

KERALA TOURISM DEVELOPMENT CORPORATION LTD, TRIVANDRUM

E - TENDER NOTIFICATION FOR PROVIDING MANPOWER FOR CLEANING & OTHER UTILITY SERVICES TO KTDC Ltd.

Kerala Tourism Development Corporation Ltd. invites two part tenders (Technical and Financial bid) from reputed and experienced agencies for providing manpower for cleaning and other utility services on contract basis for all Offices and all Units of the Corporation, spread all over Kerala.

Tender documents shall be available in the website www.etenders.kerala.gov.in.

E-tenderID: 2026_KTDC_859878



The Managing Director, Kerala Tourism Development Corporation Limited, Mascot Square, PB No 5424, Thiruvananthapuram 695 033
Phone No. 0471 – 2721243. website : www.ktdc.com



Kerala Tourism Development Corporation Limited

(A Govt. of Kerala Undertaking)

Corporate Office: Mascot Square, P B No 5424, Thiruvananthapuram – 695 033.

Phone + 91 471 2 721243, personnelwing@ktdc.com, Web site: www.ktdc.com

KTDC/PA8/CC/3861/2026-27

09/07/2026

NOTICE INVITING E-TENDER

Kerala Tourism Development Corporation (KTDC) Limited invites online competitive bids (E-Tender) through a Two-Cover System (Technical Bid and Financial Bid) from reputed, licensed, and experienced agencies for providing comprehensive manpower services for cleaning and other utility functions. The contract shall cover all Corporate Offices and various Units of the Corporation across the state on a contract basis.

1. TENDER SUMMARY

Sl. No.	Description	Details
1	Tender ID	2026_KTDC_859878
2	Name of Work	Manpower for Cleaning & Utility Services
3	Tender Fee	Rs. 5,900/- (Rs. 5,000/- + GST) (Non-refundable)
4	Earnest Money Deposit (EMD)	Rs. 10,00,000/- (Rupees Ten Lakhs Only)
5	Mode of Payment	Online (Net Banking/NEFT via E-Procurement portal)
6	Bid Document Download	From 15/07/2026 to 29/07/2026 (Up to 5:00 PM)
7	Last Date for Online Submission	29/07/2026 at 5:00 PM
8	Date of Technical Bid Opening	03/08/2026 at 11:00 AM

2. SUBMISSION PROCEDURE

Interested and eligible bidders must register on the Kerala Government e-Procurement portal (www.etenders.kerala.gov.in) to participate.

- Technical Bid: To be uploaded in PDF format, containing all eligibility documents, licenses, and experience certificates as specified in the tender document.
- Financial Bid: To be uploaded strictly in the provided .xlsx (BOQ) format.

3. TERMS AND CONDITIONS

- **Payment Mode:** Payments for Tender Fee and EMD shall be made strictly through the online gateway provided in the e-tender portal. No other mode of payment (Cheque/DD/Cash) will be accepted.
- **Eligibility:** Agencies must possess valid statutory registrations (EPF, ESI, GST, Labour License) and demonstrate a proven track record in providing similar services to Government/Public Sector Undertakings or reputed private organizations.
- **Right to Reject:** The Managing Director, KTDC Ltd., reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

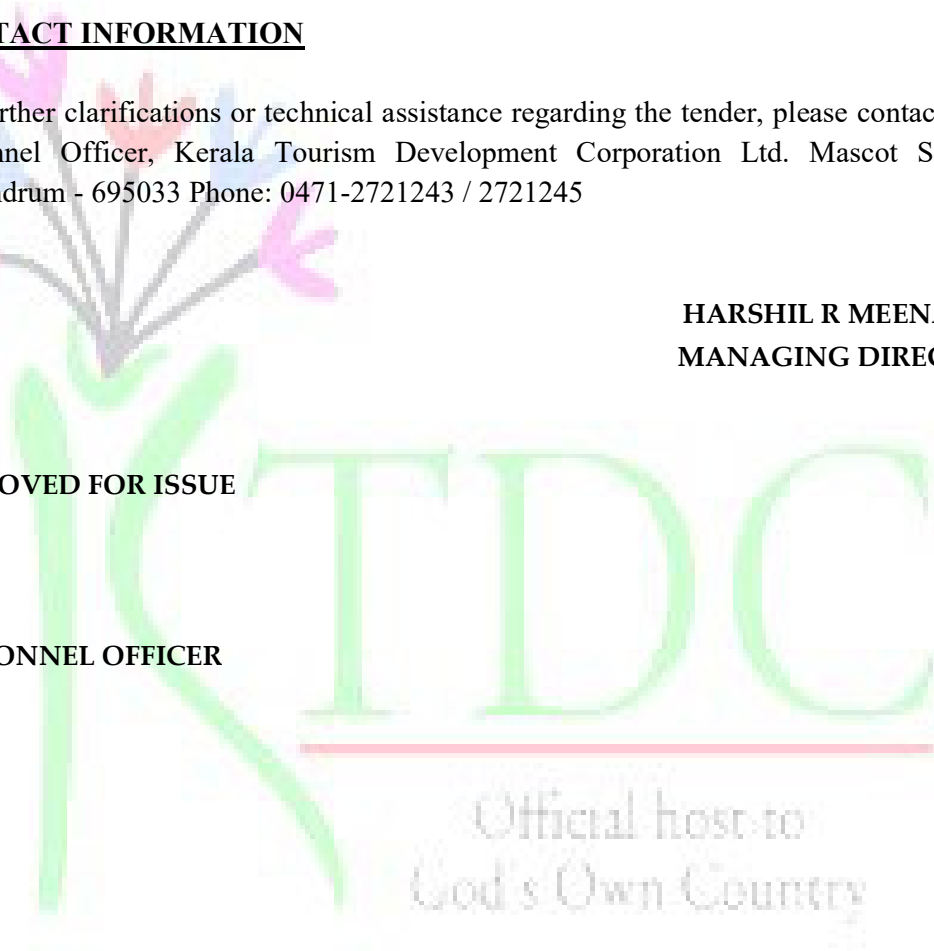
4. CONTACT INFORMATION

For further clarifications or technical assistance regarding the tender, please contact: The Personnel Officer, Kerala Tourism Development Corporation Ltd. Mascot Square, Trivandrum - 695033 Phone: 0471-2721243 / 2721245

HARSHIL R MEENA IAS
MANAGING DIRECTOR

APPROVED FOR ISSUE

PERSONNEL OFFICER





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TERMS & CONDITIONS

For Providing Manpower for Cleaning & Allied Utility Services at KTDC Units

KTDC Ltd. invites e-tenders under two-bid system (Technical & Financial) from eligible, experienced, and financially sound agencies for deployment of manpower for cleaning, housekeeping, and allied utility services across its units on a contract basis.

Sl. No	Description	Details
1	Name of Work	Supply of manpower for cleaning & utility services at KTDC Units
2	Tender Type	e-Tender (Two Cover System)
3	Contract Period	1 Year (extendable)
4	Tender Fee	Rs. 5,900/- (Rs. 5,000 + GST)
5	EMD	Rs. 10,00,000
6	Security Deposit	Rs. 1,00,00,000
7	e-Tender Portal	www.etenders.kerala.gov.in

1. SCOPE OF WORK

The contractor shall supply trained manpower for the following services across KTDC hotels, resorts, and offices:

- Housekeeping (rooms, public areas, back-of-house)
- Cleaning & sanitation (including kitchens, waste handling)
- Restaurant service assistance (non-core F&B support)
- Room service assistance
- Gardening & landscaping
- Utility support (including stewarding, basic kitchen assistance)
- Any other allied hospitality services as directed

Bidder Signature.....

The manpower strength (approx. **1100 personnel**) may vary based on operational requirements.

2. ELIGIBILITY CRITERIA

The bidder must upload the following Certificates/documents:

1. Registration under the **Shops & Commercial Establishments Act**
2. Valid license under the **Contract Labour (Regulation & Abolition) Act, 1970**
3. Valid **PAN, GST registration**
4. Registration under **EPF & ESI Acts**
5. Have **minimum annual turnover of Rs. 5 Crores** in any of the last 3 financial years
6. Have executed similar contracts:
 - o Minimum Rs. 5 Crores annual billing in any one year
 - o At least one contract with Rs. 25 lakhs value (cleaning services)
7. Submit **IT returns for last 3 years & audited financials**
8. Provide experience certificates from **minimum 3 reputed organizations (Govt/PSU/Corporate)**
9. The bidder shall not have been blacklisted by any Government Department, PSU, Autonomous Body or Local Authority during the preceding five years.
10. The bidder shall submit a declaration regarding compliance with Labour Codes, statutory obligations and absence of pending labour law convictions.
11. The bidder shall possess sufficient financial capability and infrastructure for deployment and management of manpower across multiple locations in Kerala.

Non-compliance with any of the above shall result in rejection.

3. STATUTORY COMPLIANCE (MANDATORY)

The contractor shall comply with all applicable Central and State Labour Laws, Labour Codes, Rules, Notifications and amendments issued from time to time, including but not limited to:

- Occupational Safety, Health and Working Conditions Code, 2020
- Code on Wages, 2019
- Code on Social Security, 2020
- Industrial Relations Code, 2020
- Kerala Shops and Commercial Establishments Act, 1947
- Kerala Labour Welfare Fund Act and Rules
- Employees Provident Fund Act
- Employees State Insurance Act
- Payment of Bonus Act
- Payment of Gratuity Act
- Professional Tax Regulations
- Any other statutory enactment applicable during the contract period.

Bidder Signature.....

POLICE VERIFICATION

All personnel proposed for deployment shall undergo police verification and antecedent verification prior to deployment

POSH COMPLIANCE

The contractor shall comply with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Key Compliance Conditions:

- Wages shall not be below statutory minimum wages
- Salary must be disbursed **on or before 5th of every month**
- The wage period shall be reckoned from the **21st** day of the previous month to the **20th** day of the current month.
- The contractor shall submit the monthly bill on or before the 30th day of every month.
- All statutory remittances shall be made within the prescribed due dates.
- Disbursement of wages through digital mode (bank transfer) is mandatory.

4. PAYMENT TERMS

- Wage component shall be fixed as per **Kerala Minimum Wages**
- KTDC shall release:
 - **Net wages (excluding statutory deductions)** upon bill submission
 - Statutory reimbursements upon proof of remittance
- Service charges shall be paid only after:
 - Wage disbursement proof
 - Submission of statutory challans
- Any increase in statutory minimum wages, VDA, EPF, ESI, Bonus, Labour Welfare Fund contribution or any other statutory liability during the currency of the contract will be reimbursed only on production of documentary proof.

Applicable **TDS/GST deductions** shall be made as per law.

5. SERVICE CHARGES

- Bidder shall quote service charge per person per month (excluding GST)
- No escalation allowed during contract period except statutory revisions.
- The service charge quoted by the bidder shall not be Nil, Zero or Negative.
- The Bids with quote of Nil, Zero or Negative Service Charges shall be treated as non-responsive and will be summarily rejected.
- The minimum service charge shall be one percent (1%) of the wage component.

Bidder Signature.....

6. EMD & SECURITY DEPOSIT

- EMD: Rs. 10,00,000/-
- Tender Fee: Rs. 5,900/- (Rs. 5,000 + GST)
- MSMEs exempted as per Govt norms
- Successful bidder shall furnish **Rs. 1 Crore Bank Guarantee** as Performance Security from Nationalised Bank.

7. CONTRACT PERIOD

- Initial period: 1 year
- Extendable based on performance and mutual consent.

8. DEPLOYMENT & OPERATIONS

- Personnel age: **21–58 years**
- Contractor shall ensure:
 - Daily deployment as per requirement
 - Replacement within **24 hours** if required
- Advance intimation will be provided by KTDC for manpower needs.
- All deployed personnel shall possess valid identity proof and shall be produced to the authorities for verification while on duty.
- The contractor shall also maintain the attendance records of the personnel and shall be produced as and when sought by KTDC.

9. TRAINING & HOSPITALITY STANDARDS

Contractor must ensure structured training covering:

- Grooming & hygiene
- Hospitality etiquette
- Customer interaction
- Food safety awareness (aligned with FSSAI norms)
- Waste management & sanitation
- Anti-theft and integrity protocols

Mandatory Requirement:

- Minimum **1 day training every 60 days per employee**
- Training modules to be approved by KTDC
- Mandatory refresher training shall be conducted once in every two months and records shall be produced for inspection/as and when sought by KTDC.

10. UNIFORMS & CONDUCT

- Uniforms shall be provided by KTDC
- Contractor shall ensure discipline, conduct, and professional behavior
- Misconduct or criminal activity → immediate removal

Bidder Signature.....

11. DOCUMENTATION & REPORTING

Monthly Submissions:

- Attendance Register
- Wage Register
- PF, ESI, PT Challans
- GST documents
- LWF remittance proof
- Summary statements

Annual Submissions:

- PF Form 6A
- ESIC returns
- Bonus Register
- Leave records
- License renewals

12. AUDIT & INSPECTION RIGHTS

KTDC reserves the right to:

- Conduct **labour compliance audits**
- Verify wage payments and statutory remittances
- Inspect records at any time

Non-compliance may result in penalties or termination.

13. LIABILITY & INDEMNITY

- Contractor shall indemnify KTDC against:
 - Labour disputes
 - Statutory violations
 - Claims, damages, penalties
- No employer-employee relationship shall exist between KTDC and deployed personnel

14. TERMINATION

KTDC may terminate the contract:

- With **1 month notice** for unsatisfactory performance
- **Immediately** for:
 - Statutory violations
 - Criminal acts
 - Fraud/misrepresentation

Bidder Signature.....

Exit Management:

- The contractor shall provide ninety (90) days prior written notice before discontinuing services.
- The contractor shall continue services during the notice period and facilitate smooth transition to the succeeding contractor.

Security deposit liable for forfeiture.

15. PENALTY CLAUSE

The following penalties may be imposed:

- a) Non-deployment of manpower: Rs. 1,000 per person per day.
- b) Failure to replace absentee manpower: Rs. 500 per person per day.
- c) Delay in wage payment: Recovery of actual statutory liability and consequential penalties.
- d) Non-submission of statutory remittance proof: Withholding of service charges and monthly bills.
- e) Repeated non-compliance: Termination and blacklisting.

16. FORCE MAJEURE

Neither party shall be liable for failure due to events beyond control (natural disasters, strikes, etc.), subject to notification.

17. DISPUTE RESOLUTION

- Disputes shall be resolved through **arbitration** as per Arbitration & Conciliation Act, 1996
- Jurisdiction: **Courts at Thiruvananthapuram**

18. EVALUATION CRITERIA

- Technical evaluation based on:
 - Experience
 - Compliance
 - Financial strength
 - ISO certification (desirable)
- Financial bid: **Lowest service charge (L1 basis)**

19. SPECIAL CONDITIONS (HOSPITALITY INDUSTRY)

- Adherence to hygiene and sanitation standards in food areas
- Coordination with hotel operations team
- Flexibility for peak season manpower scaling
- Confidentiality of guest information

Bidder Signature.....

20. GENERAL CONDITIONS

- KTDC reserves the right to accept/reject any or all bids
- Tender subject to Board approval
- Preference to Co-operative sector as per Govt. norms
- Blacklisted/non-performing agencies are ineligible

KTDC reserves the right to blacklist the contractor for a period up to three years in the event of:

- Submission of forged documents
- Fraudulent practices
- Statutory violations
- Abandonment of work
- Persistent poor performance
- Breach of contractual obligations

21. SECTION V – DECLARATION

I/We hereby declare that all information furnished is true I/We agree to abide by all tender conditions I/We shall comply with statutory requirements

Signature of Bidder

Name:

Date:





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TECHNICAL BID FOR PROVIDING MANPOWER FOR CLEANING & OTHER UTILITY SERVICES TO KTDC LTD.

1	Name of the Agency	
2	Address of the Agency	Telephone No:
3	Name & Address of the Chief Executive	Telephone No:
4	Registration Number under KS&CE Act (Attach copy of recent certificate)	
5	License Number under Contract Labour Act (Attach copy of recent certificate)	
6	E.S.I registration with E.S.I. Code Number and total number of employees covered at present (Attach copy of recent certificate)	
7	P.F registration with P.F. Code Number and total number of staff covered (attach details)	
8	Permanent Account No. of Income Tax & Income Tax Returns for the last three years/IT clearance certificate (Attach copy of recent certificate)	

9	GST Registration Certificate (Attach copy of recent certificate)	
10	Name & Address of Institutions where service was provided for a minimum period of 3 years or above (performance Certificate should be attached)	
11	Credentials of the Proprietor/ all the Partners / all the Directors of the Company or Agency (attach details)	
12	No. of days required for taking over the arrangement	
13	Proof of annual turnover for the last 3 years (attach copies of annual I.T return filed with the I.T Department duly signed by a Chartered Accountant)	
14	Copies of certificate Should attach experience for carrying out similar works having a minimum yearly gross billing of Rs. 5 crs during any one of the preceding 3 financial years, out of which at least one single work (Outsourced cleaning) should have a minimum gross billing of Rs. 25 lakhs	
15	Enclose audited Balance Sheet for past three years.	

Place :

Date :

Signature :

Name & Address:

(Seal)