

**KERALA TOURISM DEVELOPMENT CORPORATION LTD**  
**Thiruvananthapuram**

**EXPRESSION OF INTEREST**  
**Selection of Ground Handling Agent for KTDC**

Expression of Interest is invited from reputed Tour Operators for providing Ground Handling facility (pick ups/drops, transport services) for the guest of various KTDC Tour packages for a period of 3 years.

Interested firms may send their application on or before 15/10/2018, 3pm and bid opening date is 16/10/2018 at 11 am.



**Details can be had from :**

The Office of the Marketing Manager ,  
KTDC LTD, Mascot Square, Trivandrum-695 033.  
**Phone: 0471-2721243 or [www.ktdc.com](http://www.ktdc.com)**

Size: 2col x 5

## APPLICATION FORM

### GROUND HANDLING FACILITIES FOR KTDC

Sl. No.	Technical Criteria	Details (to be filled by the bidder)	Page. Nos.
1	Name and full address (es) of the applicant with telephone & Fax Number(s) and names of the contact persons with mobile numbers and e-mail.		
2	Details of Earnest Money Deposit (EMD) Rs. 25,000/- through DD/Banker's Cheque, in favour of KTDC Ltd., payable at Thiruvananthapuram		
3	Status of the bidder :- Company/Partnership Firm/Individual – Please specify		
4	In case of Company – Please enclose Memorandum/ Articles of Association along with certificates of incorporation, and date of commencement of business etc		
5	In case of firm, registered under the Partnership act, 1932 – Please enclose details of partners along with certificate of registration, details of their business and partnership deed etc. duly attested by Notary		
6	Annual turnover for the <b>last financial year</b> in the travel and tourism business. **Enclose Balance Sheet and profit & loss account of the last financial year as the case may be, duly certified by the chartered accountant/Published annual report		

7	Experience in the travel & trade business Enclose the details of Ground Handling Arrangements/ Customer relation service		
8	Documents providing accreditation with IATO/ADTOI or recognition by Department of Tourism/ Govt. of Kerala		
9	Number of cars/ coaches directly owned by the applicant and its details		
10	Number of cars/ Coaches attached to the applicant and its details		
11	Documents proving marketing and promotional tools such as Website printouts, Brochures, Pamphlets, media plan, advertisements paper cuttings etc		
12	Financial standing of the bidder-Solvency Certificate issued by the Bank & Net worth certificate issued by Chartered Accountant.		
13	Certificate under the letter head of the Chartered Accountant stating that the applicant has not defaulted on any Bank/ Financial institution loans in the past; there are no statutory dues and undisputed liabilities.		
14	Copy of the Income Tax return of the last financial year as the case may be, to be enclosed		
15	List of staff in the firm should be duly certified by the applicant/ HR Head		
16	Permanent Account Number (PAN) – Card		

17	GST Number/ TAN Number		
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\*\*Enclose Balance Sheet and Profit & Loss Account of the **last financial year** as the case may be

1. Applicants who are a Company incorporated under the Companies Act, 1956 should submit a copy of Auditors Report as per provisions laid down in the above Act, along with their Balance Sheet and Profit & Loss Account duly audited by a Chartered Accountant.
2. Applicants who are Firms/Individuals/others, whose annual turnover is exceeding Rs. 40 lakhs per annum, should submit a copy of the Tax Audited Report as prescribed under the Income Tax Act, 1961 along with their Balance Sheet and Profit & Loss Account duly audited by Chartered Accountant.

I/We \_\_\_\_\_ do hereby declare that the entries made in the above Performa are true to the best of my/our knowledge and also that we shall be bound by the acts of my/our duly constituted attorney.

I/We hereby understand that the submission of application bids does not guarantee selection as service provider of KTDC Ltd. I/We further understand that in case of any information submitted by me/us being found to be incorrect before or even after the selection, KTDC will have the right to summarily reject the application, cancel the selection/revoke the same at any time without assigning any reason whatsoever.

Dated:

\_\_\_\_\_  
(Signature of the bidder & Seal)

SEAL

Address: \_\_\_\_\_

**General Conditions & Criteria**

KTDC Ltd. operates a number of Premium and Budget tour packages, encompassing its resorts located at various destinations. The packages include pickups/ drops from/ at Airport/ Railway Station either from Trivandrum/ Kochi or from other places in certain circumstances, sightseeing en-route various destinations and at various destinations. The service provider is expected to arrange well managed driver having all desirable decorum with good vehicle and arrange pick up/ drops from/ at Airport/ Railway Station, sightseeing, complaint handling which even include change of vehicle/driver when circumstances demands at no extra cost for various KTDC tour packages. Such arrangements are also sought from the service provider for various customized tour packages on a case to case basis. Quote will be collected from the service provider for a particular period for the published packages or on a case to case basis for other customized tour packages. The vehicles of the service provider will be utilized at Tourist Information Centre & Sales Office, Kochi and CRC Thiruvananthapuram during the period.

The payment may take 20-30 days from the date of submission of the bill and 10% of the quoted amount will be retained as the company's commission.

The bidder will have to sign all the page in the tender document (Page 1 to 9).

The selection of the service provider will be on the basis of technical scrutiny. A MOU will be signed with selected service provider for providing vehicles for 3 years.

For more details regarding the tour packages, please visit [www.ktdc.com](http://www.ktdc.com).

**Essential Criteria**

1. *Must be a proprietorship/partnership firm/ company having a duly registered office in Kerala.*
2. *Must be accredited with LATO/ ADTOI and shall be recognized by the Department of Tourism, Govt. of Kerala.*
3. *Must have a minimum of 5 years experience as "tour operator" and shall have experience in arranging transport service/ ground handling for Kerala Tour packages operated by self or for some other firms for domestic & international visitors.*
4. *Must have a dedicated customer relationship department/ staff for such Ground Handling Arrangement (proof to be attached regarding the details of staff and their qualification, strength of CRM department, mode of handling complaints etc. and some details of National/International guests handles).*

5. *The firm must have a minimum of 15 staff and out of that at least 2 staff shall be in the customer relations Department.\*
6. *Must have at least 8 cars of various categories (Indica/logan/Innova/Tavera etc) owned by the Proprietor/ Partnership firm/company and shall have at least 20 attached vehicles(different categories of cars/coaches).*
7. *Must be a Tour operator having an annual turnover of above 3 crores in the last financial year.*
8. *Must have a pan card and be a income tax assesse*
9. *Must have service tax registration/ GST Registration etc.*
10. *Must have permanent office facility in Kerala, and preferably have offices in other tourist locations in Kerala.*
11. *The vehicles shall carry KTDC identity/ logo while at the service of the operations of KTDC packages.*

Note: All the above details should be submitted and accompanied with proofs. Incomplete application will be rejected.

The applications shall be submitted in the attached format along with an EMD of Rs. 25, 000/- in favour of Managing Director, KTDC.

The EMD will be returned after the selection process gets over.

The selected Agency will have to deposit (an interest free) Rs. 1,50,000 (One Lakh Fifty Thousand Rupees only) as interest free Caution money deposit when executing the agreement.

## TERMS & CONDITIONS

1. All applicants are expected to submit the technical papers on or before the date of submission as per the Expression of Interest (EOI) publication.
2. The tenure or validity period of empanelment will be for a period of **three (3) years**. KTDC reserves the right to sanction such Extension to each empanelled operator subject to effective participation in the limited tender on case to case basis.
3. 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.
4. All pages of this Expression of Interest (EOI) uploaded in the KTDC website along with the requisite enclosure as detailed herein should be submitted by post.
5. All technical papers submitted for empanelment should be serially numbered on the top right hand corner of every page.
6. The requisite instrument of EMD should be attached with page number one of the technical documents mentioned above.
7. The name of the applicant should be mentioned on the reverse of the respective DD/ Banker's Cheque attached as EMD.
8. All the nine (09) Pages of this Expression of Interest (EOI) should be duly signed and stamped by the applicant **or** authorized signatory of the applicant.
9. All documents enclosed, in support of Technical Criteria mentioned should be attested and the original documents to be produced when called for.
10. KTDC Ltd. Reserves the right to accept any or all the bids reserved at its absolute discretion without assigning any reason whatsoever.
11. Incomplete tender will not be considered and are liable to be rejected. KTDC Ltd. will not be responsible for postal delays when tenders are sent by post.
12. The tenders shall be submitted through offline mode only.
13. EOI shall be submitted by the time and date mentioned in the notice inviting EOI at the office of:

The Marketing Manager  
KTDC  
Mascot Square



Thiruvananthapuram – 695 033

14. Letters of empanelment indicating the date of validity and tenure will be issued to the applicants fulfilling the eligibility criteria.
15. 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 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. have the right to recover any further loss or damage incurred or caused in consequence thereof, from the bidder. 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 award of work to the successful bidder.
16. KTDC reserves the rights to de-list any applicant **or** at the option of the empanelled operator during the tenure/ validity period of empanelment.
17. KTDC reserves its rights to withdraw/ cancel the panel of empanelment after giving adequate notice to the empanelled operators **or** at short notice in the *public interest*.
18. Under the circumstances wherein the spirit of competitive bidding process is defeated with no/ few empanelled operators as a result of delisting/ disqualification/ debarment/ withdrawal from empanelment, cartel formation between empanelled operators or otherwise, KTDC also reserves the right to invite non-empanelled operators for any specific category/ product/ segment or otherwise subject to fulfillment of eligibility criteria and payment of twice the EMD amount as EMD.

**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