

KERALA TOURISM DEVELOPMENT CORPORATION LTD, TRIVANDRUM

EXPRESSION OF INTEREST FOR THE SELCTION OF GROUND HANDLING AGENT FOR KTDC

EOI is invited from reputed Tour Operators having base in Kerala for providing Ground handling facility (pickup and drop, transport/ sightseeing services) for the guests of various KTDC Tour packages for a period of 3 years.

EOI documents may be downloaded/ submitted on or before 03.08.2026 at www.etenders.kerala.gov.in.

E-tender ID: 2026_KTDC_859946_1

Details can be had from



The Office of The Marketing Manager, Mascot Square,
Vikas Bhavan P.O.Thiruvananthapuram-695033.

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

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 of the applicant with telephone & e-mail and name of the contact persons with mobile number and e-mail.		
2.	Details of Earnest Money Deposit (EMD) of Rs. 25,000/- paid online through SBI MOPS (if applicable) / Details of MSME Certificate (if claiming EMD exemption)		
3.	Status of the bidder : Company/Partnership Firm/Individual Please specify		
4.	In case of Company; Please attach certificates of incorporation, and date of commencement of business etc		
5.	In case of firm registered under the Partnership Act, 1932; Please attach details of partners along with certificate of registration, details of their business and partnership deed etc duly attested by the Notary.		
6.	Accreditation with IATO or ADTOI and recognition by Department of Tourism/ Govt. of Kerala (Attach supporting documents)		
7.	Experience in the Travel & Trade business and Ground Handling Arrangements / Customer Relation Service (Attach the details)		
8.	Attach documents proving marketing and promotional tools such as Website, Brochures, Pamphlets media plan, advertisements paper cuttings etc		
9.	List of staff in the firm duly certified by the applicant/ HR Head		
10.	Number of Cars/ Coaches directly owned by the applicant and its details		
11.	Number of Cars/Coaches attached to the applicant and its details		

Signature of the bidder & Seal

12.	Financial standing of the bidder-Solvency Certificate issued by the Bank & Net worth certificate issued by Chartered Accountant. (Attach copy)		
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. (Attach copy)		
14.	Details of the Permanent Account Number (PAN) – Card		
15.	Details of the GST Number / TAN Number		
16.	Copy of the Income Tax returns of the last three financial years as the case may be, to be attached. (2023-24, 24-25 & 25-26)		
17.	Copy of the GST returns of the last three financial years as the case may be, to be attached. (2023-24, 24-25 & 25-26)		
18.	Annual turnover for the financial years (2025-2026) in the travel and tourism business. **Attach the balance sheet and profit & loss account of the last financial year as the case may be, duly certified by the chartered accountant / Publish annual report		

** Attach the Balance Sheet and Profit & Loss Account of the last three financial years as the case may be

1. Applicant (Company incorporated under the Companies Act, 1956) should attach 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. Applicant(Firm/ Individual/others) whose annual turnover is exceeding Rs. 50 lakhs per annum, should attach 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.

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 furnished 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

General Conditions & Criteria

KTDC Ltd. operates a number of premium& customized 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-mannered driver having all desirable decorum with neatly kept good vehicle for arranging pick up/ drops from/ at Airport/ Railway Station, sightseeing etc. The service provider shall also manage complaint redressal which even includes change of vehicle/driver at no extra cost for various KTDC tour packages and also for arrangements on a case to case basis.

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 & seal the entire pages** in the tender document **(Page 1 to 8)**.

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 and upon satisfactory performance, the MOU could be renewed for another 2 years upon mutual consent.

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 CRC Thiruvananthapuram during the period.

For more details regarding the tour packages, please visit 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 IATO/ 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. The agency shall be currently a functioning one.
5. Must be a Tour operator having an **annual turnover of above 3 crores** in the **financial year 2025-2026**.

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6. The firm must have a **minimum of 15 staff** and out of that **at least 2 staff** shall be in the **Customer Relations Department**.
7. 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 - Customer Relationship Management department, mode of handling complaints etc. and some details of National/International guests handled).
8. Must have **at least 8 cars of various categories** (A/c Sedan Cars / SUV/ A/c Innova/ Innova - Crysta /Tempo Traveller / Urbania etc) owned by the Proprietor /Partnership firm/ company and **shall have at least 10 attached vehicles** (different categories of cars/ coaches).
9. Shall have an **MOU / agreement with owners in case of attached vehicles**.
10. Must have a **pan card** and **must be an income tax assessee** and shall have **GST Registration** etc.
11. The Insurance certificate, pollution certificate and documents of the vehicles shall be current and the vehicle status shall be active.
12. Must **have permanent office facility in Kerala**, and preferably have offices in other tourist locations in Kerala.
13. The vehicles shall carry KTDC identity logo while at the service of the operations of KTDC packages.
14. A declaration by the applicant shall be incorporated in the application form. **“The applicant has not been blacklisted, debarred or prohibited from participating in the tendering process of the Government or any PSU during the last five years”**.

Note:

All the above details should be accompanied with proofs. Incomplete qualifications will be rejected.

The EMD of Rs.25000/-(Twenty Five Thousand Only) is displayed in the e-tendering site and shall be paid online by SBI MOPS through the portal <https://etenders.kerala.gov.in>. The bidders who are eligible for EMD exemption shall apply accordingly with relevant documents granting the exemption from the deposit of EMD.

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

Signature of the bidder & Seal

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 the MOU for empanelment will be for an initial period of three (3) years. KTDC reserves the right to sanction extension of empanelment upon satisfactory performance by one year at a time, and could be extended upto a maximum additional period of 2 years upon mutual consent.
3. KTDC reserves the right to empanel one or more agencies based on the technical evaluation and ranking obtained under the prescribed criteria. Mere obtaining the qualifying marks shall not confer any right for empanelment.
4. 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.
5. All the **eight (08) pages** of this Expression of Interest (EOI) along with the requisite enclosure should be duly signed and stamped by the applicant or authorized signatory of the applicant.
6. All documents uploaded, in support of Technical Criteria mentioned should be attested and the original documents to be produced when called for.
7. Incomplete EOI will not be considered and are liable to be rejected.
8. KTDC Ltd reserves the right to accept /reject any or all the bids at its absolute discretion without assigning any reason whatsoever thereof.
9. 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.
10. 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.

Signature of the bidder & Seal

11. The EMD of the successful bidder will be discharged when the bidder has executed the agreement and furnish the security deposit.
12. Letters of empanelment indicating the date of validity and tenure will be issued to the applicants fulfilling the eligibility criteria.
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 panel of empanelment after giving adequate notice to the empanelled operators or at short notice in the public interest.
15. 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 fulfilment of eligibility criteria and payment of twice the EMD amount as EMD.
16. The service provider shall acknowledge and respond to all complaints within **10 minutes** of receipt. Appropriate corrective action shall be initiated immediately, and the complaint shall be resolved at the earliest possible time.
17. Any vehicle reported as unfit for service by KTDC or a guest, or found to have any mechanical defect, cleanliness issue, or other operational deficiency, shall be replaced by the service provider within a reasonable time, not exceeding **two (2) hours**, depending on the location of the vehicle and the nature of the complaint. The replacement vehicle shall be of the same or a higher category and shall meet all the standards prescribed under this Agreement.
18. The driver shall mandatorily wear the prescribed uniform and carry a valid identity card while on duty. The driver's conduct and behaviour shall compile with the professional standards expected by high-end clients. The driver is strictly prohibited from consuming alcohol, narcotic drugs, or any intoxicating substances while on duty.
19. The vehicles deployed for service shall not exceed the stipulated age limit.

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20. The MOU may be terminated by the Corporation on any of the following grounds: repeated complaints regarding service quality; fraud or misrepresentation; submission of false or misleading information; insolvency or bankruptcy; blacklisting by any Government Department, Public Sector Undertaking, or statutory authority; involvement in criminal proceedings that adversely affect business operations or reputation; violation of safety norms; or breach of any terms and conditions of the MOU.
21. Any dispute arising out of this empanelment shall be referred to a sole Arbitrator appointed by the Managing Director, KTDC in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
22. All disputes arising out of this empanelment shall be subject to the exclusive jurisdiction of courts at Thiruvananthapuram.

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 binding on me/us.

Signature of the Authorized Signatory

Signature of the bidder & Seal