

Expression of Interest (EOI) for Empaneling as Tour operators, Event Management Agencies, Cab services & Catering services

Expression of interest (EOI) is invited from interested Firms/Concerns/Organizations/Agencies by IIITMK for empaneling agencies for organising Events which includes :

1. Event Management Services
2. Tour operators
3. Cab Services
4. Catering Services

The empanelled agencies would provide event management, travel, hospitality, cab and catering and related support services combinely or separately for various programmes, conferences, events, workshops, startup bootcamps, hackathons, exhibitions, training programmes, and other official events organized by IIITMK from time to time.

Registrar - IIITMK

**INVITATION FOR EXPRESSION OF INTEREST
FOR EMPANELMENT OF TOUR OPERATORS/ EVENT
MANAGEMENT/CAB OPERATORS/CATERING AGENCIES.**

Indian Institute of Information Technology & Management – Kerala (IIITMK), a sec 8 company invites Expression of Interest (Eoi) from reputed and experienced Tour Operators, Travel Management Companies, Event Management Agencies, cab operators, catering service providers for empaneling as Tour operators/event management/cab operators/catering agencies. The empanelled agencies would provide event management, travel, hospitality, accommodation, transportation, cab and catering services and other related support services combinely or separately for various programmes and activities organized by the institution. This document outlines the scope of services, eligibility criteria, application terms and conditions, evaluation methodology, and response formats for participation in the empanelment process.

IIITM-K was set up in the year 2000 as a premier institute of excellence, focusing in the areas of entrepreneurship, innovation, technology and emerging as an engine for promoting growth. IIITM-K is dedicated to fostering an ecosystem where visionary entrepreneurs, creative innovators, and technological pioneers can thrive. Its' objective is to support individuals and organizations that are transforming ideas into impactful solutions, creating opportunities, and shaping the industries of tomorrow.

The Vision of IIITM-K is to be a global leader in enabling innovation, entrepreneurship and sustainable technology driven product development, while developing industry-ready professionals and empowering startups to create impactful solutions for societal and economic advancement.

PART I: GENERAL TERMS

1. OBJECTIVE OF THE EXPRESSION OF INTEREST (EOI)

The objective of this EOI is to identify and empanel qualified agencies having proven expertise in event management, travel management, cab operation and catering services for supporting the conferences, events, hackathons etc organized by IIITMK from time to time..

2. EOI ISSUING AUTHORITY

This Expression of Interest (Eoi) issued by the IIITMK is intended to short-list potential applicants. IIITMK's decision with regard to the short-listing of applicants through this Eoi shall be final and the IIITMK reserves the right to reject any or all the applications without assigning any reason.

1	<i>Project Title</i>	<i>Empanelment of Tour operators/ Event management agencies/Cab Operators/Catering services</i>
2	<i>Project Initiator Details</i>	<i>IIITMK</i>
3	<i>Contact Person & Address</i>	<i>Registrar – IIITMK, IIITMK Building, Technopark Rd, Technopark Campus, Karyavattom, Kazhakkootam, Thiruvananthapuram, Kerala 695581</i>
4	<i>Contact Number</i>	<i>0471-2700777 / 9446101734</i>
5	<i>Website</i>	<i>https://iiitmk.ac.in/</i>

3. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of activities:

<i>Sl No</i>	<i>Milestone</i>	<i>Date and Time</i>
1	<i>Release of Expression of Interest (Eoi)</i>	15/06/2026
2	<i>Pre-Application Meeting</i>	22/06/2026
3	<i>Response to the Queries</i>	24/06/2026
4	<i>Last date for Submission</i>	02/07/2026, 1:00pm
5	<i>Opening of Eoi Responses</i>	02/07/2026, 4:00pm
6	<i>Declaration of Short listed Firms</i>	06/07/2026

4. AVAILABILITY OF THE EOI DOCUMENTS

Eol can be downloaded from the IIITMK website <https://iiitmk.ac.in/>. The applicants are expected to examine all instructions, forms, terms, requirements and other details in the Eol document. Failure to furnish complete information as mentioned in the Eol documents or submission of an application not substantially responsive to the Eol documents in every respect will be at the applicant's risk and may result in rejection of the application.

5. Pre-Eol Meeting

IIITMK will host a pre-Eol meeting at its Trivandrum office on 22nd June 2026 . The meeting is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons) may attend the meeting at their own cost. The purpose of the meeting is to provide applicants with any clarifications regarding the Eol. It will also provide each applicant with an opportunity to seek clarifications regarding any aspect of the Eol and the project. The venue for the pre-Eol meeting will be at the address given in Section 2

6. EOI PROCESSING FEES

A non-refundable processing fee for Rs. 200/- (Two hundred Rupees only) (including GST) in the form of an online payment ([payments can be made to our Canara Bank Acc. No.2762201000303 , IFSC - CNRB0002762 , Name -Indian Institute of Information Technology and Management Kerala](#)) and the transaction receipt has to be submitted along with the Eol Response. Applications received without or with inadequate Eol Processing fees shall be liable to get rejected.

7. VENUE & DEADLINE FOR SUBMISSION OF APPLICATION

*Application, in its complete form in all respects as specified in the Eol, must be submitted to IIITMK **either physically or electronically**. Hard copies can be delivered to the address specified above in Section 2 or at Maker Village, Kinfra Park, Kochi or online via our email registrar@iiitmk.ac.in IIITMK, in exceptional circumstances and at its discretion, may extend the deadline for submission of applications by issuing an addendum to be made available on the IIITMK website, in which case all rights and obligations of IIITMK and the applicants previously subject to the original deadline will thereafter be subject to the deadline as extended.*

PART II: SCOPE OF SERVICES

8. GENERAL BACKGROUND

IITM-K is engaged in the promotion of innovation, entrepreneurship, technology development, skill enhancement, research, industry-academia collaboration, and capacity-building initiatives. As part of its mandate, the organization regularly conducts a wide range of programmes and events, including national and international conferences, workshops, seminars, startup

bootcamps, hackathons, innovation challenges, review meetings, stakeholder consultations, exhibitions, investor interactions, product demonstrations, training programmes, educational visits, and outreach activities.

These programmes involve participation from government officials, industry leaders, academic institutions, startups, researchers, students, investors, mentors, and other stakeholders from across the country and abroad. The successful execution of such events requires professional planning, efficient logistics management, seamless travel coordination, hospitality arrangements, venue management, branding, documentation, and on-ground operational support.

To ensure that all events and related activities are conducted in a professional, cost-effective, and timely manner, the organization intends to empanel experienced and competent Tour Operators, Travel Management Companies, Event Management Agencies, cab operators and catering agencies having proven track record and have capabilities in providing end-to-end event, travel, hospitality, and logistics management services.

The empanelment aims to establish a pool of qualified agencies that can be engaged as and when required for supporting the organization's programmes across India. The selected agencies will be expected to maintain high standards of service quality, responsiveness, professionalism, transparency, and compliance with applicable statutory and contractual requirements while executing assignments entrusted to them.

Accordingly, this Expression of Interest (EOI) has been developed to identify and empanel agencies with the requisite experience, expertise, infrastructure, and resources to provide comprehensive event management, travel management, hospitality, cab services and catering services and related support services to the organization.

9. TERMS OF REFERENCE:

The terms of reference for the consultant will include the following

A. Event Management Services

- a. Conceptualization, planning and execution of events.*
- b. Venue identification, booking and coordination.*
- c. Stage setup, branding, signage and event décor.*

d. Audio-visual arrangements including sound systems, projectors, LED walls, lighting and live streaming facilities.

e. Registration management and participant coordination.

f. Event photography, videography and documentation.

g. Design and printing of event materials including banners, standees, certificates, brochures and kits.

h. Catering and refreshments.

i. Management of exhibitions, demonstrations and networking sessions.

j. Deployment of event coordinators, volunteers and support staff.

k. Submission of event reports and documentation.

i. Hospitality and protocol arrangements.

j. Digital promotions and social media campaigns.

B. Travel and Hospitality Services

a. Air ticket booking (domestic and international).

b. Railway and bus ticket booking.

c. Hotel accommodation arrangements.

d. Local transportation and vehicle deployment.

e. Airport and railway station transfers.

f. Group travel coordination.

g. Travel itinerary preparation and management.

h. VIP and speaker travel support.

C. Catering Services

a. Providing catering services for conferences, seminars, workshops, meetings, training programs, exhibitions, and other events.

- b. Preparation and supply of breakfast, lunch, dinner, high tea, snacks, packed meals, and refreshments as per requirements.*
- c. Menu planning and customization, including vegetarian, non-vegetarian, regional, and special dietary options.*
- d. Setup and management of buffet counters, live food stations, and table service arrangements.*
- e. Provision of trained chefs, stewards, servers, and supervisory personnel for catering operations.*
- f. Supply of crockery, cutlery, glassware, serving utensils, chafing dishes, and other catering equipment.*
- g. Transportation, delivery, setup, and timely replenishment of food and beverages at the event venue.*
- h. Ensuring food quality, hygiene, sanitation, and compliance with applicable food safety regulations and standards..*
- k. Waste collection, disposal, and cleaning of catering and dining areas after completion of the event.*

D. Cab Services

- a. Provision of vehicles on hire for local, outstation, and official travel requirements.*
- b. Deployment of sedans, SUVs, MUVs, luxury vehicles, and other vehicle categories as per requirement.*
- c. Airport, railway station, and bus terminal pickup and drop services.*
- d. Transportation arrangements for conferences, seminars, workshops, exhibitions, and other events.*
- e. Dedicated vehicle support for VIPs, dignitaries, speakers, delegates, and official guests.*
- f. Point-to-point, hourly, daily, and monthly vehicle hiring services.*
- g. Group transportation arrangements, including deployment of vans, tempo travellers, minibuses, and buses.*

h. Provision of experienced, licensed, and professionally trained drivers.

i. Round-the-clock transportation support, including emergency and short-notice vehicle deployment.

j. Route planning, travel coordination, and scheduling support for efficient transportation management.

10. TIME FRAME

*The empanelment shall remain valid for a period of **one year** from the date of issuance of the empanelment order, unless terminated earlier by the organization. On satisfactory services, the empanelment could be extended further at the discretion of the IIITMK management.*

The empanelled agencies shall provide services as and when required by the organization during the validity period of empanelment. Specific assignments shall be communicated through work orders, requests for quotations, or other procurement mechanisms adopted by the organization from time to time.

PART III: APPLICATION TERMS AND PRE-QUALIFICATION CRITERIA

11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

a. This Eoi is not an offer and is issued with no commitment. IIITMK reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. IIITMK also reserves the right to disqualify any applicant, should it be so necessary at any stage.

b. IIITMK reserves the right to withdraw this Eoi if IIITMK determines that such action is in the best interest of the IIITMK.

c. Timing and sequence of events resulting from this Eoi shall ultimately be determined by IIITMK.

d. No oral conversations or agreements with any official, agent, or employee of IIITMK shall affect or modify any terms of this Eoi and any alleged oral agreement or arrangement made by an applicant with any official or employee of IIITMK shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by IIITMK to applicants shall not be considered binding on IIITMK, nor shall any written materials provided by any person other than IIITMK.

e. Neither the applicant nor any of the applicant's representatives shall have any claims whatsoever against IIITMK or any of their respective officials, agents, or employees arising out

of, or relating to this Eol or these procedures (other than those arising under a definitive service agreement with the applicant in accordance with the terms thereof.)

f. applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

g. Each applicant shall submit only one Pre-qualification requirements application.

12. RIGHTS TO THE CONTENT OF THE APPLICATION

For all the Eols received before the last date and time of submission, the application and accompanying documentation of the Pre-Qualification application will become the property of IIITMK and will not be returned. IIITMK is not restricted in its rights to use or disclose any or all of the information contained in the application and can do so without compensation to the applicants. IIITMK shall not be bound by any language in the application indicating the confidentiality of the application or any other restriction on its use or disclosure.

13. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting an application, each applicant shall be deemed to acknowledge that it has carefully read all sections of this Eol, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. EVALUATION OF APPLICATIONS

The applications shall be evaluated by a duly constituted committee based on the following parameters:

Criteria	Maximum Marks
<i>Organizational Experience</i>	<i>25</i>
<i>Similar Assignments Executed</i>	<i>40</i>
<i>Financial Strength</i>	<i>15</i>
<i>Key Personnel & Resources</i>	<i>10</i>
<i>Client Credentials</i>	<i>10</i>
<i>Total</i>	<i>100</i>

Minimum qualifying marks for empanelment shall be 70 out of 100.

The Organization reserves the right to modify the qualifying criteria.

Applicants are required to submit all necessary supporting documents in support of the eligibility and evaluation criteria, including but not limited to work orders, completion certificates, client references, organizational profiles, details of key personnel, financial documents, and any other information required for the evaluation process.

The organization reserves the right to verify the information and documents submitted by the applicants from any source deemed appropriate. Applications that are incomplete or do not satisfy the eligibility requirements may be rejected without further consideration.

15. LANGUAGE OF APPLICATION

The application and all correspondence and documents shall be written in English.

16. ELIGIBILITY CRITERIA

The applicant agency must satisfy the following minimum eligibility requirements:

a. The applicant should be:

- *A Company registered under the Companies Act; or*
- *LLP registered under LLP Act; or*
- *Partnership Firm; or*
- *Proprietorship Firm; or*
- *Society/Trust engaged in event management activities.*

b. The agency must have a minimum of Five (5) years of experience in event management, destination management, tourism promotion, travel operations, cab services, catering services or related services.

c. The agency should possess:

- *PAN*
- *GST Registration (where applicable)*
- *Professional Tax Registration (where applicable)*
- *Any statutory licenses required for operation (eg:FSSAI, Motor Vehicle Act,etc)*

d. The applicant should not have been blacklisted, debarred, or suspended by any Government Department, PSU, Autonomous Body, or Statutory Authority.

e. The agency should have adequate manpower and infrastructure to execute assignments across India.

17. APPLICATION SUBMISSION

Interested agencies shall submit their application for empanelment along with all supporting documents demonstrating their eligibility, experience, technical capability, and organizational profile.

The application shall be submitted in a sealed envelope superscribed:

"APPLICATION FOR EMPANELMENT OF TOUR OPERATORS /EVENT MANAGEMENT AGENCIES/CAB OPERATORS/ CATERING SERVICES"

The envelope shall be addressed to the authority specified in this EOI document and submitted on or before the prescribed deadline.

Application Content

The application should be prepared considering the scope of services, eligibility criteria, organizational capabilities, and past experience relevant to the requirements specified in this EOI.

The application shall include, but not be limited to, the following:

- a. Covering Letter duly signed by the authorized signatory(Annexure-I).*
- b. Brief profile of the organization, including legal status, year of establishment, registered office address, and contact details.*
- c. Certificate of Incorporation/Registration, PAN, GST Registration Certificate, and other statutory registrations.*
- d. Details of organizational experience in providing event management, travel management, hospitality, Cab services, catering services, MICE, exhibitions, conferences, roadshows, Buyer-Seller Meets (BSMs), product launches, stakeholder consultations, and related services.*
- e. Details of similar assignments executed during the last three years, including assignment name, description of services provided, client name, location, duration, contract value (if applicable), and completion status.*
- f. Copies of work orders, completion certificates, client appreciation letters, or other documentary evidence supporting the experience claimed.*

g. Details of key personnel and organizational resources available for undertaking assignments, including event coordinators, project managers, travel coordinators, logistics personnel, and support staff.

h. Details of infrastructure, equipment, vendor network, and operational capabilities available for execution of assignments.

i. Audited financial statements or Chartered Accountant-certified turnover details for the last three financial years.

j. List of major clients served, particularly Government Departments, PSUs, Autonomous Bodies, Educational Institutions, Startup Ecosystem Organizations, and Corporate Entities.

k. Self-declaration regarding non-blacklisting by any Government Department, PSU, Autonomous Body, or other organization(Annexure-II).

l. Any other information that the applicant considers relevant in support of its application for empanelment.

The organization reserves the right to seek additional information, clarifications, or supporting documents from any applicant during the evaluation process.

19. EMPANELMENT PROCESS

- 1. Submission of EOI.*
- 2. Preliminary scrutiny of documents.*
- 3. Technical evaluation.*
- 4. Presentation, if required.*
- 5. Approval by Competent Authority.*
- 6. Issue of Empanelment Order.*

The decision of the Competent Authority shall be final and binding.

20. TERMS AND CONDITIONS

- a. Empanelment shall not guarantee award of work.*
- b. Empanelled agencies may be invited to participate in limited tenders, competitive quotations, or RFPs.*
- c. Separate work orders shall be issued for individual assignments.*
- d. IIITMK reserves the right to add or remove agencies from the panel.*
- e. IIITMK may terminate empanelment in case of unsatisfactory performance.*
- f. Agencies shall maintain confidentiality of all information and documents.*
- g. All applicable taxes, duties, and statutory liabilities shall be borne by the agency.*

h. The agency shall comply with all applicable laws and regulations.

21. SUBMISSION OF EOI

The EOI shall be submitted in a sealed envelope superscribed:

"EOI FOR EMPANELMENT OF TOUR OPERATORS/EVENT ORGANISERS/CAB Operators/CATERING SERVICES "

Addressed to:

The Registrar,

IIITMK, Technopark Rd, Technopark Campus,

Karyavattom, Kazhakkootam, Thiruvananthapuram, Kerala 695581

The completed EOI shall reach the above office on or before: 02/07/2026 ,1:00pm

Late submissions shall not be considered.

ANNEXURE-I

COVER LETTER

(To be submitted on the Agency's Letterhead)

Date: _____

To

The Registrar,

IIITMK, Technopark Rd, Technopark Campus,

Karyavattom, Kazhakkootam, Thiruvananthapuram, Kerala 695581

Subject: Application for Empanelment of Tour Operators/ Event Management Agencies/Cab Operators/Catering Srvices

Sir/Madam,

With reference to the Expression of Interest (EOI) for Empanelment of Tour Operators/ Event Management Agencies/Cab Operators/ Catering Services, we hereby submit our application for empanelment.

We have carefully examined and understood the terms and conditions, scope of services, eligibility criteria, and other requirements specified in the EOI document. We hereby confirm that we satisfy the eligibility requirements and possess the necessary experience, expertise, infrastructure, manpower, and resources required for providing the services outlined in the EOI.

We are enclosing the required documents and information in support of our application. We certify that all information furnished in this application and the accompanying documents is true, complete, and correct to the best of our knowledge and belief.

We understand that furnishing any false or misleading information may result in rejection of our application or removal from the empanelled list at any stage.

We further acknowledge that submission of this application does not guarantee empanelment and that the decision of IIITMK regarding evaluation and empanelment shall be final and binding.

We agree to comply with all terms and conditions of the EOI and undertake to provide any additional information or clarification that may be required during the evaluation process.

Thank you for considering our application.

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Organization: _____

Address: _____

Company Seal

ANNEXURE-II

DECLARATION OF NON-BLACKLISTING

(To be submitted on the Agency's Letterhead)

Date: _____

To

The Registrar,

IIITMK, Technopark Rd, Technopark Campus,

Karyavattom, Kazhakkootam, Thiruvananthapuram, Kerala 695581

Subject: Declaration Regarding Non-Blacklisting

Sir/Madam,

I/We hereby declare that M/s _____, having its registered office at _____, has not been blacklisted, debarred, suspended, declared ineligible, or placed under holiday listing by any Central Government Ministry/Department, State Government, Public Sector Undertaking (PSU), Autonomous Body, Statutory Authority, Educational Institution, or any other Government Agency in India as on the date of submission of this application.

I/We further certify that no investigation, disciplinary proceeding, or legal action is pending against our organization that would affect our eligibility for empanelment under this Expression of Interest (EOI).

I/We understand that if any information provided in this declaration is found to be false, incorrect, or misleading at any stage, IIITM-K shall have the right to reject our application, cancel our empanelment, and take any other action deemed appropriate.

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

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Organization: _____

Address: _____

Company Seal