



KERALA STATE ROAD TRANSPORT CORPORATION

TRANSPORT BHAVAN, FORT, THIRUVANANTHAPURAM-695 023

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

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

No. S001-ES0C1/27/2025 EST

Date: 03.06.2025

Expression of Interest (EOI)

Inviting Expression of Interest (EOI) For Installation, Operation and Maintenance of Digital Cloak Rooms (Secure Locker Systems) at KSRTC Bus Stations on Rental Basis.

1. Introduction

Kerala State Road Transport Corporation (KSRTC) invites **Expressions of Interest (EOI)** from experienced and qualified vendors/contractors for the **installation, operation, and maintenance of Digital Cloak Rooms (secure lockers)** at various KSRTC bus stations across the state as per the Appendix-1 attached. These lockers will serve as a **convenient, safe, and accessible luggage storage solution** for the public, especially commuters and travelers.

The initiative aims to enhance commuter convenience by providing secure, short-term storage solutions at prominent transit points.

2. Purpose

The primary objective of this EOI is to identify capable vendors who can:

- Design, install and operate **safe and secure lockers**.
- Provide **lockers of various sizes** to suit different user needs.

- Ensure **user-friendly operation** with digital accessibility features.
- Operate the locker system on a **rental/fee-based model** beneficial to both the vendor and KSRTC.

3. Scope of Work

The selected vendor will be responsible for:

- a) **Installation:** Setting up digital lockers at identified KSRTC bus stations as per Appendix-1.
- b) **Operations & Maintenance:** Ensuring regular maintenance and smooth functioning of the lockers.
- c) **Digital Rental System:** Implementing a robust, secure, and user-friendly digital system for renting lockers.
- d) **Security:** Incorporating strong security features such as surveillance, access control, and tamper-proof locking mechanisms.
- e) **Accessibility & Safety:** Ensuring lockers are accessible to all passengers, including **persons with disabilities**, and compliant with safety standards.

4. Eligibility Criteria

Interested vendors must satisfy the following minimum criteria:

- a) Minimum **two years of experience** in installation and maintenance of lockers in public/commercial locations.
- b) Demonstrated ability to provide **technical and operational support** on an ongoing basis.
- c) Proven track record in deploying **secure and reliable locker systems** in high-footfall areas.
- d) **Financial stability** to undertake and maintain operations on a rental basis.

5. Terms and Conditions

- a) The initial contract shall be for one (1) year, extendable annually up to five (5) years, subject to mutual agreement and annual enhancement of the rental rate.
- b) Area allotted for locker installation and operations will be minimum 50 sq. ft. within the bus station premises, strategically located for optimal passenger access. Any additional area occupied will be charged according to the square feet area approved by KSRTC.
- c) There shall be no provision to relocate or extend the allotted area during the contract period.
- d) The selected operator shall pay a fixed monthly space rent to KSRTC, which shall be quoted by the vendor for per sq. ft in the proposal.
- e) KSRTC reserves the right to review and revise the rental amount annually based on mutual consent and prevailing market conditions.

6. Submission Guidelines

Interested vendors must submit a comprehensive proposal including:

- a) **Company profile** with relevant background.
- b) Detailed description of the **proposed locker solution**, including digital features and rental management.
- c) **Timeline** for installation, testing, and operational launch.
- d) **Rental offer**, proposed **cost structure**, and **payment model** to KSRTC.
- e) **Maintenance and warranty** support plan.
- f) Documentation of **previous relevant experience** with supporting references.

7. Submission Address:

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

Through E-Tender website
e-mail: etendershelp@kerala.gov.in
Website: www.etenders.kerala.gov.in

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

9. Submission Deadline:

All EOIs must be submitted by 18.06.2025. Late submissions will not be considered.

10. Contact Information:

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

11. Evaluation Criteria:

The selection of the vendor will be based on a comprehensive assessment of the submitted proposals. The following factors will be considered during evaluation:

- a) **Relevant Experience:** Demonstrated experience in installing, operating, and maintaining digital locker systems in public spaces.
- b) **Proposed Solution:** Quality, security features, and user-friendliness of the locker system, including accessibility for all users.
- c) **Maintenance Plan:** Adequacy of the proposed maintenance and support services to ensure continuous and trouble-free operation.
- d) **Implementation Timeline:** Feasibility and promptness of the proposed installation and operational launch schedule.

- e) **Financial and Operational Capability:** Ability to manage the locker operations sustainably on a rental basis.
- f) **Monthly Rent Offered to KSRTC:** The rent amount quoted by the vendor for use of the allotted space will be a key factor in the selection. While a higher rent is desirable, it must be supported by a technically sound and viable proposal.

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

GENERAL MANAGER (ESTATE)

Note: KSRTC reserves the right to shortlist, accept or reject any or all EOIs without assigning any reason.

Appendix-1

List Of KSRTC Depots proposed for Digital Cloak Room

SI No	Name of Depot	District
1.	Ernakulam	Ernakulam
2.	Aluva	
3.	Angamali	
4.	Muvattupuzha	
5.	Kollam	Kollam
6.	Kottarakkara	
7.	Pala	Kottayam
8.	Kottayam	
9.	Kayamkulam	Alappuzha
10.	Alappuzha	
11.	Chengannur	
12.	Malappuram	Malappuram
13.	Kozhikode	Kozhikkode
14.	Palakkad	Palakkad
15.	Trivandrum Central	Trivandrum
16.	Sulthan Bathery	Wayanad
17.	Mananthavady	
18.	Kalpetta	
19.	Guruvayoor	Thrissur
20.	Thrissur	
21.	Kannur	Kannur
22.	Kasargode	Kasaragode
23.	Moonnar	Idukki
24.	Thiruvalla	Pathanamthitta
25.	Pathanamthitta	

The list of depots given above are for reference only and the interested party shall verify the potential sites before submitting the proposal as EOI.

Annexure - I

MODE OF PAYMENT FOR SUCCESSFUL FIRM		
1	Three months License Fee (for the area allotted according to the per Sq.feet rate quoted) as Security Deposit	On or before 30 th day of date of receiving Temporary permission.
3	1 st Year - First 6 Months License fee + 18 % GST	On or before 30 th day of date of receiving Temporary permission.
	Balance 6 Months License fee + 18% GST	In the first half on or before 5 th of every month
5	From 2 nd Year onwards - 10% hike every year. First 6 Months License fee + 18% GST	Before Commencement of license period from 2 nd Year and consecutive years
	Balance 6 Months License fee + 18% GST	In the first half on or before 5 th of every month from 2 nd Year onwards.
4	18% Penal interest for all delayed payment	To be calculated from 1 st day of default month

All the payments shall be made online mode only

ANNEXURE II

(Proforma of Certificate be furnished along with EOI)

KERALA STATE ROAD TRANSPORT CORPORATION

GENERAL INFORMATION ABOUT THE BIDDER

1	Name of the Bidder Registered address of the firm with GSTIN					
	State		District			
	Telephone No.		Mobile			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Mobile			
	Email		Website			
Type of the Firm (Please ✓ relevant box)						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business						
5						

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

Date:		Office Seal		Signature of the bidder	
14	Amount offered as License Fee per sq.ft per month for the Installation and operation of the Digital Cloak Room in KSRTC depots as per the Appendix-I of EOI (in Rs.)				

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

Name & Signature of Firm

Annexure-III

(Proforma of Certificate be furnished along with EOI)

ANNUAL TURN OVER STATEMENT

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

Sl. No.	Year	Turnover in Crores (Rs)
1	2021 - 2022	
2	2022 - 2023	
3	2023 - 2024	
Total		
Average Turnover per year		

Date:

Signature of Auditor
(Name in Capital)

Seal:

Annexure - IV

(Proforma of Certificate be furnished along with EOI)

AFFIDAVIT

Format for Affidavit certifying that

Entity/Promoter(s)/Director(s)/Partners of Entity are not blacklisted

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

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

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

Dated thisDay of, 20....

Signature, Name & Address of the Firm