



KERALA STATE ROAD TRANSPORT CORPORATION

TRANSPORT BHAVAN, FORT, THIRUVANANTHAPURAM-695 023

Telephone No: 0471-2471011, (Extn: 232)

E-mail: estate@kerala.gov.in Web: www.keralartc.com

EOI No. S001-ES0C1/5/2026-EST

Dtd: 12.05.2026

Expression of Interest (EOI)

Inviting Expression of Interest (EOI) For Onboard Food & Beverage Distribution in KSRTC Business Class Buses.

1. INTRODUCTION

The Kerala State Road Transport Corporation (KSRTC) invites Expressions of Interest from reputed companies for the supply of ready to serve food and beverage products for its Business Class fleet. This EOI seeks to identify partners capable of delivering premium services at various KSRTC locations.

This premium service aims to redefine passenger travel with airline-standard amenities, including a dedicated bus hostess and an onboard pantry to serve pre-ordered or on-board meals.

2. KEY SERVICE DETAILS

Target Fleet: 2 nos Premium Volvo Business Class buses operating on high-demand routes.

Service Model: Passengers can pre-book meals while reserving seats or purchase them directly on board.

Scope of Supply: Partners are expected to provide high-quality food breakfast and dinner and beverages.

Strategic Partnerships: KSRTC has indicated a preference for collaborating with established brands for **one year**.

3. SCOPE OF WORK

As per the governing standards of KSRTC, the selected supplier shall:

- a. **Delivery Logistics:** Deliver food and beverage products in individual packing to designated delivery points/locations as per the daily schedule provided by KSRTC.

- b. **Designated Locations:** Products must be delivered directly to the bus stations directed by KSRTC. *The bus schedules are planned from Trivandrum and Ernakulam in the 1st phase.*
- c. **Order Fulfillment:** The Supplier must fulfill orders according to the exact quantities, qualities and specifications (size/design/packaging) provided by KSRTC. *The average expected quantity in numbers in a day per location is 36 and the minimum order quantity per location is 20 nos.*
- d. **Risk of Loss:** The Supplier is responsible for all pilferage, damage, and loss of goods until they are officially received and acknowledged at the delivery location.
- e. **Manufacturing Standards:** Food products must be free from defects and manufactured/packed according to industry-best practices and according to the FSSAI norms.
- f. **Complaint Investigation:** The Supplier must investigate and respond to any customer complaints forwarded by KSRTC within seven working days.
- g. **Reporting:** Provide detailed monthly reports by volume and value for all products delivered.
- h. **Quality Standards:** Ensure all products meet FSSAI and Legal Metrology Act, 2009 standards.

4. ELIGIBILITY & COMPLIANCE

Applicants must demonstrate the following:

- a. **Legal Standing:** Must be a registered entity (Company or Partnership) with valid PAN, GST, and FSSAI licenses.
- b. **Accreditation:** Maintain third-party accreditation from recognized industry inspection bodies.
- c. **Business Ethics:** Adhere to a strict Code of Conduct regarding environmental regulations, labour laws, and anti-bribery policies.
- d. **Experience:** Minimum two years of experience in distribution of food and beverages in public/commercial locations preferably to the Indian Railways/ Airlines/ Airports/ Bus Transports etc.
- e. **Financial Capacity:** Should have sound financial background for executing the project as per the expectation of KSRTC.

5. TERMS AND CONDITIONS FOR ONBOARD F&B SERVICES

5.1. DEFINITIONS & SCOPE

- a. "**Products**": Refers to finished/cooked food and beverage products, including snacks, meals, and drinks, as specified in the purchase order.
- b. "**Shelf Life**": All Goods must have a minimum of 75% remaining shelf life at the time of delivery to KSRTC.
- c. "**Locations**": Specific KSRTC bus depots, terminals, or business class lounges as designated by the Corporation.

5.2. QUALITY ASSURANCE & RECALL

- a. **Defects**: If any foreign objects or defects are found, the Supplier must recall the Goods at their own cost immediately.
- b. **Right of Rejection**: KSRTC reserves the right to reject any Goods that do not meet quality standards or are received after the specified delivery window.
- c. **Traceability**: The Supplier must maintain a system for the rapid identification/traceability of any batch of Goods supplied.
- d. **Recall Policy**: Maintain a documented recall policy. In the event of defects or foreign objects, the supplier must recall goods at their own cost and indemnify KSRTC.

5.3. PRICING & PAYMENT TERMS

- a. **Invoicing**: Invoices must include GST. If any discrepancy in GST input credit is found on the portal, KSRTC reserves the right to recover that amount from the Supplier.
- b. **Payment Cycle**: KSRTC shall make payments for the "Purchase Price" within 30 days from the date of receipt of a valid invoice.
- c. **Advance Payment**: Requests for advance payments for raw materials may be considered subject to KSRTC's internal approval and board resolutions.

6. SUBMISSION REQUIREMENTS

Interested parties must submit a proposal including:

- a. **Company Profile**: Detailing manufacturing and distribution capabilities.
- b. **General information**: All columns of **Annexure I** should be duly filled and signed by the applicant.

- c. **Compliance Portfolio:** Copies of FSSAI, GST, and industry-standard certifications.
- d. **Financials:** Audited balance sheets for the last three financial years (**Annexure II**).
- e. **Compliance:** Submission of an Anti-Blacklisting affidavit as per the enclosed format (**Annexure III**).
- f. **Experience:** Proof Experience in distribution of food and beverages in public/commercial locations preferably to the Indian Railways/ Airlines/ Airports/ Bus Transports etc.
- g. **EOI document:** All the pages of EoI document to be signed and stamped by the authorized signatory.
- h. **Food & Beverage Menu:** Should submit the Vegetarian & Non-Vegetarian Menu options for the Breakfast & Dinner along with the prices for each options and the same may be submitted in a separate envelope super scribing "Food & Beverage Menu Options with Price" (The expected price of different choices shall be limited to Rs. 100/- for breakfast menu and Rs. 120/- for dinner menu).

7. SUBMISSION ADDRESS:

The EOI should be submitted in 2 separate envelopes as below

1. All documents as per the conditions mentioned above along with EOI document in an envelope super scribing "**EOI for Onboard Food & Beverage Distribution in KSRTC Business Class Buses – Technical documents**"
2. Separate envelope super scribing "**EOI for Onboard Food & Beverage Distribution in KSRTC Business Class Buses -Food & Beverage Menu Options with Price**"

**The Chairman & Managing Director,
KSRTC Chief Office, Transport Bhavan,
Fort P.O, Thiruvananthapuram - 695023.**

Email for Submission of Queries: estate@kerala.gov.in

Submission Deadline:

All EOIs must be submitted by **20.05.2026**. at **05:00 PM** Late submissions will not be considered.

8. CONTACT INFORMATION:

For any queries or further information, please contact: Estate Officer by 0471 2471011 (Ext.232)/Ext.222), Mob: +91 9188619384.

9. EVALUATION CRITERIA:

The evaluation criteria for KSRTC's food and beverage supply for the Business Class fleet focus on quality, operational capacity, and regulatory compliance. Submissions are typically evaluated through a multi-round process by a designated KSRTC committee.

a. Technical & Operational Criteria

- i. **Experience:** Demonstrated track record of at least 2 years in the food and beverage or hospitality industry. Preference is often given to firms with existing agreements with other State Transport Undertakings (STUs)/Air lines/Indian Railway etc.
- ii. **Menu & Product Quality:** Evaluation of the variety and quality of snacks, pre-ordered meals (both vegetarian and non-vegetarian), and beverages.
- iii. **Order Fulfillment:** Proven capacity to handle bulk orders and maintain strict delivery timeframes to ensure food is served during short transit halts (typically 15–20 minutes).
- iv. **Geographical Reach:** Ability to consistently supply products across various KSRTC locations throughout Kerala.
- v. **Proposed Solution:** Quality, security features, and user-friendliness of the locker system, including accessibility for all users.
- vi. **Maintenance Plan:** Adequacy of the proposed maintenance and support services to ensure continuous and trouble-free operation.
- vii. **Implementation Timeline:** Feasibility and promptness of the proposed installation and operational launch schedule.

b. Quality & Hygiene Standards

- i. **Certifications:** Mandatory possession of a valid FSSAI license. High preference is given to vendors with ISO 22000 or HACCP certifications.
- ii. **Packaging:** Packaging must meet standards for "on-the-go" consumption, focusing on spillage prevention and maintaining food temperature.

c. Financial & Legal Criteria

- i. **Financial Health:** Proof of minimum annual turnover and audited financial statements for the last 3years.
- ii. **Legal Status:** The firm must be a registered legal entity in India; priority is sometimes given to those registered in Kerala or classified as MSMEs/Startups.

Note: KSRTC reserves the right to accept or reject any proposal, in part or in full, based on overall merit, suitability, and compliance with the objectives of the project.

GENERAL MANAGER (ESTATE)

ANNEXURE - I

(Proforma of Certificate be furnished along with EOI)

KERALA STATE ROAD TRANSPORT CORPORATION
GENERAL INFORMATION ABOUT THE COMPANY

1	Name of the Firm: Registered address of the firm with GSTIN					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please <input checked="" type="checkbox"/> relevant box)						
4	Private Ltd.	<input type="checkbox"/>	Public Ltd.	<input type="checkbox"/>	Proprietorship	<input type="checkbox"/>
	Partnership	<input type="checkbox"/>	Society	<input type="checkbox"/>	Others, specify	<input type="checkbox"/>
	Registration No. & Date of Registration.					
Nature of Business						
5	Onboard Food & Beverage Distribution in KSRTC Business Class Buses.					

Key personnel Detail (Chairman, CEO, Directors, Managing Partners etc.)					
6	in case of Directors, DIN Nos. are required				
	Name		Designation		
	Name		Designation		
Bank Details					
7	Bank Account No.		IFSC Code		
	Bank Name & Address		Branch Name		
	Tel No		Email ID		
8	Whether any criminal case was registered against the company or any of its promoters in the past?			Yes / No	
9	Whether any unsettled dispute/litigation pending with KSRTC				
10	Any default in payment of license fee and violations of terms and conditions in earlier business with KSRTC.				
11	Whether blacklisted by the Central Govt/any State Govt/State Transport undertaking.				
12	GST No.				
13	Other relevant Information provided *				
Date:		Office Seal		Signature of the Applicant	

I/We hereby certify that all the above information provided is true, complete and correct to the best of my/our knowledge and belief.

Name & Signature of Applicant

Annexure-II

(Proforma of Certificate be furnished along with EOI)

ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s_____ for the past Three years are given below and certified that the statement is true and correct.

Sl. No.	Year	Turnover in Lakhs (Rs)
1	2023 - 2024	
2	2024 - 2025	
3	2025 - 2026	
Total		
Average Turnover per year		

Date:

Signature of Auditor
(Name in Capital)

Seal:

Annexure - III

(Proforma of Certificate be furnished along with EOI)

AFFIDAVIT

Format for Affidavit that Entity / Promoter(s) /Director(s)/Partners of Entity are not blacklisted

I, M/s. (Name of the firm), having registered office at hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by Department of Transport, Govt. of Kerala/ or any other entity of Government of Kerala or blacklisted by any state government or central government / department / organization in India from participating in Tender/s, either individually or as member of a Consortium as on the (Last date of submission of EOI).

I, M/s..... (Name of the firm) also hereby confirm that we or any of our promoter(s) /director(s) is not having any unsettled disputes/ unnecessary litigation with existing or previous contracts with KSRTC and also are not defaulters in payment of licence fees or penalties or having any type of existing unpaid financial obligation with KSRTC.

We further confirm that we are aware that, our bid for the captioned tender would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period.

Dated thisDay of, 20.....

Signature, Name &
Address of the Applicant

**Format for preparing price bid
(Cover - 2)**

BREAKFAST					
VEG:			NON-VEG:		
OPTION -1	DESCRIPTION	PRICE	OPTION -1	DESCRIPTION	PRICE
OPTION -2	DESCRIPTION	PRICE	OPTION -2	DESCRIPTION	PRICE
OPTION -3	DESCRIPTION	PRICE	OPTION -3	DESCRIPTION	PRICE
OPTION -4	DESCRIPTION	PRICE	OPTION -4	DESCRIPTION	PRICE

DINNER					
VEG:			NON-VEG:		
OPTION -1	DESCRIPTION	PRICE	OPTION -1	DESCRIPTION	PRICE
OPTION -2	DESCRIPTION	PRICE	OPTION -2	DESCRIPTION	PRICE
OPTION -3	DESCRIPTION	PRICE	OPTION -3	DESCRIPTION	PRICE
OPTION -4	DESCRIPTION	PRICE	OPTION -4	DESCRIPTION	PRICE

**** While preparing the price bid –**

- *The name of the menu in option column.*
- *The description of the menu item in second column.*
- *Price in the third column.*

The quoted prices should be exclusive of GST.

*The applicant can include more options, if any***