



Karnataka State Tourism Development Corporation Limited

Expression of Interest (EOI No: KSTDC/TPT/9/2025-26)  
For Empanelment of Hotels for Providing  
Accommodation and Fresh Up Services

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## Section 1. Introduction

### 1. Overview of Project

Karnataka State Tourism Development Corporation (KSTDC) has built a strong reputation for offering a diverse range of package tours to renowned tourist destinations across the state. At present, hotel services are engaged on an ad hoc basis.

To streamline and enhance this process, KSTDC now invites Expressions of Interest (EOI) from eligible and reputed private hotels for empanelment as approved accommodation partners to provide accommodation and fresh-up services to KSTDC guests and personnel as per the prescribed standard package requirements.

This initiative seeks to establish a trusted network of hospitality providers committed to delivering a consistently high-quality guest experience and improve KSTDC's reputation as a premier tourism operator.

The list of locations where KSTDC is looking to empanel hotels is provided at **Annexure I**.

### 2. Key Dates and Information at a Glance

Sl. No.	Event Description	Date
1.	Date of Issue of Eoi	03.09.2025
2.	Pre-Application Conference	On 09.09.2025 @ 12.00 Hrs at Karnataka State Tourism Development Corporation Limited 5th Floor, Indhana Bhavan Race Course Road Bengaluru – 560069 Telephone: 91 80 4334 4355
3.	Last date for receiving queries / clarifications via email	Clarifications may be requested up to 10.09.2025 @ 17.00 Hrs
4.	Clarification of any item of this EOI	Clarifications may be sought by e-mail sent to <a href="mailto:gmt@karnatakaholidays.net">gmt@karnatakaholidays.net</a> and marking a copy to <a href="mailto:mtour@kstdc.co">mtour@kstdc.co</a> with the subject line “Queries concerning Eoi for Empanelment of Hotels for Providing Accommodation and Fresh-Up Services”
5.	Last date for submitting Proposals	Proposals must be submitted by 24.09.2025 @ 17.00 Hrs Any changes shall be as notified on the KSTDC website
6.	Proposal Submission	By email sent to <a href="mailto:gmt@karnatakaholidays.net">gmt@karnatakaholidays.net</a> with a copy to <a href="mailto:mtour@kstdc.co">mtour@kstdc.co</a>  Email should have the subject line “Proposal for EOI for Empanelment of Hotels for Providing Accommodation and Fresh-Up Services”
7.	Opening of proposals	25.09.2025 @ 12.00 Hrs
8.	Proposal Validity Period	180 days from the submission deadline
9.	Intimation of Selection and	To be notified to eligible Applicants

Sl. No.	Event Description	Date
	Presentation on proposal	
10.	Hotel Site Visits	To be notified to eligible Applicants

*Please note: Any updates or changes to this schedule will be posted on the KSTDC website ([www.kstdc.co](http://www.kstdc.co)) and communicated via email.*

### **3. Purpose of this EOI**

- 3.1. The primary purpose of this EOI is to identify and create a panel of qualified private hotels to provide accommodation and related services.
- 3.2. The objectives are to:
- Identify a network of hotels for providing high quality accommodation, fresh-up, and related services in designated locations meeting KSTDC standards for tourists and staff travelling in KSTDC buses or packages.
  - Assess the facilities, capabilities, and service quality of potential hotel partners.
  - Establish a panel of approved hotels for a specified period, from whom KSTDC can procure services as per its tour requirements.
  - Streamline the future procurement process by inviting quotations from the empanelled hotels for specific tour requirements.
- 3.3. This EOI is not a tender or a request for a binding offer for immediate procurement and will not result in the direct award of a contract. However, successful empanelment is prerequisite for being considered for future service opportunities during the panel's valid period of empanelment.

### **4. Important Disclaimers**

- 4.1. Applicants should be aware of the following key conditions of this EOI process:
- **Applicant Responsibility:** All information in this EOI is provided for general guidance. Applicants must conduct their own independent investigations and due diligence. KSTDC makes no representation or warranty regarding the accuracy or completeness of the information provided.
  - **Costs:** Applicants are responsible for all costs incurred during the preparation and submission of their proposal.
  - **KSTDC's Rights:** KSTDC reserves the absolute right to cancel, modify, or suspend the EOI process at any time without providing a reason or incurring any liability.
  - **No Binding Obligation:** This EOI is not a formal offer. The receipt of proposals does not create any binding obligation on KSTDC to proceed with any project or applicant.
  - **Use of Information:** By submitting an application, the applicant consents to KSTDC using the information for internal assessment, planning and evaluation for the purpose of empanelment.
  - **Jurisdiction:** This EOI process is governed by the laws of India, and the Courts at Bengaluru, Karnataka, will have exclusive jurisdiction over any disputes.

## Section 2. Scope of Requirement & Post – Empanelment Process

### 1. Background and Vision for Hotel Empanelment

- 1.1. Karnataka State Tourism Development Corporation (KSTDC) aims to offer an improved and memorable experience to its customers through high-quality tour packages. Currently, hotel services for these tours are availed based on location surveys and requests on a case-by-case basis.
- 1.2. To formalize this system, KSTDC is introducing a formal empanelment system for hotels. The vision for this initiative is to ensure standardized service delivery, better operational coordination, and provide a consistent quality of accommodation across all tour packages. This empanelment is expected to enhance KSTDC's reputation as a trustworthy, high-quality tourism services provider.

### 2. Required Hotel Locations and Services

- 2.1. KSTDC intends to empanel hotels located in the destinations specified in **Annexure I**. The primary services required for the provision of accommodation include the following:

- Night Stay: Overnight accommodation for tour participants
- Fresh-Up: Short-duration room access for rest and refreshment

*Note: The list of destinations in **Annexure I** is indicative. KSTDC may revise or expand the list periodically which shall be informed from time by time.*

- 2.2. The minimum infrastructure requirements for hotels to be considered for empanelment are as follows –

- Each hotel should have a minimum of 30 to 35 rooms.
- The restaurant / dining area must have a seating capacity of at least 40 to 50 persons.
- The property should be in a well-connected road
- Adequate parking for KSTDC Tour Bus
  - KSTDC Deluxe Bus is about 12 meters length
  - Volvo Multi-Axle Bus is about 13-14 meters length

- 2.3. The Empanelled hotels shall adhere to the service specifications outlined by KSTDC, as detailed in **Annexure II**. A summary of these is provided below.

#### 2.3.1. Standard Package Requirements – Night Stay

- **Accommodation:** The following must be provided for all rooms:
  - Single, double, or triple occupancy basis
  - Well-appointed standard rooms
  - Clean, well-maintained, and standard amenities
  - Functional air conditioning
  - 24-hour hot and cold-water facility
  - Reliable power supply.
- **Room Supplies:** The following items must be supplied fresh daily to each room for each occupant:
  - Cleaned and pressed bed sheet
  - Clean bath towel
  - Clean hand towel
  - 2 (two) new soaps
  - 2 (two) mineral water bottles
  - Essential toiletries

### **2.3.2. Standard Package Requirements – Fresh-Up Requirements**

- **Accommodation:** The following must be provided for all rooms:
  - Single or Double occupancy basis
  - Clean, well-maintained and standard amenities
  - 24-hour hot and cold-water supply
  - Reliable power supply.
- **Room Supplies:** The following items must be provided for the duration of the stay for each occupant:
  - Clean linen for each occupant
  - Clean towel for each occupant
  - Soap
  - Shampoo

### **2.3.3. General Operational Requirements:**

- **Location Proximity:**
  - The hotel must be located in proximity to tourist places
  - The hotel must have access to hospitals for any kind of emergency.
- **Check-in / Check-out:** The hotel must provide flexible check-in and check-out timings to align with the arrival and departure schedules of KSTDC tour groups and other logistical exigencies.
- **Help Desk Facility:**
  - The hotel must establish a dedicated help desk on its premises, which shall be manned 24x7.
  - For larger tour groups, as specified by KSTDC in the service order, the help desk shall be manned by two persons.
  - The desk must be equipped with a laptop with an active internet/Wi-Fi connection, a multi-function printer (with scan, colour print, and photocopy capabilities), basic stationery (paper, pens).
  - A notice board / display board for displaying daily KSTDC instructions and updates for tour participants should be provided.
  - Staff completing a shift must provide a proper briefing and handover to the incoming shift staff.

## **3. Post-Empanelment Process**

3.1. This Expression of Interest is for empanelment only and does not constitute a commitment to procure. Empanelment is a mandatory prerequisite for a hotel to be eligible to participate in the future procurement activities. KSTDC provides no guarantee of business to any empanelled hotel.

3.2. The procurement process following empanelment may be as follows:

- **Requirement Identification:** As and when a requirement for accommodation arises for a specific tour, KSTDC will define its detailed specifications, including the number and type of rooms required, duration of stay, and other services needed.
- **Request for Quotation:** KSTDC will issue a request for quotation to the empanelled hotels within the specified location that are deemed suitable for the requirement in the relevant destination.
- **Submission of Bids:** Empanelled hotels will respond with their financial bids and confirm their capability to meet all service specified standards and requirements in response to the request for quotation.

- **Evaluation & Award:** KSTDC will evaluate the bids based on price, compliance with service standards, availability, and other relevant factors. A service order will be awarded to the selected hotel.
- 3.3. The procurement may take place on a period basis (monthly, quarterly, annually, etc.) as per KSTDC's requirements
- 3.4. KSTDC is under no obligation to select any empanelled hotel for subsequent stages or to award any contract / services.

### Section 3. Preparation and Submission of Applications

This section outlines the eligibility criteria, required documents, and submission procedure for this Expression of Interest (EOI). Applicants are expected to examine all instructions carefully before preparing their proposal.

#### 1. Eligibility Criteria (Who Can Apply)

1.1. To be considered for evaluation, applicants must meet all of the following minimum criteria and provide the specified supporting documents –

Sl. No.	Eligibility Criteria	Supporting Documents to be Submitted (all documents to be submitted unless indicated otherwise)
1.	<p><b>Legal Entity:</b> The Applicant should be one of the following –</p> <ul style="list-style-type: none"> <li>• Company incorporated in India under The Indian Companies Act, 1956 and subsequent amendments thereto or</li> <li>• Partnership Firm registered under The Indian Partnership Act 1932</li> <li>• Limited Liability Partnership incorporated under the Limited Liability Partnership Act 2008</li> <li>• Sole Proprietorship registered under the applicable Shops and Establishment Act</li> <li>• Registered Trust / Association / Society under the applicable laws</li> </ul> <p>The Applicant shall also submit supporting documents as proof of its status as a business entity.</p>	<ul style="list-style-type: none"> <li>• Application Submission Form at <b>Form A</b></li> <li>• If the Bidder is a company – <ul style="list-style-type: none"> <li>○ Self-attested copy of Certificate of Incorporation</li> </ul> </li> <li>• If the Bidder is a limited liability partnership firm – <ul style="list-style-type: none"> <li>○ Self-attested copy of Registration Certificate</li> </ul> </li> <li>• If the bidder is a partnership firm – <ul style="list-style-type: none"> <li>○ Self-attested copy of Registration Certificate</li> <li>○ Copy of Partnership Deed</li> </ul> </li> <li>• If the Bidder is a Proprietorship – <ul style="list-style-type: none"> <li>○ Self-attested copy of registration documents under applicable Shops and Establishment Act</li> </ul> </li> <li>• If the Bidder is a Trust / Association / Society – <ul style="list-style-type: none"> <li>○ Self-attested copy of registration documents under applicable laws</li> <li>○ Copy of Bye laws of Trust / Association / Society</li> </ul> </li> <li>• All Applicants must submit self-attested copies of the following documents – <ul style="list-style-type: none"> <li>○ Self-attested copy IT Returns for the last completed financial year (FY 2024-25, i.e., AY 2025-26)</li> <li>○ Self-attested copy of PAN card</li> <li>○ Self-attested copy of GST Registration</li> <li>○ Self-attested copy of Trade License</li> <li>○ Self-attested copy of FSSAI License</li> </ul> </li> </ul>
2.	<p><b>Years of Experience:</b> The Applicant should have been in operating hotels for <b>at least 3 years</b> as on date of notice inviting EOI.</p>	<ul style="list-style-type: none"> <li>• Application Submission Form at <b>Form A</b></li> </ul>
3.	<p><b>Relevant Capacity:</b> The Applicant must meet the following minimum infrastructure requirements –</p> <ul style="list-style-type: none"> <li>• The hotel should have a minimum of</li> </ul>	<ul style="list-style-type: none"> <li>• Hotel Profile and Tariff Details at <b>Form B</b></li> </ul>



Sl. No.	Eligibility Criteria	Supporting Documents to be Submitted (all documents to be submitted unless indicated otherwise)
	<p>10 standard rooms available for KSTDC use.</p> <ul style="list-style-type: none"> <li>The restaurant / dining area must have a seating capacity of at least 40 to 50 persons.</li> <li>Should be on a well-connected road</li> <li>Adequate parking for KSTDC Tour Buses</li> </ul>	
4.	<p><b>Proof of Hotel Operations</b></p> <p>The Applicant must be the entity directly responsible for the operation and management of the hotel for which the application is being submitted. This can be either as an owner-operator or under a valid management agreement (such as lease, license, management contract, etc.) that grants the Applicant full operational control.</p>	<ul style="list-style-type: none"> <li>Certificate from a Chartered Accountant confirming the operational status of the Applicant with respect to the hotel as per the format at <b>Form C</b>.</li> <li>If the Applicant is an operator under a management agreement – <ul style="list-style-type: none"> <li>Self-attested copy of the extract of the management agreement showing the parties to the agreement, the nature of the agreement, the operator's roles and responsibilities, and the agreement's validity (<i>Note: KSTDC reserves the rights to review the entire management agreement if required</i>)</li> </ul> </li> </ul>
5.	<p><b>Financial Turnover:</b></p> <p>The applicant should have an average annual turnover of at least <b>INR 15 Lakhs (Rupees Fifteen Lakhs)</b> for the last two completed financial years (FY 2023-24 and FY 2024-25).</p>	<ul style="list-style-type: none"> <li>Certificate from a registered Chartered Accountant (CA) as per the format in <b>Form D</b></li> </ul>
6.	<p><b>Not Blacklisted / Barred:</b></p> <p>The Applicant should not have been blacklisted / barred by any Central Government or State Government or PSU and should not be involved in any major litigation that may affect or compromise the delivery of service required.</p>	<ul style="list-style-type: none"> <li>Application Submission Form at <b>Form A</b></li> </ul>
7.	<p><b>Litigation Status:</b></p> <p>The Applicant should not be involved in any major litigation that may affect their ability to fulfil service obligations.</p>	<ul style="list-style-type: none"> <li>A declaration to this effect is included in <b>Form A</b></li> </ul>
8.	<p><b>Power of Attorney:</b></p> <p>The Applicant must submit a duly executed Power of Attorney / Letter of Authority in favour of the Authorized Signatory of the Applicant or a Copy of Board Resolution duly authorizing the Authorized Signatory of the Applicant for signing this bid.</p>	<ul style="list-style-type: none"> <li>Duly executed Power of Attorney or Letter of Authority in favour of the Authorized Signatory of the Applicant or a Copy of Board Resolution duly authorizing the Authorized Signatory for signing this bid. Suggested format is provided at <b>Form E</b>.</li> </ul>

**NOTE:**

1. Financial Year (FY) covers the period from 1<sup>st</sup> April of a calendar year to 31<sup>st</sup> March of the next calendar year.
2. The Client reserves the right to request any further supporting documents from Applicants during the empanelment process.
3. The KSTDC shall be free to make enquiries from previous clients of the Applicant about the work, conduct, performance, quality of service and such other related general enquiries about the Applicants. The Applicant shall have no objection to the Client making such enquiries from their existing / past clients.

**2. Submission of Application (Application Package and Required Documents)**

2.1. The complete application must be submitted as PDF files by email to the notified email address.

2.2. The application package must contain the following components in order –

1. **Form A: Application Submission Form**
2. **Form B: Hotel Profile and Tariff Details**
3. **Form C: CA Certificate for Proof of Operation**
4. **Form D: CA Certificate of Financial Turnover**
5. **Form C: Power of Attorney** in the prescribed format (if applicable)
6. **Supporting Documents** including –
  - a. Self-attested copy IT Returns for the last completed financial year (FY 2024-25, i.e., AY 2025-26)
  - b. Self-attested copy of PAN card
  - c. Self-attested copy of GST Registration
  - d. Registration documents for Company / LLP / Partnership Firm / Sole Proprietorship / Trust / Association / Society along with FSSAI License
7. Any additional documents as per Clause 1 of this section

2.3. Separate application must be submitted for each hotel b

**3. Submission Details**

- Submission Deadline: Proposals must be received by the date and time specified in Section 1 Clause 3. Late submissions will not be considered.
- Submission Method: Proposals must be submitted via email.
- Email Address, Clarifications, Proposal Validity: As noted in Section 1 Clause 3.

## **Section 4. Evaluation and Empanelment Process**

*The evaluation process is intended to identify a panel of suitable and qualified hotels that can meet KSTDC's objectives, quality and service requirements. The process is designed to be comprehensive and fair, focussing on the applicant's facilities, capabilities and service standards.*

### **1. Review Process**

- 1.1. All proposals will first be reviewed against the eligibility criteria outlined in Section 3 Clause 1.
- 1.2. **Grounds for Disqualification:** A proposal may be disqualified at any stage if the applicant has:
  - Submitted false or misleading information.
  - Failed to provide required supporting documents.
  - Been blacklisted or barred by a government agency or PSU.
  - Is involved in major litigation that could affect project delivery.
- 1.3. Only those applications that meet all the minimum eligibility requirements will proceed to the next stage of evaluation.

### **2. Hotel Inspection and Capability Assessment by Committee**

- 2.1. The selection process will be based on eligibility, compliance with KSTDC standards, tariff competitiveness and location. Applicants that pass the eligibility screening will be assessed by an Assessment Committee formed by KSTDC. KSTDC officials shall undertake a physical site visit for the hotels that pass the eligibility screening.
- 2.2. The committee will schedule an inspection at a date and time notified to eligible applicants to review the property and assess capabilities.
- 2.3. The committee will assess the hotels based on the following key parameters:
  - **Hotel Quality and Suitability:** The overall quality and upkeep of the property, including rooms, dining areas, and common spaces, and its alignment with the KSTDC brand image.
  - **Service Standards and Amenities:** Verification of service standards and amenities as per Section 2.3, with a focus on hygiene, maintenance, and operational readiness.
  - **Applicant Experience and Capacity:** The hotel's demonstrated experience in the hospitality sector and its capacity to manage tour groups effectively.
  - **Location and Accessibility:** The convenience of the hotel's location with respect to tourist destinations, main roads, and emergency facilities.
- 2.4. Following the assessment, KSTDC may enter discussions with shortlisted hotels to arrive at a mutually agreed rate for services.

### **3. Outcome and Future Process**

- 3.1. Participation in this EOI is an exploratory exercise and does not guarantee a contract award. Based on the committee's assessment, KSTDC will select a panel of approved hotels. The final empanelment decision shall rest with KSTDC.
- 3.2. Applicants whose proposals are found to be suitable will be notified in writing of their successful empanelment.
- 3.3. The empanelment shall be valid for a period of 1 (one) year from the date of notification and extendable for 1 (one) year based on the satisfactory performance of the hotel and mutually agreed terms. KSTDC may extend this period at its discretion.
- 3.4. Applicants who are not selected for empanelment will also be notified after the process is complete.

**3.5. Future Engagement:**

The indicative procurement process post-empanelment is provided in Section 2.4 of this document.

- 3.6. Confidentiality:** Information relating to the evaluation of proposals will not be disclosed to other applicants. KSTDC will treat commercially sensitive information with due consideration, subject to the provisions of applicable laws.

## Form A: Application Submission Form

(On the letterhead of the Applicant)

[Location, Date]

FROM:

(Name of the Applicant)  
(Address of the Applicant)

TO:

Managing Director,  
Karnataka State Tourism Development Corporation Limited,  
5th Floor, Indhana Bhavan,  
Race Course Road,  
Bengaluru – 560069

Dear Sir / Madam

**Subject: Application for “Expression of Interest for Providing Accommodation and Fresh-Up Services”**

Having examined the Expression of Interest document (EOI no: \_\_\_\_\_) and all relevant documents, we hereby submit our application for empanelment as a hotel partner for providing accommodation and fresh-up services KSTDC's package tours at the location \_\_\_\_\_.

We offer to provide accommodation and related services in accordance with your requirements and have enclosed the necessary documents for your evaluation.

### Part 1: Details of the Applicant

Sl. No.	Particulars	Details
<b>1.</b>	<b>Applicant Details</b>	
<b>a.</b>	Name of Applicant Entity	
<b>b.</b>	Country of Incorporation	
<b>c.</b>	Date of Incorporation and / or Commencement of Business	
<b>d.</b>	Nature of Legal Entity	Select as applicable – <input type="checkbox"/> Public Limited Company <input type="checkbox"/> Private Limited Company <input type="checkbox"/> Partnership Firm <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Registered Trust <input type="checkbox"/> Registered Society <input type="checkbox"/> Registered Association <input type="checkbox"/> Others, i.e., _____ (please specify)
<b>e.</b>	Entity registration details with the supporting documents	Registration number: _____ Date of registration: _____ Registering authority: _____

Sl. No.	Particulars	Details
		<p><i>If the Applicant is a company –</i>  <input type="checkbox"/> Enclosed self-attested copy of Certificate of Incorporation</p> <p><i>If the Applicant is a limited liability partnership –</i>  <input type="checkbox"/> Enclosed self-attested copy of Registration Certificates</p> <p><i>If the Applicant is a partnership firm–</i>  <input type="checkbox"/> Enclosed self-attested copy of Registration Certificates  <input type="checkbox"/> Enclosed copy of Partnership Deed</p> <p><i>If the Applicant is a sole proprietorship –</i>  <input type="checkbox"/> Enclosed self-attested copy of Registration Certificate under Shops and Establishment Act</p> <p><i>If the Applicant is a trust –</i>  <input type="checkbox"/> Enclosed self-attested copy of Registration Certificate under Applicable Act viz. _____ (specify name of Act)  <input type="checkbox"/> Enclosed self-attested copy of Bye-Laws of Trust</p> <p><i>If the Applicant is a society –</i>  <input type="checkbox"/> Enclosed self-attested copy of Registration Certificate under Applicable Act viz. _____ (specify name of Act)  <input type="checkbox"/> Enclosed self-attested copy of Bye-Laws of Society</p> <p><i>If the Applicant is an association –</i>  <input type="checkbox"/> Enclosed self-attested copy of Registration Certificate under Applicable Act viz. _____ (specify name of Act)  <input type="checkbox"/> Enclosed self-attested copy of Bye-Laws of Association</p>
<b>f.</b>	Brief description of Entity including details of its main lines of business in Hospitality Sector	
<b>g.</b>	Registered Office Details	Address: Contact Person: Mobile: Phone: Email: Fax:
<b>h.</b>	Details of the Authorized Signatory for the proposal	Name: Designation: Address: Phone: Email:
<b>i.</b>	Details for individual(s) who will serve as Point of Contact	Name: Designation: Mobile: Phone: Email:
<b>j.</b>	PAN Details	Number: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No

Sl. No.	Particulars	Details
k.	GST Details	Number: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No
l.	Income tax Returns	Enclosed self-attest copy of IT Returns for the last completed Financial Year (FY 2023-24, i.e., AY 2024-25): <input type="checkbox"/> Yes <input type="checkbox"/> No
m.	Trade License	Trade License Number: Name of Issuing Authority: Date of Issuing: Valid Up to: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No
n.	FSSAI License	Name of Issuing Authority: Date of Issuing: Valid Up to: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2.</b>	<b>Experience and Credentials of the Applicant</b>	
a.	Total number of years of experience:	__ years __ months
b.	Years of experience in operation of hotels	__ years __ months
<b>3.</b>	<b>Details of the Hotel for Empanelment</b>	
a.	Name of Hotel	
b.	Address of Hotel	
c.	Date of Start of Operations	<input type="checkbox"/> Yes <input type="checkbox"/> No
d.	Nature of Operations	<input type="checkbox"/> Own & Operate <input type="checkbox"/> Operate (Management Contract, License, Lease etc.)

## Part 2: Applicant's Experience in Providing Group Accommodation

Please provide details of experience in providing group accommodation in the last 5 (five) years.

Sl. No.	Name of Group / Tour	Nature of Tie-Up	Start Date of Association	End Date of Association
1.				
2.				
3.				

## Part 3: Existing Tie-Ups with Tour Operators

Please provide details of any significant tie-ups your hotel has with other tour operators

Sl. No.	Name of Tour Operator	Nature of Tie-Up	Start Date of Association	End Date of Association
1.				
2.				
3.				

Add additional rows as required.

#### **Part 4: Declarations**

We hereby undertake and declare the following:

- All information and accompanying documents provided in this Proposal are true and correct copies of their respective originals.
- We shall make available any additional information required by KSTDC to supplement this Proposal.
- We have no reservations regarding the EOI Documents, including any addenda issued.
- We have not been blacklisted or barred by the Government of Karnataka, any State/Central Government department, or Public Sector Undertaking.
- We are not involved in any major litigation that may affect or compromise the delivery of services required.
- We have no conflict of interest that would prevent us from participating in this EOI process.
- This offer shall remain valid for 180 (One Hundred and Eighty) days from the Proposal Due Date.
- We understand that KSTDC may cancel this process at any time and is not bound to accept any proposal it receives.

Our Proposal is binding upon us and subject to the modifications resulting from subsequent consultations.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorised Signatory:

Name and Title of Signatory:

Name of Applicant:



## Form B: Hotel Profile and Tariff Details

(\* To be submitted on the official letterhead of the Applicant)

**Purpose:** This form is intended to provide KSTDC with a clear and standardized overview of the applicant's hotel, its facilities, and its standard pricing structure. This information will be used for the initial capability assessment.

### Part 1: General Hotel Information

Particulars	Details
Name of Hotel	
Full Address	
Star Rating (if applicable)	
Total Number of Rooms	
Brief Description of the Hotel (e.g., location highlights, property type)	
Date of Start of Operations	
Nature of Operations	<input type="checkbox"/> Own & Operate <input type="checkbox"/> Operate (Management Contract, License, Lease etc.)
If Applicant is Operator only, provide details of operating arrangement	Name of Owner / Lessor / Licensor: Type of Operating Arrangement: <input type="checkbox"/> Management Contract <input type="checkbox"/> License <input type="checkbox"/> Lease <input type="checkbox"/> Others (please specify) Start Date: End Date:
Trade License	Trade License Number: Name of Issuing Authority: Date of Issuing: Valid Up to: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No
FSSAI License	Name of Issuing Authority: Date of Issuing: Valid Up to: Enclosed self-attested copy: <input type="checkbox"/> Yes <input type="checkbox"/> No

### Part 2: Facility and Amenity Details

Facility	Details
In-house Restaurant	<input type="checkbox"/> Yes <input type="checkbox"/> No
Restaurant Seating Capacity	
Located on a well-connected road	<input type="checkbox"/> Yes <input type="checkbox"/> No
Dedicated Parking for Buses	<input type="checkbox"/> Yes <input type="checkbox"/> No Maximum Length of Bus that can be accommodated: <input type="checkbox"/> 12m <input type="checkbox"/> 13m <input type="checkbox"/> 14m <input type="checkbox"/> Others (please specify)
24-Hour Power Backup	<input type="checkbox"/> Yes <input type="checkbox"/> No
24-Hour Hot & Cold Water	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wi-Fi Availability	<input type="checkbox"/> All Areas <input type="checkbox"/> Lobby only

Facility	Details
	<input type="checkbox"/> Not Available
Lift / Elevator Facility	<input type="checkbox"/> Yes <input type="checkbox"/> No
Acceptance of Credit / Debit Cards	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Rupay <input type="checkbox"/> Others (Please specify)
Proximity to Nearest Hospital (in km)	

### Part 3: Room Details

Sl. No	Room Category (e.g., Standard AC, Deluxe AC, Suite)	Number of Rooms in this Category
1.		
2.		
3.		
	<b>Total</b>	

### Part 4: Proposed Standard Tariff – Night Stay

*Note: Please provide the standard Rack Rates. Rates for KSTDC tours will be subject to future negotiation and specific request for quotation. All tariffs are to be quoted in INR and should be exclusive of applicable taxes (e.g., GST).*

Sl. No	Room Category (e.g., Standard AC, Deluxe AC, Suite)	Single Occupancy (INR)	Double Occupancy (INR)	Triple Occupancy / Extra Bed Rate (INR)
1.				
2.				
3.				
4.				

### Part 5: Proposed Standard Tariff – Fresh-Up

*Note: Please provide the standard Rack Rates. Rates for KSTDC tours will be subject to future negotiation and specific request for quotation. All tariffs are to be quoted in INR and should be exclusive of applicable taxes (e.g., GST).*

Sl. No	Room Category (e.g., Standard AC, Deluxe AC, Suite)	Single Occupancy (INR)	Double Occupancy (INR)	Triple Occupancy / Extra Bed Rate (INR)
1.				
2.				
3.				
4.				

### Part 6: Photographic Evidence

Please attach clear and recent photographs of the following areas along with your application submission:

- Hotel Exterior & Entrance
- Lobby / Reception Area
- Restaurant / Dining Area
- At least one of each major Room Category
- A sample Washroom
- Approach road

We declare that the information provided in this form is true and accurate to the best of our knowledge.

Authorised Signatory:

(Signature)

Name and Title of Signatory:

Name of Applicant Hotel:

Date:

## Form C: Prescribed Format for Proof of Operation

(\* To be printed on the official letterhead of the Chartered Accountant / Audit Firm)

### **CERTIFICATE FOR PROOF OF HOTEL OPERATION**

This is to certify that we have verified the relevant books of accounts, statutory records, and other supporting documents of M/s. [Name of the Applicant Entity] having registered address [Registered Address of Applicant Entity] and PAN [PAN of Applicant Entity]

And in relation to the hotel property named [Hotel Name] located at [Full Address of Hotel]

Based on our verification, we certify the following (*please strike out the option that is not applicable*):

#### **Option A: Applicant is the Owner and Operator**

1. The ownership of the hotel property located at the address mentioned above legally rests with M/s [Name of the Applicant Entity] as verified from the [Title Deed / Sale Deed / Property Tax Receipt / Others (please specify)] No. \_\_\_\_\_ dated \_\_\_\_\_
2. The M/s [Name of the Applicant Entity] is directly engaged in the day-to-day operation and management of the said hotel.

#### **Option B: Applicant is the Operator under a Management Agreement**

1. The Applicant Entity is operating the hotel property located at the address mentioned above under a valid [Lease Agreement / License Agreement / Management Contract / Other agreement type (please specify)] dated \_\_\_\_\_ executed with the property owner, M/s [Name of Property Owner]
2. The said agreement is valid from \_\_\_\_\_ to \_\_\_\_\_ and grants operation control of the hotel to M/s [Name of Applicant Entity].
3. M/s [Name of Applicant Entity] is presently operating the hotel property located at the address mentioned above.

This certificate is being issued to be produced before Karnataka State Tourism Development Corporation (KSTDC) for the "Expression of Interest for Empanelment of Hotels for KSTDC Package Tours".

For

**[Name of the Chartered Accountant / Audit Firm]**

**(Signature)**

**Name of the Chartered Accountant:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Membership Number:** \_\_\_\_\_

**(Seal of the Audit Firm)**

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

## Form D: Prescribed Format for Certificate of Turnover

(\* To be printed on the official letterhead of the Chartered Accountant / Audit Firm)

### **CERTIFICATE OF TURNOVER**

This is to certify that we have verified the relevant books of accounts and other statutory records of:

**M/s. [Name of the Applicant Entity]**

**[Registered Address of the Applicant Entity]**

**PAN: [Permanent Account Number of the Applicant Entity]**

Based on our verification, the annual turnover of the entity for the last two completed financial years is as follows

Financial Year	Annual Turnover (in INR)
FY 2024-25 (1st April 2024 - 31st March 2025)	
FY 2023-24 (1st April 2023 - 31st March 2024)	
<b>Average Annual Turnover for the last two FYs</b>	<b>[To be calculated]</b>

This certificate is being issued to be produced before Karnataka State Tourism Development Corporation (KSTDC) for the "Expression of Interest for Empanelment of Hotels for Providing Accommodation and Fresh Up Services".

For

**[Name of the Chartered Accountant / Audit Firm]**

**(Signature)**

**Name of the Chartered Accountant:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Membership Number:** \_\_\_\_\_

**(Seal of the Audit Firm)**

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

## Form E: Power of Attorney of Authorised Signatory

(\* To be executed on appropriate non-judicial stamp paper)

Know all men by these presents, we..... (Name of Applicant company / LLP / firm / proprietorship and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr/Ms (name), ..... son/daughter/wife of ..... and presently residing at ....., who is presently employed with us and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the "Authorized Signatory") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application in response to the expression of interest EOI no. .... dated .....) **"Expression of Interest for Empanelment of Hotels for Providing Accommodation and Fresh Up Services"** issued by the Karnataka State Tourism Development Corporation Limited (the "Client") including but not limited to signing and submission of all proposals / applications, bids and other documents and writings, participate in pre-application conferences and other meetings, providing information / responses to the Client, representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Client in all matters in connection with or relating to or arising out of our bid for the said EOI and any subsequent engagement or discussions, including any award thereof to us.

AND we hereby agree to ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Signatory in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ....., THE ABOVE NAMED IN PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20.....

For

.....  
(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

(Notarised)

Accepted

.....

(Signature)

(Name, Title and Address of the Authorized Signatory)

### Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.
- In case of a Partnership firm, the Power of Attorney must be signed by all partners, or by the partner duly authorized by the other partners through a specific Power of Attorney/Partnership Deed

## **Form F: Comments and Suggestions on Project and on Data, Services, and Facilities to be provided by the Client**

*Applicants are encouraged to use this form to provide any constructive comments or suggestions on KSTDC's overall initiative to promote tourism through this EOI, or on the EOI process itself. You may also list any broad queries regarding KSTDC's assets or tourism development policies that are not specific proposal clarifications*

### **On the Terms of Reference:**

- 1.
- 2.
- 3.
- 4.
- 5.

### **On the Data, Services, and Facilities to be provided by the Client**

- 1.
- 2.
- 3.
- 4.
- 5.

### **Other Comments and Suggestion**

- 1.
- 2.
- 3.
- 4.
- 5.

Authorised Signatory: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

### **Annexure I: List of Required Locations for Hotel Empanelment**

KSTDC is presently looking to empanel hotels at the following locations. This list is not exhaustive, and new locations may be added by KSTDC in the future. Applicants are required to specify the locations for which they are submitting their proposal in **Form A**. Separate proposals need to be submitted for each location.

<b>Sl. No</b>	<b>City</b>	<b>State</b>
1.	Byndoor	Karnataka
2.	Honnagara	Karnataka
3.	Kateelu	Karnataka
4.	Hornadu	Karnataka
5.	Shivamogga	Karnataka
6.	Ooty	Tamil Nadu
7.	Kodaikanal	Tamil Nadu
8.	Rameshwaram	Tamil Nadu
9.	Kanyakumari	Tamil Nadu
10.	Madurai	Tamil Nadu
11.	Kumbakonam	Tamil Nadu
12.	Thirunallar	Tamil Nadu
13.	Mettupalyam	Tamil Nadu
14.	Thiruvannamalai	Tamil Nadu
15.	Goa	Goa
16.	Pondicherry	UT
17.	Hyderabad	Telangana
18.	Nadhal	Andhra Pradesh
19.	Manthralaya	Andhra Pradesh
20.	Shirdi	Maharashtra
21.	Beed	Maharashtra
22.	Pandrapura	Maharashtra
23.	Trivendram	Kerala
24.	Guruvayur	Kerala
25.	Alleppey Boat House	Kerala
26.	Thekkdy	Kerala
27.	Munnar	Kerala
28.	Wynadu	Kerala



## Annexure II: KSTDC Standard Package and Service Level Requirements

*This document outlines the minimum service level requirements and operational standards that all empanelled hotels are contractually obligated to provide for all KSTDC package tours. Adherence to these standards is mandatory and will be subject to periodic review by KSTDC officials.*

### A. General Operational Requirements

#### 1. Dedicated Help Desk:

- The hotel must establish a dedicated help desk on its premises, which shall be manned 24x7.
- For larger tour groups, as specified by KSTDC in the service order, the help desk shall be manned by two persons.
- The desk must be equipped with a laptop with an active internet/Wi-Fi connection, a multi-function printer (with scan, colour print, and photocopy capabilities), basic stationery (paper, pens).
- A notice board / display board for displaying daily KSTDC instructions and updates for tour participants should be provided.
- Staff completing a shift must provide a proper briefing and handover to the incoming shift staff.

2. **Parking:** The hotel must provide sufficient and safe parking space for KSTDC tour buses. The size of KSTDC Deluxe buses is approximately 12 metres and Volve Multi Axle buses can range from 13 to 14 metres.

3. **Location:** The hotel should be situated in reasonable proximity to the primary tourist places on the tour itinerary and must have access to nearby hospitals for any medical emergencies.

4. **Check-in / Check-out Flexibility:** The hotel must provide flexible check-in and check-out timings to align with the arrival and departure schedules of KSTDC tour groups and other logistical exigencies.

### B. Requirements for Night Stay Packages

1. **Accommodation:** The following must be provided for all rooms:

- Single, double, or triple occupancy basis
- Well-appointed standard rooms
- Clean, well-maintained, and standard amenities
- Functional air conditioning
- 24-hour hot and cold-water facility
- Reliable power supply.

2. **Daily Room Supplies:** The following items must be supplied fresh daily to each room for each occupant:

- Cleaned and pressed bed sheet
- Clean bath towel
- Clean hand towel
- 2 (two) new soaps
- 2 (two) mineral water bottles
- Essential toiletries

### C. Requirements for Fresh up Services

1. **Accommodation:** The following must be provided for all rooms:

- Single or Double occupancy basis
- Clean, well-maintained and standard amenities
- 24-hour hot and cold-water supply
- Reliable power supply.

**2. Room Supplies:** The following items must be provided for the duration of the stay for each occupant:

- Clean linen for each occupant
- Clean towel for each occupant
- Soap
- Shampoo

#### **D. Staff Conduct and Hygiene**

1. **Staff Professionalism:** All hotel staff interacting with KSTDC guests must be well-groomed, courteous, and professional at all times. They should be able to provide necessary assistance to the guests as required.
2. **Hygiene and Cleanliness:** All hotel premises, including guest rooms, corridors, lobbies, and especially dining areas and kitchens, must be maintained in a thoroughly clean and hygienic condition.

### **Annexure III: Draft Agreement for Empanelment**

**Disclaimer:** *The following is a sample draft agreement provided for illustrative purposes only. It is not legal advice. This document shall be reviewed, customized, and finalized by qualified legal professionals before being used in any official capacity.*

This Agreement for Empanelment of Hotels ("Agreement") is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 2025 ("Effective Date")

BETWEEN:

Karnataka State Tourism Development Corporation (KSTDC), a Government of Karnataka undertaking, having its registered office at 5<sup>th</sup> Floor, Indhana Bhavan, Race Course Road, Bengaluru – 560 069 (hereinafter referred to as "KSTDC", which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assigns) of the FIRST PART;

AND

[Name of Applicant Entity], a [company / firm / LLP / proprietorship / society / trust / association] registered under the laws of India, having its principal place of business at [Registered Address of Applicant] (hereinafter referred to as the "Operator", which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and permitted assigns) of the SECOND PART.

KSTDC and the Operator may hereinafter be referred to individually as a "Party" and collectively as the "Parties"

#### **1. Introduction:**

Karnataka State Tourism Development Corporation (KSTDC), a Government of Karnataka undertaking, invites Expression of Interest (EOI) from eligible hotels in Karnataka state for empanelment to provide accommodation and fresh-up services to KSTDC guests and personnel as per the prescribed standard package requirements.

#### **2. Objective:**

To empanel well-equipped hotels in Bengaluru that provide accommodation (night stay) and fresh-up facilities meeting KSTDC standards for tourists and staff traveling in KSTDC buses or packages.

WHEREAS:

- A. KSTDC issued an Expression of Interest (EOI No: \_\_\_\_\_) for the Empanelment of Hotels for its package tours (the "EOI Document").
- B. The Operator is responsible for the operation and management of the hotel known as [Name of Hotel], located at [Full Address of Hotel] (hereinafter referred to as the "Hotel")
- C. The Operator responded to the said EOI for the empanelment of the Hotel and has been selected by KSTDC for empanelment based on the terms and criteria set forth therein.
- D. The Parties are now desirous of entering into this Agreement to formally record the terms and conditions of this empanelment.

NOW, THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS CONTAINED HEREIN, THE PARTIES AGREE AS FOLLOWS:

### **3. Scope of Empanelment**

- 3.1.** KSTDC hereby empanels the Operator as a potential provider of accommodation and related services ("Services") at the Hotel.
- 3.2.** This empanelment makes the Operator eligible to receive Requests for Quotation (RFQs) from KSTDC for the provision of Services at the Hotel.
- 3.3.** This Agreement does not constitute a commitment or guarantee of business from KSTDC to the Operator. The actual procurement of Services shall be on a case-by-case basis through the issuance of a specific Service Order against a valid quotation.

### **4. Term**

- 4.1.** This Agreement shall be valid for a period of 1 (one) year from \_\_\_\_\_ (date of notification of empanelment) and extendable for 1 (one) year based on the satisfactory performance of the Operator and mutually agreed terms, unless terminated earlier in accordance with the provisions of this Agreement.
- 4.2.** KSTDC may, at its sole discretion, extend the empanelment period upon mutually agreed terms.

### **5. Scope of Services**

The empanelled hotels shall provide the following services as per KSTDC Standards:

#### **5.1. Requirements for Night Stay Packages**

**5.1.1. Accommodation:** The following must be provided for all rooms:

- Single, double, or triple occupancy basis
- Well-appointed standard rooms
- Clean, well-maintained, and standard amenities
- Functional air conditioning
- 24-hour hot and cold-water facility
- Reliable power supply.

**5.1.2. Daily Room Supplies:** The following items must be supplied fresh daily to each room for each occupant:

- Cleaned and pressed bed sheet
- Clean bath towel
- Clean hand towel
- 2 (two) new soaps
- 2 (two) mineral water bottles
- Essential toiletries

#### **5.2. Requirements for Fresh up Services**

**5.2.1. Accommodation:** The following must be provided for all rooms:

- Single or Double occupancy basis
- Clean, well-maintained and standard amenities
- 24-hour hot and cold-water supply

- Reliable power supply.

**5.2.2. Room Supplies:** The following items must be provided for the duration of the stay for each occupant:

- Clean linen for each occupant
- Clean towel for each occupant
- Soap
- Shampoo

**5.3. Dedicated Help Desk:**

- The hotel must establish a dedicated help desk on its premises, which shall be manned 24x7.
- For larger tour groups, as specified by KSTDC in the service order, the help desk shall be manned by two persons.
- The desk must be equipped with a laptop with an active internet/Wi-Fi connection, a multi-function printer (with scan, colour print, and photocopy capabilities), basic stationery (paper, pens).
- A notice board / display board for displaying daily KSTDC instructions and updates for tour participants should be provided.
- Staff completing a shift must provide a proper briefing and handover to the incoming shift staff.

**6. Obligations of the Operator**

- 6.1.** The Operator shall, at all times during the term of this Agreement, ensure the Hotel adheres to the minimum service levels and operational standards as detailed in Annexure II of the EOI document.
- 6.2.** The Operator shall maintain the Hotel premises, facilities, licenses, and permits in compliance with all applicable laws and regulations.
- 6.3.** The Operator shall respond to request for quotation issued by KSTDC in a timely manner and submit competitive and transparent pricing.
- 6.4.** Upon receiving a Service Order, the Operator shall provide the specified Services at the Hotel with the highest degree of professionalism and quality.
- 6.5.** The Operator shall ensure the safety and security of all KSTDC guests and their belongings within the Hotel premises.
- 6.6.** The Operator shall allow authorized representatives of KSTDC to inspect the Hotel premises at any reasonable time to ensure compliance with the agreed standards.

**7. Procurement and Payment**

- 7.1.** KSTDC will issue request for quotation to the Operator for specific tour requirements at the Hotel.
- 7.2.** Upon selection of the Operator's quotation, KSTDC will issue a formal Service Order for the Hotel detailing the scope of services, number of guests, duration, and agreed price.
- 7.3.** The Operator shall raise a valid GST invoice addressed to KSTDC within seven (7) days of the completion of the services under a Service Order.
- 7.4.** KSTDC shall make payment to the Operator within thirty (30) days from the date of receipt of an undisputed and correct invoice. All payments shall be made via electronic bank transfer to the account specified by the Operator.

## **8. Indemnity**

- 8.1.** The Operator agrees to indemnify and hold harmless KSTDC, its officers, and employees from and against any and all claims, liabilities, damages, losses, or expenses (including legal fees) arising out of any breach of this Agreement, negligence, or misconduct by the Operator or its staff at the Hotel.

## **9. Termination**

- 9.1.** KSTDC may terminate this Agreement with immediate effect if the Operator commits a material breach of its obligations, including failure to adhere to the service levels in Annexure II.
- 9.2.** Either Party may terminate this Agreement, without cause, by giving thirty (30) days written notice to the other Party.
- 9.3.** This Agreement shall terminate automatically if the Operator becomes insolvent or ceases its business operations at the Hotel.

## **10. Governing Law and Jurisdiction**

- 10.1.** This Agreement shall be governed by and construed in accordance with the laws of India.
- 10.2.** The Courts at Bengaluru, Karnataka, shall have exclusive jurisdiction over any disputes arising out of this Agreement.

## **11. Dispute Resolution**

- 11.1.** Any dispute arising between the Parties shall be first attempted to be resolved through mutual discussions.
- 11.2.** If the dispute is not resolved within thirty (30) days, it shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996. The arbitration shall be conducted in English in Bengaluru, Karnataka.

## **12. Confidentiality**

- 12.1.** Each Party shall keep confidential all information received from the other Party that is marked as confidential or would reasonably be considered confidential.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date.

### **For and on behalf of KSTDC**

(Authorised Signatory)

Name:

Designation:

Place:

### **For and on behalf of [Operator Name]**

(Authorised Signatory)

Name:

Designation:

Place:

Witness 1:

Witness 2:

## Annexure IV: Draft Service Order

**Disclaimer:** The following is a sample draft service order provided for illustrative purposes only. It is not an official commitment, and the final service order issued by KSTDC may differ and shall be as per the specific requirements of the services being procured.

### Service Order

Service Order No: KSTDC/TOUR/2025/SO-XXXX

Date: [Date of Issue]

To:

[Name of Operator]

[Name of Empanelled Hotel]

[Full Address of Hotel]

[City, Pincode]

Attn: [Hotel Manager/Contact Person Name]

**Ref:** Empanelment Agreement dated [Date of Agreement]

**Subject: Service Order for Provision of Providing Accommodation and Fresh Up Services**

Dear [Hotel Manager/Contact Person Name],

With reference to the Empanelment Agreement, KSTDC is pleased to place the following Service Order for the provision of accommodation and related services for our tour group.

#### 1. Tour Details

- **Tour Name / Code:** [e.g., Hampi-Badami Heritage Tour / SH-05]
- **Check-in Date & Time:** [Date], [Time, e.g., 02:00 PM]
- **Check-out Date & Time:** [Date], [Time, e.g., 12:00 PM]

#### 2. Required Services & Rates

Sl. No.	Description of Service	Quantity (No. of Rooms)	No. of Nights	Unit Price (INR)	Total Amount (INR)
1.	Night Stay - Standard AC Double Room	[e.g., 15]	[e.g., 2]	[Agreed Rate]	[Calculated Amount]
2.	Night Stay - Standard AC Triple Room	[e.g., 2]	[e.g., 2]	[Agreed Rate]	[Calculated Amount]
3.	Tour Guide / Driver Accommodation	[e.g., 1]	[e.g., 2]	[Agreed Rate]	[Calculated Amount]
<b>Sub-Total</b>					<b>[Sub-Total Amount]</b>
<b>GST @ [ ]%</b>					<b>[GST Amount]</b>
<b>Grand Total</b>					<b>[Grand Total Amount]</b>

**Grand Total (in words):** Rupees [Grand Total in Words] Only.



### **3. Special Instructions**

- A detailed guest list and rooming allocation will be provided 24 hours prior to check-in.
- Please arrange for early check-in for \_\_\_ rooms as per prior discussion.
- Welcome drinks are to be served to all guests upon arrival.
- All bills for guest extras (e.g., laundry, room service) are to be settled directly with the guests upon check-out.

### **4. Terms & Conditions**

- All services must be provided in strict accordance with the standards detailed the Empanelment Agreement dated \_\_\_\_\_.
- Please submit the invoice for the Grand Total amount to KSTDC for payment processing after the service completion.
- This Service Order is governed by the terms and conditions of the Empanelment Agreement signed between KSTDC and your hotel.

Please acknowledge receipt of this Service Order and confirm your acceptance. We look forward to your excellent service for our guests.

### **For Karnataka State Tourism Development Corporation (KSTDC)**

(Authorised Signatory)

Name: [Name of KSTDC Official]

Designation: [Designation, e.g., General Manager - Tours]  
Karnataka State Tourism Development Corporation (KSTDC)  
5<sup>th</sup> Floor, Indhana Bhavan,  
Race Course Road,  
Bengaluru – 560 001  
Email: [KSTDC Contact Email]  
Phone: [KSTDC Contact Phone]