



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-ITD01/105/2025-ITDIV -KSRTC-HQ

Date: 01.11.2025

Tender for Implementation of an Integrated Case Management System (CMS) for KSRTC

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 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.

1.Tender Details

A	Tender No. & Date	S001-ITD01/105/2025-ITDIV-KSRTC-HQ Date: 01.11.2025
B	Tender Details	Tender for <i>Implementation of an Integrated Case Management System (CMS) for KSRTC</i>
C	Place of Opening	Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram.
D	Tender Form Fees (Non-Refundable)	Rs.5192/- (Rs. 4400/-+ GST@ 18%) (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
J	Tender inviting Authority	Chairman and Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, East Fort, Thiruvananthapuram – 695023

Important Dates

SI NO	Particulars	Date and time
1	Date of release of tender	01.11.2025, 12.00 pm
2	Online tender submission Start Date	01.11.2025, 12.00 pm
3	Online tender submission End Date	15.11.2025, 05.00 pm
4	Date of online technical bid opening	17.11.2025, 11.00 am
5	Date of opening of the price bid	Will be informed to the qualified bidders after technical-bid evaluation and publishing the results.

1. Background and Rationale

KSRTC is presently handling a large number of legal cases before MACTs, Civil Courts, Tribunals, High Courts, and the Supreme Court of India. The current manual and fragmented process requires modernization to ensure efficient coordination, timely compliance, and reduced financial exposure.

The Law Section presently handles:

- Daily monitoring and follow-up of cases involving KSRTC in MACTs, Civil Courts, Tribunals, Commissions, High Courts, and the Supreme Court.
- Filing of written statements, counter affidavits, petitions, and appeals.
- Coordination with advocates, insurance companies, and various internal departments.
- Responding to Legislative Assembly interpellations and RTI queries.
- Vetting of legal agreements, MoUs, and NITs.
- Payment processing and verification of advocates' bills.

This work involves coordination with multiple Units/Depots, external forums, and government departments across Kerala and other states. Currently, case handling relies on manual registers and fragmented processes, increasing the risk of delays, non-

compliance, and financial exposure. To streamline this, a modern Case Management System (CMS) with integrated workflows, dashboards, and automation is essential.

2. Project Objectives

- Establish a centralized, digital platform for managing and monitoring all legal cases of KSRTC.
- Automate workflows for notices, affidavits, hearings, and compliance activities.
- Integrate internal legal units, finance sections, and external legal counsels.
- Improve visibility, coordination, and reporting for strategic legal management.
- Ensure timely action, minimize delays, and reduce financial liabilities.

3. Scope of Project

The scope of the project includes but is not limited to:

3.1 Functional Coverage:

- MACT, Civil Courts, High Court, Supreme Court, Tribunals, Commissions, Lok Adalat.
- Digital management of petitions, affidavits, judgments, and appeals.
- Automated reminders for insurance renewals, hearing schedules, and compliance deadlines.
- Coordination with insurance companies for soft copy management of policy documents.
- Cloud connectivity for accessing law journals, eCourts data, and legal resources.
- AI-based case risk scoring and alerts
- Auto-generation of legal templates (counter, affidavits, notices)
- E-signature integration for court filings
- Geo-tagged accident mapping for MACT
- Insurance API integration
- Multilingual support (Malayalam & English)Core Modules:
 - Case Registration & Indexing
 - Document Repository & Hearing Management
 - Advocate Panel & Insurance Integration
 - Compliance Tracking & Reporting
 - Integration with SMS/Email, cloud resources, eCourts.

3.2 Organizational Coverage:

- HQ Law Section (Chief Law Officer & team)
- Deputy Law Officers (3)
- Legal Assistants & Typists (operational staff)
- Regional Legal Cells
- External Advocates / Standing Counsels
- Finance Wing (for MACT & Advocate fee management)

4. System Features and Requirements

4.1 Core Modules

Category	Functionality
Case Registration & Indexing	Auto-case ID, court details, parties, advocates, filing dates
Document Repository	Scanned FIRs, petitions, judgments, legal notices
Hearing Management ⁴	Automated alerts, reminders, calendar
Advocate Panel Management	Standing counsels, appearance records, fee status
Insurance & Accident Integration	Policy details, accident records, claim tracking
Compliance Tracking	Due dates, order compliance, escalation
Analytics & Reporting	Case counts, trends, liabilities, advocate performance
Integration	eCourts API, SMS/email alerts, cloud resources

4.2 Detailed Case Handling Requirements

a. MACT Cases

- Accident monitoring system with accident date, time, place, FIR/Crime No., bus number, depot, insurance status.
- Petition details, hearing dates, award amount, interest rate, court fees, advocate details.
- Tracking EP Nos., proceedings, payment details, MACA numbers.

b. High Court Cases (Writ Petitions & MACA)

- Multiple petitioners handling, subject matter classification.
- Interim orders, statement of facts, review petitions, writ appeals, contempt petitions, SLP tracking.
- Time-bound compliance alerts.

c. Other Forums & Commissions

- **ECC, CDRF, Family Court, Gratuity Cases** — Petitions, claims, compliance details.
- **Lok Adalat & DLSA** — settlement details, compliance tracking.
- **Human Rights / SC-ST / Minority / Child / Women's Commission** — memo/reply/report tracking with date fields.

d. Civil Cases

- Case details with multi-petitioner support, connected case handling, appeals, stays, attachments.
- Advocate fee records and performance analysis.

5. Registers and Workflow to be Digitized:

- Accident Case Register (MACT)
- Civil Case Register
- High Court / Supreme Court Register
- Advocates' Fee Register
- Insurance Policy Register
- Case Transfer & Personal Registers
- Thapal & Transit Registers
- Payment Registers (Advocate fee, award payments)
- Standing Counsel database with experience, domain, PAN, license no., court handled, fee records.

6. Implementation Architecture

- **Web-based application** with hybrid cloud architecture.
- Role-based secure access for Law Officers, Advocates, Finance Officers, and Management.
- Integration with eCourts and insurance company portals.
- Centralized dashboard for CLO, CMD, and ED (Admin/IT).
- Scalable to future requirements like AI-enabled legal analytics.

7. User Roles & Access Control

Role	Functions
CLO & DLO	Oversight, approval, monitoring
Legal Assistants	Data entry, document upload, case updates
Regional Legal Officers	Case coordination and follow-up
Advocates	Upload hearing notes, judgments, documents
Finance	Payments, claims, compliance
CMD/ED/Top Management	Dashboard and summary reports

8. Reports & Dashboards

- Case volume by forum and type (MACT, Civil, etc.)
- Region-wise pending vs. disposed trends
- Advocate performance & fee reports
- Accident and insurance claim statistics
- Order compliance status & escalation reports
- Monthly legal activity reports for CMD

9. Expected Outcomes

- Centralized monitoring and visibility of all KSRTC legal matters
- Reduced delays and improved compliance with court orders
- Data-driven decision-making through dashboards
- Reduction in financial exposure through better MACT & claim tracking
- Improved advocate coordination and fee transparency
- Complete digital legal archive

10. Project Timeline

Activity	Duration
Requirement Finalization	1 Month
Development & Testing	3–4 Months
Pilot Implementation	1 Month
Statewide Rollout	2–3 Months
Stabilization & Support	Ongoing
Total Duration	6–8 Months

11. Eligibility Criteria

Sl. No.	Eligibility Requirement	Minimum Requirement	Documents to be Submitted for Evaluation & Scrutiny
1	Legal Entity	The bidder must be a registered company in India under the Companies Act, 2013 or a registered LLP/Partnership Firm.	Certificate of Incorporation / Registration Certificate / Partnership Deed
2	Years of Operation	Minimum 3 years of continuous operation as on bid submission date.	Copy of Incorporation Certificate + Self-declaration letter
3	Relevant Project Experience	Minimum 2 successfully completed IT/e-Governance projects of similar nature in Government/PSU/Autonomous bodies in India. At least 1 project should have 200+ users or multi-location deployment.	Work Order copies and Completion Certificates / Client Certificates
4	Technical Capability	In-house development and integration team with at least 10 qualified technical personnel. Proven experience in API-based integration and secure deployment.	Organizational structure, employee list with designations, project references
5	Financial Capacity	Minimum average annual turnover of ₹1 Crore in the last three financial years (2021–22, 2022–23, 2023–24).	Audited Balance Sheets / CA-certified Turnover Certificates
6	Certifications	ISO 27001 or equivalent information security certification (preferred but not mandatory).	Copy of valid certificate
7	Regulatory Compliance	Valid GST registration and PAN.	Copy of GST Registration Certificate and PAN
8	Non-Blacklisting	The bidder must not have been blacklisted or debarred by any Central/State Government Department,	Self-declaration on company letterhead

		PSU or Autonomous Body.	
9	No Pending Litigation / Default	The bidder should have no unsettled disputes or financial defaults with KSRTC or any PSU.	Self-declaration
10	Local Presence / Support	The bidder must have an existing or committed project support office/team in Thiruvananthapuram within 30 days from the issue of Letter of Award (LOA).	Undertaking letter / Proof of office
11	Consortium / Sub-contracting	Consortium bidding is not allowed. Sub-contracting of core components is not permitted.	Undertaking on company letterhead
12	Acceptance of Tender Terms	The bidder must accept all tender conditions including SLA, AMC, Security, IPR & Dispute Resolution clauses.	Signed and stamped tender document / compliance statement

12. Tender Submission Details

- Tender Document Availability: From 01.11.2025
- Last Date for Submission: 15/11/2025, 5:00 PM
- Date of Opening of Technical Bids: 17/11/2025, 11:00 AM
- Place of Opening: KSRTC Head Office, Thiruvananthapuram

13. Evaluation Process

- Technical Evaluation: Based on eligibility, proposed solution, methodology, and relevant experience.
- Financial Evaluation: L1 selection among technically qualified bidders.
- Implementation Approach: Preference will be given to solutions with proven legal CMS frameworks, integration readiness with eCourts, and AI-enabled analytics.

14. General Conditions

- KSRTC reserves the right to accept or reject any or all tenders without assigning reasons.
- Bidders are advised to study the concept note and functional requirements carefully before submitting proposals.
- Any corrigendum or clarification will be published on the KSRTC website only.

15. Service Levels, Security, Evaluation, Payment, Ownership and Support

The successful bidder shall maintain the application with an uptime of not less than 99.5% monthly, excluding scheduled maintenance, and shall comply with the response and resolution timelines as stipulated in the Service Level Agreement (SLA). Any deviation from the committed service levels shall attract penalties, including deductions of up to 1% of the monthly payable amount for each 0.5% shortfall in uptime, and in cases of persistent non-compliance, may lead to contract termination and blacklisting as per the prevailing rules of Kerala State Road Transport Corporation (KSRTC). All data under this project shall be stored and processed strictly within India, in accordance with Information Technology Act, 2000, and the bidder shall ensure adherence to ISO 27001 or equivalent information security standards, including mandatory controls such as encryption, role-based access, audit trails, and disaster recovery mechanisms. KSRTC shall retain full and exclusive ownership of all data and intellectual property generated during the contract, and the bidder shall grant KSRTC a perpetual, irrevocable, royalty-free license to use, modify, and extend the system.

The evaluation of bids shall be carried out using the Quality-cum-Cost Based Selection (QCBS) method with a weightage of 70% for technical and 30% for financial components. The minimum technical qualification score shall be 70 out of 100. Payment to the selected bidder shall be milestone-based, linked to clearly defined deliverables covering requirement finalization, development, pilot implementation, statewide Go-Live, and stabilization, and shall be released only upon certification of successful completion by KSRTC. The bidder shall provide comprehensive post-implementation support, including one year of free warranty support followed by a minimum of three years of AMC on mutually agreed terms, covering bug fixes, patches, updates, and helpdesk services.

The bidder shall provide structured training to users, including Legal Officers, Finance Wing, and external advocates, along with user manuals in Malayalam and English. KSRTC reserves the right to issue change requests during the contract period to accommodate future enhancements or integrations, and the system shall be designed to be API-ready and scalable. All disputes arising from this contract shall be resolved amicably in the first instance, failing which they shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, with jurisdiction exclusively at Thiruvananthapuram. The bidder shall submit, along with the bid, ISO 27001 or equivalent security certification, an implementation and support plan, SLA acceptance letter, AMC cost sheet, data protection and IPR declarations, and at

least two PSU/Govt sector client references. Non-compliance with these requirements may render the bid liable for rejection.

1. Implementation & Support

The successful bidder shall be responsible for the **end-to-end implementation** of the Integrated Case Management System (CMS) as per the functional and technical specifications outlined in this tender. The implementation shall cover all stages including requirement gathering, system design, development, integration, testing, pilot deployment, statewide rollout, training, documentation, and stabilization. The system shall be deployed in a phased manner, with clear milestones for requirement finalization, pilot implementation at HQ and selected regions, full rollout, and post-implementation stabilization.

The bidder shall ensure strict adherence to the approved project schedule and deliverables. Any delay attributable to the bidder without valid justification shall invite penalties or other actions as decided by Kerala State Road Transport Corporation (KSRTC). The solution shall be modular, scalable, API-ready, and comply with security and interoperability standards specified in the tender.

The vendor shall provide comprehensive technical support during and after implementation, including bug fixing, upgrades, security patches, performance tuning, and issue resolution as per the defined Service Level Agreement (SLA). Post Go-Live, the bidder shall provide one (1) year of warranty support at no additional cost, followed by five (5) years of Annual Maintenance Contract (AMC) support.

The AMC shall cover:

- Preventive and corrective maintenance of all application components
- Deployment of updates and patches
- Performance optimization and capacity tuning

- Security hardening and compliance updates
- Database maintenance, backup and recovery support
- 24×7 helpdesk services with defined escalation matrix
- SLA monitoring and reporting

The bidder shall maintain a dedicated project and support team for the entire duration of the project, including the AMC period. The vendor shall submit quarterly performance and SLA compliance reports and address any system enhancement or integration requirements through a formal Change Control Process approved by KSRTC.

2. Deliverables

2.1 System Integration and Data Migration

The successful bidder shall be responsible for the complete system integration and data migration activities required for the smooth implementation of the Integrated Case Management System (CMS). The CMS shall be designed as a modular, interoperable, and API-enabled platform capable of seamless integration with existing and future KSRTC systems, including but not limited to ERP, HRMS, Finance & Accounting Systems, Insurance Company Portals, and eCourts platforms.

The integration shall be carried out using secure, standards-based APIs or middleware services ensuring real-time data exchange and interoperability without compromising security or performance. All integrations shall comply with the applicable data protection norms under Information Technology Act, 2000 and KSRTC's internal security guidelines.

The bidder shall design and implement a comprehensive data migration strategy to migrate all relevant legacy data including but not limited to:

- Case Registers (MACT, Civil, High Court, Supreme Court, Tribunals, Commissions)
- Advocate panel data and fee records
- Accident and insurance claim records
- Legal correspondence, notices, judgments, and supporting documents
- Thapal& transit registers, payment registers, and associated metadata.

The vendor shall ensure the accuracy, completeness, and integrity of data during migration. A Data Cleansing and Validation Plan shall be submitted prior to migration to ensure that only verified and structured data is moved to the new system. All data migration activities must be auditable and documented with proper sign-offs from the KSRTC Project Team.

The bidder shall conduct multiple mock runs and verification checks to ensure zero data loss or corruption during migration. The final migration shall be carried out in coordination with KSRTC's IT Division to minimize operational downtime. Post-migration, the bidder shall provide KSRTC with a data reconciliation report and ensure archival of legacy data in a secure, retrievable format as per government record retention norms.

The bidder shall be fully responsible for resolving any data inconsistencies, integration issues, or migration errors that may arise during or after Go-Live, at no additional cost to KSRTC.

2.2 Testing and Quality Assurance

- Conducting Unit Testing, System Integration Testing, and User Acceptance Testing (UAT).
- Fixing identified issues and ensuring that the system meets KSRTC's performance and compliance criteria.
- Certification of the system as "Go-Live Ready" by KSRTC after UAT clearance.

2.3 Documentation and Training

The successful bidder shall be responsible for preparing and delivering comprehensive documentation and structured training programs to support the effective implementation, operation, and maintenance of the Integrated Case Management System (CMS). The documentation shall be clear, accurate, version-controlled, and aligned with the final system configuration deployed at KSRTC.

The documentation shall include, but not be limited to:

- Detailed System Requirement Specification (SRS) and Functional Design Documents (FDD).
- Technical Architecture Documentation including APIs, integrations, and security configurations.

- User Manuals and Standard Operating Procedures (SOPs) for all user roles including Law Officers, Legal Assistants, Finance Officers, Regional Legal Cells, and external advocates.
- Administrator and system configuration manuals.
- Data backup and recovery procedures, disaster recovery plan, and security management guidelines.
- Training material, quick reference guides, and FAQs in both Malayalam and English.

The training program shall cover end users, administrative staff, and technical personnel. The bidder shall conduct:

- Structured training sessions at HQ and Regional levels, covering operational workflows and system functionality.
- Hands-on demonstrations and practical exercises on case registration, document management, hearing scheduling, compliance tracking, dashboard usage, and reporting.
- Specialized training for system administrators on user management, configuration, security, and data backup.
- A minimum of ten (10) training sessions during the implementation phase and additional refresher sessions as required during the stabilization period.
- Provision of both onsite and virtual training modules to ensure coverage of all stakeholders.

The bidder shall also provide recorded training modules and digital copies of all documentation, ensuring that KSRTC can reuse and re-deliver training as required. All documentation and training material shall become the intellectual property of KSRTC and may not be reused or shared without written consent.

The bidder shall depute competent trainers and subject matter experts with prior experience in handling large-scale enterprise or government software rollouts. A training completion report, including participant attendance, feedback, and session details, shall be submitted to KSRTC for approval.

1. Knowledge Transfer and Transition Support

- Structured knowledge transfer sessions for KSRTC's internal team covering system architecture, administration, and operations.
- Handover of all technical documents, configuration files, credentials, and necessary tools/scripts.
- Submission of a Continuous Improvement and Optimization Plan based on initial deployment learnings.

2. Cloud Deployment and Hosting

- Hosting of the complete solution on a scalable, secure cloud environment with 24x7 availability.
- Configuration of backup systems, performance monitoring, and disaster recovery protocols.
- Management of all cloud infrastructure, storage, bandwidth, and uptime obligations for a minimum of 2 years post-deployment as part of the bundled AMC.

3. Annual Maintenance and Support (AMC)

- Provision of comprehensive AMC covering:
 - Technical support (remote and onsite)
 - Bug fixes and functional enhancements
 - Regular system updates and security patches
 - SLA-based helpdesk with defined escalation matrix
 - Performance audits and uptime logs
- Submission of quarterly support and performance reports.
- AMC to begin from Year 2 and extend for a minimum of 5 years, payable annually.

4. Compliance, Legal, and Exit Management

- Ensuring compliance with all contractual, regulatory, and statutory obligations.
- Support during audits, reviews, and performance assessments by KSRTC or its appointed agency.
- Submission and execution of a Transition Plan in case of contract expiry or handover to a new vendor, including:

- Complete data and asset handover
- Continuity of services until final acceptance o
- Final handover meeting and sign-off by KSRTC

3. Submission Guidelines

Interested vendors must submit the following documents in sealed envelope or via secure digital submission:

- Company profile, including incorporation and registration details.
Detailed technical proposal, including system architecture, technology stack, and implementation methodology.
- Workplan and timeline with clearly defined phases and milestones.
- List of similar projects implemented, with client references and supporting documentation.
- Audited financial statements for the last 3 years.
- Declaration of acceptance of EOI terms and conditions.

Address for correspondence:

The Chairman and Managing Director
Kerala State Road Transport Corporation (KSRTC)
Transport Bhavan, Fort, Thiruvananthapuram – 695023, Kerala

TENDER PROCESS:

Tender Evaluation Methodology – QCBS Format

- 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)

Total: 70 Marks

Minimum Qualifying Score: 49 marks (70%)

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

Tender shall be submitted in English Language only.

1. Firms who are not blacklisted by KSRTC or by Govt. of Kerala can participate in the tender.
2. 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.
3. **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 the Tender Fee and EMD. KSRTC shall under no circumstance be responsible for failed transactions due to non compliance of the above procedure.
4. 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.
5. **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
6. 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 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.

7. Bidders are advised to note the Tender ID and Tender No. & Date for future reference.
8. 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.
9. The digitally signed Tender document and other specified documents shall be submitted online 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.
10. 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.
11. Furnishing of any false information / fabricated document would lead to rejection of the tender at any stage.
12. The bidder shall bear all costs associated with the preparation and submission of its bid and Kerala State Road Transport Corporation, Thiruvananthapuram, hereinafter referred to as "Tender Inviting Authority", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
13. Conditional tenders will be summarily rejected

4. Penalty Clause

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

2. 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.

3. 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.

4. 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.

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

1. 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..
2. The Security Deposit shall be submitted within 15 days from the date of issue of Letter of Acceptance (LoA).
3. The Security Deposit shall be valid for 60 days beyond the contract period including any extensions.
4. 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.
5. No interest shall be payable on the Security Deposit.

Payment Terms & Conditions Clause: Payment to Contractor

Payment Terms & Payment Schedule

1. 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.

2. 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.
- iv. Payment Schedule:

Milestone	Payment %	Conditions	Timeline
a) Completion of System Requirement Study & Approval of SRS	10%	Submission and approval of SRS by KSRTC.	Within 2 weeks of Work Order
b) Completion of Software Development and UAT (Go-Live Ready)	40%	Successful UAT and certification of readiness by KSRTC.	Within 6 weeks of Work Order
c) Final Go-Live and Handover	35%	System fully deployed; all training completed.	Within 8 weeks of Work Order
d) Completion of 2-Month Stabilization & Final Project Report	15%	Submission of review report and successful stabilization.	End of 2-month period
e) Annual Hosting, Support	As per	Payable annually, subject to	Annually from
Milestone	Payment %	Conditions	Timeline
& AMC Charges (from Year 2 onwards)	BOQ	SLA compliance and submission of relevant reports.	Year 3 onwards

3. Payment shall be made via NEFT/RTGS to the Contractor's registered bank account.
4. Any applicable deductions due to SLA violations, penalties, or unresolved issues shall be adjusted from the respective invoice.

5. All applicable statutory deductions (e.g., TDS, GST-TDS) shall be made by KSRTC in accordance with prevailing laws.
6. No advance payment shall be made under any circumstances.

BOQ Quotation Requirement

1. The BOQ quote submitted by the bidder shall be comprehensive and allinclusive, covering the following components in a bundled format:
 - o Design, Development, and Deployment of the complete AI-powered Schedule Management Software.
 - o Cloud-based Delivery Model: The software must be hosted and delivered via a secure, scalable, and high-availability cloud platform.
 - o Two (2) Years of Comprehensive Annual Maintenance and Support (AMC) from the date of Go-Live, which includes:
 - Bug fixes, upgrades, and performance optimization.
 - Functional and technical support (remote and on-site as required).
 - Regular security patches and system updates.
 - Cloud Hosting Charges for 24x7 availability and operations for the entire 2-year support period.
 - Monitoring, Backup, and Maintenance Services for the cloud infrastructure.
2. No separate payments shall be made for cloud hosting, AMC, or support services during the initial two-year post-deployment period. These must be factored into the quoted BOQ price.
3. Bidders must ensure that the pricing in the BOQ clearly reflects the total cost of ownership (TCO) for the first two years, and no additional charges will be entertained for services covered above.
4. After the initial two-year period, KSRTC may, at its discretion, renew the AMC and hosting arrangement on mutually agreed terms.

5. Annual Maintenance Contract (AMC)

The AMC shall cover both software maintenance (bug fixes, updates, support) and cloud hosting charges for the deployed solution. o AMC charges shall be paid in 5 equal annual instalments, at the end of each year, subject to:

- Continuous system availability as per agreed Service Level Agreements (SLAs).
- Submission of performance reports, system health audits, and uptime logs.
- No pending SLA penalties or unresolved issues.

Invoice Submission & Verification:

- Invoices must be raised only after successful completion of each milestone and formal certification by KSRTC.
- KSRTC will verify deliverables and process payment within 30 days of receiving the invoice and necessary supporting documents.

6. Invoice Submission & Verification

Invoices must be raised only after successful completion of each milestone and formal certification by KSRTC. ◦ KSRTC will verify deliverables and process payment within 30 days of receiving the invoice and necessary supporting documents.

Mode of Payment: All payments shall be made via NEFT/RTGS to the vendor's designated bank account.

Statutory Deductions: All applicable taxes and deductions such as TDS, GST-TDS, etc. will be deducted at source as per prevailing laws.

No Advance Payment: No advance payment shall be made at any stage of the contract

7. Penalty & Deductions:

Any penalties arising due to delay, breach of SLA, or non-performance will be deducted from the respective milestone payment or AMC installment.

8. Force Majeure:

In the event of a force majeure situation, mutually agreeable adjustments to the payment schedule may be considered without penalty.

9. Termination Clause

1. Termination for Cause:

Either party may terminate this contract if the other party breaches any material term or condition. The breaching party shall be given written notice specifying the breach and a cure period of 15 days. If the breach is not remedied within this period, the non-breaching party may terminate the contract with immediate effect.

2. Termination for Convenience:

The Owner reserves the right to terminate this contract at any time without assigning any reason by providing at least 30 days' written notice to the Contractor. Upon termination, the Contractor shall be compensated for work completed and expenses incurred up to the termination date.

3. Automatic Termination:

This contract shall automatically terminate in cases such as insolvency or bankruptcy of either party, loss of required licenses, or mutual agreement between both parties.

4. Termination for Non-Performance:

The Owner may terminate this contract immediately upon written notice if the Contractor fails to meet performance expectations or deliverables as specified in the contract. In such cases, any additional costs incurred by hiring alternate contractors shall be recovered from the defaulting Contractor.

5. Termination Due to Force Majeure:

Either party may terminate this contract without liability if performance is delayed or prevented due to force majeure events beyond their reasonable control. Written notice must be provided promptly, and both parties shall negotiate an equitable settlement for services performed up to the termination date.

6. Consequences of Termination:

Upon termination:

- All unfinished work must be handed over to the Owner.
- Any advance payments made for undelivered work must be refunded.
- Confidentiality obligations and intellectual property rights shall survive termination.

10. Transition Management Clause

Upon the termination, expiration, or successful award of the contract to a new service provider, the outgoing service provider shall ensure a seamless and orderly transition of services to minimize disruptions and maintain business continuity. The outgoing service provider must cooperate fully with the incoming service provider and/or KSRTC to facilitate the transfer of all relevant assets, knowledge, data, and responsibilities. This includes but is not limited to:

- Submission of a Transition Plan: Within 15 days of receiving notice of termination or contract expiration, the outgoing service provider shall submit a detailed transition plan outlining key milestones, timelines, deliverables, roles, and responsibilities. The plan must be approved by KSRTC before execution.
- Knowledge and Asset Transfer: The outgoing service provider shall provide comprehensive documentation, operational manuals, historical data, and training sessions to ensure that all processes are understood by the incoming service provider or KSRTC personnel.
- Data Handover: All data related to the project must be transferred in an agreed format while ensuring data integrity and security during the transfer process.
- Continuity of Services: The outgoing service provider shall maintain agreed-upon service levels until the transition is fully completed to avoid any disruption in operations.
- Final Handover and Acceptance: A formal handover meeting will be conducted at the end of the transition period to verify that all deliverables have been met. KSRTC will issue a final acceptance certificate upon successful completion of the transition process.
- Costs and Obligations: All costs associated with the transition process shall be borne by the outgoing service provider unless otherwise agreed upon in writing by KSRTC.
- Dispute Resolution: Any disputes arising during the transition process shall be resolved promptly through mutual discussions facilitated by KSRTC or as per the dispute resolution mechanism outlined in the contract.

11. 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.

12. Confidentiality Clause

1. Confidential Information

The Contractor shall treat all information, data, documents, and materials shared by KSRTC in connection with this contract as strictly confidential. This includes, but is not limited to, customer data, technical specifications, software architecture, operational procedures, reports, correspondence, business strategies, and any other information designated as confidential or which, by its nature, ought reasonably to be considered confidential. The Contractor shall not disclose, reproduce, transmit, or use such information for any purpose other than the performance of this contract, except with prior written consent from KSRTC. Confidential information may only be disclosed to employees, agents, or subcontractors of the Contractor on a strict need-to-know basis, provided they are bound by equivalent confidentiality obligations. The Contractor shall implement appropriate administrative, technical, and physical safeguards to protect the confidentiality and integrity of such information. Upon completion or termination of the contract, or upon request by KSRTC, all confidential materials in possession of the Contractor shall be returned or securely destroyed. These confidentiality obligations shall survive the expiration or termination of the contract for a period of three (3) years or as otherwise required by law.

2. Obligation of Confidentiality

The Contractor shall be under a strict obligation to maintain the confidentiality of all information, data, and materials classified or reasonably understood to be confidential, which are accessed, received, or developed in connection with the execution of this contract. The Contractor shall not, without the prior written consent of KSRTC, disclose such information to any third party, nor use it for any purpose other than for the performance of the contract. This obligation shall extend to all employees, agents, representatives, and subcontractors of the Contractor, who must be bound by confidentiality terms no less stringent than those contained herein. The Contractor shall ensure that appropriate measures— both organizational and technical—are in place to prevent unauthorized access, disclosure, or misuse of confidential information. Any breach of this obligation shall be treated as a material breach of contract, entitling KSRTC to seek appropriate legal remedies including, but not limited to, damages, injunctions, or termination of the contract.

3. Permitted Disclosures

Disclosure of Confidential Information shall be permitted only to those employees, agents, or subcontractors of the Service Provider who have a strict need to know for the performance of their duties and are bound by similar confidentiality obligations. The Service Provider shall ensure compliance of such third parties with this clause.

4. Protection Measures

The Service Provider shall take all necessary administrative, technical, and physical measures to ensure the protection of Confidential Information against unauthorized access, alteration, disclosure, or destruction. This includes secure access controls, encryption of data in transit and at rest, and compliance with applicable data protection laws.

5. Return or Destruction

Upon expiration or termination of the contract, or upon KSRTC's written request, the Service Provider shall return or destroy all copies of Confidential Information in their possession, and certify in writing that such return or destruction has been completed.

6. Survival

The confidentiality obligations under this clause shall survive the termination or expiration of the contract for a period of three (3) years, or such longer period as may be required by applicable law.

7. Breach and Remedies

Any breach of this clause by the Service Provider shall constitute a material breach of the contract, and KSRTC shall have the right to seek all remedies available under law, including injunctive relief, specific performance, and damages.

13. Dispute Resolution Clause

In the event of any dispute, controversy, or claim arising out of or relating to this tender document or the contract, the parties shall first endeavor to resolve the matter amicably through mutual discussions within 30 days of notification of the dispute. If the dispute remains unresolved, it shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (as amended). The arbitration shall be conducted by a sole arbitrator mutually appointed by both parties, failing which each party shall appoint one arbitrator, and the two arbitrators shall appoint a third arbitrator who will act as the presiding arbitrator. The seat and venue of arbitration shall be Thiruvananthapuram, Kerala, and the language of arbitration shall be in English. The decision of the arbitration tribunal shall be final and binding on both parties. Subject to arbitration proceedings, all disputes shall fall under the exclusive jurisdiction of courts in Thiruvananthapuram. Both parties shall continue to perform their obligations under the contract during the resolution process without prejudice to their rights under this clause.

CHAIRMAN & MANAGING

DIRECTOR

Place: Transport Bhavan, Fort
Thiruvananthapuram

I/We hereby accept all the above terms and conditions in its entirety.

Signature of bidder:



ANNEXURE - 1

(Proforma of Certificate be furnished along with Technical Bid)

KERALA STATE ROAD TRANSPORT CORPORATION

GENERAL INFORMATION ABOUT THE TENDERER

1	Name of the Tenderer With Registered address of the firm and GSTIN					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name		Designation			
	Telephone No.		Mobile No.			
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please \sqrt relevant box)						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business (Please \sqrt relevant box)						
5	Original Equipment Manufacturer			Authorized Dealer /Representative		
	Direct Importer			Others, specify.		
Key personnel Details (Chairman, CEO, Directors, Managing Partners etc.)						

Annexure-2
(Proforma of Certificate be furnished along with Technical Bid)
ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s _____ for the past Fiveyears are given below and certified that the statement is true and correct.

Sl. No.	Year	Turnover in Lakhs (Rs)
1	2020 – 2021	
2	2021 – 2022	
3	2022 – 2023	
4	2023 - 2024	
5	2024 - 2025	
Total		
Average Turnover per year		

Date:

Signature of Auditor
(Name in Capital)

Seal:

Annexure - 3

(Proforma of Certificate be furnished along with Pre Qualification Bid)

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 tender).

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 Tenderer