



KERALA STATE DESIGN POLICY
DEPARTMENT OF TOURISM AND PWD

FILE NO: 45 / KTIL / 24-25

DATE: 10-05-2025



**EXPRESSION OF INTEREST (EOI)
FOR SELECTION OF AGENCY FOR OPERATION AND
MAINTENANCE OF WE PARK: BRIDGE VIBES, KOLLAM**

KERALA TOURISM INFRASTRUCTURE LIMITED (KTIL)
THIRUVANANTHAPURAM, KERALA
TEL: 0471 233 6233 | EMAIL: office@ktil.in

1. DISCLAIMER

- All information contained in this EOI, subsequently provided, is in good faith. This EOI is not an agreement or an offer by KTIL to the prospective applicants or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation and submission of their applications pursuant to this.
- KTIL accepts no liability of any nature, whether resulting from negligence or otherwise, caused by reliance on any applicant upon the statements contained in this EOI.
- KTIL may, at its absolute discretion, but without being under any obligation to do so, update, amend, or supplement the information, assessment, or assumption contained in this EOI, without assigning any reason or providing any notice, and without accepting any liability for the same.
- The issue of this EOI does not imply that KTIL is bound to select an applicant or appoint the selected applicant, as the case may be. KTIL reserves the right to cancel this request for EOI and/or invite fresh submissions with or without amendments to this request for EOI, without liability or any obligation for such request for EOI, and without assigning any reason. Information provided at this stage is merely indicative.

2. GENERAL INFORMATION

Sl. No.	INFORMATION	DETAILS
1	Name of Work	Operation and Maintenance of WE PARK, Kollam
2	Date of Publication of Bid	10.05.2025
3	Earnest Money Deposit (EMD)	₹50,000/- (Rupees Fifty Thousand only)
4	Last Date & Time for Submission	24.05.2025, 5:00 PM
5	Submission Address	KTIL, 4th Floor, Vipanchika Towers, TC 24/588 (6), Government Guest House Junction, Thycaud P.O., Thiruvananthapuram, Kerala 695014
6	Technical Bid Opening Date & Time	26.05.2025, 11:30 AM
7	Financial Bid Opening Date	To be intimated
8	Bid Opening Venue	KTIL Office
9	Authority Inviting the Bid	Managing Director, KTIL
10	Contact Information	Phone: 0471 233 6233 Email: office@ktil.in

3. INTRODUCTION

“*WE PARK: Bridge Vibes*” is a pioneering urban revitalization project implemented under the Kerala State Design Policy. Located beneath the Reserve Camp Railway Overbridge in Kollam, the project has successfully transformed a previously underutilized space into a vibrant, inclusive, and multifunctional public park that fosters wellness, recreation, culture, and environmental sustainability.

As a model for scalable urban interventions, the park showcases how vacant spaces in city areas can be effectively reclaimed for community benefit. Designed to be self-sustaining, the park incorporates income-generating features such as commercial kiosks, event spaces, and recreational facilities, with the objective of funding its ongoing maintenance and development.

With the park now fully operational and open to the public, this tender invite qualified and experienced agency to undertake the **operation and management** of *WE PARK: Bridge Vibes*. The selected agency will be responsible for ensuring the smooth day-to-day functioning of the park, upkeep of its infrastructure, coordination of commercial and cultural activities, and implementation of sustainable practices in line with the original vision of the project.

3.1 Facilities available to be operated on fee basis

- Cafeterias (3 units)
- Food Court (6 Mobile Food Units)
- Badminton Courts (2 Nos)
- Volleyball Court
- Skating Ramp
- Event Space (for Public Functions: Get-togethers, Camps, Gatherings, etc.)
- Plant Nursery & Sale Unit
- Public Toilets (1 each for men and women)

3.2 Other facilities

- Walking tracks

- Yoga Zone
- Open Gym
- Urban Furniture
- Outdoor Chess Boards (2 Nos)
- Parking Facilities
- Sculpture Area
- Wall Paintings

4. SCOPE OF WORK

The selected agency shall be responsible for the **comprehensive operation, management, and maintenance** of *WE PARK: Bridge Vibes*, covering the following components:

4.1 Infrastructure Maintenance

- Walking tracks, yoga zone, and open gym
- Skating ramp and sports courts (2 badminton, 1 volleyball)
- Urban furniture, outdoor chess boards, public toilets (1 each for men and women), and parking facilities
- Event space and sculpture area

4.2 Green Space Management

- Daily watering of plants and lawns
- Monthly pruning and seasonal replanting
- Waste disposal and composting in landscaped areas

4.3 Vendor and Facility Management

- Manage three (3) 24x7 cafeterias
- Operate food court with six (6) mobile food units (serving pre-cooked items with varied menus)
- Oversee vendor compliance, hygiene, and upkeep of food zones
- Monitor and report electrical and plumbing issues

4.4 Security and Surveillance

- Deployment of 24x7 security personnel and maintenance of CCTV systems

- Routine inspection and incident reporting
- Upkeep of clear signage (e.g., no gambling, alcohol, or tobacco)

4.5 Public Engagement and Community Programs

- Coordinate and oversee public events (subject to pre-approval)
- Occasionally organize recreational activities such as chess, badminton, and volleyball tournaments
- Maintain an active feedback system and grievance redressal mechanism

4.6 Emergency Response and Sanitation

- Ensure availability of first aid stations and fire extinguishers
- Clean and sanitize public toilets at least twice daily
- Daily waste collection and hygienic waste management across the premises

5. GENERAL GUIDELINES FOR OPERATION, MAINTENANCE AND MANAGEMENT

- The successful bidder shall be fully responsible for the operation, upkeep, and management of all infrastructure and amenities at “WE PARK: Bridge Vibes”. This includes coordination and facilitation of occasional recreational tournaments and permitted public events within the designated event area, with prior approval from KTIL.
- No permanent or temporary construction is permitted within the park premises. If any construction or installation is deemed necessary for operational or functional purposes, the design shall be prepared exclusively by KTIL and implemented only after written approval by KTIL. The agency shall not undertake or commission any structural work independently. Any unauthorized construction shall be treated as a material breach of contract and may result in immediate termination of the agreement without further notice.
- The agency shall organize and manage occasional recreational activities such as chess, badminton, and volleyball tournaments. All programs or gatherings (including photography or film shoots) within the premises must receive prior written permission from KTIL. The agency must ensure that such events do not disturb regular park visitors or compromise safety and public order.
- The agency shall be responsible for maintenance and upkeep of all park assets, including toilets, benches, decorative and functional lighting, paver blocks, railings, playground equipment, and any other fixtures installed by KTIL.
- The agency shall ensure round-the-clock safety and security of the entire park premises. A minimum of two (2) Security-cum-Gardener personnel shall be deployed in two shifts (day and night) to ensure continuous monitoring, plant care, and general upkeep. These personnel must be trained to handle basic security responsibilities as well as daily plant maintenance tasks such as watering and light gardening.
- The agency must possess valid registrations and licenses and shall comply with all applicable statutory laws, rules, and government regulations in force throughout the contract period.
- The agency must enforce a no-plastic-use policy and strictly prohibit smoking, alcohol consumption and use of any prohibited items in and

around the park. Clear signage must be installed at visible locations to inform the public of these rules.

- The agency shall clearly display the list of services, amenities, and charges (if applicable) at appropriate locations for public awareness, along with timings and relevant contact information.
- WE PARK shall remain open to the public 24x7. General access to the park shall be free of cost, and the agency must ensure the premises are clean, secure, and functional at all times. Adequate lighting and safety protocols must be maintained during night hours.
- All sports and play equipment must be maintained in safe, usable, and excellent working condition by the agency throughout the duration of the contract.
- A nominal fee may be charged for use of sports courts to support upkeep and enhancements. Daily cleaning and sweeping must be ensured. Monthly inspection for wear and tear, particularly court surfaces, nets, and fencing, is mandatory. Courts must undergo resurfacing and repainting on a bi-annual basis or as deemed necessary.
- The agency may operate food court or mobile vending units (serving pre-cooked items) within the allocated food court area, with prior permission from KTIL. Use of additional space for selling items such as plants or souvenirs is permitted only in approved zones. No permanent constructions or structures are allowed during the contract period. Private functions such as weddings are not allowed in the park.
- The agency shall manage and maintain the parking area, ensuring order and cleanliness. No vehicles (except maintenance vehicles with prior approval) will be allowed within the park premises.
- All staff deployed by the agency must wear uniforms and display photo ID cards with neck lanyards bearing a unique identification number, issued and maintained at the agency's own cost.
- The agency shall submit a quarterly operations and maintenance report in the prescribed format to KTIL, detailing activities, incidents, feedback, and other relevant metrics.
- The agency must provide adequate manpower for seamless 24x7 operation of the park. At a minimum, two multi-skilled staff members (Security-cum-Gardener) must be present in shifts to handle both security and horticultural duties. Additional support staff must be deployed as

necessary for toilet cleaning, sweeping, and other specialized maintenance activities.

- The agency may operate food court units (serving pre-cooked items) within the allocated food court area, with prior permission from KTIL.
 - Only induction or electric heating equipment shall be allowed; no open flames or fire-based cooking is permitted under the bridge area.
 - All food court units must be mobile and free from permanent installations.
 - Each food unit must serve a different menu or cuisine to ensure variety.
 - Compliance with food safety and hygiene standards as per local regulations is mandatory. Kiosk vendors may withdraw with a prior written notice of two (2) months. Any breach of these provisions by a vendor will result in immediate termination of their contract without notice.
- Cafeterias must operate 24x7 to serve park visitors, with proper lighting, hygiene, and safety maintained at all times.
- All waste generated from park activities must be collected and disposed of in accordance with municipal and environmental guidelines. Segregation of waste and promotion of composting shall be practiced.
- Any breakage, theft, or damage to park assets such as fountains, lighting fixtures, or play equipment shall be rectified by the agency at its own cost. KTIL shall not be liable for such incidents.
- The successful bidder shall bear all electricity expenses incurred for the operation of WE PARK: Bridge Vibes, including lighting, vendor spaces, food court, security systems, toilets, and all other functional and decorative electrical installations. The agency must ensure prudent energy usage, timely payment of electricity bills, and immediate reporting and follow-up on any electrical faults.
- The successful bidder shall also be responsible for the timely payment of all water bills incurred for the functioning of the park, including water usage for toilets, gardening, cleaning, and any other operational requirements. Prudent usage of water and prompt settlement of dues must be ensured.
- The agency shall adhere to all relevant guidelines and Standard Operating Procedures (SOPs) issued by the Government from time to time related to

the management and operation of public spaces, safety, health, hygiene, and environmental sustainability.

- The agency shall be responsible for carrying out any additional tasks necessary for the effective operation and maintenance of the park that may not be explicitly covered in this document but are deemed essential by KTIL.
- First aid kits must be readily accessible at designated locations within the park. Fire extinguishers must be installed at critical points and checked on a quarterly basis. Emergency contact numbers for police, fire, ambulance, and park authorities must be displayed prominently across the site.

6. BID PROCESS

6.1 Technical Bid

- Evaluation of compliance documents, qualifications, and capability.

6.2 Technical criteria

No.	Criteria	Documentary Proof Required
1	The bidder should not have defaulted or been blacklisted by any Government Department/PSU in India. There should be no pending litigation against the bidder with Central/State Government departments.	Self-declaration Affidavit on a Non-Judicial Stamp Paper of appropriate value.
2	The bidding entity should be a Proprietorship/Partnership Firm/Company/Society/MSME registered.	Self-certified copy of incorporation certificate or Udyog Aadhaar/Registration Certificate.
3	The bidder must have valid GST Registration.	Self-certified copy of GST registration certificate.
4	The bidder must have a valid PAN number.	Self-certified copy of PAN card.
5	The bidder must have a minimum average turnover of ₹15 lakhs over the last 3 financial years (FY 2021–22, 2022–23, 2023–24).	Copy of audited financial statements or certificate from a Chartered Accountant.
6	Company/Organization Profile. The bidder should have successfully completed or is presently undertaking at least two works of similar nature in the past 5 years.	Self-certified copy of company profile detailing relevant experience.

7	Earnest Money Deposit (EMD) of ₹50,000/- in favor of KTIL.	Demand Draft from a nationalized bank.
8	Tender Document Fee of ₹xxx/- in favor of KTIL.	Demand Draft from a nationalized bank.
9	Submission of required documentary proofs.	Self-declared affidavit and self-attested documents as applicable.

6.3 Financial Bid

Financial bids from only those bidders who fulfill the technical bid criteria will be opened.

The highest Bidder (H1) will be considered for awarding the contract.

- **Single Quote Requirement:** The bidder must quote only **one consolidated rate** for the entire scope of work. Multiple or conditional quotes will lead to disqualification of the proposal.
- **Currency of Quotation:** All prices must be quoted in **Indian Rupees (INR)** as per the format provided in **Annexure 3**.
- **Inclusive Pricing:** The quoted amount shall be **inclusive of all costs**, including but not limited to installation, operation, maintenance, security, cleaning, transportation, manpower, consumables, and administrative overheads. No additional claims shall be entertained under any head by KTIL.
- **Reserve Price Basis:** The bidder must quote their **monthly price offer above the reserve price** fixed by KTIL, **payable to KTIL**. Bids quoting below the reserve price will not be considered.

6.4 Contract Period

- 3 years can be extended further 1 year based on the performance.

6.5 Terms and Conditions

- The bidder should submit (self-attested) documentary proof in support of the above condition and shall also submit a clause-by-clause compliance certificate. The incomplete offers i.e. financial or technical bids for partial items instead of bidding for the whole list of requirements will be summarily rejected without any further correspondence.

- The bidder must also submit an affidavit of assurance of no change in the quoted price for one-year.
- Payment Terms - The Successful bidder is required to pay advance bid amount per annum plus applicable GST as per norms in two equal installments on a half-yearly basis with effect from the date of the agreement. The initial installment of the payable amount shall be remitted within 15 days of the execution of the agreement. Subsequent installments shall be paid within 5 days after completion of every 6 months. Failing to pay as per terms and conditions are given here, and then KTIL reserves the right to terminate the agreement.
- Period of Contract: The contract will be valid for **3 years** from the agreement signing date. The contract can be extended further for 1 year based on satisfactory performance.
- Submission of Bids: Bids may be submitted in person at the Office of KTIL, Thiruvananthapuram, or sent by post to the Head Office address of KTIL, ensuring they are received before the deadline specified in the tender notice. Bidders must submit the technical and financial bids in separate sealed envelopes, placed inside a larger sealed envelope clearly superscribed with the Bidder's Name, Agency Name, Full Address, Contact Number, and Email ID.

7. EVALUATION OF BIDS

- a. The Tendering Authority shall evaluate the bids to determine their substantive responsiveness. Only substantially responsive bids shall be taken up for detailed evaluation. In this stage, the Tendering Authority will verify whether the bids are complete, whether the required documents and sureties have been submitted, and whether any computational errors exist.
- b. **Arithmetical errors shall be rectified as follows:**
 - i. If there is a discrepancy between the unit price and total price obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected accordingly by the purchaser.
 - ii. If there is a discrepancy between the amount stated in figures and words, the amount stated in words shall prevail.
- c. Any bid found to be substantially non-responsive shall be rejected by the Evaluation Committee.
- d. The Tendering Authority reserves the right to waive minor infirmities, non-conformities, or irregularities in a bid, provided such deviations do not constitute material deviation from the terms and conditions of the tender.
- e. The Tendering Authority shall undertake a comparative and detailed evaluation of all substantially responsive bids.
- f. The Financial Bid shall be opened only for those bidders who qualify in the Technical Evaluation stage.
- g. Among the shortlisted bidders, the agency quoting the highest price **(H1)** above the reserve price shall be considered as the Preferred Bidder for award of contract.
- h. The decision of the Tender Committee in all matters relating to evaluation and selection shall be final, conclusive, and binding on all participating bidders. No claims or disputes shall be entertained, and the decision shall not be subject to challenge in any court of law.

8. TERMINATION

KTIL may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the agency, terminate this contract in whole or in part in case of:

- a. If the agency, which is responsible for delivering the contracted services or goods, fails to provide any or all of the services/goods within the time period specified in the contract, or within any extension granted in writing by the Tendering Authority;
- b. If the agency, which is obligated to fulfill the terms and conditions of the contract, fails to perform any other obligations under the agreement;
- c. If the agency, which has been issued a written notice of default by the Tendering Authority, does not rectify its failure within fifteen (15) days, or within such extended period as may be approved in writing by the competent authority, from the date of receipt of such notice;
- d. If the Tendering Authority, which reserves the right to oversee the procurement process, decides to reject any or all applications or cancel the entire process at any stage, without assigning any reason;
- e. If any legal dispute arises, which relates to the interpretation, enforcement, or performance of this contract, such dispute shall fall under the exclusive jurisdiction of the District Court at Thiruvananthapuram;
- f. If KTIL, which holds full discretion over the bidding process, opts to accept or reject any proposal or annul the entire procedure at any point, it may do so without assigning any reason and without incurring any liability.

ANNEXURE-1: AFFIDAVIT

(To be submitted on non-judicial stamp paper of appropriate value)

I, [Name of the Deponent], aged [Age], [Designation] of [Name of the Organization/Company], having its registered office at [Full Address], do hereby solemnly affirm and declare as under:

1. That I am the authorized signatory of [Name of the Organization/Company] and competent to swear this affidavit on behalf of the said organization.
2. That I have submitted an Expression of Interest (EOI) for [mention the project/assignment name] in response to the EOI notice issued by [Name of the Department/Agency issuing the EOI].
3. That all the information, documents, and attachments submitted with the EOI are true and correct to the best of my knowledge and belief. Nothing has been concealed therein.
4. That if any information or document submitted is found to be false or incorrect at any stage, the organization reserves the right to reject our EOI and take any appropriate action as per rules.
5. That the organization has not been blacklisted or debarred by any Central/State Government or any other public sector undertaking or any other authority for any reason.
6. That I understand that this affidavit is made for the purpose of ensuring the veracity and integrity of the EOI submission.

DEPONENT

(Signature)

Name:

Designation:

Address:

Date:

Verification

I, the above-named deponent, do hereby verify that the contents of this affidavit are true and correct to the best of my knowledge and belief. No part of it is false and nothing material has been concealed.

Verified at **[Place]** on this the **[Day]** day of **[Month, Year]**.

DEPONENT

(Signature)

ANNEXURE-2: BIDDER DETAILS

(To be filled in and submitted along with Technical Bid)

Sl. No.	Details	Information / Documents to be Provided by Bidder
1	Name of Bidder	_____
2	Address and Contact Number of Bidder	Phone: _____ Email: _____
3	PAN Number, ITRs for Last 3 FYs & GST Returns for Last 3 Months	- Self-certified copy of PAN Card - ITRs for FY 2021–22, 2022–23, 2023–24 - GST returns for last 3 months
4	Turnover Certificate for Last 3 Years	Certificate from Chartered Accountant confirming minimum average turnover of ₹___ lakhs for FY 2021–22, 2022–23, 2023–24
5	Other Information (if any)	_____

Declaration

I/We hereby declare that the information furnished above is true and correct to the best of my/our knowledge and belief. I/We understand that any incorrect or false information provided herein may result in disqualification from the bidding process.

Signature of Authorized Signatory

Name: _____

Designation: _____

Seal: _____

Date: _____

ANNEXURE-3: FINANCIAL BID FORMAT

Name of Work: Financial Bid to Install operation and management of
“*WE PARK: Bridge Vibes*”, Kollam district.

Sl. No.	Reserve Bid Price (per month)	Agency Name	Quoted Price Per Month
1	₹50,000 (Fifty Thousand only) (<i>plus applicable GST</i>)	[Agency]	[Rs.] [in Words]

Signature:

Name of Bidder:

Organization:

Registration No:

Address

Date: _____