Spa services facility will be open to residential and non residential guest of the resort for 365 days, subject to statutory compliances in this regard and only with the knowledge and requisition from KTDC.

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9. The Spa Operator shall provide the Spa services at the Spa atleast from 8:00 AM to 8:00 PM, seven days a week or during such hours as mutually agreed between the resort and the selected SERVICE PROVIDER.
10. The selected SERVICE PROVIDER will conduct their own online promotions of Age Halt services as approved by KTDC in writing (e.g: tele promotion, social media etc).

E. MAN MANAGEMENT

1. The selected SERVICE PROVIDER shall comply with no child labor policy and shall not employ any person below the age of 18 years, under any circumstances and shall engage only such workers, whose antecedents have been thoroughly verified and those who produces NIO Certificate (Certificate of Non Involvement in Offences) from the local Police station.
2. The staff of the selected SERVICE PROVIDER should maintain a professional look and grooming with proper uniform, identification tag etc and there by maintaining brand value of KTDC.
3. The staff of the selected SERVICE PROVIDER should follow all rules and regulations of KTDC and need to work with mutual respect and in case of any sort of in-disciplinary activities then corresponding staff will be terminated from their services.
4. The selected SERVICE PROVIDER has the right to appoint / dismiss its staff according to their staff policies.
5. Staff appointed by the selected SERVICE PROVIDER will remain as the employee of the SERVICE PROVIDER and KTDC shall not be liable or responsible for any type of statutory obligations like PF, ESI, minimum wages, and payment of bonus Act etc., related to such employees.
6. The posting of the staff at the Ayurveda & Spa centre would be at the discretion of the selected SERVICE PROVIDER. If the act of any employee appointed by the SERVICE PROVIDER is found against the rules of the KTDC, **a notice will be issued by KTDC** to the selected SERVICE PROVIDER to remove such persons with immediate effect.
7. The selected SERVICE PROVIDER shall employ only those persons who are found medically fit. Yearly health screening of all the staff of the selected SERVICE PROVIDER must be done as per the compliance standards of NABH accreditation.

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8. The staff of the selected SERVICE PROVIDER shall work exclusively under the supervision, direction and control of the SERVICE PROVIDER but shall be governed by the directions of KTDC while they are within the resort premises and they shall be subjected to security check by KTDC security while entering / leaving the premises. The selected SERVICE PROVIDER shall ensure that the persons employed by them do not trespass into restricted areas of the resort.
9. The selected SERVICE PROVIDER shall submit the detailed CV and NIO Certificate of all the masseurs/technicians/staff recruited by the selected SERVICE PROVIDER for service at the Age Halt centre at the resort after obtaining the formal approval of the Resort Manager before they join for the duty.
10. The selected SERVICE PROVIDER shall maintain a muster roll of all the staff engaged by them which shall be verified on a daily basis by the Doctor and produce it before the Manager of the resort for endorsement on a daily basis.
11. It shall be the sole obligation and responsibility of the selected SERVICE PROVIDER to ensure that the workmen, staff and employees of the selected SERVICE PROVIDER shall have appropriate qualification, necessary training, technical skills and know-how to perform the Ayurveda & Spa services contemplated in this Agreement.
12. The selected SERVICE PROVIDER shall make good of any loss or damage caused to the KTDC building, equipment or facilities by their employees, suppliers, transporters or authorized agents. The selected SERVICE PROVIDER shall be responsible for any act of commission & omission of such persons.
13. The selected SERVICE PROVIDER shall provide a 24 hour medical cover with an in house doctor, in case of inpatients.

F. GENERAL

1. The selected SERVICE PROVIDER shall follow and comply with the Hotels ESG (Environment, Social & Governance) Policy.
2. The selected SERVICE PROVIDER shall follow eco friendly practices and shall take care of environment, follow fair practices & carry good governance as per the guidelines of the government.
3. All liabilities on account of employees engaged by the selected SERVICE PROVIDER will be vested with the SERVICE PROVIDER.

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4. The KTDC shall be completely absolved of any and all obligations both legal and otherwise arising out of such employment provided by the selected SERVICE PROVIDER.
5. The KTDC shall at their discretion provide rooms and other services available in the hotel to the patients being treated by the selected SERVICE PROVIDER on payment.
6. The selected SERVICE PROVIDER shall maintain a record to register the guest's suggestions / complaints that will be periodically endorsed by the duty doctor.
7. The Manager at the resort shall have access to all the records kept by the selected SERVICE PROVIDER that are essential to maintain/deliver good service and security to the visiting guests.
8. The selected SERVICE PROVIDER shall agree to keep the premises provided to them neat and clean at all times and at his own cost. The selected SERVICE PROVIDER will ensure that the services provided to its users are of international standards together with all supplies (towels, soaps, and stationery etc., duly approved by the Manager).
9. The selected SERVICE PROVIDER shall be responsible for the safe custody of the space given to it during the period of agreement.
10. The space given to the selected SERVICE PROVIDER shall not be transferred /sublet or used for any other purpose other than for the operation of Age Halt programs.
11. The premises and installations shall not be altered by the selected SERVICE PROVIDER without written permission of KTDC.
12. The selected SERVICE PROVIDER will see that the activities undertaken by them in no way give disturbances to the guests staying in the hotel or for the operations of the hotel.
13. The Manager of the resort or his authorized representative shall always have access to any part of the space for inspection etc. as and when found necessary by the KTDC.
14. During the period of this agreement, the KTDC may take up works of structural improvements, additions etc, or additional structure in the adjacent land of the Hotel. The selected SERVICE PROVIDER shall render all facilities for carrying out such works without raising any objection.
15. In the case the selected SERVICE PROVIDER violates any of the conditions prescribed herein, the KTDC shall be at liberty to cancel this agreement and resume the space from the possession of the selected SERVICE PROVIDER on one month notice.

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16. The selected SERVICE PROVIDER will not exhibit any advertisement board inside or outside the Age Halt Centre or in the premises of the hotel without the written permission of the KTDC.
17. The selected SERVICE PROVIDER shall not entertain any guests or customers directly without the written permission of the resort manager.
18. The selected SERVICE PROVIDER shall entertain KTDC guests /Officials as requested by the Head Office and charges for the same will be fixed on mutual discussion.
19. The selected SERVICE PROVIDER shall not be entitled to sublet part or entire premises to any person(s)/ firm(s)/ company(s). The selected SERVICE PROVIDER has to ensure that premises are used for only the purpose of running AGE HALT and not any other business purpose in any manner. The use of the space for other purposes will lead to the termination of the contract agreement.
20. The selected SERVICE PROVIDER shall maintain a very high standard of hygiene, cleanliness and shall keep the allotted premises neat and clean at their own cost so as to maintain the standards and aesthetic values all times.
21. The selected SERVICE PROVIDER can appoint Travel agents/Felicitors/Marketing team for promoting the Age Halt project.
22. The selected SERVICE PROVIDER will arrange all types of clothes, linens and consumables, at their cost, required for treatment.
23. The selected SERVICE PROVIDER shall take proper and adequate insurance for their employees, equipment's and also to cover public liability arising out of claims of their clients.
24. The Ayurveda/ Spa service provider will sterilize/ disinfect the instruments/ equipment used before any service /application.
25. The selected SERVICE PROVIDER shall provide and maintain at their cost all equipment, apparatus and furniture required by them for the running and operation, and they shall remain as property of the selected SERVICE PROVIDER at all times.
26. The selected SERVICE PROVIDER is also bound to respond and address any operational issues, deficiencies in the Customer Services and other resort related issues which are pointed by KTDC with a view to maintain the overall quality and standards. In case of any dispute arose between the parties for rectification of the defects as pointed by the personnel deputed by KTDC, the same shall be referred to the Managing Director, KTDC and decision thereto shall be final and binding on both the parties.

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27. KTDC shall depute its key personnel to inspect, verify and review the operational and quality aspects of the Ayurveda & Spa services and share its findings to the selected SERVICE PROVIDER. In case of any deficiency or defectiveness in the operations or customer dissatisfaction in the services, the selected SERVICE PROVIDER shall ensure that it will implement all collective measures to remedy and address the same in consultation with KTDC. In case of any dispute arose between the parties for rectification of the duties as pointed by the personnel deputed by KTDC, it shall be referred to the Managing Director, KTDC and decision thereto shall be final and binding on both the parties.
28. The selected SERVICE PROVIDER shall ensure that its workmen, staff and employees restrict themselves within the space provided for the Ayurveda & Spa services only. It is clarified that no workmen, staff and employee of the selected SERVICE PROVIDER shall be stationed outside the Ayurveda & Spa area or place a reception desk or any other object obstructing the free movement of the residential and non-residential guests of the resort and the area adjoining the Ayurveda & Spa area.
29. The selected SERVICE PROVIDER shall provide to the resort, the certified true copy of all the licenses, approvals and permissions obtained by the SERVICE PROVIDER that they may be required under applicable laws for running and operating the Ayurveda/Spa services in the area specified for Ayurveda and Spa services.
30. All licenses, approvals and permissions obtained by the selected SERVICE PROVIDER in accordance with the terms and conditions of this Agreement for the period of the running and operating of the Ayurveda and Spa area specified for it shall be obtained in the name of the selected SERVICE PROVIDER at the sole cost and expense of the SERVICE PROVIDER. The selected SERVICE PROVIDER shall, at its sole cost and expense renew these licenses, approvals and permissions from time to time, before the due dates and provide a self-certified true copy thereof to the resort, within 30 days of renewing the same.
31. The selected SERVICE PROVIDER will be permitted to make investment in Ayurveda and Spa facilities as required but with the permission of the Board of the Corporation.
32. All decisions taken by the Managing Director of Kerala Tourism Development Corporation Ltd regarding this agreement shall be binding on the selected SERVICE PROVIDER.
33. The selection will be made only after verifying the claims through appropriate means and after inspecting the Ayurveda / Spa centre/s specified in the application of the applicant.

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G. ACCESS TO INFORMATION.

KTDC shall have the right to access to information regarding all type of treatments provided by the selected SERVICE PROVIDER at the premises of the resort and the selected SERVICE PROVIDER should provide adequate information to KTDC regarding the nature and type of treatment provided.

H. CONFIDENTIALITY

No person of KTDC or selected SERVICE PROVIDER engaged or involved in this contract shall not disclose any matter pertaining to any business information, including (without prejudice, customer information, details of services and financial information and shall not use such information other than for the purpose of this agreement) to any third party.

I. TERMS & TERMINATION

1. The selected SERVICE PROVIDER shall make an **interest free deposit of Rs.3,00,000/-** lakhs (Rupees: Three Lakh) which will be refunded upon the expiry of the contract period.
2. The agreement will be for a period of 3 years from the effective date of this agreement and that can be extendable for a further period on mutually agreed terms and conditions. If any one of the parties wishes to extend the agreement may express their desire for the same by giving one month prior to the expiry of the agreement by a written request.
3. The selected SERVICE PROVIDER shall vacate the premises immediately on completion of the period or any earlier date fixed by Kerala Tourism Development Corporation Ltd. as provided herein and handover it to Kerala Tourism Development Corporation in its original condition.
4. **Both parties can terminate this agreement** during its period with **three months notice** if **any dispute arises between the parties** and that is **not settled within 30 (thirty) days**.
5. KTDC reserves the right to terminate the contract immediately without any notice for any unlawful act or criminal offences committed by the selected SERVICE PROVIDER or any of the employees deployed by them.
6. KTDC can terminate this agreement forthwith by notice in writing to the selected SERVICE PROVIDER during this period,
 - i. If the selected SERVICE PROVIDER violates any of the terms and conditions of the agreement.
 - ii. Has a liquidation notice made against them.
 - iii. Does not perform their duties and obligations for any reason for three months consecutively to the satisfaction of KTDC.

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7. On termination of the agreement, the selected SERVICE PROVIDER shall handover the vacant possession of the space to the authorized person of the resort in good and tenable condition and vacates the premises on the same day itself. Failure to handover the vacant possession of the premises as aforesaid would render the selected SERVICE PROVIDER to pay a penal rent to KTDC at the rate of Rs. 10,000/- per day.
8. Once the agreement is disabled, the selected SERVICE PROVIDER agrees not to use the brand name, Age Halt any further.

J. INDEMNITY

1. Nothing in this agreement shall create a partnership or employer-employee relationship or principal-agent relationship or joint venture between the parties. KTDC and the selected SERVICE PROVIDER to act and perform as independent contracting parties.
2. Each party shall be solely responsible for and shall comply with all State and Central Laws pertaining to taxes, levies and employment related statues.
3. KTDC shall not be liable or responsible for any type of negligence or deficiency in services offered /rendered by the selected SERVICE PROVIDER and KTDC cannot be considered as party to any type of Medico-legal issues related to the services provided/rendered by the selected SERVICE PROVIDER to others/third parties.
4. If either party is prevented from fulfilling its obligation through act of God, including without limitations, War, Flood, earthquake, strike or lockout that party shall not be deemed to be in breach of contract. They shall do everything in their power to resume full performance as soon as possible. If such period of incapacity prevails for a continuous period in excess of six months, this agreement shall automatically stand terminated.
5. Any notice sent between both parties to be sent by electronic mail or by post to the address given in this agreement or any subsequent notified address of the other party. Notices shall be deemed served after 48 hours from date of electronic mail.

K. ARBITRATION

In the event of any dispute arising between the parties hereto, concerning the interpretation and implementation etc. of the agreement, the parties hereto shall meet and discuss and negotiate the same and if no settlement is possible as above within a period of 30 (thirty) days by either parties notifying the other of the existence of such a dispute, the same be referred to a Sole Arbitrator appointed by the Managing Director of KTDC under the provision of the Arbitration and Conciliation Act, 1996. The decision of the Arbitrator shall be final and binding on the parties hereto.

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L. DISPUTE RESOLUTION, GOVERNING LAWS AND JURISDICTION

1. In the case of any dispute or difference of opinion between the parties of the contract during or after the contract period or after termination or breach of contract or so to the interpretations of the provisions of contract, such dispute or difference shall be dealt only in the Civil Courts of Thiruvananthapuram.
2. This agreement shall be governed by the Indian Law

M. TARIFF FIXATION , COLLECTION OF PAYMENT

1. The tariff of various services and packages will be fixed by mutual consent between KTDC and the selected SERVICE PROVIDER.
2. The selected SERVICE PROVIDER agrees to raise any and all invoices to KTDC, as per the tariff rates, for all the services and treatment provided by them as per the requisition of KTDC for the Age Halt operations at the Ayurveda centre for both the in patients /out patients and at the Spa centre for the guest of KTDC and for the walk-ins.
3. The selected SERVICE PROVIDER shall maintain necessary records/ registers as required by the Unit Manager.
4. KTDC shall be responsible for collecting the charges from the in- patients/ guest or out-patients / walk-ins at rates fixed by KTDC for such services based on the bills raised by the selected SERVICE PROVIDER.
5. KTDC will provide all required bill books etc. to the selected SERVICE PROVIDER. KTDC will agree to settle the invoices of the selected SERVICE PROVIDER within 7 days from the date of submission of the invoice either on weekly or on monthly basis.
6. The income will be shared between KTDC and the selected SERVICE PROVIDER at a ratio of 40% for KTDC and 60% for the selected SERVICE PROVIDER.

N. VALIDITY

An agreement valid for three years will be signed between the selected SERVICE PROVIDER and KTDC.

Signature of the applicant & Seal

APPLICATION FORM

AYURVEDA / SPA CENTRE FOR KTDC TEACOUNTY, MUNNAR

| | | |
|----|--|--|
| 1 | Name & Full address of the Firm | |
| 2 | Name of the contact person with mobile number, Email address and GST number. | |
| 3 | Status of Applicant (Company / Partnership Firm / Proprietor/ LLP/ HUF if any) Attach Certificate of incorporation | |
| 4 | Copy of the PAN of the firm (self attested) | |
| 5 | Identification of the MD/proprietor/ CEO etc. (Aadhar / Election ID card) | |
| 6 | No of years of Experience in running the Ayurvedic centre & Spa centre together with details of places and experience (Minimum of 3 Years) - Experience certificate and Star status of the hotel / resort as required in the general criteria to be attached. | |
| 7 | Details of Qualified Ayurveda Doctors of the Firm | |
| 8 | Details of qualified masseurs in the Firm | |
| 9 | Number of Ayurvedic centre & Spa centre presently operated by the firm | |
| 10 | Average yearly turnover of the firm in the last 2 years (P&L Statement attested by Chartered Accountant to be attached) | |
| 11 | License and registration details of the firm (self attested copy of the certificate to be attached) | |
| 12 | Any awards won with details | |
| 13 | Any other credentials in the subject area | |
| 14 | Details of EMD for Rupees: Ten Thousand (Rs.10, 000/-) | |
| 15 | Certificate of non involvement in offence (NIO) of the Ayurveda / Spa centre /s. | |

Acceptance of Terms and Conditions as stipulated in the Tender application form.

Additional sheet may be used if needed.

Signature of the applicant & Seal

TECHNICAL SCRUTINY

Kerala Tourism Development Corporation limited (KTDC) the largest hotel chain in Kerala proposes to set up an Ayurveda / Spa Centre at its hill resort - Tea County, located at Munnar, Idukki.

The EOI documents would be evaluated on the basis of the eligibility criteria and experience in the relevant area mentioned above. Evaluation of the submitted EOI falls under the sole discretion of KTDC, which may choose to apply whatever conditions it deems appropriate during the evaluation.

The applicant will have to sign the entire pages in the EOI document (**Page 1 to 18**).

The selection of the service provider will be on the basis of technical scrutiny after short listing the eligible applicants. The technical scrutiny will be based on the following points.

| Sl. no | Criteria | Maximum marks |
|--------|--|---------------|
| 1 | Experience in providing Ayurveda Service at hotel / resorts. (Awards / Classifications/ Guest feedbacks etc. will be considered) | 10 marks |
| 2 | Experience in providing Spa services at hotels/ resorts. (Awards / Classifications/ Guest feedbacks etc. will be considered) | 10 marks |
| 3 | Experience in providing Ayurveda / Spa packages of 3 or more days of duration. (Proof to be provided) | 10 marks |
| 4 | Experience in promoting Ayurveda / Spa services (Wellness/ stress/beauty packages) and its results (Proof to be provided) | 10 marks |
| 5 | Experience in providing specific therapeutic treatments in hotels / resorts (Proof to be provided) | 10 marks |

** Guest feedbacks include posts in the online space / social media

The selection will be made only after verifying the claims through appropriate means and after inspecting the Ayurveda / Spa centre/s specified in the application of the applicant.

For more details please visit www.ktdc.com

Signature of the applicant & Seal

DISCLAIMER

I/We understand that mere submission of documents as per the above Performa does not mean the qualification in the Technical criteria. The papers/ EMD & Bank Guarantee submitted will be checked and verified by the KTDC subsequently, and the decision taken by KTDC will be final and bidding on me/us.

Signature of the Authorized Signatory

Signature of the applicant & Seal