

## **TENDER NOTICE**

### **SELECTION OF SERVICE PROVIDERS FOR TRAVEL DESK**

#### **AT KTDC PROPERTIES**

Kerala Tourism Development Corporation Ltd. invites TENDER from reputed ground handling service providers for managing travel desk for providing travel assistance to its guests (pick ups / drops, transport services for sightseeing/ tour packages) for various KTDC properties for a period of 3 years.

Interested firms fulfilling the eligibility criteria may send their application as per the format along with relevant enclosures enumerated on or before 29.03.2021 and bid opening date is 30.03.2021. The details are available at [www.ktdc.com](http://www.ktdc.com).

(Signature of the bidder & Seal)

**APPLICATION FORM FOR THE TECHNICAL BID**  
**TRAVEL DESK FACILITIES FOR KTDC HOTELS**

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. 5,000/- 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	Annual turnover in the <b><u>financial year</u></b> 2019-20 from 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		
5	Experience in the travel & trade business Enclose the details of Ground Handling Arrangements/ Customer relation service		
6	Documents providing accreditation with recognition by Department of Tourism, Govt. of Kerala or IATO		
7	Number of Cars/ coaches directly owned by the applicant and its details		

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8	Number of Cars/ Coaches attached to the applicant and its details		
9	Financial standing of the bidder-Solvency Certificate issued by the Bank & Net worth certificate issued by Chartered Accountant.		
10	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.		
11	Copy of the Income Tax return of the last financial year as the case may be, to be enclosed		
12	List of staff in the firm should be duly certified by the applicant/ HR Head		
13	Permanent Account Number (PAN) - Card		
14	GST Number/ TAN Number		

(Signature of the bidder & Seal)

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: \_\_\_\_\_

(Signature of the bidder & Seal)

**FINANCIAL BID**

**Monthly rent for the six travel desk at Mascot hotel, Samudra Kovalam, Bolgatty Palace, Waterscapes, Tea county, Aranya Nivas, & Lake Palace.**

<b>In Figures</b>	<b>In words</b>

- Applicable Taxes would be extra for the above mentioned services.
- I agree to pay 10% of the revenue besides the above rent.
- If there is a difference between the quote written in figure and words, the quote written in words will be considered.
- The quote should not have an overwriting or correction, and under such instances the quote will be declined.

(Signature of the bidder & Seal)

**General Conditions & Criteria**

Kerala Tourism Development Corporation (KTDC) is looking for reputed ground handling agencies to operate the travel desk services at various properties as listed below for a period of three years.

1. Mascot Hotel, Trivandrum.
2. Samudra, Kovalam.
3. Bolgatty Palace & Island resort, Kochi.
4. Waterscapes, Kumarakom.
5. Tea county, Munnar.
6. Aranya Nivas & Lake Palace, Thekkady

KTDC operates a number of Premium and Budget hotels/resorts located at various tourist destinations. The service provider is expected to arrange good vehicle with well mannered driver having all desirable decorum 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 its guests. The Corporation may utilize the service of the selected operator for operating its own tour packages. The agency will have to pay a rent besides 10% of the revenue as commission for KTDC.

The Interested agencies/entities/parties shall submit collective the quote of all the properties listed above. The tariff for the vehicles can be decided mutually on the basis of present market rates. The bidder shall submit the tender in **two covers**. One cover super scribed as **Technical Bid for Travel Desk Operation** at KTDC properties and the other super scribed as **Financial Bid for the Travel Desk Operation** at KTDC properties.

The bidder will have to sign the entire page in the tender document (Page 1 to 9). An agreement will be signed with selected service provider for providing vehicles for a period of 3 years. The corporation may add or avoid properties at its own destination and the rent will be increased/ decreased on a pro rata basis.

*Signature of the bidder & Seal*

### **Essential Criteria**

1. *Must be a proprietorship/partnership firm/ company having a duly registered office in Kerala.*
2. *Must be recognized by the Department of Tourism, Govt. of Kerala.*
3. *Must have a minimum of 5 years experience in arranging transport service/ ground handling for Kerala Tour packages operated by self or for some other firms for the purpose of the visit of 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 guest's handles).*
5. *The firm must have a minimum of 5 staff and out of that at least 1 staff shall be in the customer relations Department.*
6. *Must have at least 10 cars of various categories (Sedans Cars /Innova /Innova Crysta / Tempo traveler etc) owned by the Proprietor/ Partnership firm /company and shall have at least 10 attached vehicles (different categories of cars/coaches).*
7. *Must have an annual turnover of above 50 lakhs in the financial year 2019- 2020.*
8. *Must have pan card and be an income tax assesses.*
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. 5, 000/- in favour of Managing Director, KTDC.
- The EMD will be returned after the selection process gets over.

*Signature of the bidder & Seal*

- The selected Agency will have to deposit (an interest free) Rs. 50,000/- (Rupees Fifty thousand only) as interest free caution money deposit when executing the agreement.

### TERMS & CONDITIONS

1. 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.
2. All pages of this tender uploaded in the KTDC website along with the requisite enclosure as detailed herein should be submitted by post.
3. All technical papers submitted should be serially numbered on the top right hand corner of every page.
4. The requisite instrument of EMD should be attached with page number one of the technical documents mentioned above.
5. The name of the applicant should be mentioned on the reverse of the respective DD/ Banker's Cheque attached as EMD.
6. All the Pages ( 9 ) of this tender document should be duly signed and stamped by the applicant or authorized signatory of the applicant.
7. All documents enclosed, in support of Technical Criteria mentioned should be attested and the original documents to be produced when called for.
8. KTDC Ltd. Reserves the right to accept any or all the bids reserved at its absolute discretion without assigning any reason whatsoever.
9. 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.
10. The tenders shall be submitted through offline mode only.
11. The tender shall be submitted by the time and date mentioned in the notice inviting tender at the office of:

The Marketing Manager

KTDC

Mascot Square

Thiruvananthapuram – 695 033.

*Signature of the bidder & Seal*



12. 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.
13. KTDC reserves the rights to de-list any applicant **or** at the option of the empanelled operator during the tenure/ validity period of empanelment.
14. KTDC reserves its rights to withdraw/ cancel the service agent after giving adequate notice to the selected travel desk **or** at short notice in the *public interest*.

**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 & Seal of the bidder*

Date:

*Signature of the bidder & Seal*