

**GOVERNMENT OF KERALA
DEPARTMENT OF TOURISM
District Tourism Promotion Council (DTPC), Kasaragod
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Tender No. /DTPCKS/116/2024-CL-2

TENDER DOCUMENT

TALAPPADY WELCOME PLAZA

WAYSIDE AMENITY CENTRE & TAKE A BREAK

The District Tourism Promotion Council (DTPC), Kasaragod invites sealed competitive tenders from interested individuals / firms / institutions for taking over and operating **Talappady Welcome Plaza (Wayside Amenity Centre & Take a Break), Kasaragod**, on contractual lease basis for a period of **five (5) years**, in its existing condition and on an **“as-is-where-is”** basis, subject to the terms and conditions contained in this tender document.

1. FACILITIES AVAILABLE

The Talappady Welcome Plaza consists of the following facilities:

1. **Two rooms** suitable for use as guest/rest rooms or other approved purposes.
2. **Take-a-Break facility.**
3. **Restaurant space.**
4. **Kitchen space** associated with the restaurant facility.
5. **Ample parking area** within the premises.
6. Other existing facilities and infrastructure available at the Centre at the time of handing over.

The bidder shall inspect the premises and satisfy himself/herself regarding the condition, extent and suitability of the facilities before submitting the tender.

2. PURPOSE OF THE TENDER

The selected contractor shall operate and maintain the Talappady Welcome Plaza as a properly managed **Wayside Amenity Centre / Take-a-Break facility**, including restaurant and related hospitality services, in accordance with the standards prescribed by DTPC, Tourism Department, Local Self Government Institutions and other competent authorities.

3. CONTRACT PERIOD

The contract shall be for a period of **five (5) years** from the date of execution of the agreement / handing over of the premises, as decided by DTPC.

The monthly/annual rent shall be subject to an **annual escalation of 10% from the second year onwards**, unless otherwise specifically decided by DTPC.

Extension of the contract, if any, shall not be automatic and shall be subject to satisfactory performance, timely payment of rent, compliance with all tender conditions and approval of the competent authority.

4. TENDER SCHEDULE

Particulars	Date / Time
Sale / issue of Tender Form	
Cost of Tender Form	₹3,000/- + 18% GST
Last date for collection of Tender Form	24.09.2026 up to 5.00 PM
Last date and time for submission of Tender	25.09.2026 up to 11.00 AM
Opening of Tender	25.09.2026 at 11.30 AM
Pre-Bid Meeting / Site Inspection	21.09.2026 at 11.00 AM at Talappady Welcome Plaza
Place of submission/opening	DTPC Office, Kasaragod

The Tender Form fee of ₹3,000/- plus applicable GST shall be **non-refundable**.

5. PUBLICATION OF TENDER

The tender notice shall be published in **two Malayalam newspapers** having circulation in the district / State, as decided by DTPC.

The tender notice shall also be disseminated through the **official social media platforms of DTPC Kasaragod / Tourism Department**, wherever applicable.

6. SUBMISSION OF TENDER

The tender shall be submitted in the prescribed Tender Form obtained from the DTPC office.

The tender shall be submitted in a sealed cover superscribed:

“TENDER FOR TALAPPADY WELCOME PLAZA – WAYSIDE AMENITY CENTRE & TAKE A BREAK”

The sealed tender shall contain all required documents and the prescribed EMD.

Tender received after the stipulated time shall not be accepted.

7. EARNEST MONEY DEPOSIT (EMD)

Earnest Money Deposit (EMD): An EMD of **₹1,00,000/- (Rupees One Lakh Only)** shall be furnished along with the tender in the form of a Demand Draft drawn in favour of **District Collector & Chairman, DTPC Kasaragod**, payable at Kasaragod. Tender without the prescribed EMD shall be liable for rejection.

8. RENT

The applicant shall quote the **monthly rent** for operating Talappady Welcome Plaza in the space provided in the Tender Form. The tender will ordinarily be awarded to the **highest eligible bidder**, subject to compliance with all tender conditions and approval of the competent authority. GST and other applicable statutory charges shall be payable over and above the quoted monthly rent.

9. SECURITY DEPOSIT

The successful bidder shall remit a security deposit equivalent to **six months' quoted monthly rent**, without interest, to the DTPC account before commencement of operation / execution of the agreement, as directed by DTPC.

The security deposit shall be liable to adjustment against any loss, damage, arrears of rent, dues or other liabilities payable by the contractor.

10. AGREEMENT

The successful bidder shall execute an agreement with DTPC in the prescribed stamp paper within **seven (7) days / such period as specified in the selection notice**.

Failure to execute the agreement within the stipulated period shall result in forfeiture of EMD and DTPC shall have the right to consider the next eligible bidder.

11. TWO-MONTH SET-UP / LICENCE PERIOD

A concession of **two months' rent** may be granted to the successful contractor from the date of handing over of the premises for setting up the facility and obtaining the required licences and approvals.

During this period, the contractor shall complete all necessary arrangements required for commencing operations.

If the contract is cancelled / terminated before completion of the contract period due to reasons attributable to the contractor, the rent concession granted shall be recoverable as per the terms of the agreement.

12. INSPECTION OF THE PREMISES

Interested bidders are advised to visit and inspect the Talappady Welcome Plaza before submitting their tender.

By submitting the tender, the bidder shall be deemed to have inspected the premises and understood its existing condition, facilities, access, parking, utility arrangements and other

relevant aspects.

No claim for additional financial assistance or compensation on account of the existing condition of the premises shall ordinarily be entertained by DTPC.

13. OPERATION AND MAINTENANCE

The contractor shall operate and maintain the Centre at his/her own cost and responsibility.

The contractor shall ensure:

- Proper functioning of the Take-a-Break facility.
- Hygienic and quality restaurant services.
- Proper utilization and maintenance of the kitchen.
- Cleanliness of all rooms and common areas.
- Proper maintenance of the parking area.
- Clean and functional toilet facilities.
- Adequate water supply.
- Proper electricity and lighting arrangements.
- Safe and hygienic surroundings.
- Proper customer service and hospitality standards.

14. LICENCES AND STATUTORY APPROVALS

The contractor shall obtain and maintain, at his/her own cost and responsibility, all licences, registrations, permissions and statutory approvals required for operating the restaurant, kitchen, accommodation / room facilities and other permitted activities.

This shall include, wherever applicable:

- FSSAI registration / licence.
- Local body licence.
- GST registration, wherever applicable.
- Trade / establishment licences.
- Fire and safety clearances, wherever applicable.
- Food safety and hygiene approvals.
- Waste management requirements.
- Any other approval required by competent authorities.

DTPC shall not be responsible for obtaining such licences on behalf of the contractor.

15. FOOD SAFETY AND HYGIENE

The restaurant and kitchen shall be maintained in a clean, hygienic and safe condition.

The contractor shall comply with all applicable Food Safety, sanitation and public health

requirements.

Food shall be prepared, stored and served in accordance with applicable food safety standards.

A proper price list / menu shall be displayed prominently and bills shall be issued to customers.

16. WASTE MANAGEMENT AND GREEN PROTOCOL

The contractor shall strictly follow the **Green Protocol** and applicable instructions of Local Self Government Institutions / Government Departments.

Biodegradable and non-biodegradable waste shall be segregated and disposed of through authorized mechanisms.

Open dumping or burning of waste within the premises shall not be permitted.

The entire premises shall be maintained in a clean and environmentally responsible manner.

17. TOILET FACILITY

The contractor shall ensure that all toilets available at the Centre are:

- Clean and hygienic at all times.
- Provided with adequate water.
- Properly maintained.
- Regularly cleaned.
- Provided with necessary consumables and sanitary facilities.

The contractor shall maintain a cleaning / maintenance register wherever required by DTPC.

18. MAINTENANCE AND ALTERATIONS

The contractor shall maintain the building, rooms, restaurant, kitchen, toilets, parking area and other facilities in good condition at his/her own cost.

No structural alteration, construction, addition or modification shall be carried out without the **prior written approval of DTPC and other competent authorities**, wherever applicable.

No financial assistance shall ordinarily be provided by DTPC for improvements, repairs, furnishing or construction undertaken by the contractor.

Any permanent improvement made to the property shall not confer ownership rights upon the contractor.

19. ELECTRICITY, WATER AND OTHER CHARGES

The contractor shall be responsible for payment of:

- Electricity charges.
- Water charges.
- Building / property taxes, wherever applicable.
- Local body licence fees.
- GST and other applicable taxes.
- Waste management charges, wherever applicable.
- Telephone / internet charges.
- Other operational expenses and statutory charges.

Receipts / proof of payment shall be produced before DTPC whenever required.

20. STAFFING

The contractor shall appoint adequate and competent staff for the efficient operation of the Centre.

Preference may be given to persons having experience / qualifications in:

- Tourism.
- Hospitality.
- Hotel management.
- Restaurant management.
- Food service.

Staff shall maintain proper dress, hygiene, discipline and courteous behaviour towards visitors.

Persons having a criminal background shall not be employed.

21. CCTV AND SECURITY

The contractor shall install and maintain CCTV cameras at appropriate locations within the premises, subject to applicable privacy and legal requirements.

The contractor shall provide necessary access to DTPC for monitoring the CCTV system, wherever required.

The contractor shall be responsible for the safety and security of the premises, staff, equipment, materials and customers.

22. FIRST AID

A properly stocked **first-aid kit** shall be maintained at the Centre at all times.

Emergency contact numbers, including police, fire and ambulance services, may be displayed prominently.

23. DISPLAY OF INFORMATION

The contractor shall prominently display:

- Name and contact details of the contractor / licensee.
- Approved price list / menu.
- Emergency contact numbers.
- DTPC contact details / complaint mechanism.
- Required licences and registrations, wherever applicable.
- Green Protocol instructions.
- Any other information directed by DTPC.

24. CUSTOMER FEEDBACK AND GRIEVANCE SYSTEM

A customer feedback mechanism shall be established at the Centre.

The contractor shall install a **QR-code based feedback / complaint system**, wherever directed by DTPC, so that visitors can submit feedback directly to DTPC.

The contractor shall cooperate with DTPC in addressing customer complaints and service deficiencies.

25. NO SUB-LEASING / TRANSFER

The successful contractor shall not:

- Sub-lease the premises.
- Transfer the contract.
- Assign the contract to another person / institution.
- Allow any third party to operate the Centre.

Any such transfer shall be treated as a breach of contract and may result in cancellation of the agreement.

26. ADVERTISEMENTS / SIGNAGES

Installation of permanent billboards, advertisements or promotional structures within the Centre or its adjoining areas shall be subject to prior approval of DTPC and other competent authorities.

DTPC reserves the right to regulate the nature, size and location of such advertisements.

27. RENT PAYMENT

The monthly contractual rent shall be paid to the DTPC account **on or before the 5th day of every month**.

Delay in payment shall attract interest / penalty at the rate prescribed in the agreement.

In case of persistent default, DTPC shall have the right to initiate recovery proceedings and/or cancel the contract and re-tender the premises.

28. INSPECTION BY DTPC

Authorized officers of DTPC shall have the right to inspect the Centre at any time, with or without prior notice, to verify:

- Quality of operation.
- Cleanliness and hygiene.
- Maintenance.
- Food safety.
- Rent payment.
- Compliance with tender conditions.
- Customer service.
- Proper use of the premises.

The contractor shall extend full cooperation during such inspections.

29. DAMAGE TO PROPERTY

The contractor shall be responsible for any damage caused to the DTPC property during the contract period due to negligence, misuse or unauthorized alterations.

The cost of rectification / restoration shall be recovered from the contractor and/or security deposit.

30. PUBLIC LIABILITY INSURANCE

The contractor shall obtain and maintain appropriate **Public Liability Insurance** for the operation of the Centre, wherever applicable / as directed by DTPC.

DTPC shall not be responsible for accidents, injuries, claims, legal liabilities or losses arising out of the contractor's operations.

31. PENALTY AND TERMINATION

Violation of any tender condition or agreement condition may result in warning, penalty, recovery of loss, suspension of operation or termination of the contract, depending upon the nature and seriousness of the violation.

DTPC reserves the right to terminate the contract by giving notice as prescribed in the agreement in cases including:

- Non-payment / persistent delay in payment of rent.
- Unauthorized transfer or sub-leasing.
- Misuse of the premises.
- Serious hygiene / food safety violations.

- Unauthorized construction or alteration.
- Repeated complaints regarding poor service.
- Failure to maintain the property.
- Violation of statutory requirements.
- Any other breach of the agreement.

32. RETURN OF THE PREMISES

On completion, cancellation or termination of the contract, the contractor shall hand over the Centre, including all facilities and keys, to the Secretary, DTPC Kasaragod, in good condition, subject to normal wear and tear.

Any damage or loss shall be assessed and recovered from the contractor.

If the contractor fails to vacate and hand over the premises within the stipulated period, additional / penal rent may be charged as decided by DTPC.

33. DISPUTE RESOLUTION

Any dispute arising in connection with the tender or contract shall be dealt with in accordance with the applicable terms of the agreement.

The decision of the competent authority / District Collector & Chairman, DTPC Kasaragod, shall be final, subject to applicable law.

34. RIGHT OF DTPC

DTPC Kasaragod reserves the right to:

1. Accept or reject any tender without assigning any reason.
2. Cancel the tender process at any stage.
3. Reject tenders not complying with the prescribed conditions.
4. Seek clarification or additional documents from bidders.
5. Modify / add conditions in the tender document in the interest of DTPC and the tourism facility.
6. Re-tender the facility if considered necessary.
7. Take appropriate action against bidders who furnish false or misleading information.

35. ELIGIBILITY / PREFERENCE

Individuals, firms, institutions or organizations having experience in **café, restaurant, hospitality, tourism or related sectors** may participate.

Preference may be given to bidders having proven experience in operating restaurants, cafés, wayside amenities or hospitality facilities, subject to the tender evaluation criteria prescribed by DTPC.

36.Pre-Bid Meeting

Pre-Bid Meeting / Site Inspection shall be conducted at **Talappady Welcome Plaza on 21.09.2026 at 11.00 AM.**

Interested bidders are advised to attend the pre-bid meeting and inspect the premises, including the **two rooms, Take-a-Break facility, restaurant, kitchen and parking area**, before submitting their tender. Any clarification regarding the facilities, tender conditions or operation of the Centre may be raised during the pre-bid meeting.

The bidders shall be deemed to have understood the existing condition of the premises and facilities before submitting their bids.

TENDER FORM

To

The District Collector & Chairman,
District Tourism Promotion Council (DTPC), Kasaragod.

Sub: Tender for operating Talappady Welcome Plaza (Wayside Amenity Centre & Take a Break), Kasaragod District.

With reference to the tender invitation, I/We hereby declare that:

a. I/We have examined the tender notice, tender document, terms and conditions of contract and all relevant documents.

b. I/We have visited and inspected the Talappady Welcome Plaza and have satisfied myself/ourselves regarding the existing condition of the building, rooms, Take-a-Break facility, restaurant, kitchen, parking area and other available facilities.

c. I/We have obtained all necessary information required for operating the Centre.

d. I/We agree to operate the Talappady Welcome Plaza for a period of **five (5) years**, strictly in accordance with the tender conditions and agreement.

e. I/We hereby offer a monthly rent of:

₹ _____/-

(Rupees _____ only)

excluding applicable GST and other statutory charges.

f. I/We agree to pay all applicable taxes, charges and statutory dues over and above the quoted rent.

g. I/We agree to deposit the required security deposit and execute the agreement within the stipulated time.

h. I/We agree to comply with all the conditions contained in the tender document and any additional conditions imposed by DTPC in accordance with law.

DETAILS OF THE BIDDER

Name of Bidder: _____

Name of Firm / Institution, if any: _____

Address:

Registration Certificate / ID Card No.: _____

Mobile Number: _____

Email ID: _____

Experience in Tourism / Hospitality / Restaurant Sector:

Quoted Monthly Rent: ₹ _____

EMD Amount: ₹ _____

Name of Bank: _____

DD Number: _____

Date of DD: _____

Signature of Bidder: _____

Name: _____

Place: _____

Date: _____

Yours faithfully

SEC DTPCKSD

This document is computer generated; therefore, a manual signature is not required. You can visit the website <https://eoffice.kerala.gov.in> to verify the authenticity of this letter.