



**FOREST INDUSTRIES (TRAVANCORE) LIMITED**  
**(A Govt. of Kerala Undertaking)**  
**THAIKKATTUKARA, ALUVA**  
**ERNAKULAM (DT), KERALA-678624**  
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**INVITATION FOR TENDER**

**SERVICE PROVIDERS FOR RETAIL FUEL OUTLET**

**DATED 09 FEBRUARY 2026**

## NOTICE INVITING TENDER

### **INVITATION OF TENDER FOR SERVICE PROVIDERS FOR RETAIL FUEL OUTLET**

The Managing Director Forest Industries (Travancore) Ltd (A Government of Kerala Undertaking) on behalf of the Forest Industries (Travancore) LTD invites Sealed Tender for Service Providers for Retail Fuel Outlet at FIT.

1	Tender Number	FIT/FUEL/01/2025-26/2811 dtd 09.02.2026
2	Name of Work	Engagement of Service Providers for Retail Fuel Outlet at FIT
3	Location of work	Forest Industries Travancore Ltd., Thaikkattukara, Aluva
4	Oil Company	Bharat Petroleum Corporation Limited (BPCL)
5	Tender Type	Two-Bid System (Technical & Financial)
6	Mode of Submission	Sealed tender
7	Contract Period	One year (Including One Month Notice Period), extendable based on performance and mutual consent
8	Place of Submission	Forest Industries Travancore Ltd. Thaikkattukara, Aluva
9	Bid Submission fee (Tender fee)	10000/- + 18% GST
10	EMD	50000/-
11	Security Deposit	Would be equivalent to 3 days estimated sales
12	PQ Criteria	Provide manpower and services for Fuel Dispensing at FOREST INDUSTRIES {TRAVANCORE} LTD Retail Fuels Outlet and other related activities including day to day operation, maintenance & comply with all prevailing Legal compliances related to the service providing activity in our country and any amendments, modifications or additions that may come in to effect from time to time.(Sufficient proof of the above shall be submitted with the tender)
13	Last date and time for submission of tender	02.03.2026 at 3 PM
14	Date and time of opening of Technical Bid	02.03.2026 at 3:30 PM
15	Date of Opening of Financial Bid	Will be intimated to technically qualified bidders only

## Guideline for selection of Service Provider

### Guideline for selection of Service Provider for outsourcing outcome based Manpower & Services from eligible Service Providers at FOREST INDUSTRIES {TRAVANCORE} LTD Fuels {FIT}, Thaikkattukara, Aluva, Ernakulam District, Kerala - 683 106 (India)

#### I. Procedure for Inviting Tender:

A tender inviting application is releasing for the purpose of engaging Service Providers for Retail Fuel Outlet at FIT, giving 15 days 'time to the applicants to submit their applications.

#### 1. Eligibility Criteria:

<b>a. Citizenship/Residential Status</b>	Indian Citizen. Resident of India as per IT Rules
<b>b. Age</b>	Minimum Age 21 years and Maximum Age 60 years.
<b>c. Educational Qualification</b>	Minimum 10 <sup>th</sup> pass (examination Conducted by a recognized Board / School)
<b>d. Finance</b>	Availability of Liquid assets (as defined in clause 5.2) of minimum Rs.15 lakhs.

- **Applicant should meet all eligibility criteria as on the date of application.**
- **Only individuals are eligible to apply.**
- **Proof of age must be supported by copy of 10<sup>th</sup> standard Board Certificate/Secondary School Leaving Certificate /Birth Certificate /Passport/ PAN Card / Aadhar Card / Voter Identity Card issued by Election Commission. No other proof will be admissible.**
- **The Agency have the sole responsibility for all statutory filings and requirements concerning the employees Labour, PF, ESI, Safety, Health Insurance etc. and the company have the right to indemnify the agency for any fine or dues imposed against FIT for the negligence of the above.**

#### **Note:**

- i) In case date of application is not mentioned in the application, in that case cut off date of submission of application would be considered as date of application.
- ii) The selected Service Provider have to ensure that the workers/employees engaged were covered under the EPF and ESIC benefits before commencement of contract.
- iii) The selected Service Provider will be required to furnish BG equivalent to 3 days sales value

- iv) Evaluation will be done under Finance for availability of “Liquid Assets” beyond Rs.15 Lakhs and upto Rs.30 Lakhs.
- v) Selection through Inviting Tender Documents / applications submitted / received after the cutoff date will not be considered for evaluation.

## 2. Disqualification:

2.1. The following will not be eligible to apply:

- **Any Service Provider** (including members of their “family unit” as defined in the **Note** below) holding RO/ SKO /LPG dealership/distributorship or LOI for RO / SKO / LPG dealership / distributorship of any Oil Company (PSU as well as private oil company)

2.2. Person Convicted by a Court of Law for any criminal offence involving moral turpitude and/ or economic offences.

2.3. Signatories of dealership / distributorship agreements of any Oil Company terminated on account of adulteration/malpractice.

2.4. Non individual applicants like Govt. Organizations/Bodies, PSUs, Co-Operative Societies, partnership firms.

### Note: The definition of family unit:

In case of **married person / applicant** the “family unit” will consist of self, spouse and unmarried son(s)/ unmarried daughter(s) and in case of **unmarried person/applicant** the “family unit” will consist of self, father, mother, un married brother(s) and unmarried sister(s).”

## 3. Nature of Contract:

To provide manpower and services for Fuel Dispensing at FOREST INDUSTRIES {TRAVANCORE} LTD Retail Fuels Outlet and other related activities including day to day operation, maintenance & comply with all prevailing Legal compliances related to the service providing activity in our country and any amendments, modifications or additions that may come in to effect from time to time.

#### 4. Selection Criteria and Guidelines for Evaluation:

4.1. The evaluation of applicants for Service Provider will be made on following parameters:

Parameter	Maximum Marks
<p><b>i. Age (completed years)</b></p> <ul style="list-style-type: none"> <li>For age 21 years to 35 years–25 marks</li> <li>For age above 35 years to 50 years – 21 marks</li> <li>For age above 50 years to 60 years –17 marks</li> </ul>	25
<p><b>ii. Educational Qualification</b></p> <ul style="list-style-type: none"> <li>For 10<sup>th</sup> pass–15 marks</li> <li>For 12<sup>th</sup> pass–18 marks</li> <li>For Graduation–21 marks</li> <li>For Post - Graduation, For Post-Graduation in Management, Post-Graduation Diploma in Management from IIM, Graduation in Engineering, Graduation in Medicine, Graduation in Law, Chartered Accountant, Cost accountant, Company Secretary–25marks</li> </ul>	25
<p><b>iii. Financial capability</b></p> <p>The maximum marks awarded is 30.</p> <p>The candidate will be awarded marks based on availability of “Liquid Assets” beyond Rs 15 Lakhs and upto Rs 30 Lakhs. For every increase of Rs.1lakh (one lakh) beyond Rs.15 lakhs, 2 marks will be awarded.</p> <p>For Rs 15 lakhs - 0 marks. For Rs 30 Lakh-30 marks.</p> <p>(proportionate marks will be awarded based on Liquid Asset Beyond Rs.15 Lakhs available with the candidate as on date of Application) For eg: for Rs. 16.78 lakhs, marks would be 3.56 for Rs.20 lakhs, marks would be 10</p>	30
<p><b>iv. Others</b></p> <ul style="list-style-type: none"> <li>Business environment (Labour Laws, ESIC, EPF, Shops &amp; Establishment Act, Factories Act, Contract Labour (R&amp;A) Act, Local Laws such as Trade/Municipal Laws, Safety and Environment and other statutory rules etc.)–10 marks</li> <li>Work experience, communication skill, present ability etc.–5mark</li> <li>On customer service–5mark</li> </ul>	20
<b>Total</b>	<b>100</b>

Minimum 60% marks will be required for eligibility and selection.

Evaluation under head “**Financial Capability**” will be based on following assets:

#### 4.2 Liquid assets:

The fund can be in the following forms:-

- **Funds in savings accounts, Deposits with any Bank/ Registered Companies/ Postal Schemes:** Copy of Passbook / account statement / deposit receipts to be provided. In case of deposits, the applicant has to additionally submit a certificate obtained from the concerned Bank / Registered Company / Post Office indicating the value of the deposit on the date of application. In the absence of such certificate, the deposit amount only shall be considered.
- **National Savings Certificates:** Redemption value - Valuation certificates along with copy of certificates to be provided. In the absence of such valuation certificate, the deposit value shall be considered.
- **Bonds: Redemption value:** Valuation Certificates along with copy of bonds to be provided. In the absence of Valuation certificate no marks would be awarded against bonds.
- **Shares of listed Companies in Demat form:** Valuation certificates along with copy of Demat statement to be provided. In the absence of Valuation certificate, no marks would be awarded against shares.
- **Mutual Funds:** Valuation certificates along with copy of mutual fund certificates or Demat statements to be provided. In the absence of Valuation certificate, no marks would be awarded against mutual funds.

Valuation certificates of all assets should be of a date, which is after the date of Invitation of Tender and on or prior to the date of application. The valuation certificate is to be obtained either from a Chartered Accountant or Depository Participant, as applicable.

Only 60% of the certified value (for Shares, Mutual funds & Bonds) will be considered for the purpose of evaluation.

#### Note

Evaluation would be done **only** on the basis of applicant’s declaration of financial capability in the application form.

The financial capability details given in the application form by the applicant must be supported by copies of relevant documents for evaluation of marks.

If the applicant is not able to produce relevant documents in support of financial capability, he / she shall be disqualified at the time of verification of documents.

Also if the applicant is not able to give the Bank Guarantee within stipulated time, the LOI shall stand automatically withdrawn and a letter to the effect will be sent to the selected applicant.

#### 4.2.1 Other Notes for evaluation under head “financial capability”

- 4.2.1.1 Finance / liquid assets owned by the “family unit” of the applicant can be considered for award of marks subject to the written consent on notarized affidavit on appropriate stamp paper from the family member, along with supporting documents to establish the capability **(Annexure II)**. For this purpose, in case of **married person/applicant** the “family unit” consists of self, spouse and unmarried son(s) / unmarried daughter(s) and in case of **unmarried person / applicant** the “family unit” consists of self, father, mother, unmarried brother(s) and unmarried sister(s).
- 4.2.1.2 Balance in current account will not be considered.
- 4.2.1.3 Cash, Jewellery or any other assets not listed in 5.2 will not be considered for award of marks.
- 4.2.1.4 The funds mentioned in the application form should be available with the applicant **as on the date of application** which should be mandatorily filled by all applicants.

### 5. Selection Procedure:

#### 5.1 Through Invitation of Tender:

A tender inviting application, together with Tender Document including details of location, tenure of contract, EMD, BG value required etc. **will be issued directly from the Registered Office at Thaikkattukara, Aluva on remitting the tender document fee or download from the website of FOREST INDUSTRIES {TRAVANCORE} LTD ([www.fitkerala.co.in](http://www.fitkerala.co.in)) simultaneously.**

Detailed Brochure for Selection of Service Provider for operation of Fuel Pump along with application form can be downloaded from the company website free of cost.

Applicants have to submit the application form along with supporting

documents, affidavit and Non-refundable application fee of Rs.10,000/- + GST (Rupees Ten Thousand only + GST).

Application forms shall be scrutinized for eligibility. A notice will be given to eligible candidates and they will be advised to attend a meeting along with original photo identity proof submitted with application form with the officials of FIT.

## 6. Cut-off date for receipt of Applications:

The tender notice specifies the last date and time on or before which the application should reach the designated office of the company.

Applications received after the specified closing date and time for any reason including postal delay will not be considered and no correspondence shall be entertained in such cases whatsoever.

## 7. Submission of application:

Application form duly filled in, should be submitted in a sealed envelope super scribed on the envelope as below:

“Application for Service Provider for Fuel Pump at FIT”

The applicants are required to fill in check list as per **Annexure - II** and attach the same on top of the application form.

Applicant should number all pages of application including affidavits attached there with and sign on each page. All affidavits to be submitted in original along with the application.

Only those documents, which are sought in the application form at should be submitted along with the application. Each applicant should submit only one application.

No alteration / addition / deletion in the application form will be permitted except affixing of photograph and putting signature on the application form.

## 8. Letter of Intent:

LOI will be issued, after 10days of declaration of selection / results, in case information given in the application by the applicant is found to be correct and no selection related complaint / court case is pending for decision.

In case the selected candidate is unable to fulfil terms and conditions of LOI, then the LOI will be withdrawn.

## 9. Letter of Appointment:

A candidate who has been given the 'Letter of Intent' (LOI) would be required to fulfill the terms and conditions as contained therein.

On compliance of LOI conditions, Letter of Appointment (LOA) would be issued. Contract / Agreement for Service Provider would be executed. An indemnity bond / undertaking will also be required to be submitted by the Service Provider select.

## 10. Bank Guarantee:

A Bank Guarantee of amount published in the notice is required to be obtained from the Service Provider select within 10 days of issuance of LOI. LOA would be issued after receipt of BG. The Bank Guarantee should be of a Scheduled Bank.

## 11. False Information:

If any statement made in the application or in the documents enclosed there with or subsequently submitted in pursuance of the application by the candidate at any stage is found to have been suppressed / misrepresented / incorrect or false, then the application is liable to be rejected without assigning any reason and in case the applicant has been appointed as a Service Provider, the contract for Service Provider is liable to be terminated. In such cases, the candidate / Service Provider select shall have no claim what so ever against the Company.

## 12. Affidavit:

The applicants should submit an affidavit in the standard form at confirming facts as per **Annexure- I** along with application.

### Note:

- (i) All affidavits should be submitted in original on stamp paper of appropriate value as applicable in the State.
- (ii) All Stamp papers should be purchased in the name of the deponent.
- (iii) All affidavits should be made after the date of tender notice.

## 13. Application Fee:

Non-refundable application fee of Rs.10,000/-+18% GST in the form of demand draft of scheduled bank only in favour of 'Managing Director, Forest Industries Travancore Ltd. Thaikkattukara' as per the details given in the tender document is to be submitted.

One applicant can submit only one application. In case more than one application is received from an applicant, only the last received application, along with the supporting documents will be considered for evaluation. The non-refundable Application fee submitted by the applicant along with all other applications will be forfeited.

#### 14. Security Deposit / Security for Assets of the Company:

- i) The Service Provider have to offer collateral security, to the extent of value given in the notice by way of BG from any Schedule bank to the satisfaction of the Company, before signing the agreement. The value of Bank Guarantee would be equivalent to 3 days estimated sales.
- ii) It will be the responsibility of Service Provider to collect and deposit the cash proceeds in FOREST INDUSTRIES {TRAVANCORE} LTD designated local Bank account on day to day basis duly reconciled with the authorized officials of FOREST INDUSTRIES {TRAVANCORE} LTD and produce proof of such deposits to company Officers immediately thereafter. Wherever it is not possible to deposit cash in the Company's collection account, the same may be surrendered to FOREST INDUSTRIES {TRAVANCORE} LTD Locker facility for remittance at the Bank on the immediate next Bank working day.
- iii) Bank Guarantee would be reviewed every six months by the company. In case additional BG is required, the same has to be submitted by service provider within 30 days.

#### 15. Grievance Redressal:

Any complaint should be accompanied by a fee of Rs.5000/-, in the form of demand draft of schedule bank only, in favour of the Company. Any complaint received without this fee will not be entertained. The complaint received against the selection including eligibility will be disposed off as under: -

- (i) An aggrieved person may send his / her complaint to the [company](#). Complaints received before or after the selection process / declaration of result, will be kept in record and investigation carried out after 30 days of declaration of result only in following cases: -
  - General complaints with verifiable facts
  - Complaints against empaneled/selected candidate(s)
- (ii) Any complaint received after 30 days from the date of declaration of results will not be entertained.

- (iii) Representation from applicants against rejection of his / her candidature will be verified and disposed of immediately by the company before proceeding to next stage. For such cases, fee of Rs. 5000/- will not be applicable.
- (iv) Anonymous complaints, without verifiable facts, will not be investigated.
- (v) Complainant would be required to submit details of the allegation with a view to prima facie substantiating the allegations along with supporting documents. If during the investigations, complaint is found to be false and/or without substance, the Company reserves the right to take action against the complainant as provided under the law and fee should be forfeited.
- (vi) In case a complaint is received against an applicant, who has not been selected, the same will be kept in abeyance. In case the LOI against selected candidate is cancelled and the applicant against whom the complaint was received gets selected, the complaint will only then be investigated.
- (vii) If a decision is taken to investigate the complaint, decision on the complaint will be taken as under and intimated to the complainant: -
  - a) Complaints not substantiated:

In case the complaint is not substantiated it will be filed and complaint fee will be forfeited.
  - b) Established Complaints:

In case of established complaint, suitable action would be taken and complaint fee collected would be refunded.

## 16. Termination of the Contract:

The contract can be terminated by Company by giving 30 days notice to the other party or upon severe breach of the agreement without any notice as per the conditions of the contract. The contract can also be terminated by the Service Provider with prior 90 days' notice for such termination.

The contract will come to an end at the expiry of the notice period or contract period automatically.

## 17. Agreement:

The selected candidate will have to execute a standard agreement with the company and is required to abide by the terms and conditions thereof.

- The agreement with the Service Provider for the outlets will be for a period of **One year**.
- The Service Provider, if after his appointment is issued an LOI for dealership or distributorship of any Company, he shall have to resign from the contract of Service Provider by giving immediate (within 7 days) suitable notice FIT for termination of contract within next 90 days. During the period of notice and working as Service Provider, a Letter of Appointment (LOA) for dealership/distributorship should not be accepted nor the operation of the dealership/distributorship should be started.

## 18. General Terms and Conditions for Operation of Outlets by Service Provider:

- a. The Service Provider will ensure observance of all given instructions from time to time about Quantity and Quality Control, day-to-day operations, safety, etc.
- b. Maintenance of the Outlet and Equipment shall be the responsibility of the Company, while the Service Provider will be responsible for proper and safe upkeep, cleanliness and housekeeping of the outlet.
- c. The Service Provider shall give an **undertaking** to the effect that no claim on the dealership will be made in future, in view of having awarded this contract for the operation of the retail outlet. This arrangement shall not confer the Service Provider any right to claim permanent dealership or permanent Service Provider for the aforesaid retail outlet at any time nor for any other rights in respect of any other job contract.
- d. The Service Provider shall execute an Agreement as stipulated by the Company. He shall abide by, observe and fulfil all the obligations as imposed under the Service Provider agreement.
- e. The Service Provider will be granted a mere leave and permission to enter upon the site only for the purpose of supporting the business at the retail outlet in the name of the Company and for no other purpose.
- f. The premises of the retail outlet shall be deemed to be in the possession of the Company, and one or more representatives of the Company shall always have the right to be in the premises of the outlet.

- g. The Service Provider will be governed by “The Contract Labour (Regulation and Abolition) Act 1970” and will be obliged to fulfill the role required of him under any rules / regulations / statutory provisions.
- h. The Service Provider will be responsible for all statutory compliances pertains to employees which needs to be filed with Labour and any other Statutory Agencies. And also responsible for the Health, Safety and any issues/Loss arising from negligence of duty of workers/staffs engaged.

## 19. Manpower Requirement/Compensation & Remuneration:

The manpower for day to day operations will be provided by the Service Provider. The requirement will be provided by the company depending on the specific requirement of the location.

**A. For the purpose of arriving at minimum wages, the operating staff will be categorized as follows:**

<b>S. No.</b>	<b>Type of manpower</b>	<b>Category</b>
(i)	Cashiers, Fore Court Managers, Managers	Skilled
(ii)	Drive way Pump Attendants	Semi-Skilled
(iii)	Air boys, Windscreen boys, Housekeeping boys	Unskilled
(iv)	Security guards	Unskilled

**B. Incentives:**

<b>Slab</b>	<b>Volume (per month)</b>	<b>Incentive /KL</b>	<b>Comments</b>
1	Upto 250 KL	NIL	
2	Beyond 250 & 350 KL	Rs. 75/-	Rs.75/-per KL on volume above 250 KL
3	Beyond 350 & 450 KL	Rs. 100/-	Rs.100/-per KL on volume above 350 KL
4	Beyond 450 & 600 KL	Rs. 75/-	Incentive applicable upto 450 KL + Rs.75/- per KL for volume above 450 KL
5	Beyond 600 KL	Rs. 50/-	Incentive applicable upto 600KL + Rs.50/- per KL for volume above 600 KL

**Note:** Sales would mean the cumulative sale volume of fuels during the month.

**Any changes in incentive scheme may be after initial running of six months and also based on the decisions of Board of Directors.**

### **C. Reimbursement of wages for manpower:**

Reimbursement of wages for manpower to the Service Provider is to be made for actual manpower provided as per Minimum Wages in this state along with PF at applicable rates, gratuity, bonus, service tax and any other statutory payment duly certified by the Company.

Service tax/GST component will be reimbursed to the Service Provider for the following payments subject to applicability of service tax as per Service tax statute/GST rule:

- i) Monthly lump sum amount payable to Service Provider.
- ii) Incentive paid on incremental sales volume to Service Provider.
- iii) Total wages reimbursed for manpower.

**D.** All expenses for running the retail outlet would be borne by company including Electricity, Water, Telephone, Stationery etc.

**E.** Product Loss on account of evaporation and handling losses upto 0.59% in MS and 0.15% in HSD of total actual sales made at the outlet will be absorbed by the Company. Any losses beyond the ceiling mentioned above will be borne by the Service Provider, and the same will be adjusted/recovered by the Company every month. The losses on a month-to-month basis will be calculated based on the actual sales volume and the prevailing **retail selling price** (at month's end) of the outlet.

### **F. Reimbursement for handling charges for Auto LPG / CNG sales to Service Provider:**

- a) Payment to be reimbursed to the Service Provider for the actual manpower provided for handling Auto LPG / CNG as per requirement of company, in addition to the manpower provided for handling MS&HSD.
- b) The Service Provider would be required to provide additional BG considering Auto LPG/CNG also in addition to MS&HSD.
- c) Auto LPG / CNG sales would be clubbed with MS & HSD sales for making Fixed Lump sum payment and slab wise variable incentives for rendering service at Fuel Outlet. CNG sales volume to be taken in MT for this purpose.

**ANNEXURES**

**ANNEXURE – I**

**DECLARATION BY THE BIDDER**

I/We \_\_\_\_\_, authorized signatory of M/s \_\_\_\_\_, hereby declare that:

1. I/We have carefully read and understood all the terms and conditions of the tender and agree to abide by the same.
2. The information furnished in the tender documents is true and correct to the best of my/our knowledge.
3. I/We are not blacklisted by BPCL / any Oil Marketing Company / Government / PSU.
4. I/We shall comply with all statutory obligations including EPF, ESI, Minimum Wages, Bonus, GST etc.

Place:

Date:

Signature of Authorised Signatory

Name & Seal

ANNEXURE – II

**PROFILE OF THE SERVICE PROVIDING AGENCY (TECHNICAL BID)**

Sl. No	Particulars	Details
1	Name of Agency	
2	Address & Contact Details	
3	Year of Establishment	
4	PAN	
5	GST Registration No.	
6	EPF Registration No.	
7	ESI Registration No.	
8	Labour License No.	
9	Experience in Petrol Pumps / BPCL RO	
10	Details of Past Clients	
11	Financial capability	

Signature of Authorized Signatory

Seal

ANNEXURE – III

**DETAILS OF SIMILAR WORK EXPERIENCE**

Sl. No	Client Name & Address	Nature of Work	Period	No. of Manpower
1				
2				

Signature of Authorized Signatory

Seal

ANNEXURE – IV

**FINANCIAL BID FORMAT**

(To be submitted in separate sealed cover)

- Monthly Remuneration/Service charges of Service Provider shall be shown separately.

Monthly Remuneration/Service Charge : .....

- Staff salary/wages

Sl. No	Category	No. of Personnel	Monthly Wage per Person (₹)	Statutory Charges (₹) (ESI, PF etc.)	Total Monthly Cost (₹)
1	Manager	1			
2	Cashier	1			
3	Cashier cum Supervisor	2			
4	DSM / DSW	10			
5	Air Boys	1			
6	Cleaner	1			

**GST shall be shown separately.**

Signature of Authorized Signatory

Seal

ANNEXURE – V

**BPCL SAFETY & DISCIPLINE UNDERTAKING**

I/We undertake that all manpower deployed at FIT-BPCL Petrol Pump shall strictly adhere to BPCL safety norms, operational discipline, uniform code, and statutory safety guidelines applicable to petroleum retail outlets.

Any violation shall be rectified immediately at our own cost and responsibility.

Place:

Date:

Signature of Authorized Signatory

Seal

