



KERALA STATE ROAD TRANSPORT CORPORATION

Office of the Chairman & Managing Director,
Transport Bhavan , Thiruvananthapuram -23,
Email- estate@kerala.gov.in, Phone No. 0471-2471011 Extn: 232

No.S001/ES 01/127/24

Dated: 18.06.2025

Expression of Interest: Selection of Restaurant to serve KSRTC passengers on en-route Long Distance Bus Services

1. Introduction:

Kerala State Road Transport Corporation (KSRTC), a cherished and long-standing public transportation service in India, plays a vital role in enhancing the state's road connectivity. As part of our continuous efforts to improve customer satisfaction, we had invited an EoI for selection of Wayside hotels to serve the passengers of KSRTC .Accordingly 45 hotels were selected . Now steps are being initiated to find more hotels for the same . as such KSRTC is inviting expression of interest from good and hygienic restaurants located along major routes to partner with us to provide food and beverage services to our passengers.

2. Scope of Work:

Provide high-quality food items at low/competitive rates to long-route passengers at restaurants identified by KSRTC serving Veg & Non-Veg food. The restaurants shall have

1. Hygienic kitchens and sufficient dining facilities.

2. Hygienic toilets/urinals and restroom facilities.
3. Adequate space for bus parking.

3. Business Model

- a) The criteria for the selection of eligible restaurants will be on the basis of evaluation of EOIs submitted, as per the criteria mentioned in this document.
- b) The work order will be issued to the successful party based on the evaluation and has to enter into a contract with KSRTC so as to render services as mentioned below.
- c) Performance based on Periodic evaluation of services by KSRTC and feedback from the passengers will be considered for retention of contract. If any adverse report for performance will be considered for the termination of contract without any notice.

4. Eligibility Criteria:

Interested parties shall qualify by the following criteria:

- a) Restaurant location along major highway routes.
- b) On one-ways having dividers, the restaurants should be on the left side.
- c) On two-lane roads (roads without road dividers), restaurants may be on either side of the road.
- d) Experience of 2 years in the restaurant business. The preference will be given to bidders having existing contractual agreements with other RTCs irrespective of the above-mentioned experience.
- e) Menu variety and quality.
- f) Food safety and hygiene standards (Kitchen, dining area, etc.).

- g) Facilities for restrooms and toilets/urinals.
- h) Order fulfillment capacity.
- i) Pricing competitiveness.
- j) Willingness to collaborate and adapt to passenger requirements.
- k) Adequate parking space for KSRTC buses (at least 2 buses at a time).

5. Expression of Interest Process

Interested restaurant owners are requested to submit the Expression of Interest (EOI) with the following details:

- a) Restaurant details (name, address, contact information).
- b) A brief overview of the restaurant and cuisine with color photographs and area (Square feet).
- c) Display of menu options and pricing.
- d) Capacity to handle bulk orders and delivery.
- e) Food safety and hygiene certifications.
- f) Any relevant experience in catering to large groups.
- g) Parking space and toilet/urinal facilities with photographs.

6. Evaluation Process

A committee will evaluate all submitted EOIs based on the criteria mentioned above. Shortlisted restaurants may be invited for further discussions. The selection will be

through an evaluation process set by KSRTC based on the above criteria.

7. Terms and Conditions

- a.) **Period of Contract:** The successful bidder shall enter into an agreement with KSRTC for a period of one year extendable based on the evaluation of services rendered as per the criteria.
- b.) KSRTC will halt their long-route service buses only at restaurants where KSRTC has a contractual agreement.
- c.) The restaurant shall be opened as per the agreed business hours with KSRTC.
- d.) The restaurant should have a good building with separate toilets/urinals for ladies/gents
- e.) The restaurant shall have dining space to serve at least 50 passengers at a time.
- f.) The restaurants shall have enough parking space for at least 2 KSRTC buses having length 15 meters.
- g.) The restaurant shall have restroom facilities and toilets/urinals separately for ladies and gents maintained always in good hygienic condition.
- h.) The kitchen of the restaurant should be neat, clean, and hygienic. Premises should be clean and fly/insect-free.
- i.) The restaurant shall maintain a good appearance and ambiance throughout the contract period.

j.) The restaurant's shall have required certifications from the competent government authorities for running the restaurant business.

k.) The selected restaurant shall give a copy of the food menu and price to KSRTC. Any changes may also be informed.

l.)The restaurant shall display a menu with prices in a visible, readable manner inside and outside the restaurant premises.

m) KSRTC passengers shall be served with menus and orders have to be taken accordingly. All the food items displayed in the menu shall be served on demand of the passengers.

n)The restaurant shall offer multiple payment options for passenger convenience including cash, card, and digital wallets.

o)The maximum halting time at the restaurant is fixed by KSRTC as 15 to 20 minutes. The restaurant shall have the capacity to serve the passengers with food within this prescribed time.

p)The passengers shall be allowed to use the toilet/urinal facilities and restroom free of cost and a signboard should be displayed showing this facility is free .

q)KSRTC has the right to assign or instruct their crew to halt at the restaurant based on the feedback from the passengers.

r)Any complaints from the passengers may result termination of the contract.

s)For the safety of the vehicles and passengers in the restaurants, it is mandatory for the restaurant to provide a security guard and install CCTV in the outer premises.

t)The restaurant owner should record the arrival and departure details of buses in a separate register, obtaining the signatures of the crew.

u) The food for the operating crew limited to two numbers of a particular bus halted at the restaurant shall be free of cost.

v)The complaint/suggestion book should be kept visible to passengers.

8. Submission Deadline:

The EOI with relevant documents shall be sent by Email to **estate@kerala.gov.in** on or before 30.06.2025,17.00 Hrs.

9. Contact Information:

For further information, please contact:

Estate Officer, Chief Office

Kerala State Road Transport Corporation

Phone Number **0471-2471011-232,**

Shri T Satheshkumar (Inspector,KSRTC)9995707131

Email ID **estate@kerala.gov.in.**

Disclaimer:

a)Any dispute arising out of this EOI may be settled on discussion with the Nodal Officer designated for this purpose.

b)Disputes, if any, arising out of this EOI shall be settled within the Jurisdiction of the competent courts at Thiruvananthapuram.

c)The Chairman & Managing Director KSRTC reserves the right to accept or reject any EOI subject to the conditions stipulated above.

We look forward to building successful partnerships that enhance the overall passenger experience.



GENERAL MANAGER ESTATE