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No. S001-ITD01/105/2025-ITDIV -KSRTC-HQ

Date: 05.12.2025

CORRIGENDUM / ADDENDUM – 1

Sub: e-Tender for the Tender for Implementation of an Integrated Case Management System (CMS) for KSRTC- Amendment of NIT

Ref: 1. NIT No. S001-ITD01/105/2025-ITDIV -KSRTC-HQ

dt: 01.11.2025

2. Tender ID: 2025_KSRTC_817882_1

As per the reference cited, the NIT conditions is clarified as follows

Clause Reference / Section	Vendor Query / Clarification Requested-Ernst & Young LLP	KSRTC Response
General	Last Date for Submission of Proposals	Tender dates remain as published. Any change will be via e-tender portal only.
10. Project Timeline	Activity Duration Requirement Finalization - 1 Month Development & Testing - 3-4 Months Pilot Implementation - 1 Month Statewide Rollout - 2-3 Months Stabilization & Support - Ongoing Total Duration - 6-8 Months	Overall implementation is 2 months as per RFP. Detailed plan finalised with selected bidder.

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11. Pre Qualification - Eligibility Criteria S. No 3	<p>Relevant Project Experience - Minimum 2 successfully completed IT/e-Governance projects of similar nature in Government/PSU/Autonomous bodies in India. At least 1 project should have 200+ users or multi-location deployment.</p> <p>Document Required - Work Order copies and Completion Certificates / Client Certificates</p>	No change. Minimum 2 similar Govt/PSU e-Gov projects required.
11. Pre Qualification - Eligibility Criteria S. No 4	<p>Technical Capability- In-house development and integration team with at least 10 qualified technical personnel. Proven experience in API-based integration and secure deployment.</p> <p>Document Required - Organizational structure, employee list with designations, project references</p>	No change. Bidder must have at least 10 qualified technical personnel.
11. Pre Qualification - Eligibility Criteria S. No 5	<p>Financial Capacity- Minimum average annual turnover of ₹1 Crore in the last three financial years (2021-22, 2022-23, 2023-24).</p>	No change. Minimum average turnover of ₹1 Cr required.
11. Pre Qualification - Eligibility Criteria S. No 6	<p>Certifications - ISO 27001 or equivalent information security certification (preferred but not mandatory).</p>	ISO 27001 is preferred, not mandatory. No change.
11. Pre Qualification - Eligibility Criteria S. No 10	<p>Local Presence / Support - The bidder must have an existing or committed project support office/team in Thiruvananthapuram within 30 days from the issue of Letter of Award (LOA).</p>	Must set up Tvm presence within 30 days of LoA. Undertaking acceptable.
13. Evaluation Process	<p>Technical Evaluation: Based on eligibility, proposed solution, methodology, and relevant experience.</p>	QCBS 70:30 with minimum 70% technical score remains unchanged.
4. Penalty Clause - Payment Terms & Conditions Clause: Payment to Contractor Payment Terms & Payment Schedule S. No 2	<p>2. The entire implementation, including go-live and stabilization, shall be completed within 2 (two) months from the date of issue of the Work Order.</p>	Read along with overall 6-8 months schedule. Milestones remain as per RFP.

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Annexure - 3 (Proforma of Certificate be furnished along with Pre Qualification Bid)	Format for Affidavit certifying that Entity / Promoter(s) /Director(s)/Partners of Entity are not blacklisted	Must submit as per Annexure-3. No change.
General	Confidentiality	Existing RFP confidentiality clause sufficient. No additional clause required.
General	Intellectual Property Rights	RFP already defines KSRTC's IP ownership. No change.
General	Disclosure of Information	Broad bidder-proposed liability caps not acceptable. Contract will follow RFP.
General	Termination	RFP termination clauses already detailed. No change.
General	Force Majeure	Covered in RFP. Any refinement only at contract stage.
11. Indemnity clause	<p>Indemnification : The Contractor shall indemnify and hold harmless the Kerala State Road Transport Corporation (KSRTC), its officers, employees, and agents from and against any and all claims, losses, damages, liabilities, penalties, costs, and expenses (including legal fees) arising out of or related to any negligent act, omission, misconduct, or breach of contract by the Contractor, its personnel, or subcontractors in the performance of services under this contract. This includes, but is not limited to, third-party claims related to intellectual property rights infringement, unauthorized use of proprietary tools or software, loss or damage to property, bodily injury or death, data breaches or misuse of confidential information, and any non-compliance with applicable statutory or regulatory obligations. This indemnity shall survive the termination or expiration of the contract and shall remain in effect for any claims arising from the Contractor's actions during the contract period.</p>	Not accepted due to criticality of CMS. No change.

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4. Penalty Clause	<p>Liquidated Damages If the Contractor fails to complete the assigned work or deliverables within the stipulated timeline, a penalty of 0.5% of the total contract value shall be levied for each day of delay, up to a maximum of 10% of the total contract value.</p>	Penalty structure remains. KSRTC will apply reasonably but clause stands.
Legal	<p><u>New clause to be added:</u> Limitation of Liability</p>	The proposed limitation of liability cannot be incorporated. The CMS platform handles mission-critical legal operations, sensitive documentation, statutory timelines, and compliance obligations. Restricting the contractor’s liability to fees paid or excluding consequential damages would expose KSRTC to disproportionate risk. Government procurement norms require adequate safeguards for service failure, negligence, data loss, or breach.
Legal	<p><u>New clause to be added:</u> Immediate Termination</p>	The RFP already provides balanced termination rights covering default, performance failure, and operational needs. Allowing unilateral termination based on broad grounds such as professional obligations or anticipated developments could impact CMS continuity and public service obligations. Termination will be governed strictly by the RFP terms. No additional termination clause will be added.
Legal	<p><u>New clause to be added:</u> Materials</p>	KSRTC must retain full rights over all deliverables, customizations, configurations, integrations, and software developed under the project to ensure long-term continuity, future enhancement, vendor change flexibility, and audit compliance. The proposed clause limits KSRTC’s rights and is inconsistent with government IT system ownership norms. RFP intellectual property and data

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		ownership provisions remain unchanged.
<p>2.3 Documentation and Training - 2. Cloud Deployment & Hosting :</p> <p>11. Eligibility Criteria</p>	<p><u>2.3 Documentation and Training</u> 2. Cloud Deployment & Hosting : ~Hosting of the complete solution on a scalable, secure cloud environment with 24x7 availability. ~Configuration of backup systems, performance monitoring, and disaster recovery protocols. ~Management of all cloud infrastructure, storage, bandwidth, and uptime obligations for a minimum of 2 years post-deployment as part of the bundled AMC.</p> <p><u>11. Eligibility Criteria</u> 11. Consortium / Sub-contracting : Consortium bidding is not allowed. Sub-contracting of core components is not permitted.</p>	<p>The solution shall be hosted on a secure cloud platform in compliance with the RFP and applicable government guidelines. Consortium bidding remains prohibited. Sub-contracting of core solution components (development, integration, AI modules, workflows, CMS functionalities) is not permitted. Cloud hosting requirements, security controls, uptime, and compliance responsibilities remain with the selected bidder.</p>
<p>1. Implementation & support (para 3) -</p> <p>2.3 Documentation and Training - Annual Maintenance and Support (AMC)</p> <p>Payment Terms & Payment Schedule - BOQ Quotation Requirement</p>	<p><u>1. Implementation & support</u> (para 3) - The vendor shall provide comprehensive technical support during and after implementation, including bug fixing, upgrades, security patches, performance tuning, and issue resolution as per the defined Service Level Agreement (SLA). Post Go-Live, the bidder shall provide one (1) year of warranty support at no additional cost, followed by five (5) years of Annual Maintenance Contract (AMC) support.</p> <p><u>3. Annual Maintenance and Support (AMC)</u> ~Provision of comprehensive AMC covering: o Technical support (remote and onsite) o Bug fixes and functional enhancements o Regular system updates and security patches o SLA-based helpdesk with defined escalation</p>	<p>The project schedule remains:</p> <ul style="list-style-type: none"> • Go-Live: within 2 months from Work Order. • Warranty: 1-year comprehensive warranty and support after Go-Live. • AMC: Years 2 to 5 (4 years), covering SLA-based support, patches, updates, security, and performance monitoring. <p>The bidder's assumption of an 8-month implementation period is incorrect. Timelines remain as specified in the RFP.</p>

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	<p>matrix o Performance audits and uptime logs ~Submission of quarterly support and performance reports. ~AMC to begin from Year 2 and extend for a minimum of 5 years, payable annually.</p> <p><u>BOQ Quotation Requirement</u> 1. The BOQ quote submitted by the bidder shall be comprehensive and allinclusive, covering the following components in a bundled format: o Design, Development, and Deployment of the complete AI-powered Schedule Management Software. o Cloud-based Delivery Model: The software must be hosted and delivered via a secure, scalable, and high-availability cloud platform. o Two (2) Years of Comprehensive Annual Maintenance and Support (AMC) from the date of Go-Live,</p>	
1. Implementation & Support (Para 4)	<p>The AMC shall cover:</p> <ul style="list-style-type: none"> · Preventive and corrective maintenance of all application components · Deployment of updates and patches · Performance optimization and capacity tuning · Security hardening and compliance updates · Database maintenance, backup and recovery support · 24x7 helpdesk services with defined escalation matrix · SLA monitoring and reporting 	<p>24x7 helpdesk support is mandatory due to the critical nature of the CMS. Expected functions include incident handling, ticketing, escalation, remote/onsite support, monitoring, and SLA reporting. KSRTC has not mandated minimum staffing numbers; however, the bidder must deploy sufficient qualified personnel to meet SLA commitments.</p> <p>Remote support is acceptable, but onsite presence must be provided whenever required by KSRTC. Tools, escalation matrices, and operating procedures will be finalized during the project planning phase.</p> <p>SLA compliance must be ensured irrespective of support location.</p>
1. Implementation &Support (Para 5)	<p>The bidder shall maintain a dedicated project and support team for the entire duration of the project, including the AMC period. The vendor shall submit quarterly performance and SLA compliance reports and address any system enhancement or integration requirements through a formal Change Control Process approved by KSRTC.</p>	<p>The bidder must maintain a dedicated project and support team throughout implementation, warranty, and AMC. KSRTC has not specified the number of resources, but adequate manpower must be proposed and maintained to meet SLAs, timelines, and functional requirements.</p> <p>A hybrid model (onsite + offsite) is permitted, subject to KSRTC</p>

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		approval and uninterrupted service delivery. Quarterly performance reports, resource continuity, and timely enhancements are mandatory.
Penalty Section 4. Penalty Clause	1. Delay in Performance: If the Contractor fails to complete the assigned work or deliverables within the stipulated timeline, a penalty of 0.5% of the total contract value shall be levied for each day of delay, up to a maximum of 10% of the total contract value.	The penalty clause prescribed in the RFP is aligned with government procurement norms and ensures accountability for timely delivery. Considering the critical importance of the CMS, no modification is allowed.
AI-Based Case Risk Scoring Requirement	We request further clarification on the intended purpose of the risk scoring, definition of risk categories, intended user groups, usage in decision-making vs advisory support, contributing parameters/factors for assessing risk (e.g., case metadata, litigant history, document completeness, prior legal outcomes, etc.), requirement for model explainability, nature and availability of data (type, format, sources, volume of historical data), integration points with existing systems, and expectations regarding model design (ML / LLM / hybrid), including support for multilingual documents.	The risk scoring module is intended to support prioritization and decision-making. Indicative components include case metadata, historical outcomes, statutory timelines, document completeness, litigant profile, operational impact, and precedent analysis. The model must offer explainability, user-friendly insights, and integration with CMS dashboards. Data formats, parameters, and scoring logic will be finalized during requirement gathering with the selected bidder.

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Request for CSP Sub-contracting Provision	In continuation of our prior discussion, we request permission for engaging a certified Cloud Service Provider (CSP) as a subcontractor solely for hosting and infrastructure services to ensure compliance, security, reliability, and scalability of the solution. Accordingly, we request a removal of the consortium/sub-contracting restriction in the eligibility criteria.	KSRTC agrees to permit sub-contracting only for cloud hosting and infrastructure services, subject to the following conditions: 1. Sub-contracting is restricted strictly to CSP-related hosting, storage, compute, backup, and uptime services. 2. Core solution components—including development, integration, workflows, AI modules, and CMS functionalities—cannot be subcontracted. 3. The selected bidder remains fully responsible for security, uptime, compliance, SLAs, monitoring, and issue resolution. 4. The CSP must comply with applicable government guidelines, including data security, availability, disaster recovery, and audit requirements. 5. Details of the CSP, including certifications, architecture, SLA alignment, and escalation structure, must be submitted to KSRTC for approval before onboarding. 6. Any change of CSP requires KSRTC’s prior written approval. Accordingly, CSP sub-contracting is permitted under controlled conditions. All other sub-contracting restrictions remain unchanged.

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1	Core Technology Stack	Since the RFP specifies a "Web-based application", please detail the proposed technology stack (Programming Language, Web Framework, and Application Server) planned for the core CMS development.	RFP is technology-agnostic. Bidder may propose any secure, enterprise-grade web-based architecture (frontend, backend, app server). Finalisation during SRS.

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2	Database Platform	Specify the proposed relational or NoSQL database platform (e.g., PostgreSQL, MySQL, Oracle) that will be used, confirming its capability to handle the large volume of legal records and documents.	No specific DB mandated. Bidder to propose RDBMS/NoSQL suitable for full KSRTC case volume with indexing, backup, DR.
3	Hybrid Cloud Implementation	The solution requires a "hybrid cloud architecture". Please clarify the components intended for the public cloud versus those intended for the private cloud/on-premise (if any), and specify the proposed cloud service provider (e.g., AWS, Azure, GCP) and the specific region/location where the data will be stored, confirming strict storage within India.	Bidder to propose DC/DR topology ensuring 99.5% uptime with India-based hosting. Architecture frozen during SRS.
4	Scalability Metrics	The system must be scalable to future requirements. Detail the proposed application scaling methodology (e.g., microservices, load balancing rules) and the system's guaranteed capacity to handle a minimum of 200+ concurrent users across all organizational units.	KSRTC system covers HQ, regions, finance, counsels. Bidder to design horizontally scalable system. Exact data volume shared at SRS.
5	API Interoperability Standard	The system must be API-ready and interoperable. Specify the standard API protocol (e.g., RESTful, SOAP) that will be used for internal and external integrations, along with the proposed mechanism for API security (e.g., OAuth 2.0, API key management).	Secure, standards-based APIs expected (REST/JSON or equivalent). Final API specs finalised during SRS.
6	eCourts API Mechanism	Integration with the eCourts API is mandatory. Detail the specific mechanism proposed for achieving near real-time synchronization of daily cause lists and judgment uploads, and confirm capability to retrieve case status based on CNR number.	Mandatory. Bidder to use official mechanisms (APIs/feeds) and propose adaptor layer. Costs included in bid.

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7	Data Migration Scope & Volume	The bidder is responsible for migrating legacy data including all Case Registers and documentation. Provide an estimate of the expected total volume of legacy data (in TB or number of documents) and specify the tools or methodology proposed for Data Cleansing and Validation prior to final migration.	All legacy registers & historical data in scope. Exact record count shared at SRS. Bidder must include full migration effort.
8	KSRTC System Integration	Integration with KSRTC's existing/future systems (ERP, HRMS, Finance & Accounting) is required. Detail the proposed data exchange mechanism (e.g., batch processing, real-time middleware) for transferring financial data related to Advocate payments and MACT claim settlements.	Integrations with ERP/HRMS/Insurance/SMS-Email etc. are bidder scope. Exact payloads decided during SRS.
9	Document E-Signature	The system requires E-signature integration for court filings. Describe the approach to integrating a legally compliant digital signature mechanism (e.g., Aadhaar-based e-Sign, Digital Signature Certificate (DSC) integration) into the workflow for affidavits and notices. Which E-sign tool will be used ?	Legally valid e-sign (Aadhaar eSign/DSC/eSign provider) must be supported. Integration + subscription to be included by bidder.
10	Security Standards & Encryption	The bidder must ensure adherence to ISO 27001 or equivalent security standards. Specify the mandated encryption standards that will be used for: (a) Data in Transit (e.g., TLS 1.2+) and (b) Data at Rest (e.g., AES-256).	System must comply with ISO-class controls, RBAC, TLS encryption, DB/storage-level encryption. Bidder to propose details.
11	Disaster Recovery (DR) Metrics	The solution must include a Disaster Recovery Plan. Specify the committed Recovery Point Objective (RPO) and Recovery Time Objective (RTO) metrics for the critical CMS database, considering the mandatory monthly uptime of 99.5%.	Bidder to propose DR plan consistent with 99.5% uptime. Backups, replication, DR drills included.

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12	Audit Trails & Access Control	The system must feature role-based access and audit trails. Describe the depth of the audit logging (e.g., tracking user, role, IP address, and time stamp for viewing, creation, and modification of sensitive data like MACT award amounts) and the mechanism for retaining audit logs.	Mandatory for all key actions with timestamps, user ID, IP/device. Tamper-evident audit logs required.
13	Multilingual Implementation	The system requires multilingual support for Malayalam and English. Confirm if the solution will support dynamic language switching across the entire user interface and all auto-generated legal templates.	Full Malayalam + English support required for UI & documents. Unicode standards required.
14	AI Risk Scoring Model	"AI-based case risk scoring and alerts" are required. Detail the methodology (e.g., Machine Learning classification model) used to calculate the risk score and list the minimum three (3) critical input parameters (e.g., Award amount trends, case forum, duration) that the model will utilize.	Conceptual requirement only. Bidder to propose configurable scoring framework. No fixed algorithm mandated.
15	Geo-Tagged Mapping Tool	Geo-tagged accident mapping for MACT is required. Specify the proposed mapping technology (e.g., GIS integration, open-source mapping services) and how accident location data (date, time, place) will be captured and validated in the field.	Accident locations must be geo-tagged and shown on a mapping interface. Any compliant GIS tool acceptable.
16	Case Registration & Indexing	The system requires Auto-case ID generation and indexing. Describe the proposed methodology for ensuring a unique, standardized case ID structure that differentiates between cases from various forums (MACT, Civil, HC, etc.) while allowing for seamless tracking of connected cases, appeals, and review petitions	Unique autogenerated case ID across forums. Structure finalised during SRS.

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17	Document Repository	The system must provide a Document Repository for scanned FIRs, petitions, judgments, and legal notices. Detail the document indexing and tagging process (metadata capture) used to ensure quick retrieval of specific document types (e.g., judgment copies, statements of facts).	CMS to act as complete record repository with metadata, indexing, optional full-text search.
18	Advocate Panel Management	The system must track Standing Counsels, appearance records, fee status, and fee records. Explain the workflow used by the Finance Wing to verify advocate bills against appearance records and court details before payment is processed, ensuring improved advocate coordination and fee transparency.	Advocate panel details, appearance tracking, fee verification workflow required.
19	MACT Case Tracking	For MACT Cases, tracking EP Nos., proceedings, payment details, and MACA numbers is mandatory. Describe the dedicated module workflow that links the original MACT petition, the subsequent EP tracking, and the final payment details, aiming for reduction in financial exposure.	Parent-child linking (MACT → MACA → EP) needed. Bidder to design model.
20	High Court Compliance	High Court cases require tracking interim orders, contempt petitions, SLP tracking, and time-bound compliance alerts. Describe the mechanism used to manage and escalate compliance when the due date for executing an order (e.g., submitting a statement of facts) is nearing or missed, as required for timely action.	Interim orders, deadlines, escalations must be tracked. Rules configurable.
21	Multilingual Template Generation	The system must support Multilingual support (Malayalam & English) and Auto-generation of legal templates (counter, affidavits, notices). How will the system ensure that auto-generated templates are legally accurate and available in both	Auto-templates for counters/affidavits/notices in bilingual format. Versioning required.

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		specified languages, tailored to the specific case type and court forum?	
22	E-Signature Integration	E-signature integration for court filings is required. Detail the proposed workflow for obtaining e-signatures on affidavits or counter statements from authorized officers (CLO/DLO) and integrating this signed document back into the Document Repository for filing.	Send for sign, capture audit, store signed document. Integration cost included in bid.
23	Commissions & Tribunals	The CMS must manage cases in various forums, including Commissions (Human Rights, Child, etc.). Describe the specific data fields and compliance tracking workflow designed for these forums, focusing on the required memo/reply/report tracking with date fields.	Configurable case types to support petitions, notices, orders, compliance tracking.
24	AI Risk Scoring	The system mandates AI-based case risk scoring and alerts. Detail the input parameters (data points) and logic the AI model will use to assign a risk score to a case (e.g., is it based on the claimed amount, advocate performance, court jurisdiction, or case age?).	Alerts for deadlines, high-risk cases required. Bidder to propose rules.
25	Geo-Tagged Accident Mapping	Geo-tagged accident mapping for MACT is required. Explain the functionality that allows users to visualize and analyze accident locations and related case data (e.g., financial liability trends) spatially on a map.	Allow heatmaps, cluster analysis. Bidder may use built-in BI or integrate with analytics tool.
26	Data Migration Assurance	The bidder must design and implement a comprehensive Data Cleansing and Validation Plan. Describe the specific functional tools or checks that will be incorporated into the CMS to ensure the accuracy,	Mock runs, cleansed import, reconciliation reports mandatory. No extra payments.

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		completeness, and integrity of the Accident Case Register and other legacy data migrated to the new system.	
27	CLO/CMD Dashboard	The system must provide a Centralized dashboard for CLO, CMD, and ED (Admin/IT). Specify the critical key performance indicators (KPIs) and visual reports available on the top management dashboard to facilitate Data-driven decision-making and provide centralized monitoring and visibility	CLO/CMD dashboards must include KPIs: forum-wise trends, pending/disposed ratios, advocate performance, liability trends, compliance status.

Tender Inviting Authority