



KERALA STATE ROAD TRANSPORT CORPORATION
Office of the Chairman & Managing Director,
Transport Bhavan, Thiruvananthapuram -23,
Email– dgmit.ksrtc@kerala.gov.in, Phone No. 0471-2471011

No:S001-ITD01/120/2024-IT DIV-KSRTC-HQ Date:04.11.2025

Tender for Selection of Agency for Design, Development and Implementation of KSRTC Budget Tourism Cell (BTC) Digital Platform

Disclaimer

The information contained in this Request for Proposal (RFP) Document is being provided to interested bidders on the terms and conditions set out in this Tender. The purpose of this Tender Document (hereinafter called RFP: Request for Proposal) is to provide interested parties with information that may be useful to them in making their pre-qualification, technical and financial offers pursuant to this RFP.

This RFP includes statements, which reflect various assumptions and assessments arrived at by the KSRTC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all people, and it is not possible for the KSRTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which may depend upon the interpretation of law. The information

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given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The KSRTC accepts no responsibility for the accuracy or otherwise of any interpretation or opinion of the law expressed herein. The KSRTC , its employees and advisors, make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, costs or expenses which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP Document or arising in any way for participation in this Bid Process. The KSRTC also accepts ‘no liability’ of any nature, whether resulting from negligence or otherwise howsoever caused, arising from the reliance of any Bidder upon the statements contained in this RFP.

The KSRTC may, at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that the KSRTC is bound to select or appoint a Bidder, as the case may be, for the Project and the KSRTC reserves the right to reject all or any of the Bidder or Bids without assigning any reason whatsoever.

The Bidders shall bear all costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the KSRTC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the KSRTC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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Tender Details

A	Tender No. & Date	
B	Tender Details	Tender for Design, Development, Implementation, and Support of an Integrated Expense & Revenue Management System for KSRTC
C	Place of Opening	Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram.
D	Tender Form Fees (Non-Refundable)	Rs.5000/- (Rs. 4400/-+ GST@ 12%) (Rupees Five Thousand only)
E	Earnest Money Deposit. (EMD)	Rs. 50,000/- (Rupees Fifty Thousand Only)
F	Performance guarantee/ security deposit	5 % of the quoted amount
G	Mode of Payment of EMD & Cost of Tender	Online through SBI Internet Banking/NEFT through e-procurement portal. EMD & Tender Fee should be remitted as a single transaction. Split payment is not allowed.
H	Mode of Submission of Tender	Tender should be submitted online through e-GP website www.etenders.kerala.gov.in
I	Contact address/ Telephone nos. for help in case of any doubt in e-tendering process (Help desk)	Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram. - 695004 Ph: 0471 - 2577088, 2577188; Toll free No.18002337315. e-mail: etendershelp@kerala.gov.in Website: www.etenders.kerala.gov.in

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J	Tender inviting Authority	Chairman and Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, East Fort, Thiruvananthapuram – 695023
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Important Dates

Sl NO	Particulars	Date and time
1	Date of release of tender	04.11.2025
2	Online tender submission Start Date	12.11.2025
3	Online tender submission End Date	04.12.2025
4	Date of online technical bid opening	06.12.2025
5	Date of opening of the price bid	Will be informed to the qualified bidders after technical-bid evaluation and publishing the results.

1. Introduction

Kerala State Road Transport Corporation (KSRTC), a Government of Kerala undertaking, is in the process of strengthening its Budget Tourism Cell (BTC) by introducing a comprehensive digital platform integrating web and mobile applications.

The proposed system will enable customers to discover, book, and manage tourism packages offered by KSRTC, while also integrating allied services such as accommodation, food, and travel arrangements.

This platform will serve as a single-window digital interface for all BTC operations — empowering depots, promoting revenue diversification, and enhancing customer experience through AI-enabled personalization, analytics, and automation.

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KSRTC invites proposals from competent software development firms or startups for the design, development, integration, hosting, and maintenance of this digital tourism platform, under the terms specified herein.

2. Scope of Work

The selected bidder shall undertake end-to-end design, development, deployment, and maintenance of the BTC digital platform.

2.1 Core Modules

(a) Tour Package Management

- Creation and management of 1500+ packages across KSRTC depots and districts.
- Support for dynamic itineraries, pricing, and seat configurations.
- Categorization of tours: standard, customized, corporate, student, wedding, women-exclusive, etc.
- Depot-specific access for adding and updating package details.

(b) Booking & Reservation Engine

- Real-time booking, seat allocation, and cancellation functions.
- Integration with multiple secure payment gateways with automatic reconciliation.
- Auto-generation of e-tickets, receipts, invoices, and itineraries.
- Support for refund processing with real-time status updates.

(c) Customer Engagement Tools

- AI-powered chatbot and voice-based assistant for customer support.
- Notifications via SMS, email, and push alerts.
- Review and rating system for user feedback.
- Integration of live weather, maps, and route information.
- Social media sharing and referral tools.

(d) Search & Discovery

- Advanced filters: budget, duration, activity type, destination, and date.
- AI-based recommendation engine using user behavior, seasonality, and past booking patterns.

2.2 AI-Driven Features

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- Personalized Package Suggestions – Recommends trips based on user interests and booking history.
- Dynamic Itinerary Generator – Adjusts schedule based on real-time traffic, weather, and crowd data.
- Predictive Pricing – Alerts customers about fare trends and best booking times.
- Sentiment Analysis – Processes reviews to help KSRTC identify service issues.
- Fraud Detection – AI algorithms to detect payment anomalies or duplicate bookings.
- Depot Analytics Dashboard – Ranks depots based on punctuality, performance, and customer satisfaction.

2.3 System Integrations

The solution shall provide secure and seamless integration with:

- KSRTC Core Systems: ETM dashboards, ticketing, CRM, and financial systems.
- IRCTC: Two-way integration for joint bus + train packages.
- KSINC & Inland Waterways: Houseboat, ferry, and backwater tourism packages.
- Hotels & Restaurants: Third-party tie-ups for dining and lodging.
- Future Integrations: Cabs, e-bikes, cycles, and travel accessories.

2.4 Administrative & Back-Office Modules

- Centralized Dashboard – Real-time overview of bookings, payments, and revenue.
- Depot-Level Access Control – Role-based access for depot officers and managers.
- Fleet and Staff Allocation – Interface for assigning buses, drivers, and conductors.
- Cancellations & Refunds – Automated workflows with approval hierarchies.
- Advertisement Integration – Display ad slots for partners and allied services.
- Audit Logs – Record of all admin activities for transparency and accountability.

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3. Deliverables

The selected bidder shall deliver the following:

Sl. No.	Deliverable	Description
1	Requirement Analysis Documents	BRD, HLD, and wireframes
2	Web Application	Fully responsive BTC portal
3	Mobile Application	Hybrid app (Android/iOS) with travel companion features
4	Admin Dashboard	Central and depot-level portals
5	Integration Services	API integrations with KSRTC, IRCTC, KSINC, etc.
6	Testing & CI/CD Setup	Automated deployment and test pipelines
7	Training & Manuals	Admin/user training, manuals, and knowledge base
8	Support & AMC	SLA-driven maintenance for 3–5 years

4. Project Timelines

Phase	Activity	Duration	Deliverable
Phase 1	Requirement Analysis & Design	1 Month	BRD, HLD, Wireframes
Phase 2	Development & Unit Testing	2 Months	Beta version (Web + Mobile)
Phase 3	Integration & UAT	1 Month	UAT-ready platform
Phase 4	Deployment & Go-Live	1 Month	Production system
Phase 5	Support & AMC	36–60 Months	SLA-based support

5. Eligibility Criteria

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Sl. No.	Criteria	Requirement	Supporting Document
1	Legal Status	Registered Indian IT/Software Company	Certificate of Incorporation
2	Experience	Minimum 3 years in software development	Work Orders/Completion Certificates
3	Relevant Experience	At least one project in tourism, transport, or e-Governance	Project references
4	Financial Capacity	Average turnover of ₹1 crore over last 3 FYs	Audited Financial Statements
5	Technical Competence	Skilled manpower in web, mobile, AI/ML	Team profile
6	Non-Blacklisting	Bidder not blacklisted by any Govt. body	Self-declaration

Relaxation for Startups

Startups recognized by Kerala Startup Mission (KSUM) or DPIIT (Govt. of India) shall be eligible for relaxation as per the Government of Kerala's Startup Support Policy, including:

- Exemption from turnover and prior experience criteria.
- EMD exemption, subject to submission of valid registration certificate.
- Evaluation based on innovation, scalability, and technical readiness instead of turnover.
- Startups may present a prototype or demo to substantiate capability.
- KSRTC reserves the right to award pilot implementation to qualified startups under relaxation norms.

6. Evaluation Methodology (QCBS – 70:30)

The selection will follow the Quality and Cost-Based Selection (QCBS) method.

Technical Score (T) – 70 Marks

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The evaluation of bids shall be carried out using the Quality and Cost Based Selection (QCBS) method, with a weightage of 70:30 assigned to the Technical and Financial scores respectively.

Evaluation Stages: The tender evaluation will consist of the following stages:

- **Stage 1: Pre-Qualification Evaluation**
Bidders will be assessed against the eligibility criteria outlined in Section 3. Only those bidders who meet the minimum eligibility conditions will proceed to the technical evaluation stage.
- **Stage 2: Technical Evaluation (Weightage: 70%)**
The Technical Bids of the qualified bidders shall be evaluated based on a structured marking scheme, as outlined below.
- **Stage 3: Financial Evaluation (Weightage: 30%)**
The Financial Bids of only those bidders who score at least 70% (i.e., 49 out of 70 marks) in the technical evaluation will be opened.
- **Stage 4: Final Composite Score Calculation**
The final ranking of bidders will be based on the combined Technical and Financial scores using the QCBS formula.

Technical Evaluation Criteria (70 Marks)

Parameter	Maximum Marks
Company/Startup Experience	20
Technical Approach & Architecture	20
Team Composition & Expertise	15
UI/UX & Innovation	10
Prototype/Demo Presentation	5
Total	70 Marks

Total: 70 Marks

Minimum Qualifying Score: 49 marks (70%)

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Financial Evaluation (30 Marks)

The lowest financial bid (L1) will be awarded the full 30 marks. The financial scores of other bidders will be calculated using the following formula:

Financial Score (F) = (L1 Price / Quoted Price of Bidder) × 30 Where:

L1 Price = Lowest quoted price among all qualified bidders

Quoted Price = Price quoted by the bidder under evaluation

Final Composite Score Calculation

Final Score (S) = (Technical Score (T) × 0.70) + (Financial Score (F) × 0.30)

The bidder with the highest Final Score (S) shall be declared the Successful Bidder, subject to approval by KSRTC and fulfilment of all other tender requirements.

GENERAL INSTRUCTIONS TO BIDDERS

- i. Tender shall be submitted in English Language only.
- ii. Firms who are not blacklisted by KSRTC or by Govt. of Kerala can participate in the tender.
- iii. In the case of NEFT, remittance should be made only to the 22 digit beneficiary account number as seen in the remittance form which is available in the e-portal while submitting tender.
- iv. ONLINE PAYMENTS: - The bidders shall seek clarification from Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Help Desk No. Ph: 0471 - 2577088, 2577188;

Toll free

No.18002337315;email:etendershelp@kerala.gov.in;Website:www.etenders.kerala.gov.in and make himself conversant with procedure for online payment of

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the Tender Fee and EMD. KSRTC shall under no circumstance be responsible for failed transactions due to non compliance of the above procedure.

- v. The bids will be opened online through the e-GP website www.etenders.kerala.gov.in at the KSRTC, Transport Bhavan, Fort, Thiruvananthapuram. If the e-Tender opening date happens to be a holiday or non-working day due to any valid reason, the Tender opening process will be done on the next working day at the same time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the e-GP website.
- vi. DIGITAL SIGNATURE CERTIFICATE:- Bidders will have to procure legally valid Digital Certificate as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure
- vii. the same from any of the license certifying authority of India. For obtaining Digital Signature Certificate and help on e-tendering process, please contact Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Help Desk No.Ph: 0471 - 2577088, 2577188; Toll free
- viii. No.18002337315; e-mail: etendershelp@kerala.gov.in Website: www.etenders.kerala.gov.in on all government working days from 9.30 A.M to 5.30 P.M.
- ix. Bidders are advised to note the Tender ID and Tender No. & Date for future reference.
- x. All uploaded scanned documents should contain the signature and the office seal of the bidders and should be digitally signed while uploading in e-tender portal. Documents uploaded without digitally signing shall entitle rejection of the Tender.
- xi. The digitally signed Tender document and other specified documents shall be submitted online

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through the e-GP website www.etenders.kerala.gov.in well in advance before the last date and time. No submission shall be allowed after the last date mentioned.

- xii. Bidders are advised to go through all conditions of the Notice Inviting Tender and the Tender documents carefully and to comply them to avoid rejection of their tender.
- xiii. Furnishing of any false information / fabricated document would lead to rejection of the tender at any stage.
- xiv. The bidder shall bear all costs associated with the preparation and
- xv. submission of its bid and Kerala State Road Transport Corporation, xvi. Thiruvananthapuram, hereinafter referred to as “Tender Inviting Authority”, will in no case be responsible or liable for these costs,
- xviii. regardless of the conduct or outcome of the bidding process.
- xix. h. Conditional tenders will be summarily rejected

7. Terms and Conditions

7.1 Warranty and AMC

- One (1) year comprehensive warranty from Go-Live.
- Five (5) years AMC covering hosting, DR, SLA compliance, security, and enhancements.
- 24×7 support via ticketing system and call center.

7.2 Payment Terms

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i. The Contractor shall raise invoices as per the approved payment milestones specified below. There shall be no monthly billing. Payments shall comprise a one-time implementation fee followed by annual hosting and support charges from Year 3 onwards, as per the contract.

ii. The entire implementation, including go-live and stabilization, shall be completed within 2 (two) months from the date of issue of the Work Order.

iii. KSRTC shall verify and scrutinize the submitted invoices and supporting documents. Subject to satisfactory compliance with contract conditions, payments shall be released within 15 (fifteen) days from the date of invoice submission.

a. Payment shall be made via NEFT/RTGS to the Contractor's registered bank account.

b. Any applicable deductions due to SLA violations, penalties, or unresolved issues shall be adjusted from the respective invoice.

c. All applicable statutory deductions (e.g., TDS, GST-TDS) shall be made by KSRTC in accordance with prevailing laws.

iv. No advance payment shall be made under any circumstances

Milestone	Description	% Payment
1	Agreement signing	10%
2	Completion of BRD & Design	20%
3	Beta Release (Web + Mobile)	25%
4	Integration & UAT sign-off	20%
5	Go-Live	15%
6	AMC (Quarterly payments)	10%

All payments are subject to satisfactory deliverable verification and approval by KSRTC.

7.3 Liquidated Damages

Delay beyond scheduled completion shall attract 0.5% penalty per week, capped at 10% of the contract value.

7.4 Confidentiality and IP Ownership

All source codes, data, designs, and documents developed under this project shall remain the exclusive intellectual property of KSRTC. The bidder shall maintain confidentiality throughout the project.

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7.5 Insolvency Clause

If the vendor becomes insolvent or bankrupt, KSRTC may terminate the contract immediately and recover damages.

7.6 Indemnity clause

The Contractor shall indemnify and hold harmless the Kerala State Road Transport Corporation (KSRTC), its officers, employees, and agents from and against any and all claims, losses, damages, liabilities, penalties, costs, and expenses (including legal fees) arising out of or related to any negligent act, omission, misconduct, or breach of contract by the Contractor, its personnel, or subcontractors in the performance of services under this contract. This includes, but is not limited to, third-party claims related to intellectual property rights infringement, unauthorized use of proprietary tools or software, loss or damage to property, bodily injury or death, data breaches or misuse of confidential information, and any non-compliance with applicable statutory or regulatory obligations. This indemnity shall survive the termination or expiration of the contract and shall remain in effect for any claims arising from the Contractor's actions during the contract period.

7.7 Termination

KSRTC reserves the right to terminate the contract in cases of:

- Breach of contract or SLA.
- Non-performance.
- Misrepresentation or fraud.
- Change in control of the vendor without consent.
Termination shall be preceded by 30 days' written notice.

7.8 Dispute Resolution

All disputes shall first be resolved amicably. If unresolved, they shall be referred to arbitration under the Arbitration and Conciliation Act, 1996. The venue and jurisdiction shall be Thiruvananthapuram.

7.9 Penalty Clause

i. Delay in Performance:

If the Contractor fails to complete the assigned work or deliverables within the stipulated timeline, a penalty of 0.5% of the total contract value shall be

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levied for each day of delay, up to a maximum of 10% of the total contract value.

ii. Non-Compliance with Contract Terms:

In case of non-compliance with any material terms of the contract, including quality standards or specifications, the Contractor shall pay a penalty equivalent to 5% of the total contract value for each instance of non-compliance. Repeated violations (three or more instances) may lead to termination of the contract and forfeiture of performance security.

iii. Failure to Supply or Execute:

If the Contractor fails to supply materials or execute work as per the agreed schedule, resulting in procurement from alternate sources, the difference in cost will be recovered from the Contractor's pending payments.

iv. Force Majeure Exception:

No penalties shall be imposed if delays are caused by force majeure events such as natural disasters, war, or government regulations, provided that timely notice is given by the Contractor.

8 Security Deposit / Performance Bank Guarantee
(PBG) Clause: Security Deposit / PBG

- The successful bidder shall, within fifteen (15) days from the date of issuance of the Letter of Acceptance or Work Order (whichever is earlier), furnish a Security Deposit equivalent to five percent (5%) of the total contract value in the form of a Demand Draft or an irrevocable Bank Guarantee issued by a nationalized or scheduled bank..
- The Security Deposit shall be submitted within 15 days from the date of issue of Letter of Acceptance (LoA).
- The Security Deposit shall be valid for 60 days beyond the contract period including any extensions.
- KSRTC shall have the right to invoke the Security Deposit in case of breach of contract, non-performance, or any financial loss caused to the Corporation.

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- No interest shall be payable on the Security Deposit.

9. Submission of Bids

1. Bids shall be submitted only through the e-Procurement Portal of the Government of Kerala.
2. The bid shall consist of:
 - Technical Bid: All eligibility proofs, methodology, implementation plan, and company profile.
 - Financial Bid: Complete cost including design, development, integration, hosting, and AMC.
3. Bidders must ensure all documents are digitally signed.
4. Late or incomplete submissions will not be accepted.
5. KSRTC reserves the right to reject any or all bids without assigning reason.

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Annexure – I

Bid Submission Form

(To be printed on the bidder's letterhead)

Date: _____

To:

The Executive Director (IT)
Kerala State Road Transport Corporation
Transport Bhavan, Fort,
Thiruvananthapuram – 695023

Subject: Submission of Bid for *Design, Development and Implementation of KSRTC Budget Tourism Cell (BTC) Digital Platform*

Sir,

Having examined the tender document and the terms and conditions therein, we hereby submit our proposal for the above project. We agree to abide by all terms and conditions of the tender and declare that the information furnished in the bid is true and correct to the best of our knowledge.

We undertake that, if our proposal is accepted, we shall commence and complete the project within the time schedule specified, and maintain the required performance standards as per the Service Level Agreement (SLA).

We also declare that our firm is not blacklisted by any Government Department or PSU.

Yours

(Authorized

Name:

Designation:

Company

Address:

Email:

Phone:

Seal & Signature

faithfully,
Signatory)

Name:

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Annexure – II

Technical Bid Format

A. Bidder Details

Sl. No.	Particulars	Details
1	Name of the Company / Firm	
2	Registered Office Address	
3	Year of Incorporation	
4	Type of Organization (Company/LLP/Startup)	
5	Contact Person (Name, Designation, Mobile, Email)	
6	Registration No. / CIN	
7	GSTIN	
8	PAN	
9	KSUM / DPIIT Registration No. (if applicable)	

B. Eligibility Compliance

Sl. No.	Criteria	Compliance (Yes/No)	Supporting Document Reference
1	Registered Indian IT/Software Company		
2	Minimum 3 years' experience in software development		
3	Experience in tourism/transport/e-Gov project		
4	Average turnover of ₹1 crore (last 3 years)		
5	Skilled manpower in web/mobile/AI/ML		
6	Not blacklisted		
7	KSUM / DPIIT Startup Registration (if applicable)		

C. Technical Proposal Details

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1. Company Profile and Experience Summary
 - List of relevant projects completed (with URLs or screenshots).
 - Client details and project duration.
2. Proposed Solution Approach
 - Methodology and technology stack.
 - Integration strategy with KSRTC systems.
 - Security and compliance approach.
3. Project Team Composition
 - Project Manager
 - Software Developers
 - AI/ML Specialists
 - UI/UX Designers
 - Quality Analysts
4. Implementation Plan and Timelines
 - Phase-wise milestones aligned with the tender timeline.
5. Training and Knowledge Transfer Plan
6. Prototype / Demo URL (if available)

(Authorized Signatory with Seal)

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Annexure – I I I

Declaration of Non-Blacklisting

(To be printed on company letterhead)

We, M/s _____, having our registered office at _____, hereby declare that we have not been blacklisted or debarred by any Central / State Government Department, Public Sector Undertaking, or Autonomous Body in India as on date of bid submission.

We understand that any false declaration shall result in termination of contract and forfeiture of EMD/Security Deposit.

Authorized Signatory: _____
Name: _____
Designation: _____
Seal & Date: _____

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Annexure – I V

Startup Declaration (KSUM/DPIIT Registered Entities)

(To be printed on company letterhead)

We, M/s _____, are a recognized startup under:

Kerala Startup Mission (KSUM) DPIIT (Startup India)

Registration No.: _____ Date: _____

As per the Government of Kerala Startup Policy, we request for the following relaxations applicable to startups:

1. Exemption from prior experience and turnover criteria.
2. EMD exemption (if applicable).
3. Evaluation based on innovation, scalability, and technical merit.

We undertake to demonstrate our technical capability and prototype to the Evaluation Committee, if required.

Authorized Name: _____ Signatory: _____
Seal & Date: _____

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Annexure – V

Draft Agreement Format

This Agreement is made on the ___ day of _____ 2025 between:

Kerala State Road Transport Corporation (KSRTC), a statutory corporation under the Road Transport Corporation Act, 1950, having its Head Office at Transport Bhavan, Fort, Thiruvananthapuram – 695023 (hereinafter referred to as “KSRTC”),

AND

M/s _____, a company registered under the Companies Act, having its registered office at _____ (hereinafter referred to as “the Agency”).

1. Scope

The Agency shall design, develop, deploy, and maintain the BTC Digital Platform comprising web and mobile applications as per the tender KSRTC/IT/BTC/2025 and its annexures.

2. Contract Value

Total contract value: ₹ _____ (Rupees _____ only) inclusive of all applicable taxes.

3. Duration

- Project Implementation: 4 months from the date of Work Order.
- AMC: 5 years post Go-Live.

4. Deliverables

As per the deliverables listed under Section 4 of the tender document.

5. Payment Terms

Payments shall be made as per the milestones defined under Clause 8.2 of the tender document, subject to successful completion and acceptance by KSRTC.

6. Intellectual Property Rights

All source code, documentation, and data developed under this project shall remain the exclusive intellectual property of KSRTC.

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7. Confidentiality

The Agency shall maintain strict confidentiality regarding all data, processes, and information obtained during the course of the project. Disclosure without written permission from KSRTC shall constitute a breach of contract.

8. Warranty and AMC

The Agency shall provide:

- 1-year comprehensive warranty post Go-Live.
- 5-year AMC covering hosting, updates, SLA compliance, and security maintenance.

9. Liquidated Damages

In case of delay beyond the stipulated timeline, the Agency shall be liable for a penalty of 0.5% of the contract value per week, subject to a maximum of 10%.

10. Termination

KSRTC may terminate the agreement with 30 days' written notice in the event of non-performance, insolvency, or breach of terms.

11. Arbitration and Jurisdiction

All disputes shall be resolved through arbitration under the Arbitration and Conciliation Act, 1996, with venue and jurisdiction at Thiruvananthapuram.

Signed and sealed at Thiruvananthapuram on the date mentioned above.

KSRTC	Agency
Authorized Signatory	Authorized Signatory
Name:	Name:
Designation:	Designation:
Date:	Date:
Seal:	Seal:

Witnesses:

1. _____ 2. _____

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Annexure – VI

Checklist of Documents

Sl. No.	Document	Attached (Yes/No)	Page No.
1	Bid Submission Form (Annexure I)		
2	Technical Bid (Annexure II)		
3	Certificate of Incorporation / Registration		
4	GST & PAN Certificates		
5	Work Orders / Completion Certificates		
6	Audited Financial Statements (last 3 years)		
7	Manpower Details / Team CVs		
8	Declaration of Non-Blacklisting (Annexure IV)		
9	Startup Declaration (Annexure V), if applicable		
10	Prototype / Demo URL (if any)		
11	Power of Attorney / Authorization Letter		
12	Any Other Relevant Document		