



**KERALA STATE ROAD TRANSPORT CORPORATION**  
**TRANSPORT BHAVAN, FORT, THIRUVANANTHAPURAM-695 023**

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TENDER No. **S001-SRA01/20/2026- Store KSRTC-HQ**

Dtd: **02.06.2026**

**NOTICE INVITING TENDER (e-Tender)**

**For the Supply, Installation and tagging with KMVD Suraksha Mitr of Bus Mounted Vehicle Location Tracking Device (VLTD) only for KSRTC Buses approved by KMVD**

**TECHNICAL & COMMERCIAL BID**

**Tender in brief:-**

Tenders in two-bid system are invited from eligible AIS-140 compliant Vehicle Location Tracking Device (VLTD) manufacturers, authorised dealers or authorised Retrofitment Centres (RFCs) enlisted with the Kerala Motor Vehicles Department under the Suraksha-Mitr Portal, for the supply, installation, commissioning, tagging, activation and comprehensive maintenance of 1000 (one thousand) Nos. AIS-140 compliant Vehicle Location Tracking Devices with Panic Buttons in Kerala State Road Transport Corporation buses, on the terms and conditions set out in this Notice Inviting Tender.

The tenderers shall comply with all applicable guidelines, orders and circulars issued by the Ministry of Road Transport & Highways (MoRTH), Government of Kerala (Transport Department), the Kerala Motor Vehicles Department, the Department of Telecommunications (DoT), the Telecom Regulatory Authority of India (TRAI), the Department for Promotion of Industry and Internal Trade (DPIIT), and all standards prescribed under AIS-140 with current amendments. The bidder shall further comply with the Digital Personal Data Protection Act, 2023 and CERT-In Directions dated 28.04.2022.

There shall not be more than one brand offered in this tender. Offering more than one brand or type shall make the bid invalid.

Sl.	Particulars	Details
a	<b>Tender No. &amp; Date</b>	S001-SRA01/20/2026-Store KSRTC-HQ Dated: 02.06.2026
b	<b>Item, Quantity &amp; Specifications</b>	Supply, installation and tagging with KMVD Suraksha-Mitr of Bus-Mounted Vehicle Location Tracking Device (VLTD) and its

Sl.	Particulars	Details
		Standard Accessories with 2 year warranty and 1 year Data charge — 1000 Nos. (one thousand) for KSRTC buses. Warranty: 2 (Two) Years from the date of Commissioning. CMC and data charge: 3 (Three) Years after warranty period. Detailed specifications at Appendix-I of this NIT.
c	<b>Sample</b>	Round-3 sample evaluation in one nominated bus over a continuous test window of 72 hours, against the measurable acceptance criteria at Clause VII.3 of this NIT.
d	<b>Place of Tender Opening</b>	Office of the Chairman & Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram.
e	<b>Tender Fee (non-refundable)</b>	Rs.9086/- (Rs.7700/- + 18% GST) (Rupees Nine Thousand and Eighty Six only).
f	<b>Earnest Money Deposit (EMD)</b>	Rs.51,000/- (Rupees Fifty One Thousand only). Startup, MSME, Govt. PSUs / Organisations are exempted from payment of EMD (See Clause No. 8.3)
g	<b>Mode of Payment of EMD &amp; Tender Fee</b>	Online through SBI Internet Banking / NEFT through e-procurement portal. EMD and Tender Fee shall be remitted as a single transaction. Split payment is not allowed.
h	<b>Mode of Submission of Tender</b>	Online through e-GP website <a href="http://www.etenders.kerala.gov.in">www.etenders.kerala.gov.in</a>
i	<b>Helpdesk (e-tender process)</b>	Kerala State IT Mission, e-Government Procurement PMU & Helpdesk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram – 695 004. Ph: 0471-2577088 / 2577188; Toll-free: 1800-233-7315; e-mail: <a href="mailto:etendershelp@kerala.gov.in">etendershelp@kerala.gov.in</a>
j	<b>Tender Inviting Authority</b>	Chairman & Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, East Fort, Thiruvananthapuram – 695 023.

## **I. Scope of the Contract**

- 1.1. Tenders are invited for the supply, installation, commissioning, tagging, activation and Comprehensive Maintenance Contract (CMC) of AIS-140 compliant Vehicle Location Tracking Devices (VLTDs) and Panic Button systems for a period of 5 (five) years comprising a 2 (two) year comprehensive warranty including 1 year data charge followed by a 3 (three) year CMC and 3 year data charge, extendable by 2 (two) more years on mutual consent.
- 1.2. The total quantity required is 1000 (one thousand) Nos. with staggered delivery as instructed by KSRTC. KSRTC reserves the right to increase or decrease the quantity by up to 15% as per the Kerala Stores Purchase Manual, without any change in unit price or other terms quoted.
- 1.3. In long-distance premium services (approximately 150 buses), dual VLTDs with different telecom service providers (TSPs) on each device shall be provided, so that a single TSP outage does not blackout the bus.
- 1.4. Of the total quantity, 50 (fifty) Nos. shall be maintained as spare devices for immediate replacement of faulty devices within 24 hours. Faulty devices shall be repaired and returned within 7 (seven) days. The spares pool shall be distributed geographically as follows: not less than 5 (five) spares each at Zonal offices (South, Central, North) .
- 1.5. The VLTD and all its accessories shall comply with Circular No. 20/2025 dated 26.02.2026 — Standard Operating Procedure for Suraksha-Mitr Portal — issued by the Transport Commissioner, Kerala Motor Vehicles Department; G.O.(Rt) No.111/2023/Trans dated 18.03.2023; G.O.(Rt) No.456/2025/Trans dated 05.11.2025; the Minutes of the Stakeholders' Meeting dated 23.02.2026 chaired by the Hon'ble Minister for Transport; MoRTH SO 5453(E) dated 25.10.2018;

AIS-140 with current amendments; and all subsequent amendments to any of the above.

- 1.6. The offered VLTD model shall be approved and enlisted by the Kerala Motor Vehicles Department under the Suraksha-Mitr Portal as on the date of bid submission and throughout the contract period. The model shall carry a valid Type Approval Certificate (TAC) and current-year Conformity of Production (CoP) issued by ARAI / ICAT or any other agency approved by MoRTH. The CoP shall be renewed annually by the bidder at its cost.
- 1.7. KSRTC's services shall not be disrupted during fitment and installation. The bidder shall coordinate with each Depot authorities for fitment schedules and shall complete fitment with minimal off-road time per bus.
- 1.8. The bidder shall fit each VLTD in the bus, tag it on the KMVD Suraksha-Mitr platform and on the KSRTC Fleet Management System (FMS) platform, obtain KMVD approval, and submit the Installation Certificate at Annexure-M to KSRTC.
- 1.9. In the event of replacement of any device, the e-SIM data subscription validity shall continue uninterrupted for the remaining contract period.
- 1.10. The position of the VLTD and the fitment of Panic Buttons inside the vehicles shall comply with the latest Circular and SOP of the KMVD, in particular Circular 20/2025 dated 26.02.2026:
  - Physical mounting of the VLT device in the vehicle shall be as per AIS-140 Section 5.3.
  - The VLT system shall be mounted in a suitable location such that it is not easily accessible to or exposed to passengers.
  - VLT device may be fitted over the dashboard for heavy vehicles and in a suitable location in light vehicles.

- Any kind of metal cover or shielding shall be avoided over the VLTD.
- The VLT device's IMEI number shall be clearly indicated above the device so that it can be easily identified.

1.11. Fitment of Panic Buttons inside the vehicles shall comply with KMVD SOP 6:

- Emergency buttons shall be fitted such that every passenger including the driver can access them.
- Passenger transport buses shall have emergency buttons at locations easily visible and accessible to all passengers, with one button every 2 (two) metres on both sides of the passenger seating area.
- There shall be one dedicated emergency button for the driver.
- For seats reserved for ladies, there shall be a dedicated panic button for each row. A single button may serve two successive ladies' rows on both sides provided each lady passenger in either row can reach and operate it.
- In case of buses with a glass window between two pillars having pitch 2 metres or more, the emergency buttons shall be provided on each pillar.

**Data Connectivity and e-SIM Subscription**

1.12. Tariff cap. The annual e-SIM data subscription chargeable to KSRTC for each VLTD installed under this contract shall not exceed the rates fixed by the Stakeholders' Meeting dated 23.02.2026, viz. Rs.2,500/- + GST per annum for Fitted VLTD and Rs.1,600/- + GST per annum for Inbuilt VLTD. Any invoice raised by the bidder in excess of these caps shall be returned and shall constitute a Material Breach attracting forfeiture of 10% of the Performance Security per breach occurrence, in addition to any other remedy available to KSRTC.

- 1.13. Subscription tenure. The bidder shall maintain the e-SIM in active subscription for the full duration of the contract including its renewals, on a renewable cycle aligned with KMVD SOP 3.1.7 – two-year subscription for vehicles less than eight years old, one-year subscription for vehicles aged eight years and above. The bidder shall track each bus's age and present the appropriate-tenure renewal certificate at every Certificate of Fitness test. The Data charges 2<sup>nd</sup> year onwards will be borne by KSRTC on production of documentary evidence (Tax invoice) in original from the Internet Service Provider (ISP) by the successful bidder.
- 1.14. End-Customer of Record. KSRTC shall be the M2M End-Customer of Record (KYC holder) for all e-SIMs issued under this contract; the bidder shall be the M2M Service Provider (M2MSP) of record. The bidder's connectivity partner shall be registered under the DoT Guidelines for Registration of M2M Service Providers and WPAN/WLAN Connectivity Providers dated 08.02.2022 (as amended on 21.03.2024); the bidder shall produce the partner's M2MSP registration number with the technical bid.
- 1.15. Dual-profile activation and SM-SR localisation. The e-SIM shall ship with both communication profiles activated and live, in accordance with the DoT Instructions on Usage of Embedded SIM for M2M Communications dated 26.06.2025 and TRAI Recommendations dated 21.03.2024. The Subscription Manager Secure Routing (SM-SR) and Subscription Manager Data Preparation (SM-DP+) infrastructure managing such e-SIMs shall be located within the territory of India and owned by a DoT-registered entity. Single-profile fallback shall be permissible only during failover for a continuous period not exceeding 24 hours.
- 1.16. Service minimums. The connectivity shall meet, at a minimum, all of the following: (i) 4G LTE Cat-M1 / NB-IoT with automatic fallback to 3G UMTS / 2G GSM; (ii) data-update interval of 5 (five) seconds

sustained over the normal operating cycle; (iii) device-side buffering with retransmission on network loss without data drop; (iv) coverage across every route operated by KSRTC, including all inter-state services; (v) voice and SMS capability to a whitelist of up to four KSRTC-nominated control-centre numbers for emergency dispatch.

1.17. Whitelist and IP push. The bidder shall configure each e-SIM to push data to a whitelist of up to 100 IP addresses or URLs in accordance with the DoT M2M KYC Amendment dated 21.03.2024. KSRTC shall, on award, supply the list comprising at minimum: (i) the KMVD Suraksha-Mitr backend; (ii) the KSRTC FMS backend; (iii) the Emergency Response Support System (ERSS) backend when notified by Kerala State Police; (iv) MoRTH dashboard endpoints, if specified.

1.18. Replacement and ownership-transfer continuity. Where any change in the bidder's M2MSP partner is required for any reason, the bidder shall effect such change in accordance with the TRAI Final Recommendations of September 2025 on M2M SIM ownership-transfer, without any new charge to KSRTC, and shall preserve KSRTC's End-Customer-of-Record status throughout.

1.19. Invoicing and GST. The bidder shall raise GST-compliant e-invoices through the Invoice Registration Portal in accordance with CGST e-invoice rules. Tax invoices shall carry IRN and QR code. Manual or non-IRN invoices shall not be processed for payment. GST at the prevailing rate shall be paid by KSRTC against valid e-invoice.

### **Backend Integration**

1.20. Each VLTD shall simultaneously push position-velocity-time (PVT) data and alert packets to (a) the KMVD Suraksha-Mitr backend at the IP and port prescribed by KMVD; and (b) the KSRTC FMS backend at the IP and port supplied by KSRTC post-award. Both pushes shall be live concurrently. Failure of either push shall be logged and reported. Configuration of the secondary KSRTC endpoint on each device shall

be verified at enrolment and shall be a pre-condition for clearance of the first running bill.

1.20 A Protocol, payload and authentication for the KSRTC FMS endpoint.

The data feed from each VLTD to the KSRTC FMS backend shall conform to all of the following sub-clauses (a) to (h).

- a. Transport protocol. The device shall support both (i) the AIS-140 native TCP/IP packet format used for the KMVD Suraksha-Mitr push, transmitted to the KSRTC FMS TCP endpoint; and (ii) HTTPS REST POST in JSON to a KSRTC-supplied URL endpoint. KSRTC shall, post-award, notify which of the two modes shall be used as primary and which (if any) as secondary; the device shall be capable of switching between the two by Over-The-Air (OTA) configuration without firmware change.
- b. Payload schema. Where the TCP / AIS-140 mode is used, the packet structure shall comply with AIS-140 6, carrying the PVT, panic-alert, ignition, tamper, over-speed, geo-fence, harsh-braking and heartbeat packets. Where the HTTPS / JSON mode is used, the JSON schema shall be as specified by KSRTC post-award, carrying at minimum the AIS-140-equivalent fields with timestamps in ISO-8601 format in Indian Standard Time.
- c. Authentication. The device shall authenticate to the KSRTC FMS endpoint by (i) mutual TLS using a client certificate issued by KSRTC against the device IMEI; or (ii) HMAC-SHA-256-signed payload using a shared secret rotated annually. KSRTC shall notify the choice post-award. Plaintext or unauthenticated push shall not be permitted on the KSRTC endpoint.
- d. Acknowledgment and retry. Every push shall expect a backend acknowledgment within 5 (five) seconds; on absence of acknowledgment or on negative acknowledgment, the device shall retry with exponential back-off up to a maximum of 6 (six)

attempts, after which the packet shall be buffered on the device for retransmission on the next successful connection. No data shall be dropped on network or backend failure short of the device's full buffer capacity per AIS-140 5.3.

- e. Heartbeat. The device shall emit a heartbeat packet to the KSRTC FMS endpoint every 60 (sixty) seconds when the vehicle ignition is off, and every 5 (five) seconds when the ignition is on, so that KSRTC FMS can distinguish a silent device from a parked vehicle.
  - f. Time synchronisation. The device shall synchronise its real-time clock via NTP from an Indian time source — the National Physical Laboratory (NPL) or equivalent — at least once every 24 (twenty-four) hours, with drift not exceeding 1 (one) second.
  - g. Rate limit and back-pressure. Where the KSRTC FMS signals back-pressure (by HTTP 429 response in REST mode, or by AIS-140 throttle code in TCP mode), the device shall comply by extending the push interval up to 30 (thirty) seconds and shall resume normal cadence on backend recovery.
  - h. Logging and reporting. The device and the bidder's Network Operations Centre shall log every push outcome (success, acknowledgment, negative acknowledgment, timeout, retry) and shall report daily aggregate metrics to KSRTC FMS through the monthly compliance report at Clause 1.24.
- 1.21. The device shall support the ERSS packet format and shall be configurable, by Over-The-Air (OTA) update, to push panic alerts to the Suraksha Mitr endpoint when that endpoint is notified by KMVD

## **Data Security and Confidentiality**

- 1.22. The data captured by VLTDs shall be stored securely in KSRTC's console keeping confidentiality. These data shall not be shared in full or in part with any third party without written consent from KSRTC. The data so collected, in any form, shall remain the sole property of KSRTC.
- 1.23. The bidder shall, throughout the contract, act as Data Processor under the Digital Personal Data Protection Act 2023 with KSRTC as Data Fiduciary; submit Vulnerability Assessment and Penetration Testing (VAPT) reports from a CERT-In empanelled auditor before commissioning and at least annually thereafter; implement encryption in transit (TLS 1.2 or higher) and at rest (AES-256 or higher); host all VLTD data on infrastructure located within the territory of India; report any personal-data breach to KSRTC and the Data Protection Board within 72 hours of detection; and make server-logs and audit-trails accessible to KSRTC and CAG-empanelled auditors on demand within 7 working days.

## **MIS and Onsite Coordination**

- 1.24. The bidder shall provide a Management Information System covering: (i) real-time JSON API push of fleet status to the KSRTC FMS; (ii) daily MIS in Excel / PDF format to depots; (iii) weekly executive dashboard to the CMD and Joint Transport Commissioner; (iv) monthly compliance report to the Transport Commissioner including KMVD performance benchmarks.
- 1.25. The bidder shall position an onsite coordinator at KSRTC Head Quarters for generation of MIS and for ensuring timely maintenance of equipment. The minimum support team shall comprise one Project Manager for three Zones (South / Central / North) on call within 24 hours.

## II. Specific Conditions of the Contract

Supply, installation, tagging and satisfactory working of VLTD in KSRTC buses shall be ensured by the contractor in accordance with the following table:

Sl.	Activity	Time Limit / Threshold
1	Comprehensive warranty period	2 (two) years from the date of Commissioning.
2	CMC period (taken for price evaluation)	3 (three) years after warranty period.
3	Frequency of preventive maintenance visits during warranty / CMC	One visit every 3 (three) months — i.e. 4 (four) visits per year — for periodic / preventive maintenance, and any time for attending repairs / breakdown calls.
4	Frequency of payment of CMC charges	Half-yearly, on satisfactory completion of the period.
5	Performance Security submission and execution of agreement	Within 10 (ten) days from the date of issuance of Letter of Intent / Purchase Order.
6	Payment instalments	As per Clause VIII (8.1) and (8.2) of this NIT.
7	Maximum time to attend any repair call	24 (twenty-four) hours.
8	Overall uptime in a year	Not less than 99% (ninety-nine per cent).
9	Working-device ratio (KMVD SOP 2.4.1.1)	Not less than 80% of active VLTDs in working status at all times.
10	False-alert ratio (KMVD SOP 2.4.1.2)	Not exceeding 10% of active VLTDs.
11	Complaint-pendency ratio (KMVD SOP 2.4.2)	Not exceeding 20% of complaints received.
12	KMVD approval / MVI inspection turnaround	Each VLTD-fitted bus shall be approved by KMVD within 15 (fifteen) days of installation. Bidder-caused delay shall attract Rs.500/- per device per day, recoverable from running bills.

2.1 Breach of any threshold at rows 9 to 12 above for two consecutive calendar months shall constitute a Material Default and shall trigger graded forfeiture of Performance Security as set out in Clause VIII (8.7) of this NIT, in addition to any KMVD action under SOP Circular 20/2025.

### III. Pre-Qualification Criteria

The bidder shall satisfy all of the following pre-qualification criteria. Documentary proof in support of each criterion shall be uploaded with the technical bid in the Annexure indicated below. Failure to furnish proof against any criterion shall lead to summary rejection at Round-2 evaluation.

#### **A. Eligibility and Authorisation**

- 3.1 The bidder shall be a manufacturer of AIS-140 compliant VLTDs, or an authorised dealer or authorised Retrofitment Centre (RFC) of such manufacturer, and shall be currently enlisted with the Kerala Motor Vehicles Department under the Suraksha-Mitr Portal as on the date of bid submission.
- 3.2 The bidder or, in the case of a dealer / RFC, the OEM, shall possess a valid Type Approval Certificate (TAC) and current-year Conformity of Production (CoP) issued by ARAI, ICAT or any other testing agency approved by MoRTH for the offered VLTD model.
- 3.3 The bidder shall have valid GST registration and PAN.
- 3.4 In the case of a dealer or RFC bidder, an authorisation letter from the OEM in the format at Annexure-D shall be furnished, valid for the entire contract period.
- 3.5 The bidder shall not have been blacklisted, suspended or debarred by any Government Department, Transport Authority or PSU in India during the 5 (five) years immediately preceding the date of bid submission. An affidavit in the format at Annexure-F shall be furnished.

#### **B. Experience and Past Performance**

- 3.6 The bidder shall have a minimum of 3 (three) years' experience in the supply and installation of AIS-140 compliant VLTDs as on the date of bid submission.
- 3.7 The bidder shall have supplied a minimum of 500 (five hundred) Nos. (aggregate) or 200 (two hundred) Nos. in any single past order of AIS-140 compliant VLTDs in India during the last 3 (three) years to

Government, Semi-Government, Public Sector Undertakings, Educational Institutions or Large Fleet Operators. Documentary proof — Tax Invoice copy, Purchase Order, completion certificate — shall be furnished in Annexure-E.

### **C. Financial Capacity**

- 3.8 The bidder shall have a cumulative annual turnover of Rs.1,00,00,000/- in last three completed financial years (2023-24, 2024-25 and 2025-26). Proof shall be furnished in Annexure-B, duly certified by a Chartered Accountant or Auditor of the bidder.

### **D. Service Infrastructure**

- 3.9 The bidder shall maintain a registered agency or franchisee authorised to sell, install, support and service VLTDs in each of the four zonal regions of the Motor Vehicles Department in Kerala — South Zone, Central Zone, North Zone and Headquarters (Thiruvananthapuram) — with capability to extend support to RTO and sub-RTO level. The bidder shall provide site addresses, contact persons, technician strength and infrastructure proof for each zone in Annexure-I. Site inspection by Regional Transport Officers or Joint Regional Transport Officers shall be permissible at any time during the contract.
- 3.10 The bidder shall maintain a dedicated call centre or equivalent arrangement, manned during all working hours, to address queries and complaints from KSRTC depots, KMVD officers and bus crew. Call-centre number, working hours and complaint-tracking system shall be furnished with the technical bid in Annexure-I.
- 3.11 The bidder shall have the capability to attend repair calls and replace devices within 24 hours anywhere in Kerala. Bidders who do not already have a service facility in Kerala at the time of bid submission shall furnish an undertaking that the service facility shall be set up within 1 (one) month of award of contract.

## **E. Statutory and Regulatory Undertakings**

- 3.12 KMVD Performance Bank Guarantee. The bidder shall, as on the date of bid submission, be in possession of a valid Performance Bank Guarantee submitted to and acknowledged by the Kerala Motor Vehicles Department in accordance with G.O.(Rt) No.456/2025/Trans dated 05.11.2025 — Rs.25,00,000/- (Rupees Twenty-Five Lakh) in the case of a Manufacturer and Rs.4,00,000/- (Rupees Four Lakh) in the case of a Retrofitment Centre. The KMVD acknowledgement letter or receipt shall be submitted as Annexure-R. Bids without this proof shall be summarily rejected at Round-2 evaluation.
- 3.13 Annual CoP renewal undertaking. The bidder shall furnish an undertaking, in the format at Annexure-S, that the Conformity of Production for the offered VLTD model shall be renewed annually with the testing agency throughout the contract period (warranty + CMC + any extension), and that the bidder shall bear all costs of replacement, re-tagging and re-fitment in the event of any lapse.
- 3.14 DoT M2MSP registration. The bidder shall disclose the name of its M2M Service Provider connectivity partner and produce that partner's DoT M2MSP registration number issued under the DoT Guidelines dated 08.02.2022, valid as on bid submission date. If the bidder is itself M2MSP-registered, the bidder's own registration number may be furnished. Copy of the DoT registration shall be uploaded as Annexure-V.
- 3.15 DPDP Act 2023 compliance undertaking. The bidder shall furnish an undertaking, in the format at Annexure-U, that throughout the contract the bidder shall (i) act as Data Processor under the Digital Personal Data Protection Act 2023 with KSRTC as Data Fiduciary; (ii) submit a VAPT report from a CERT-In empanelled auditor before commissioning and at least annually thereafter; (iii) implement encryption in transit and at rest as specified in Clause 1.23; (iv) host all VLTD data on infrastructure located within India; (v) report any personal-data breach to KSRTC and the Data Protection Board within 72 hours; and (vi) make server-logs and

audit-trails accessible to KSRTC and CAG-empanelled auditors on demand within 7 working days.

- 3.16 Continuity-of-service undertaking. The bidder shall furnish an undertaking, in the format at Annexure-W, that in the event the bidder's KMVD authorisation, CoP, dealership or franchisee status is suspended, cancelled, not renewed or withdrawn for any reason during the contract period, the bidder shall continue to support, maintain and service every VLTD installed in KSRTC buses till the end of life of the device at no additional cost to KSRTC. The KMVD Performance Bank Guarantee held against the bidder shall continue to stand as collateral for this obligation.
- 3.17 Three-year certification renewal cycle. The bidder acknowledges that VLT-model certification by KMVD remains valid only for so long as the model continues to comply with AIS-140 or for 3 (three) years, whichever is less, and that timely renewal of certification before each expiry is the bidder's obligation.
- 3.18 Tagging restriction on 'Installed' backlog (applicable to dealer / RFC bidders). Where the bidder operates in the dealer or RFC capacity, the bidder shall not be permitted to tag any new vehicle under this contract if more than 5 (five) vehicles fitted by the bidder are simultaneously in 'Installed' status on the Suraksha-Mitr portal. The bidder shall clear all backlog within the 15-day KMVD-approval window prescribed under Section II Row 12.
- 3.19 Audio warning system conformance. The offered VLTD model shall incorporate the audio warning system specified at Appendix-I B5, supported by manufacturer's certificate / ARAI / ICAT bench-test report at Annexure-X.

#### **F. Other Conditions**

- 3.20 The bidder shall have a registered office in India, with an office located in Kerala, to participate in this tender. The bidder shall submit the Offer Form at Annexure-G and Bidder's Offer Form at Annexure-H.

- 3.21 Firms or companies that have withdrawn after participating in any previous tender of KSRTC shall not be eligible to participate in this tender.
- 3.22 Bidders from a country sharing a land border with India shall be eligible only if registered with the Competent Authority specified in Order No. F.7/10/2021-PPD(1) dated 23.02.2023 of the Ministry of Expenditure. Declaration shall be uploaded as Annexure-Q.
- 3.23 All components of the package shall have facility to share data with the KSRTC Fleet Management System and other third-party applications recommended by KSRTC.

#### **IV. General Conditions of the Contract**

4.1 Successful bidder should be able to start supply and installation of the item within 5 days from the date of purchase order.

4.2 Rate Firmness:- Prices quoted by the tenderer shall be fixed during the period of contract from the date of opening of financial bid and not subjected to variation on any account. No enhancement of rates once accepted will be considered during the entire contract period.

#### **4.3 Amendment of tender documents:**

4.3.1 At any time prior to the deadline for submission of Tender, the Tender Inviting Authority may, for any reason, modify the tender document by amendment.

4.3.2 The amendments shall be published in e-tender portal, and the tender shall submit copy of amendments published if any signed by the tenderer or the authorized representative shall be enclosed as part of the technical bid as a proof of having read and accepted the terms and conditions of the tender document.

4.3.3 The Tender Inviting Authority shall not be responsible for failure to inform the prospective tenderers for any notices published related to each tender. Tenderers are requested to browse e-tender portal or website of the Tender Inviting Authority for information/general notices/amendments to tender document etc on a day to day basis till the tender is concluded.

## **V. Documents to be Uploaded in the e-Tender Portal**

The bidder shall upload the following documents, duly filled, signed and stamped on each page, in the e-tender portal at [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in):

- 5.1 Manufacturing Licence (in the case of manufacturer) or valid Dealership documents (in the case of dealer / RFC).
- 5.2 This complete Notice Inviting Tender, signed and stamped by the bidder on each page.
- 5.3 Tender Fee and EMD remittance proof through the e-procurement portal.
- 5.4 Annexure-A — General Information about the Tenderer.
- 5.5 Annexure-B — Annual Turnover Statement for the last three financial years, certified by a Chartered Accountant or Auditor.
- 5.6 Annexure-C — Specification Sheet, against each line of Appendix-I, signed and stamped.
- 5.7 Annexure-D — Manufacturer's Authorisation for Dealer / RFC (where applicable), with 9-year repair / spares undertaking.
- 5.8 Annexure-E — Details of past supply of AIS-140 compliant VLTDs in the last 3 years, supported by Tax Invoice and Purchase Order copies.
- 5.9 Annexure-F — Anti-Blacklisting Affidavit.
- 5.10 Annexure-G — Offer Form.
- 5.11 Annexure-H — Bidder's Offer Form.
- 5.12 Annexure-I — Service Facility Details for all three zones (South / Central / North).
- 5.13 Annexure-J — Power of Attorney.
- 5.14 Annexure-K — Declaration of acceptance of all terms and conditions of the tender.
- 5.15 Annexure-L — Warranty Certificate of the tender.

- 5.16 Annexure-Q — Land-Border Procurement Declaration per Order F.7/10/2021-PPD(1) dated 23.02.2023.
- 5.17 Annexure-R — KMVD Performance Bank Guarantee acknowledgement / receipt copy.
- 5.18 Annexure-S — Annual CoP renewal undertaking.
- 5.19 Annexure-U — DPDP Act 2023 Compliance Undertaking.
- 5.20 Annexure-V — DoT M2MSP registration certificate of bidder or its connectivity partner.
- 5.21 Annexure-W — Continuity-of-Service / Exit-Plan Undertaking.
- 5.22 Annexure-X — Audio Warning System Conformance certificate.
- 5.23 GST Registration Certificate and PAN.
- 5.24 Type Approval Certificate (TAC) and current-year Conformity of Production (CoP) for the offered VLTD model, issued by ARAI / ICAT or other agency approved by MoRTH.
- 5.25 IRNSS-based AIS-140 compliance certificate.
- 5.26 Technical data / literature / brochure / catalogue of the offered VLTD.
- 5.27 Undertaking on availability of spare devices and capability to attend breakdown complaints within 24 hours anywhere in Kerala.
- 5.28 Undertaking on data-sharing compatibility with KSRTC Fleet Management System and third-party applications approved by KSRTC.
- 5.29 Any other document specifically required in the tender notification or any corrigendum issued there under.
- 5.30 If the bidder has supplied the similar items to Kerala SRTC shall upload a performance report from Kerala SRTC for considering the bidder.

## **VI. Instructions for submitting Financial bid :-**

- a) The rates shall be quoted in BOQ portion of the corresponding Tender published in website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in). The Corporation will not pay any other amount. The bidder shall quote the rate for the supply, installation and tagging of the VLTD including 1<sup>st</sup> year data charge with all accessories in one Bus having 2 year warranty, Data charge (2<sup>nd</sup> year onwards) and CMC charge (3<sup>rd</sup> year onwards) for each year, discounts, GST separately in BoQ. The cost of all consumables and spares required for repair and preventive maintenance during warranty and AMC period shall be borne by the bidder.
- b) The price bid evaluation will not be on the basis of price quoted for the VLTD alone. A sample calculation is shown in Appendix – II.
- c) The rates shall be submitted in **BOQ/PRICE BID link** available in the e-tender portal available in [www.e-tender.kerala.gov.in](http://www.e-tender.kerala.gov.in).
- d) GST amount in Rupees should be calculated exactly and entered in the respective column of BOQ. **In the BOQ, the GST is to be mentioned in rupees**, not in %, therefore bidders are requested to upload the rate accordingly.
- e) If the amount of GST is not entered in the respective column of BOQ, such bidders will not be eligible for revised levies declared from time to time.

## **VII. Tender Process – Four-Round Evaluation**

The tender shall be evaluated in four rounds in the following sequence:

### **Round 1 – Opening of Technical Bid Documents**

- 7.1 The documents uploaded shall be opened at the time and date mentioned in the e-tender portal. Prospective bidders or their authorised representatives may attend in person or by video conferencing.

### **Round 2 – Document Evaluation**

- 7.2 The commercial terms and documents submitted shall be scrutinised by a Bid Evaluation Committee constituted by the Tender Inviting Authority. The Committee may call for additional documents or clarifications through the e-tender portal. The list of bidders who successfully clear Round-2 evaluation, along with those rejected with reasons, shall be published on [www.keralartc.com](http://www.keralartc.com). Objections received before the published date shall be considered before the final list is issued.

### **Round 3 – Sample Evaluation**

- 7.3 The bidders qualified in Round-2 shall install the offered make and model of VLTD with full Standard Accessories in one bus nominated by KSRTC, ordinarily from TVM City depot, for a continuous test window of 72 (seventy-two) hours. The offered make and model shall qualify only on demonstrating, to the satisfaction of the Bid Evaluation Committee, all of the following measurable criteria:
- i. GPS / IRNSS positional accuracy within  $\pm 10$  metres for at least 95% of fixes over the test window;
  - ii. data-update interval not exceeding 5 seconds, sustained without break for the full test window;

- iii. panic-button alert delivered and visible on both the KMVD Suraksha-Mitr dashboard and the KSRTC FMS dashboard within 30 seconds of press;
- iv. tamper alert on enclosure breach delivered within 60 seconds;
- v. recovery to normal operation after power-cycle within 90 seconds;
- vi. ladies-row panic-button audibility, accessibility and LED indication in compliance with KMVD SOP 6.5–6.6;
- vii. dual e-SIM profile activation verified live on both profiles;
- viii. data-push to both the KMVD Suraksha-Mitr backend and the KSRTC FMS backend, verified by reading the live record at both endpoints, with positive acknowledgment observed and successful retransmission / replay demonstrated on a simulated network outage over the 72-hour window;
- ix. audio warning system functional with Malayalam and English voice output as specified in Appendix-I B5.

7.4 Failure on any one criterion shall lead to rejection from further consideration. The Sample Evaluation Sub-committee shall include at least one Motor Vehicle Inspector from the KMVD Suraksha-Mitr Master Control Room. Round-3 results shall be published with reasons and an objection window.

#### **Round 4 – Opening of Price Bid**

7.5 The BOQ / Price Bid of only those bidders qualified in Round-3 shall be opened at the time and date notified. Sample Price evaluation illustrated at Appendix-II.

7.6 Round 4 Evaluation result shall be published after Price bid evaluation. The objections /remarks received before the date and time specified in the notice will be considered by the concerned

committee and the final list of successful bidders of round 4 will be published.

### **Selection and Award**

- 7.7 Selection of the successful bidder shall be from among the technically qualified bidders who are pre-qualified, have cleared Round-3 sample evaluation, and have submitted the lowest evaluated price.
- 7.8 Opening of tender shall be done at the time and date mentioned in the e-tender portal at the Office of the Chairman & Managing Director, KSRTC, Transport Bhavan, Fort, Thiruvananthapuram.

## **VIII. Payment Terms, EMD, Security Deposit and Performance**

### **Security**

#### **Payment Terms**

- 8.1 Ninety per cent (90%) of the agreed price of the device shall be paid within 30 (thirty) days of supply, installation as per the SoP of KMVD and tagging of the VLTD on the Suraksha-Mitr /MVD portal.
- 8.2 The balance ten per cent (10%) shall be paid after 180 (One Hundred and Eighty) days from the date of installation, subject to (i) satisfactory working of the VLTD, and (ii) attainment of the KMVD performance benchmarks at Clauses II.9, II.10 and II.11 over the 180-day window.
- 8.3 Payment for CMC charges shall be made yearly, on satisfactory completion of the said period as certified by the Tender Inviting Authority or its nominee.

#### **Earnest Money Deposit (EMD)**

- 8.4 EMD shall not carry any interest. The EMD shall be forfeited if the successful bidder fails to execute the agreement and furnish Security Deposit, or in the event of withdrawal of offer once made, or in the event of putting forth any conditions contradictory to the conditions of this NIT.
- 8.5 Startup, MSME, Govt PSUs / Organisations are exempted from payment of EMD. The bidder shall upload valid government order and other relevant documents for the exemption of EMD. If the bidder do not upload valid documents for exemption of EMD and not remitted sufficient EMD, then their bid become invalid.

#### **Security Deposit**

- 8.6 The successful bidder shall furnish a Security Deposit equivalent to 5% (five per cent) of the total value of the purchase contract

awarded, before executing the agreement. The Security Deposit shall not carry any interest. The EMD shall be adjusted into the Security Deposit. The Security Deposit may be remitted as Demand Draft from any Nationalised or Scheduled Bank drawn in favour of FA & CAO, KSRTC, Thiruvananthapuram, payable at Thiruvananthapuram, or as Bank Guarantee from any Nationalised or Scheduled Bank with claim period of minimum 3 (three) months beyond expiry of the contract including warranty period.

- 8.7 The Security Deposit shall be forfeited if the contractor fails to complete the supply as per the schedule issued by KSRTC, or in the event the bidder fails to settle any claim including warranty claims. The Security Deposit shall be refunded only after satisfactory completion of the contract including warranty claims or penalty settlement.

### **Performance Security**

- 8.8 The successful bidder shall furnish 5% (five per cent) of the total CMC value over the 3-year CMC period (sum of annual CMC charges) as Performance Security for the Comprehensive Maintenance Contract, in the form of Demand Draft or Bank Guarantee, valid until at least 6 (six) months after the date of expiry of the contract period, in the prescribed format.
- 8.9 Failure of the successful bidder to provide Performance Security or to return the signed contract copy in time shall make the bidder liable for forfeiture of EMD.

### **Agreement**

- 8.10 The successful bidder shall execute an agreement within 15 (fifteen) days from the date of issue of the Purchase Order, incorporating the terms and conditions of this NIT and as per the Kerala Stores Purchase Manual. The agreement shall be executed in

the prescribed form issued from KSRTC, on Rs.200/- Indian Stamp Paper, after furnishing the Security Deposit.

### **Liquidated Damages and Graded Forfeiture**

- 8.11 Liquidated Damages (supply phase). If materials are not supplied as per the supply schedule given by KSRTC, liquidated damages shall be realised from the supplier at the rate of 0.5% (half per cent) of the cost of the item per week or part thereof, up to a maximum deduction of 10% (ten per cent) of the contract price. Thereafter, KSRTC shall consider termination of the contract at the risk and cost of the contractor.
- 8.12 Graded operational forfeiture (CMC phase). In addition to the supply-phase LD cap above, where the bidder fails in any calendar month to maintain (i) not less than 80% working devices, (ii) not more than 10% false alerts, or (iii) not more than 20% complaint pendency, KSRTC shall serve written notice. Continued non-compliance shall attract forfeiture of 10% of the Performance Security for every successive 15-day window of default. On restoration of compliance, the forfeited amount shall be replenished by the bidder at 10% per 15-day window of delayed restoration. The decision of the Chairman & Managing Director, KSRTC, in this matter shall be final.

## **IX. Termination, Penalties, Force Majeure and Arbitration**

### **Penalties for Non-Performance**

- 9.1 If any contract violation is observed it will be reported to the Kerala Motor Vehicle Department.
- 9.2 The penalties to be imposed under this tender at any stage are: imposition of liquidated damages, forfeiture of EMD / Security Deposit / Performance Security, termination of the contract, and blacklisting or debarment of the bidder.
- 9.3 Failure to produce the requisite certificates after claiming to possess such certificates, or concealment or misrepresentation of facts, shall lead to rejection of the tender without further notice.

### **Severe-Violation Penalties**

- 9.4 Any of the following, in addition to any KMVD action under SOP Circular 20/2025, shall attract immediate termination of the contract, forfeiture of the entire Security Deposit and Performance Security, blacklisting of the firm for a minimum of 5 (five) years and a police complaint by KSRTC:
  - i. data spoofing or transmission of manipulated PVT data;
  - ii. device cloning or IMEI manipulation;
  - iii. submission of forged TAC, COP, CoP, GST documents or false e-SIM subscription certificates;
  - iv. installation of unauthorised or non-enlisted VLT devices;
  - v. any wilful breach of data privacy or DPDP Act 2023 obligations;
  - vi. any criminal activity on the Suraksha-Mitr or VAHAN portals.

## **KMVD Account Suspension as Event of Default**

9.5 Notwithstanding anything contained elsewhere, any suspension or revocation of the bidder's account on the Suraksha-Mitr portal, any de-registration of the offered VLTD model from the KMVD enlisted list, or any removal of the bidder from the KMVD-empanelled list for any of the reasons listed in clauses 2.6.1 and 7.2 of KMVD SOP Circular No.20/2025, shall constitute an Event of Default. On the occurrence of such Event of Default, KSRTC shall be entitled, at its sole discretion and without prejudice to any other remedy, to terminate the contract in whole or in part, forfeit the Performance Security in full, procure replacement service at the risk and cost of the bidder, and initiate blacklisting proceedings.

## **Termination**

9.6 Termination for Default. The Tender Inviting Authority, without prejudice to any other contractual rights and remedies, may by written notice of default terminate the contract in whole or in part if the successful bidder fails to deliver any or all of the goods or fails to perform any other contractual obligation within the time period specified in the contract or any extension thereof granted by the Tender Inviting Authority. On such termination, the Tender Inviting Authority may procure goods or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit, and the successful bidder shall be liable for the extra expenditure, if any, incurred by KSRTC.

9.7 Termination for Insolvency. If the successful bidder becomes bankrupt or otherwise insolvent, KSRTC reserves the right to terminate the contract at any time, by written notice to the successful bidder, without any compensation.

9.8 Termination for Convenience. KSRTC reserves the right to terminate the contract, in whole or in part, for its convenience, by written

notice to the successful bidder at any time during the currency of the contract. The notice shall specify the extent to which the bidder's performance is terminated and the date with effect from which such termination becomes effective.

### **Force Majeure**

- 9.9 Force Majeure means an event beyond the control of the successful bidder and not involving the bidder's fault or negligence, which is not foreseeable, including acts of Government, wars, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes (excluding by the bidder's employees), lockouts (excluding by its management) and freight embargoes.
- 9.10 In a Force Majeure situation, the successful bidder shall promptly notify KSRTC in writing of such conditions and the cause thereof within 21 (twenty-one) days of occurrence. Unless otherwise directed by KSRTC, the bidder shall continue to perform its obligations as far as reasonably practical. If performance is prevented or delayed by Force Majeure for a period exceeding 60 (sixty) days, either party may at its option terminate the contract without financial repercussion on either side.

### **Fall Clause**

- 9.11 The prices charged for the equipment supplied under the contract by the successful bidder shall in no event exceed the lowest price at which the bidder sells the equipment of identical description to any other person during the period of contract. If at any time during the contract the bidder reduces the sale price chargeable, the bidder shall forthwith notify such reduction to KSRTC and the price payable under the contract for the equipment supplied after the date of coming into force of such reduction shall stand correspondingly reduced.

## **Resolution of Disputes**

9.12 If any dispute or difference arises between KSRTC and the successful bidder in connection with the contract, the parties shall make every effort to resolve the same amicably by mutual consultation. If the parties fail to resolve their dispute within 21 (twenty-one) days of its occurrence, then either party may give notice of intention to commence arbitration, as provided under the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Thiruvananthapuram, India.

## **X. Exit Plan and Continuity of Service**

This Section operationalises the exit-plan regime mandated by G.O.(Rt) No.111/2023/Trans dated 18.03.2023, which was issued by the Government of Kerala specifically to address the recurring problem of VLTD manufacturers and dealers winding up business after sale of devices and denying service to vehicle owners. The bidder shall observe the obligations of this Section throughout the contract.

### **10.1 Manufacturer Exit Options**

10.1.1 Option 1 — Continued service to end of device life. If during the contract period the bidder, being the manufacturer of the offered VLTD, decides to terminate its operations in Kerala or its KMVD authorisation lapses for any reason, the bidder shall continue to provide full service (warranty, CMC, panic-button maintenance, e-SIM subscription, KMVD performance compliance, data push to KMVD and KSRTC backends) for every VLTD installed in KSRTC buses until the end of life of each device. The KMVD Performance Bank Guarantee held against the bidder shall continue to stand as collateral until every such device is either decommissioned by KSRTC or transferred under Option 2 below.

10.1.2 Option 2 — Substitution by another KMVD-enlisted manufacturer. Alternatively, the bidder may arrange another VLTD manufacturer that is then operating in Kerala and is KMVD-enlisted to take over all VLTDs installed under this contract on mutually agreed terms. The proposal for takeover shall be submitted by both the bidder and the substitute manufacturer jointly to KSRTC and KMVD, and shall be implemented only after written approval. The substitute manufacturer shall execute a fresh undertaking in favour of KSRTC accepting all obligations under this contract for the

remaining period; the substitute manufacturer's PBG with KMVD shall stand as collateral. The transition shall impose no overhead, cost or disruption on KSRTC.

## **10.2 Dealer / RFC Exit**

10.2.1 Where the bidder is a dealer or RFC, any decision to terminate operations shall be intimated to KMVD through the respective manufacturer and shall require prior approval from the concerned RTO or Joint RTO. The bidder shall not unilaterally cease service.

10.2.2 Migration of installed VLTDs. The manufacturer shall transfer the VLTDs installed by the terminating bidder to another operational dealer or RFC, who shall submit a fresh affidavit assuring continued service to KSRTC for the migrated devices. The Performance Bank Guarantee of the terminating bidder shall be retained by KMVD until all VLTDs are migrated.

10.2.3 No overhead on KSRTC. The manufacturer and the substitute dealer or RFC shall together ensure that the migration process imposes no additional cost, downtime or administrative burden on KSRTC or its depots.

## **10.3 Consequences of Failure**

10.3.1 Any breach by the bidder of the exit-plan obligations in this Section shall entitle KSRTC, without prejudice to any other remedy, to (i) invoke and encash the bidder's Performance Security and Security Deposit in full; (ii) request KMVD to invoke the bidder's PBG held by the Department; (iii) procure substitute service from the open market at the bidder's risk and cost; (iv) initiate blacklisting of the bidder for a minimum of 5 (five) years across KSRTC and request

KMVD to extend such blacklisting state-wide; and (v) initiate appropriate legal action.

**XI. After Sales Service conditions:**

- 11.1.1 The successful tenderer should have service facility in Kerala within one month of award of contract and inform the details to Tender Inviting Authority in writing.
- 11.1.2 The corporation attaches paramount importance to the after sales service of the equipments installed to ensure smooth operation afterwards. The successful tenderer is required to undertake preventive maintenance and attend all repairs, if any, that may arise during the warranty period free of cost and thereafter for additional period mentioned in the Specific Conditions of Contract, for which the rates of Comprehensive Maintenance Contract, in simple terms (CMC-including all essential spares needed for the satisfactory performance of the equipment) shall be finalized at the time of tender itself. The rate offered for CMC charges will be considered for evaluation of prices and deciding on the successful tenderer if applicable.
- 11.1.3 The after sales terms and conditions will be strictly enforced and those tenderers who are willing to support the Tender Inviting Authority in its endeavor to provide trouble free operation/performance of the equipments for the prescribed period need only participate in the tender.
- 11.1.4 The after sales service shall be performed during the warranty period and also during the Comprehensive Maintenance Period (CMC) if awarded. The detailed terms and conditions for after sales service mentioned hereunder.
- 11.1.5 Failure to provide satisfactory after sales services during or after the warranty period and CMC will lead to blacklisting/debarring of the tenderers, but after issuing due notice and provide opportunity for being heard.
  - a. Successful bidder should be able to start the supply and installation of VLTD in Buses within 5 days from the date of purchase order.

- b. The successful bidder shall arrange supply, installation and tagging of VLTD in KSRTC buses as per the guidelines and specifications approved by Kerala Motor Vehicle Department (KMVD).

## XII. INSTRUCTIONS TO BIDDERS

- a) Tender shall be made in English.
- b) The rates quoted should be for door delivery at the specified locations.
- c) In 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.
- d) **ON LINE 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; e-mail: [etendershelp@kerala.gov.in](mailto:etendershelp@kerala.gov.in) ; Website: [www.etenders.kerala.gov.in](http://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.**
- e) The bid will be opened online through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) at the KSRTC, Transport Bhavan, Fort, Thiruvananthapuram on the date and time mentioned above in the presence of the Bidders/authorised representatives available. 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.

- f) **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 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**. Ph: 0471 - 2577088, 2577188, 2577388; Toll free No.18002337315; e-mail: [etendershelp@kerala.gov.in](mailto:etendershelp@kerala.gov.in) ; Website: [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) on all government working days from 9.30 A.M to 5.30 P.M.
- g) Bidders are advised to note the Tender ID and Tender No. & Date for future reference.
- h) 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.
- i) The digitally signed Tender document and other specified documents shall be submitted online through the e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) well in advance before the last date and time. No submission shall be allowed after the last date mentioned.
- 12.1.1 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.
- 12.1.2 The selected Bidder shall not be entitled to seek any deviation in the Agreement.
- 12.1.3 Furnishing of any false information / fabricated document would lead to rejection of the tender at any stage.

- 12.1.4 The Tenderer 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.
- 12.1.5 Conditional tenders will be summarily rejected

**For CHAIRMAN AND MANAGING DIRECTOR**

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

Signature of bidder:

Name of bidder:

Address of bidder:

Telephone No. of bidder:

Mobile No. of bidder:



## **Appendix-I – Technical Specifications**

Item: Bus-Mounted Vehicle Location Tracking Device (VLTD) with Standard Accessories complying with IRNSS-based AIS-140 standards (AIS-140:2016 with Amendments 1 dated 11.12.2017 and 2 dated 05.12.2018) and all subsequent amendments.

### **A. Compliance and Certification**

- A1. The VLTD model shall comply with AIS-140 with IRNSS, and shall be e-SIM compatible with 4G LTE Cat-M1/NB-IoT down-fallback to 3G UMTS and 2G GSM.
- A2. The device and its manufacturer shall be currently approved and enlisted by the Kerala Motor Vehicles Department under the Suraksha-Mitr Portal.
- A3. The offered VLTD model shall carry valid Type Approval Certificate (TAC) and current-year Conformity of Production (CoP) issued by ARAI, ICAT or any other agency approved by MoRTH. The CoP certificate shall remain valid throughout the contract; annual renewal is at the bidder's cost and risk.

### **B. Hardware Composition and Panic-Button Layout**

- B1. Each KSRTC bus shall be fitted with panic buttons distributed every 2 (two) metres on both sides of the passenger seating area in accordance with KMVD SOP 6.4; dedicated panic button(s) on each ladies-reserved row per KMVD SOP 6.5; one dedicated panic button for the driver per KMVD SOP 6.3; and one hooter / buzzer. For KSRTC's 49–55 seater bus layouts this shall typically require 8 to 10 buttons inclusive.
- B2. Wiring of the VLTD and panic buttons shall be shielded with proper outer covering, with no exposed or hanging wires. Wires shall be properly coupled and shall be fire-proof. All safety precautions shall be taken in fitment.
- B3. The hooter or buzzer for emergency condition and over-speed alert shall have a sound pressure level of not less than 85 dB at a distance of 1

(one) metre, audible to passengers and to persons immediately outside the vehicle. It shall be placed in a position inaccessible to passengers.

- B4. Dashboard LED indication. The 5-LED driver dashboard shall display: Red — over-speed; Amber — bus-bunching warning from FMS; Blue — panic alert active; Green — normal operation; White — GPS / IRNSS fix lost. LED meanings shall be standardised across the fleet.
- B5. Audio warning system for violations. The VLTD shall incorporate an audio warning system capable of delivering pre-recorded or text-to-speech audio alerts to the driver in real time on the occurrence of violations including but not limited to over-speed, harsh braking, harsh acceleration, geo-fence breach, prolonged idling and route deviation. Audio messages shall be configurable from the KSRTC FMS console, shall be in Malayalam (primary) and English (secondary), and shall be audible to the driver under normal road and engine noise conditions. The audio output shall be on a dedicated speaker installed within the driver's cabin, not less than 75 dB SPL measured at 1 metre.
- B6. The VLT device's IMEI number shall be clearly indicated above the device so that it can be easily identified during inspection.

### **C. Functional Requirements**

- C1. The VLTD shall compare the actual location of the bus, at any given time, with its scheduled location.
- C2. Vehicle Tracking shall provide PVT (position, velocity, time) data on a real-time basis at a sustained interval of 5 (five) seconds over 4G LTE Cat-M1 / NB-IoT with fallback to 3G / 2G.
- C3. Bus-mounted components of the VLTD shall be easily accessible for servicing while being located inside a tamper-proof container to prevent tampering or unauthorised removal. The VLTD shall send alerts in case there is any attempt to tamper with the device.
- C4. Tamper alert on enclosure breach shall be delivered to the KMVD and KSRTC backends within 60 (sixty) seconds of the breach event.

- C5. Internal battery backup of not less than 4 (four) hours at 60-second update interval, or not less than 30 (thirty) minutes at 5-second update interval, in accordance with AIS-140 5.3.
- C6. Recovery to normal operation after power-cycle within 90 (ninety) seconds.
- C7. The VLTD shall operate outdoors and shall be able to transmit signals in environments without a clear view of the sky, including tunnels, dense urban canyons and forest belts.
- C8. The VLTD shall provide bus position at any given time mapped to the landmark location, area and bus stop.
- C9. The fitment of the device shall not affect any systems, facilities, accessories or components of the bus, nor disrupt KSRTC operations.

#### **D. Connectivity and Backend Integration**

- D1. Each device shall simultaneously push PVT and alert packets to (a) the KMVD Suraksha-Mitr backend; and (b) the KSRTC FMS backend at the IP and port supplied by KSRTC post-award. Both pushes shall be live concurrently. Failure of either push shall be logged and reported. Configuration of the KSRTC endpoint shall be verified at enrolment and is a pre-condition for clearance of the first running bill.
- D2. Dual e-SIM profiles shall be active at all times. Single-profile fallback is permissible only during failover for a continuous period not exceeding 24 hours.
- D3. The device shall support the ERSS packet format and shall be configurable, by OTA update, to push panic alerts to the Kerala State ERSS endpoint when that endpoint is notified by Kerala State Police.
- D4. Protocol, payload and authentication for the KSRTC FMS endpoint (per Clause 1.20A of this NIT). The data feed from each VLTD to the KSRTC FMS backend shall conform to all of the following:
  - D4.1 Transport. Support for both (i) AIS-140 native TCP / IP packet format, and (ii) HTTPS REST POST in JSON to a KSRTC-supplied URL endpoint. OTA-switchable between the two modes without firmware change.

- D4.2 Payload. TCP mode shall comply with AIS-140 6 packet structure (PVT, panic, ignition, tamper, over-speed, geo-fence, harsh-braking, heartbeat). JSON mode shall comply with the schema supplied by KSRTC post-award, carrying AIS-140-equivalent fields with ISO-8601 timestamps in Indian Standard Time.
- D4.3 Authentication. Mutual TLS with KSRTC-issued device-IMEI-bound client certificates, or HMAC-SHA-256-signed payload with annually rotated shared secret. Plaintext push not permitted.
- D4.4 Acknowledgment and retry. 5-second acknowledgment expectation; exponential back-off up to 6 retries; on-device buffering for retransmission on next successful connection; no data drop short of full AIS-140 5.3 buffer capacity.
- D4.5 Heartbeat. 60-second heartbeat with ignition off; 5-second heartbeat with ignition on.
- D4.6 Time synchronisation. NTP from NPL or equivalent Indian time source at least every 24 hours; drift  $\leq 1$  second.
- D4.7 Rate limit and back-pressure handling. On HTTP 429 or AIS-140 throttle response, push interval extended up to 30 seconds; normal cadence resumed on backend recovery.
- D4.8 Logging. Every push outcome (success, ACK, NACK, timeout, retry) logged on device and at bidder's NOC; daily metrics in monthly compliance report.

## **E. Firmware, Security and Updates**

- E1. The OEM shall undertake to release and push, free of cost and over-the-air, firmware updates throughout the warranty + CMC + extension period whenever AIS-140 / MoRTH / KMVD compliance requires it. Refusal or delay shall constitute Material Breach.
- E2. Firmware shall implement (i) signed firmware verification; (ii) device authentication to backend by mutual TLS; (iii) AES-256 encryption of data at rest on device; (iv) TLS 1.2 or higher for data in transit.

## **F. Service and Operational Expectations**

- F1. In case of any complaint to the VLTD, the successful bidder shall attend within 24 (twenty-four) hours and shall repair or replace the device, with re-tagging to KMVD. The faulty device shall be repaired and returned within 7 (seven) days of handing over.
- F2. The bidder shall provide a 24×7 active customer contact number and email for registration of complaints.
- F3. The bidder shall fit the device in the vehicle and shall configure the device by entering IMEI number, registration number and other required details into the Kerala Motor Vehicles Department's web application. After completing data entry, the owner shall receive an OTP, which shall be entered in the application to complete the process. The bidder shall obtain a print-out of the Installation Certificate and shall accompany the vehicle to the RTO office for inspection and KMVD approval.
- F4. In case of rejection at KMVD inspection, the bidder shall identify the fault, rectify or replace the device, and get the device re-tagged and approved at the bidder's cost.
- F5. The bidder shall provide depot-level service to KSRTC, with a minimum support team of one Project Manager at KSRTC HQ, three Zonal Engineers (South / Central / North) and field technicians on call within 24 hours. Qualification and experience of the team shall be furnished with the technical bid.
- F6. Driver / depot awareness sessions. The bidder shall conduct a structured awareness session at each Depot covering installation, panic-button operation, false-alert avoidance, renewal procedures and reporting of failures. One session per Depot, attendance certified by the Depot Manager, cost included in the quoted price. All 94 depots shall be covered within 6 months of contract commencement.
- F7. The bidder shall ensure that the VLTD installed in each vehicle has a valid data subscription as per Clause 1.13 for the full duration of the contract.

The bidder shall produce the data-plan validity certificate at every CF test.

### **G. Reporting**

- G1. Daily MIS report consolidated and delivered via (i) real-time JSON API push to KSRTC FMS; (ii) daily PDF / Excel MIS to depots; (iii) weekly executive dashboard to CMD / Joint Transport Commissioner; (iv) monthly compliance report to Transport Commissioner including KMVD performance benchmarks.
- G2. The data from VLTDs and all associated hardware shall have the capability to be integrated with all third-party systems of KSRTC including the Passenger Information System (PIS), Fleet Management System (FMS), Electronic Ticketing Machine (ETM) and Online Reservation System of KSRTC.

### **H. Insurance**

- H1. The bidder shall maintain, for the entire contract period, product-liability insurance cover of not less than Rs.5,00,00,000/- (Rupees Five Crore) and professional-indemnity insurance of not less than Rs.2,00,00,000/- (Rupees Two Crore), with KSRTC named as additional insured. Policy copies shall be submitted before commissioning and at each annual renewal. Lapse of either policy during the contract shall attract immediate forfeiture of 10% of Performance Security and shall be cured within 7 days.



## Appendix-II – Sample Price Evaluation

The price bid evaluation shall not be on the basis of price quoted for the device alone. The CMC for the period mentioned in Clause II.2, together with all associated charges, shall be considered as follows. In the sample calculation below, the warranty is taken as 2 (two) years and the CMC as 3 (three) years after the warranty period.

Description	Firm I	Firm II	Firm III	Firm IV
Supply, Installation and Tagging of VLTD with all accessories of KSRTC with 2 year warranty with 1 year data charge (Rs.)	5,000	5,100	5,150	5,500
IIInd year Data Charge (Rs.)	1800	2000	1900	1700
IIIrd year Data Charge (Rs.)	1800	2000	1900	1700
IVth year Data Charge (Rs.)	1800	2000	1900	1700
Vth year Data Charge (Rs.)	1800	2000	1900	1700
IIIrd year CMC per device Rs.)	900	800	700	1000
IVth year CMC per device (Rs.)	900	800	700	1000
Vth year CMC per device (Rs.)	900	700	700	1000
Total	14,900	15,400	14,850	15,300
<b>Status</b>	L2	L4	L1	L3

### Notes:

- Figures shown above are illustrative only. Actual evaluation shall use the rates quoted by bidders in the BOQ / Price Bid on the e-tender portal.
- NPV shall be computed at the discount rate notified by KSRTC at the time of price-bid opening, based on the prevailing State Government benchmark borrowing rate.
- All prices shall be exclusive of GST, which shall be paid by KSRTC against valid e-invoice.
- The bidder offering the lowest Total Evaluated Price (L1) shall be considered for award, subject to KSRTC's right to call for one-time price negotiation under Clause V.6.

### Appendix-III – List of Depots in KSRTC

Sl.	Depot	Sl.	Depot
1	ADOOR	48	MUNNAR
2	ALAPPUZHA	49	MALAPPURAM
3	ALUVA	50	MAVELIKKARA
4	ANKAMALI	51	MOOVATTUPUZHA
5	ARYANKAVU	52	NILAMBOOR
6	ARYANAD	53	NEDUMANGADU
7	ATTINGAL	54	NEDUMKANDAM
8	CHADAYAMANGALAM	55	NORTHPARAVUR
9	CHENGANOOR	56	NEYATTINKARA
10	CHANGANASSERY	57	PALA
11	CHALAKKUDY	58	PERUMBAVOOR
12	CHERTHALA	59	PANDALAM
13	CHATHANNUR	60	PUTHUKADU
14	CHITTOOR	61	PEROORKADA
15	TVM. CITY	62	PALODE
16	EDATHUVA	63	PALAKKAD
17	ERNAKULAM	64	PUNALUR
18	ERUMELY	65	PERINTHALMANNA
19	ERATTUPETTAH	66	PONNANI
20	GURUVAYOOR	67	PONKUNNAM
21	HARIPPAD	68	PAYYANUR
22	IRINJALAKKUDA	69	PAPPANAMCODE
23	KODUNNGALLOOR	70	PARASSALA
24	KASARAGOD	71	PATHANAMTHITTA
25	KANHANGAD	72	PATHANAPURAM
26	KOZHIKODE	73	PIRAVAM
27	KOOTHATTUKULAM	74	POOVAR
28	KOLLAM	75	RANNI

Sl.	Depot	Sl.	Depot
29	KOTHAMANGALAM	76	SULTHANBATHERY
30	KILIMANOOR	77	THODUPUZHA
31	KUMALY	78	THIRUVAMPADY
32	KONNI	79	THALASSERY
33	KARUNAGAPALLY	80	THOTTILPALAM
34	KANNUR	81	THRISSUR
35	KALPETTA	82	THAMARASSERY
36	KANIYAPURAM	83	THIRUVALLA
37	KULATHUPUZHA	84	THEVARA
38	KATTAKKADA	85	TVM. CENTRAL
39	KOTTAYAM	86	VADAKARA
40	KATTAPPANA	87	VADAKKANCHERY
41	KOTTARAKKARA	88	VENJARAMOODU
42	KAYAMKULAM	89	VIKASBHAVAN
43	MALA	90	VAIKOM
44	MANATHAVADY	91	VELLANAD
45	MANNARGHAT	92	VELLARADA
46	MALLAPALLY	93	VITHURA
47	MOOLAMATTOM	94	VIZHINJAM

*Note: Actual deployment shall be as instructed by KSRTC from time to time.*

## ANNEXURE – A

General Information about the Tenderer  
(To be furnished along with Technical Bid)

Name of the Tenderer	
Registered Address	
State / District	
Telephone No.	
Email	
Website	
Contact Person – Name & Designation	
Contact Mobile No.	
Type of Firm (Pvt. Ltd / Public Ltd / Proprietorship / Partnership / LLP / Others)	
Registration No. & Date	
Nature of Business (OEM / Authorised Dealer / Authorised RFC / Direct Importer)	
Director / Partner Names (with DIN, where applicable)	
Bank Account No. & IFSC Code	
Bank Name & Branch	
Whether any criminal case is registered against the company or any of its promoters? (Yes / No)	
GST Registration No.	
PAN	

BIS CM/L No. (if applicable)	
Make & Brand of offered VLTD	
KMVD Enlistment Number under Suraksha-Mitr	
DoT M2MSP Registration No. (bidder or partner)	
Annual Turnover — F.Y. 2023-24 (Rs.)	
Annual Turnover — F.Y. 2024-25 (Rs.)	
Annual Turnover — F.Y. 2025-26 (Rs.)	

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory

## ANNEXURE – B

### Annual Turnover Statement

*(To be furnished along with Technical Bid)*

The Annual Turnover of M/s \_\_\_\_\_  
for the past three completed financial years is given below, and certified that the  
statement is true and correct.

Sl.	Financial Year	Turnover (Rs. in Lakh)
1	2023-24	
2	2024-25	
3	2025-26	
	<b>Total</b>	
	<b>Average Turnover per year</b>	

Date: \_\_\_\_\_

**Signature of Auditor / Chartered Accountant**

(Name in capitals, Membership No., Address, Seal)

**ANNEXURE – C****Specification Sheet – Conformance against Appendix-I***(To be furnished along with Technical Bid)*

Tender No.: S001-SRA01/\_\_\_\_\_/2026 — Store KSRTC-HQ

Date: 18.05.2026

Make of offered VLTD: \_\_\_\_\_

Brand &amp; Model: \_\_\_\_\_

Cl. No.	Specification (from Appendix-I)	Conformance (Yes / No)	Remarks
A1	AIS-140 with IRNSS, e-SIM compatible 4G / 3G / 2G		
A2	KMVD-enlisted under Suraksha-Mitr Portal		
A3	Valid TAC and current-year CoP from ARAI / ICAT / MoRTH-approved agency		
B1	Panic button distribution every 2 m + ladies-row buttons + driver button		
B2	Shielded, fire-proof wiring; no exposed wires		
B3	Hooter $\geq$ 85 dB SPL at 1 m		
B4	5-LED dashboard (Red / Amber / Blue / Green / White)		
B5	Audio warning system — Malayalam + English; $\geq$ 75 dB SPL at 1 m		
B6	IMEI clearly indicated above device		
C2	PVT push every 5 seconds over 4G / 3G / 2G		
C3	Tamper-proof container with tamper alert		
C4	Tamper alert delivered within 60 seconds		
C5	Battery backup $\geq$ 4 hours @ 60s, or $\geq$ 30 min @ 5s		
C6	Power-cycle recovery within 90 seconds		
D1	Dual backend push — KMVD Suraksha-Mitr + KSRTC FMS		
D2	Dual e-SIM profiles active at all times		
D3	ERSS packet format support, OTA-configurable		
D4	KSRTC FMS endpoint — TCP/AIS-140 + HTTPS/JSON; mTLS or HMAC auth; ACK+retry; heartbeat; NTP		
E1	Free OTA firmware updates throughout contract		

Cl. No.	Specification (from Appendix-I)	Conformance (Yes / No)	Remarks
E2	Signed firmware, mutual TLS, AES-256 at rest, TLS 1.2+ in transit		
H1	Product-liability insurance $\geq$ Rs.5 Cr + Professional indemnity $\geq$ Rs.2 Cr		

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

Place

: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – D**  
**Manufacturer's Authorisation Form for Dealer / RFC**  
*(To be furnished along with Technical Bid)*

To,  
The Chairman & Managing Director,  
Kerala State Road Transport Corporation,  
Transport Bhavan, East Fort, Thiruvananthapuram – 695 023  
Ref Tender No.: \_\_\_\_\_ Dated: \_\_ / \_\_ / \_\_\_\_\_

Whereas \_\_\_\_\_ M/s \_\_\_\_\_ (Name and Address of the Manufacturer), who are established manufacturers of Vehicle Location Tracking Devices having production facilities at \_\_\_\_\_ and enlisted by the Kerala Motor Vehicles Department under the Suraksha-Mitr Portal, do hereby declare that M/s \_\_\_\_\_ (Name and Address of the Dealer / RFC) is our authorised Dealer / Retrofitment Centre and is authorised to submit a bid, and subsequently negotiate and sign the Contract with you against the above tender for the supply, installation, commissioning, tagging, activation and comprehensive maintenance of the VLTD model \_\_\_\_\_ manufactured by us. The dealership / RFC authorisation is valid up to \_\_\_\_\_.

We hereby extend full warranty for the products offered for supply by the above firm against the said tender, and duly authorise the said firm to act on our behalf in fulfilling all installation, technical support and maintenance obligations as required by KSRTC, including (a) continuity of support for a minimum of 9 (nine) years from date of last supply, and (b) the exit-plan obligations at Section VIII of the NIT. We further declare that the offered VLTD model is not end-of-life.

We undertake that in the event our authorisation, CoP or KMVD enlistment is suspended, cancelled or withdrawn, we shall ensure continued service to all VLTDs installed under this contract in accordance with G.O.(Rt) No.111/2023/Trans Para A.20 Option 1, at no cost to KSRTC.

Name: \_\_\_\_\_ (in the capacity of)  
Duly authorised to sign this Authorisation on behalf of M/s \_\_\_\_\_

Signature: \_\_\_\_\_  
Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

*Note: This letter of authority shall be on the letterhead of the manufacturer and shall be signed by a competent person having the power of attorney to bind the Manufacturer. It shall be included by the Bidder in the technical bid.*

**ANNEXURE – E**

**Details of VLTDs Supplied during the Last 3 Years**

*(To be furnished along with Technical Bid)*

The details of AIS-140 compliant VLTDs supplied to various customers by M/s \_\_\_\_\_ during the last 3 (three) years are furnished below:

Sl.	Name of Customer	Specification of VLTD (Make / Model)	Quantity supplied	Invoice No. with Date
1				
2				
3				
4				
5				
6				
7				
8				

*Note: Bidder shall enclose supporting Tax Invoice and Purchase Order copies for each entry above. Add additional sheets if required.*

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

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – F**

**Affidavit certifying that Entity / Promoters / Directors / Partners are not Blacklisted**

*(To be furnished along with Technical Bid)*

I,

M/s

\_\_\_\_\_  
(Name of the firm), having registered office at

\_\_\_\_\_ hereby certify and confirm that neither we nor any of our promoter(s), director(s) or partner(s) are barred by the Department of Transport, Government of Kerala, or any other entity of the Government of Kerala, or blacklisted by any State Government or Central Government department or organisation in India from participating in tenders, either individually or as member of a consortium, as on \_\_\_\_\_ (last date of submission of tender).

We further confirm that we are aware that our bid for the captioned tender shall 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 this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Place: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_  
**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

## ANNEXURE – G

### Offer Form

*(To be furnished along with Technical Bid)*

Having examined and accepted the conditions of the tender document No. \_\_\_\_\_, we hereby submit this offer for the supply, installation, commissioning, tagging, activation and comprehensive maintenance of AIS-140 compliant Vehicle Location Tracking Devices (VLTDs) with Panic Buttons in KSRTC buses, conforming to the detailed technical specifications mentioned at Appendix-I of the NIT.

The details of the equipment offered are as follows:

Sl.	Name of Equipment	Model	Original Equipment Manufacturer	Country of Origin
1	AIS-140 compliant Bus-Mounted VLTD with Panic Buttons and Standard Accessories			

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – H**  
**Bidder's Offer Form**

*(To be furnished along with Technical Bid)*

*(To be submitted by all bidders – manufacturers, authorised dealers or authorised RFCs – as part of Technical Bid)*

To

The Chairman and Managing Director,  
Kerala State Road Transport Corporation  
Transport Bhavan, East Fort, Thiruvananthapuram – 695 023

Tender No.: \_\_\_\_\_

Equipment Name: \_\_\_\_\_

Dear Sir,

We, M/s \_\_\_\_\_

declare that we are enlisted by the Kerala Motor Vehicles Department under the Suraksha-Mitr Portal for the above equipment, having registered office at

\_\_\_\_\_  
(full address with telephone, fax, email and website), having factories at \_\_\_\_\_ and office in Kerala at \_\_\_\_\_.

- No company, firm or individual has been authorised to bid, negotiate and conclude the contract in regard to this business against this specific tender.
- We hereby declare that we are willing to provide guarantee / warranty and after-sales service during the period of warranty / CMC as per this tender.
- We also hereby declare that we have the capacity to manufacture / supply, install and commission the quantity of equipment tendered within the stipulated time.
- We confirm that we shall comply with all the conditions in Section VIII (Exit Plan and Continuity of Service) of this NIT.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

## ANNEXURE – I

### Service Centre Facility Details – Four KMVD Zones

*(To be furnished along with Technical Bid)*

Bidder shall furnish details of service centre facility in each of the four Motor Vehicles Department zones in Kerala – South Zone, Central Zone, North Zone and Headquarters (Thiruvananthapuram) – with capability to extend support to RTO and sub-RTO level.

Toll-free \_\_\_\_\_ customer \_\_\_\_\_ support \_\_\_\_\_ number: \_\_\_\_\_

Sl.	Zone	Name and Address of Service Facility	Contact Details
1	<b>SOUTH</b>		<b>Telephone:</b> _____ <b>Email:</b> _____ <b>Service Engineer Name:</b> _____ <b>Mobile</b> <b>No.:</b> _____ <b>Technician</b> <b>strength:</b> _____
2	<b>CENTRAL</b>		<b>Telephone:</b> _____ <b>Email:</b> _____ <b>Service Engineer Name:</b> _____ <b>Mobile</b> <b>No.:</b> _____ <b>Technician</b> <b>strength:</b> _____
3	<b>NORTH</b>		<b>Telephone:</b> _____ <b>Email:</b> _____ <b>Service Engineer Name:</b> _____ <b>Mobile</b> <b>No.:</b> _____ <b>Technician</b> <b>strength:</b> _____
4	<b>HQ</b>		<b>Telephone:</b> _____

Sl.	Zone	Name and Address of Service Facility	Contact Details
	(TVM)		<hr/> <b>Email:</b> _____ <hr/> <b>Service Engineer Name:</b> _____ <b>Mobile</b> <b>No.:</b> _____ <b>Technician</b> <b>strength:</b> _____

*Infrastructure proof (office space, computer, internet, tools, testing equipment) shall be enclosed for each zone.*

Call centre operating hours and complaint-tracking system:

\_\_\_\_\_

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – J**

**Power of Attorney**

*(To be furnished along with Technical Bid)*

*(On a Stamp Paper of relevant value)*

I / We \_\_\_\_\_ (name and address of the registered office) do hereby constitute, appoint and authorise Shri / Smt. \_\_\_\_\_ (name and address) who is presently employed with us and holding the position of \_\_\_\_\_ as our attorney, to act and sign on my / our behalf to participate in Tender No. \_\_\_\_\_ for the supply, installation, commissioning, tagging, activation and comprehensive maintenance of AIS-140 compliant Vehicle Location Tracking Devices.

I / We hereby also undertake that I / we shall be responsible for all action of Shri / Smt. \_\_\_\_\_ undertaken by him / her during the tender process and thereafter on award of the contract. His / Her signature is attested below.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

For \_\_\_\_\_  
*(Name, Designation and Address)*

Accepted: \_\_\_\_\_ (Signature)  
*(Name, Title and Address of the Attorney)*

Date: \_\_\_\_\_

**ANNEXURE – K**

**Declaration**

*(To be furnished along with Technical Bid)*

I \_\_\_\_\_ / \_\_\_\_\_ We, \_\_\_\_\_ M/s \_\_\_\_\_

represented by its Proprietor / Managing Partner / Chairman and Managing Director, \_\_\_\_\_ having its Registered Office at \_\_\_\_\_

\_\_\_\_\_, do hereby declare that I / We have carefully read all the conditions of Tender No. \_\_\_\_\_ dated \_\_\_\_\_ for the supply, installation, commissioning, tagging, activation and comprehensive maintenance of AIS-140 compliant Vehicle Location Tracking Devices invited by the Kerala State Road Transport Corporation, Thiruvananthapuram, and accept all conditions of the tender.

I / We further declare that we shall abide by the terms and conditions set out in the NIT and any corrigenda or amendments published thereto.

Place: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – L**  
**Warranty Certificate**

*(To be furnished along with Technical Bid)*

*(To be filled jointly by the Tenderer, head of installation site and representative of the Tender Inviting Authority for every device commissioned)*

Date: \_\_\_\_\_  
KSRTC Supply Order No.: \_\_\_\_\_ dated \_\_\_\_\_

The VLTD \_\_\_\_\_ (Item Name),  
Model No. \_\_\_\_\_, bearing Serial No. \_\_\_\_\_,  
IMEI No. \_\_\_\_\_  
was installed successfully on Bus Registration No. \_\_\_\_\_  
at \_\_\_\_\_ Depot, and is offered with a  
comprehensive warranty for a period of \_\_\_\_\_ years starting from \_\_\_\_\_  
to \_\_\_\_\_, including all the following  
accessories:

Sl.	Name of Accessory	Manufacturer	Serial No.	Qty.
1				
2				
3				
4				
5				
6				

Name of Supplier: \_\_\_\_\_ Name of Depot  
Manager: \_\_\_\_\_  
Signature & Seal: \_\_\_\_\_ Signature &  
Seal: \_\_\_\_\_

## ANNEXURE – M

### Installation Certificate – VLTD on KSRTC Bus

(To be furnished along with Technical Bid)

(To be filled jointly by the Tenderer's Service Engineer, Depot Manager, Mechanical Foreman and where present, the KMVD Motor Vehicle Inspector – for every device commissioned)

#### Equipment and Bus Details

<b>Bus Registration No. / KSRTC Fleet No.</b>	
<b>Depot of Registration</b>	
<b>Bus age (years)</b>	
<b>Make and Model of VLTD</b>	
<b>Device IMEI</b>	
<b>e-SIM ICCID and TSP Partner</b>	
<b>Date of Fitment</b>	
<b>Purchase Order No. and Date</b>	

#### Tagging and Approval Status

<b>Particulars</b>	<b>Status (Yes / No / Status code)</b>
Tagged on KMVD Suraksha-Mitr	
Vahan Uploaded	
KMVD Approved	
Date of KMVD approval	
Panic-button count (driver / passenger rows / ladies rows)	
Panic-button functional test (all buttons)	
GPS / IRNSS fix verified at fitment	
Data-push verified to KMVD Suraksha-Mitr	

Data-push verified to KSRTC FMS	
Tamper-alert verified	
Hooter audibility test	
Audio warning system functional (Malayalam + English)	
LED dashboard configured	
e-SIM dual profile active	

### Sign-off

Signatures below certify that installation has been completed satisfactorily and the device is functioning as per Appendix-I of the NIT.

Role	Name	Mobile / Designation	Signature & Seal / Date
<b>Bidder's Service Engineer</b>			
<b>Depot Manager</b>			
<b>Mechanical Foreman</b>			
<b>KMVD MVI (where present)</b>			

### Payment Recommendation

Recommend release of 90% payment (on KMVD approval of tagging): YES / NO

Recommend release of 10% payment (after 180 days of satisfactory operation including KMVD performance benchmarks): YES / NO

Date of handover: \_\_\_\_\_

Date of 180-day

completion: \_\_\_\_\_

## ANNEXURE – N

### Tamper-Evident Sticker – Layout Specification

*(To be furnished along with Technical Bid)*

The bidder shall affix tamper-evident stickers on (i) the VLTD enclosure itself and (ii) at a conspicuous location inside the driver's cab in plain view of the driver and conductor. The sticker shall be printed on durable, weather-resistant tamper-evident material and shall carry the following information:

Sl.	Field	Content / Example
1	<b>Header (KSRTC branding)</b>	KSRTC – Vehicle Tracking System (with KSRTC seal)
2	<b>Bus Registration No.</b>	e.g. KL-15-A-1234
3	<b>KSRTC Fleet No.</b>	e.g. RPK 685
4	<b>Depot of Registration</b>	e.g. TVM CENTRAL
5	<b>Device IMEI</b>	15-digit IMEI
6	<b>Make &amp; Model of VLTD</b>	Manufacturer name + Model code
7	<b>Date of Installation</b>	dd-mm-yyyy
8	<b>Warranty End Date</b>	dd-mm-yyyy
9	<b>KMVD Suraksha-Mitr Tag ID</b>	as generated by Suraksha-Mitr portal
10	<b>KSRTC VLTD Helpline No.</b>	Toll-free customer support number
11	<b>Bidder's Customer Support No.</b>	Bidder's 24×7 support number
12	<b>Tamper-Evident Mark</b>	Manufacturer's tamper-evident watermark / hologram

#### Notes:

- Sticker material shall be tamper-evident — i.e., any attempt to peel shall leave a visible 'VOID' or honeycomb pattern.
- Sticker dimensions: not less than 60 mm × 40 mm; legible at arm's length.
- Damage to sticker shall be reported by the Depot Manager; replacement at bidder's cost during PM visit.

## ANNEXURE – O

### Preventive Maintenance Checklist

(To be furnished along with Technical Bid)

To be completed by the Service Engineer at every preventive maintenance visit (quarterly), countersigned by the Depot Manager.

Bus Reg. No.: \_\_\_\_\_ Fleet No.: \_\_\_\_\_ Depot: \_\_\_\_\_  
Visit date: \_\_\_\_\_

Visit type (tick): Q1 / Q2 / Q3 / Q4 / Breakdown / Replacement

Sl.	Activity	Status (OK / NOK)	Remarks
1	Physical inspection of VLTD enclosure and tamper seal		
2	GPS / IRNSS antenna check and tightness		
3	Functional test of each panic button (driver / passenger rows / ladies rows)		
4	Hooter audibility test ( $\geq 85$ dB at 1 m)		
5	Audio warning system test (Malayalam + English voice output)		
6	e-SIM signal strength check — Profile 1		
7	e-SIM signal strength check — Profile 2		
8	Firmware version check; OTA update push if behind current release		
9	Data-push verification to KMVD Suraksha-Mitr (live record at backend)		
10	Data-push verification to KSRTC FMS (live record at backend)		
11	Internal battery backup test ( $\geq 4$ hours @ 60s / $\geq 30$ min @ 5s)		
12	5-LED dashboard functionality (all five colours)		
13	Wiring inspection — no exposed wires,		

Sl.	Activity	Status (OK / NOK)	Remarks
	no chafing		
14	Cleaning of device, sensors and exterior		
15	Sticker condition — replace if damaged		
16	Configuration audit — IMEI, IP, port, APN, alert thresholds (cross-check with Annexure-P)		
17	Tamper alert test — simulated enclosure breach		
18	Power-cycle recovery test ( $\leq 90$ s)		
19	Service report uploaded to bidder's portal and KSRTC FMS		
20	Maintenance log updated in vehicle file at depot		

*All activities above are mandatory at every visit. Any 'NOK' shall be rectified before the visit is closed, with remarks recorded.*

Service Engineer Name: \_\_\_\_\_ Mobile: \_\_\_\_\_

Signature & Seal of Service Engineer: \_\_\_\_\_

Depot Engineer / Assistant Depot Engineer / Unit Officer Name: \_\_\_\_\_

Signature & Seal: \_\_\_\_\_

## ANNEXURE – P

### Configuration Audit Checklist

(To be furnished along with Technical Bid)

(Repurposed from 'Calibration Checklist' — VLTDs do not require field calibration in the conventional sense; configuration audit is the operational equivalent and is performed at every PM visit and on KSRTC request.)

Bus Reg. No.: \_\_\_\_\_ Fleet No.: \_\_\_\_\_ Audit date: \_\_\_\_\_

Sl.	Configuration Item	Expected Value / Source of Truth	Actual Value Observed
1	Device IMEI (15 digit)	As per KMVD enrolment record	
2	e-SIM ICCID — Profile 1	As issued by TSP1	
3	e-SIM ICCID — Profile 2	As issued by TSP2	
4	Primary backend IP : port	KMVD Suraksha-Mitr (as notified)	
5	Secondary backend IP : port	KSRTC FMS endpoint (as supplied by KSRTC)	
6	APN — Profile 1	As per TSP1 M2M APN	
7	APN — Profile 2	As per TSP2 M2M APN	
8	PVT update interval	5 seconds	
9	Over-speed alert threshold	As per route / vehicle category	
10	Geo-fence definition	As configured in KSRTC FMS	
11	Tamper-alert delivery time	≤ 60 seconds (test result)	
12	Power-cycle recovery time	≤ 90 seconds (test result)	
13	Voice/SMS whitelist (4	KSRTC Control	

Sl.	Configuration Item	Expected Value / Source of Truth	Actual Value Observed
	numbers)	Centre nominated numbers	
14	IP/URL whitelist (up to 100)	As supplied by KSRTC / KMVD	
15	GSM-2G fallback configuration	Auto-fallback enabled	
16	Firmware version & build date	Latest release version	
17	Audio warning language pack	Malayalam (primary), English (secondary)	
18	KSRTC endpoint protocol mode	TCP / AIS-140 or HTTPS / JSON (per KSRTC notification)	
19	KSRTC endpoint authentication mode	mTLS with KSRTC client cert, or HMAC-SHA-256 with shared secret	
20	Heartbeat interval (ignition-off / ignition-on)	60 s / 5 s	
21	NTP time source and last sync drift	NPL or equivalent Indian source; drift $\leq 1$ s	

*Any deviation from expected values shall be remediated immediately; if remediation is not possible at the depot, the device shall be replaced from spares pool.*

Place: \_\_\_\_\_

Date:

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – Q**  
**Land-Border Procurement Declaration**  
*(To be furnished along with Technical Bid)*

*(Per Order No. F.7/10/2021-PPD(1) dated 23.02.2023 issued by the Ministry of Expenditure, Department of Expenditure, Public Procurement Division)*

To,

The Chairman & Managing Director,

Kerala State Road Transport Corporation,

Transport Bhavan, East Fort, Thiruvananthapuram – 695 023

Sir,

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that M/s \_\_\_\_\_ is not from such a country, or, if from such a country, has been registered with the Competent Authority specified under the said Order.

I hereby certify that M/s \_\_\_\_\_ fulfils all requirements in this regard and is eligible to be considered. Where applicable, evidence of valid registration with the Competent Authority is attached.

I also confirm that I am aware that any false declaration on this matter shall be grounds for immediate termination and further legal action in accordance with law.

Place: \_\_\_\_\_

Date:

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – R**

**KMVD Performance Bank Guarantee – Acknowledgement / Receipt**

*(To be furnished along with Technical Bid)*

*(Per G.O.(Rt) No.456/2025/Trans dated 05.11.2025 – Rs.25,00,000/- for Manufacturer / Rs.4,00,000/- for Retrofitment Centre)*

The bidder shall enclose with the technical bid a scanned copy of the KMVD-issued acknowledgement / receipt confirming submission of the Performance Bank Guarantee against the bidder, valid as on the bid-submission date.

Bidder details:

Name of Bidder: \_\_\_\_\_

Bidder category (Manufacturer / RFC): \_\_\_\_\_

PBG amount: Rs. \_\_\_\_\_ (Rupees  
\_\_\_\_\_ only)

KMVD receipt / acknowledgement reference: \_\_\_\_\_

Date of receipt / acknowledgement: \_\_\_\_\_

Validity of PBG: \_\_\_\_\_ to \_\_\_\_\_

Issuing Bank: \_\_\_\_\_

Bank Guarantee Number: \_\_\_\_\_

*Enclosure: copy of KMVD acknowledgement / receipt and bank guarantee.*

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – S**

**Annual CoP Renewal Undertaking**

*(To be furnished along with Technical Bid)*

*(On bidder's letterhead, on Rs.500/- non-judicial stamp paper)*

To,

The Chairman & Managing Director,

Kerala State Road Transport Corporation,

Transport Bhavan, East Fort, Thiruvananthapuram – 695 023

Sir,

Subject: Undertaking on annual renewal of Conformity of Production (CoP) for  
VLTD model offered against Tender No.

\_\_\_\_\_  
I, \_\_\_\_\_ on behalf of \_\_\_\_\_ M/s

\_\_\_\_\_  
(Bidder), hereby solemnly undertake that for the offered VLTD model  
\_\_\_\_\_  
manufactured by \_\_\_\_\_  
\_\_\_\_\_:

- The Conformity of Production (CoP) shall be renewed annually with the relevant testing agency (ARAI / ICAT / equivalent MoRTH-approved agency) throughout the contract period including warranty, CMC and any extension.
- Renewal applications shall be filed well in advance of expiry so that there is no break in the CoP.
- In the event of any lapse, delay, suspension, cancellation or non-renewal of CoP, I shall bear all costs of replacement, re-tagging and re-fitment of every affected VLTD installed in KSRTC buses, including all incidental and operational costs at KSRTC's depots, and the Performance Security held by KSRTC and the KMVD PBG shall stand as collateral against this obligation.
- This undertaking shall remain in force notwithstanding any change in ownership, control or management of the Bidder.

This Undertaking is irrevocable and shall be governed by the laws of India.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

## **ANNEXURE – U**

### **DPDP Act 2023 Compliance Undertaking**

*(To be furnished along with Technical Bid)*

*(On bidder's letterhead, on Rs.500/- non-judicial stamp paper, in compliance with the Digital Personal Data Protection Act, 2023 and the CERT-In Directions dated 28.04.2022)*

To,

The Chairman & Managing Director,

Kerala State Road Transport Corporation,

Transport Bhavan, East Fort, Thiruvananthapuram – 695 023

Sir,

Subject: Undertaking on data protection, security and breach reporting against  
Tender No. \_\_\_\_\_.

I, \_\_\_\_\_ on \_\_\_\_\_ behalf \_\_\_\_\_ of \_\_\_\_\_ M/s

\_\_\_\_\_  
(Bidder), hereby solemnly undertake that throughout the contract:

- Data Processor status. The Bidder shall act as Data Processor under the Digital Personal Data Protection Act, 2023, with KSRTC as the Data Fiduciary. The Bidder shall process personal data only for the purposes notified by KSRTC and shall not retain, disclose, transfer or use such data for any other purpose.
- VAPT. The Bidder shall submit a Vulnerability Assessment and Penetration Testing (VAPT) report from a CERT-In empanelled auditor before commissioning, and at least once every twelve months thereafter; any critical or high-severity finding shall be remediated within thirty days of report.
- Encryption. The Bidder shall implement encryption in transit using TLS 1.2 or higher, and at rest using AES-256 or higher, across all VLTD-related infrastructure (device, backend servers, archive).

- India localisation. All VLTD-related data shall be hosted, processed and archived on infrastructure located within the territory of India. No cross-border transfer of data shall occur without the prior written consent of KSRTC and only in accordance with the DPDP Act 2023 and rules thereunder.
- Breach reporting. Any personal-data breach shall be reported to KSRTC and, where applicable, to the Data Protection Board, within 72 (seventy-two) hours of detection; the Bidder shall co-operate fully with the investigation and remediation.
- Audit access. Server logs, audit trails, configuration records and backups shall be made accessible to KSRTC and CAG-empanelled auditors on demand within 7 (seven) working days, in machine-readable form.
- Data deletion on contract end. On termination or expiry of this contract, the Bidder shall securely delete all KSRTC-related data from its systems and shall furnish a certificate of deletion within thirty days, except where statutory retention applies.

Failure to comply with any obligation above shall constitute Material Breach attracting termination of contract and forfeiture of Performance Security, in addition to any statutory consequences under the DPDP Act 2023.

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

**ANNEXURE – V**

**DoT M2MSP Registration Certificate**

*(To be furnished along with Technical Bid)*

*(Per DoT Guidelines for Registration of M2M Service Providers and WPAN / WLAN Connectivity Providers for M2M Services dated 08.02.2022 as amended on 21.03.2024)*

The Bidder shall enclose a scanned copy of the DoT-issued M2MSP registration certificate of the bidder, or of the bidder's connectivity partner where the bidder is not itself M2MSP-registered, valid as on the bid-submission date.

Bidder declaration:

Name of Bidder: \_\_\_\_\_

Bidder's role (tick): [  ] Self-M2MSP [  ] Bidder uses connectivity partner

M2MSP Entity Name (bidder or partner):

\_\_\_\_\_

DoT M2MSP Registration Number: \_\_\_\_\_

Date of registration: \_\_\_\_\_

Validity / next renewal date: \_\_\_\_\_

SM-SR / SM-DP+ location (must be in India):

\_\_\_\_\_

TSPs supported on the M2M e-SIM:

\_\_\_\_\_

*Where the Bidder uses a connectivity partner, the Bidder shall enclose a signed Memorandum of Understanding / commercial agreement between the Bidder and the M2MSP partner, valid for the contract period.*

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

## ANNEXURE – W

### Continuity-of-Service / Exit-Plan Undertaking

*(To be furnished along with Technical Bid)*

*(On bidder's letterhead, on Rs.500/- non-judicial stamp paper, in compliance with G.O.(Rt) No.111/2023/Trans dated 18.03.2023 Paras A.6, A.20, B.9 and B.11)*

To,

The Chairman & Managing Director,

Kerala State Road Transport Corporation,

Transport Bhavan, East Fort, Thiruvananthapuram – 695 023

Sir,

Subject: Undertaking on continuity of service and exit plan against Tender No.

\_\_\_\_\_  
I, \_\_\_\_\_ on behalf \_\_\_\_\_ of \_\_\_\_\_ M/s

(Bidder), hereby irrevocably undertake that:

#### **A. Manufacturer Exit Plan (applicable if Bidder is the OEM)**

- Option 1 — Continued service. If during the contract period our operations in Kerala are terminated, or our KMVD authorisation, CoP or Suraksha-Mitr enlistment is suspended, cancelled, not renewed or withdrawn for any reason, we shall continue to provide full service — warranty, CMC, panic-button maintenance, e-SIM subscription, KMVD performance compliance and data push to KMVD and KSRTC backends — for every VLTD installed in KSRTC buses till the end of life of each device. The KMVD Performance Bank Guarantee held against us shall continue to stand as collateral until every such device is either decommissioned by KSRTC or transferred under Option 2.
- Option 2 — Substitution. Alternatively, we may arrange another VLTD manufacturer that is then operating in Kerala and is KMVD-enlisted to take over all VLTDs installed under this contract on mutually agreed terms. The proposal shall be submitted by us and the substitute manufacturer jointly to KSRTC and KMVD, and shall be implemented only after written approval. The substitute manufacturer shall execute a fresh undertaking in favour of KSRTC

accepting all obligations under this contract for the remaining period; the substitute manufacturer's PBG with KMVD shall stand as collateral. The transition shall impose no overhead, cost or disruption on KSRTC.

**B. Dealer / RFC Exit Plan (applicable if Bidder is Dealer / RFC)**

- Any decision to terminate operations shall be intimated to KMVD through the OEM and shall require prior approval from the concerned RTO / Joint RTO. The Bidder shall not unilaterally cease service.
- Migration. The OEM shall transfer the VLTDs installed by the Bidder to another operational dealer / RFC, who shall submit a fresh affidavit assuring continued service to KSRTC for the migrated devices.
- PBG retention. The Performance Bank Guarantee of the Bidder shall be retained by KMVD until all VLTDs are migrated.
- No overhead. The OEM and substitute dealer / RFC shall ensure that the migration process imposes no additional cost, downtime or administrative burden on KSRTC.

**C. Consequences of Failure**

- Any breach of the obligations above shall entitle KSRTC, without prejudice to any other remedy, to invoke and encash the Bidder's Performance Security and Security Deposit in full; request KMVD to invoke the Bidder's PBG; procure substitute service from the open market at the Bidder's risk and cost; blacklist the Bidder for a minimum of five years across KSRTC and, on intimation, request KMVD to extend such blacklisting state-wide; and initiate appropriate legal action.

This Undertaking is irrevocable and shall be governed by the laws of India.

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

## ANNEXURE – X

### Audio Warning System Conformance Certificate

(To be furnished along with Technical Bid)

(Per G.O.(Rt) No.111/2023/Trans dated 18.03.2023 Section C Para 1, and Appendix-I B5 of this NIT)

This is to certify that the VLTD model \_\_\_\_\_ manufactured by M/s \_\_\_\_\_

incorporates an integrated Audio Warning System conforming to all of the following:

Sl.	Specification	Conformance (Yes / No)	Test Method / Evidence
1	Audio alerts to driver on over-speed event		
2	Audio alerts on harsh braking and harsh acceleration		
3	Audio alerts on geo-fence breach		
4	Audio alerts on prolonged idling		
5	Audio alerts on route deviation		
6	Audio messages configurable from KSRTC FMS console		
7	Pre-recorded / text-to-speech voice output in Malayalam (primary)		
8	Voice output in English (secondary)		
9	Dedicated speaker installed within		

Sl.	Specification	Conformance (Yes / No)	Test Method / Evidence
	driver's cabin		
10	Sound pressure level $\geq$ 75 dB SPL at 1 metre		
11	Audible to driver under normal road and engine noise conditions		
12	Audio trigger latency $\leq$ 5 seconds from event		

**Supporting evidence (tick as applicable):**

- Manufacturer's product datasheet (enclosed)
- ARAI / ICAT bench-test report (enclosed)
- Field demonstration video (link / file reference)
- Third-party laboratory acoustic test report (enclosed)

**Certified by:**

Place: \_\_\_\_\_

Date:

\_\_\_\_\_

**Signature with Name, Address, Designation & Seal  
of the Tenderer / Authorised Signatory**

— *End of Tender Document* —

**For Chairman & Managing Director**  
**Kerala State Road Transport Corporation**  
Transport Bhavan, East Fort, Thiruvananthapuram – 695 023