CORRIGENDUM NO. 01

Tender for Selection of System Integrator — Unified Digital Platform for KSRTC-SWIFT

Tender No: S001-ITD01/106/2025-IT DIV-KSRTC-SWIFT-HQ | Issued: 28 February 2026

Issuing Authority: Chairman & Managing Director, KSRTC-SWIFT, Transport Bhavan, Fort, Thiruvananthapuram – 695023

This Corrigendum is issued by KSRTC-SWIFT pursuant to: (a) a review of the original Tender Document dated 21.02.2026 that identified typographical errors and internal inconsistencies, and (b) pre-bid queries received from prospective bidders including a structured clarification request submitted by RITARC Consulting Services Private Limited dated 24 February 2026. This Corrigendum constitutes an inseparable and binding part of the tender document.

Where any provision of this Corrigendum conflicts with the original tender document, this Corrigendum shall prevail. All other terms, conditions, eligibility criteria, SLA requirements, evaluation methodology, and submission procedures remain unchanged and in full force.

This Corrigendum contains 11 items addressing: (a) correction of typographical errors in the EMD definition and Tender Fee, (b) definitive hosting responsibility clarification, and (c) scope, technical, and evaluation clarifications from pre-bid queries.

SECTION 1 — SUMMARY OF AMENDMENTS

No.	Section	Subject	Original	Amended / Clarified
01	Section 2.16 — EMD Definition	**EMD Amount**	*Sec 2.16: Rs.5,00,000/-*	Rs.1,00,000/- (One Lakh) — Section 1.1 confirmed correct; Sec 2.16 corrected
02	Section 1.1 Item 7 & Sec 2.17	**Tender Fee**	*Sec 2.17: Rs.5,00,000/-*	Rs.7,500/- confirmed correct; Section 2.17 corrected
03	Sec 1.3, 2.5, 4.1.6, 12.18	**Hosting Responsibility**	*SI to provision cloud infra*	KSRTC-SWIFT provides infra; SI manages application layer only
04	Section 5.1.2(A)	**Aadhaar Authentication**	*Mandatory where permissible*	Optional; UIDAI compliance = KSRTC-SWIFT
05	Section 5.1.2(B)	**Roster Scheduling**	*Ambiguous*	IN scope — SI builds full scheduling interface
06	Section 5.2 vs 5.8	**EV AMC Module Boundary**	*Apparent contradiction*	EV AMC = standalone financial module; no workshop integration
07	Section 5.5.10	**GIS Map Licensing**	*Not specified*	SI procures if needed ; include in Financial Bid BOQ
08	Section 5.5.9	**Analytics Scope**	*AI/ML scope unclear*	Statistical analytics mandatory; AI/ML optional
09	Section 6	**Rollout Strategy**	*Not specified*	Phased rollout; include plan in Technical Proposal

| 10 | Section 12.17 | **VAPT Audit Cost** | *Not specified* | SI includes in AMC BOQ; adjusted if KSRTC-SWIFT funds |
| 11 | Section 11.1(E) | **Kerala Office Undertaking** | *Not addressed* | Post-award 30-day undertaking = 2 marks |

SECTION 2 — DETAILED AMENDMENTS & CLARIFICATIONS

Item 01	Section 2.16 — Definition of EMD Amount (Correction to Typographical Error)
Original Text	*Section 2.16 defines EMD as: "Earnest Money Deposit of Rs.5,00,000 to be submitted as per tender rules." This conflicts with Section 1.1 Item 6 which correctly states EMD as Rs.1,00,000/-.*
Amended Text	**The EMD applicable for this tender is Rs.1,00,000/- (Rupees One Lakh only) as correctly stated in Section 1.1 Item 6. Section 2.16 figure of Rs.5,00,000/- is a typographical error and is hereby CORRECTED to Rs.1,00,000/- (Rupees One Lakh only). All bidders must submit an EMD instrument for Rs.1,00,000/- only. Any EMD instrument for a different amount will be rejected.**
Reason	Section 1.1 Item 6 correctly states EMD as Rs.1,00,000/-. Section 2.16, the Definitions section, erroneously stated Rs.5,00,000/- due to a drafting error. Section 1.1 is the authoritative operative provision governing bid submission requirements.
Action Required	**CRITICAL — EMD confirmed as Rs.1,00,000/- (One Lakh only). Section 2.16 typographical error corrected. Submit EMD instrument for Rs.1,00,000/- only.**

Item 02	Section 1.1 Item 7 & Section 2.17 — Tender Fee (Correction to Typographical Error)
Original Text	*Section 1.1 Item 7 states Tender Fee as Rs.7,500/-. Section 2.17 states Tender Fee as Rs.5,00,000/- (Rupees Five Lakhs) — a clear and significant conflict.*
Amended Text	**The Tender Fee applicable for this tender is Rs.7,500/- (Rupees Seven Thousand and Five Hundred only) as stated in Section 1.1 Item 7. Section 2.17 figure of Rs.5,00,000/- is a typographical error and is hereby CORRECTED to Rs.7,500/- (Rupees Seven Thousand and Five Hundred only). All bidders shall remit the Tender Fee of Rs.7,500/- only.**
Reason	The magnitude of discrepancy (Rs.7,500 vs Rs.5,00,000) confirms a typographical error in Section 2.17. Section 1.1 Item 7 is the authoritative operative provision. Section 2.17 is corrected accordingly.
Action Required	**CRITICAL — Tender Fee is Rs.7,500/- only. Section 2.17 figure is corrected. Remit Rs.7,500/- as Tender Fee.**

Item 03	Sections 1.3, 2.5, 4.1.6 & 12.18 — Hosting & Infrastructure Responsibility (Definitive Clarification)
Original Text	*Section 1.3 states hosting is provided by KSRTC-SWIFT. Sections 2.5, 4.1.6, and 12.18 define cloud hosting provisioning including Production, DR, Backup, and Network Security as the SI's full responsibility — directly contradicting Section 1.3.*
Amended Text	**DEFINITIVE POSITION: Hosting infrastructure (MeitY-approved, ISO 27001-certified cloud) shall be PROVISIONED AND FUNDED BY KSRTC-SWIFT. SI responsibilities are: (a) application deployment and configuration on KSRTC-SWIFT provided infrastructure; (b) DevOps and CI/CD pipeline setup; (c) application-layer security (WAF, API gateway, SSL); (d) DR application-layer failover configuration; (e) performance tuning and monitoring. The SI must NOT include cloud IaaS, server,**

	storage, or network procurement costs in the Financial Bid. Sections 2.5, 4.1.6, and 12.18 are amended to align with Section 1.3.
Reason	Section 1.3 is the primary operative clause describing project scope. Conflicting provisions in Sections 2.5, 4.1.6, and 12.18 arose from a drafting inconsistency. Multiple bidders raised this critical issue during the pre-bid stage.
Action Required	**CRITICAL — Remove all cloud IaaS/infrastructure procurement costs from Financial Bid. Price application deployment and management only.**

Item 04	**Section 5.1.2(A) — Aadhaar-Based Authentication (Optional, Not Mandatory)**
Original Text	*Phrase "Aadhaar authentication (where permissible)" implies mandatory implementation if UIDAI permits, placing compliance burden and licensing obligations on the SI.*
Amended Text	**Aadhaar-based authentication is OPTIONAL and subject to: (a) UIDAI regulatory clearances, (b) Aadhaar Act 2016 and UIDAI circulars in force at implementation time, and (c) formal written approval from KSRTC-SWIFT legal/compliance team during Phase 1. The SI shall design Aadhaar authentication as an optional, configurable module. UIDAI compliance obligations including AUA/KUA licensing are KSRTC-SWIFT's responsibility, not the SI's.**
Reason	UIDAI regulatory compliance is complex. The obligation must rest with KSRTC-SWIFT as the licenced entity, not the SI. Original phrasing was ambiguous about mandatory vs. optional nature.
Action Required	**Design Aadhaar auth as optional configurable module. Do not treat as mandatory scope.**

Item 05	**Section 5.1.2(B) — Duty Scheduling & Roster Creation (Confirmed In Scope)**
Original Text	*Section 5.1.2(B) describes the attendance module handling complex duty rosters but does not explicitly state whether roster creation is within SI scope or consumed from an external system.*
Amended Text	**Duty scheduling and roster creation IS within the scope of the HRMS module. The SI shall build a Roster Scheduling Interface enabling depot staff to: create and manage shift rosters; define driver-conductor crew pairings; manage night halt and special duty assignments; assign on-duty/off-duty status; and view attendance compliance against rosters. The attendance module shall both CREATE and CONSUME roster data.**
Reason	Ambiguity in scope regarding roster creation vs. consumption required explicit resolution for accurate Technical Proposal and cost estimation.
Action Required	**Include full roster scheduling and crew management interface in HRMS development scope and pricing.**

Item 06	**Sections 5.2 & 5.8 — EV AMC Module Scope Boundary (Standalone Financial Module)**
Original Text	*Section 5.2 explicitly excludes maintenance activities from FMS. Section 5.8 includes depot-level mechanical officer verification for EV AMC billing, creating an apparent contradiction.*
Amended Text	**The EV AMC & Service Billing Monitoring Module (Section 5.8) is a STANDALONE FINANCIAL AND BILLING module. Depot-level mechanical officer verification in Section 5.8 is strictly limited to: (a) invoice verification for billing purposes and (b) SLA compliance confirmation for penalty/incentive calculation. It does NOT involve workshop management systems, repair workflows, or job cards. No integration with workshop or maintenance systems is required for the EV AMC module.**

Reason	The scope boundary between FMS operational exclusions and EV AMC financial monitoring needed clear delineation to prevent over-engineering of integration requirements.
Action Required	**EV AMC module requires no workshop/maintenance system integration. Design as standalone financial module.**

Item 07	**Section 5.5.10 — GIS Analytics: Map Service Procurement & Licensing Cost Responsibility**
Original Text	*Section 5.5.10 mandates GIS-based analytics without specifying who procures map/GIS services or bears recurring licensing costs.*
Amended Text	**The SI is responsible for procuring, managing, and bearing the recurring licensing and usage costs of map/GIS services. If applicable**
Reason	Map licensing responsibility must be explicit to ensure complete and accurate Financial Bid preparation. Omission could lead to post-award cost disputes.
Action Required	**Financial Bid**

Item 08	**Section 5.5.9 — Predictive Analytics Scope: Statistical vs AI/ML Approach**
Original Text	*Section 5.5.9 describes predictive analytics including revenue forecasting, route optimisation, and demand modelling without specifying the expected technical methodology.*
Amended Text	**Current mandatory scope requires statistical and rule-based predictive analytics — including regression models, trend-based forecasting, BI-tool-native forecasting functions, seasonal analysis, and historical pattern recognition. Full AI/ML model development (neural networks, deep learning) is NOT mandated. The platform architecture must be designed as AI/ML-ready for future enhancements. Advanced AI/ML enhancements may be proposed as optional items with separate pricing in the Financial Bid.**
Reason	Scope ambiguity on analytics complexity significantly affects development effort, team composition, and cost estimation.
Action Required	**Statistical analytics mandatory; AI/ML optional (price separately in BOQ). Design AI/ML-ready architecture.**

Item 09	**Section 6 — Project Implementation: Phased Geographic Rollout Approach**
Original Text	*Section 6 describes implementation phases and Go-Live milestones but does not specify whether rollout is simultaneous across all units or phased geographically.*
Amended Text	**A Phased Geographic Rollout is the preferred approach: PHASE A (Pilot) — 2 to 3 selected depots and Head Office; PHASE B (Zone-wise) — progressive rollout incorporating pilot lessons; PHASE C (Full Org) — all depots, workshops, and offices. Bidders MUST include in Technical Proposal: (a) phased rollout strategy, (b) parallel running plan specifying co-existence period for old and new systems, and (c) multi-wave, location-wise training schedule.**
Reason	Rollout strategy significantly affects training planning, parallel running costs, stabilisation effort, and overall project budget.
Action Required	**Technical Proposal — Include phased rollout strategy, parallel running plan, and multi-wave training schedule.**

Item 10	Section 12.17 — Annual VA/PT Audit: Engagement & Cost Responsibility
Original Text	*Section 12.17 mandates annual VA/PT audits by CERT-In empanelled agency but does not specify whether KSRTC-SWIFT or SI is responsible for engaging and funding the security auditor.*
Amended Text	**For Financial Bid preparation, the SI must include annual VAPT audit costs as a separate, clearly itemised AMC line item in the BOQ. KSRTC-SWIFT reserves the right to appoint and fund the CERT-In empanelled auditor independently, in which case this line item will be deducted from AMC payments. The SI must cooperate fully with audit activities and remediate all findings within agreed timelines. Secure code review during development is mandatory SI scope regardless.**
Reason	Cost responsibility for recurring security audits is a significant AMC pricing variable.
Action Required	**Financial Bid — Include annual VAPT cost as separate AMC BOQ line item. Subject to deduction if KSRTC-SWIFT appoints the auditor directly.**

Item 11	Section 11.1(E) — Kerala Presence: Post-Award Undertaking (Accepted for 2 Marks)
Original Text	*Section 11.1(E) provides 5 marks for full Kerala office and 2 marks for liaison office, but does not address bidders proposing to establish Kerala presence within a defined period after award.*
Amended Text	**A formal undertaking to establish a Kerala office within 30 days of Work Order/Purchase Order award is ACCEPTABLE for evaluation under Section 11.1(E). Such bidders shall be awarded 2 marks. The undertaking must be submitted on company letterhead with authorised signatory as Annexure VIII. Non-fulfilment within 30 days of Work Order issuance shall constitute breach of contract conditions.**
Reason	Fairness to outstation bidders of technical merit requires a mechanism to commit to local presence as a condition of award.
Action Required	**Submit Annexure VIII formal undertaking on letterhead for 2 marks. Mandatory compliance within 30 days of PO.**

SECTION 3 — CONSOLIDATED BIDDER ACTION LIST

All bidders must take the following actions before bid submission:

1. **[CRITICAL] EMD confirmed as Rs.1,00,000/- (Rupees One Lakh only). Submit EMD instrument for Rs.1,00,000/- only — Section 2.16 typographical error corrected (Item 01)**

2. **[CRITICAL] Tender Fee is Rs.7,500/- only — Section 2.17 typographical error corrected. Remit Rs.7,500/- as Tender Fee (Item 02)**

3. **[CRITICAL] Remove all cloud IaaS/infrastructure procurement costs from Financial Bid. Price application deployment and management only (Item 03)**

4. [Financial Bid] Add GIS/map service licensing if applicable

5. [Financial Bid] Add annual VAPT audit cost as a separate, itemised recurring AMC BOQ line item (Item 10)

6. [Technical Proposal] Include full roster scheduling and crew management interface as part of HRMS scope (Item 05)

7. [Technical Proposal] Include phased geographic rollout plan: Pilot (2-3 depots + HQ) > Zone-wise > Full Org (Item 09)

8. [Technical Proposal] Include parallel running plan and multi-wave, location-wise training schedule (Item 09)

9. [Scope Design] Design Aadhaar authentication as optional/configurable module only — not mandatory (Item 04)

10. [Scope Design] Design EV AMC module as standalone financial/billing module — no workshop integration required (Item 06)

11. [Scope Design] Include statistical predictive analytics as mandatory; AI/ML as optional, priced separately (Item 08)

12. [Eligibility] Submit Annexure VIII formal undertaking on company letterhead if planning to open Kerala office post-award — earns 2 marks (Item 11)