

# **COCHIN INTERNATIONAL AIRPORT LTD**

## **NOTICE INVITING EXPRESSION OF INTEREST(EOI)**

### **SITC OF PRODUCT DELIVERY, PASSENGER GREETING & ASSISTANCE ROBOTS AT CIAL**

04.02.2026

Expression of interest is invited from OEMs or authorized partners/dealers/system integrators/technology service providers for Supply, Installation, Testing, Commissioning of Product Delivery, Passenger Greeting & Assistance Robots at CIAL.

#### **INTRODUCTION**

Cochin International Airport Ltd (CIAL) is India's first Greenfield airport developed under the Public Private Partnership (PPP) model and is among the leading airports in Asia-Pacific. CIAL proposes to explore deployment of Passenger Greeting, Assistance and Product Delivery Robots at Terminal 1 and/or Terminal 3 to enhance passenger experience, wayfinding, service delivery and operational efficiency. This EOI is intended to assess available technologies and obtain inputs for finalization of technical specifications. Based on the responses received, CIAL proposes to procure a limited number of sample Passenger Greeting & Assistance Robots for pilot deployment and evaluation in the live airport environment. The performance, reliability, integration capability and passenger acceptance observed during this pilot phase will be used to finalize specifications for any future large-scale deployment, which shall be undertaken through a separate open competitive tender process.

Name of Work	Supply, Installation, Testing, Commissioning of Product Delivery, Passenger Greeting & Assistance Robots at CIAL
Deadline for submission of Interests for EOI process	04.02.2026 to 19.02.2026
Deadline for submission of Technical Submissions and supporting documents for the EOI process	Till 23.02.2026 1800 hrs
Tender Reference	CIAL/COML/ADMN&PUR209/2026
Method of submission of Documents	Through Microsoft Forms only. Interested agencies need not submit hard copies for the tender.
Online Interest submission Link	<a href="https://forms.office.com/r/pAaP89y540">https://forms.office.com/r/pAaP89y540</a>

### **ELIGIBILITY CRITERIA FOR PARTICIPATION**

Agencies responding to this EOI shall meet the following criteria:

- a) The respondent shall be an OEM or authorized partner/dealer/system integrator/technology service provider for greeting and/or product delivery robots.
- b) OEM shall have prior experience in deployment of service/greeting/delivery robots in airports, hotels or large public facilities.
- c) The bidder shall have after-sales support in India

## **SCOPE OF WORK-SUMMARY**

The agencies submitting their Expressions of Interest shall demonstrate end-to-end capability covering robot portfolio presentation and customization options, with references to existing deployments in airports or other large public facilities and clearly outline OEM-backed technical and service support. The bare minimum specifications for machines expected in the robots and technical abilities are mentioned in this EOI document. Agencies which conform to these specifications and satisfying the eligibility criteria, shall make a presentation for various use cases at the airport including but not limited to, possibility of delivery of orders placed through the CIAL App or curated landing pages, passenger greeting and real-time guidance to facilities, boarding gates through potential integration with AODB data, and automated food delivery within food courts, food tray and plate retrieval at lounges and food courts, tele-medicine kiosks etc.

Interested firms may submit their application forms through the online form <https://forms.office.com/r/pAaP89y540> on or before 19/02/2026. The detailed EOI document will be shared with the interested agencies by email.

For details, visit our website [www.cial.aero/tenders](http://www.cial.aero/tenders)

Sd/-

MANAGING DIRECTOR