

KSRTC-SWIFT – Unified Digital Platform | Pre-Bid Clarification Responses

| Tender No: S001-ITD01/106/2025-IT DIV-KSRTC-SWIFT-HQ | Date: 24 February 2026

| Sr. No. | Section | Query | Response / Clarification | Remarks / Action by Bidder |
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Section A: HRMS — Human Resource Management System

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| 1 | 5.1.2 | Section 5.1.2 requires integration with Aadhaar/Biometric devices across depots for attendance. Kindly confirm the make and model of existing devices and whether standard SDK/API access is available for integration. | The make, model, and API compatibility details of existing biometric devices across KSRTC-SWIFT depots will be shared with the selected SI during Phase 1 (Requirement Study). A device audit will be conducted as part of the As-Is Process Study. For bid preparation, bidders must propose a solution capable of integrating with standard biometric attendance devices (fingerprint, face recognition, IRIS) using industry-standard SDKs (e.g., Morpho, Mantra, SecuGen, ZKTeco). Where existing devices expose proprietary APIs, the SI shall develop suitable adapters. Where devices are found to be incompatible, hardware replacement will be KSRTC-SWIFTs responsibility and the SI shall integrate with replacement devices. | Plan for multi-vendor biometric integration with adapter middleware; device audit in Phase 1 |
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| 2 | 5.1.2(A) | Section 5.1.2(A) mentions Aadhaar authentication where permissible. Kindly clarify whether Aadhaar-based authentication is mandatory or an optional fallback, as this affects UIDAI compliance obligations for the SI. | Aadhaar-based authentication is NOT mandatory — it is an optional/desirable feature subject to applicable UIDAI regulations, the Aadhaar Act 2016, and UIDAI circulars in force at the time of implementation. The primary attendance mechanism shall be biometric device-based (fingerprint/face). Aadhaar authentication (OTP or biometric) may be implemented as an additional or fallback method only where UIDAI permission and KSRTC-SWIFTs legal compliance framework permit. The SI shall NOT implement Aadhaar-based auth without formal clearance from KSRTC-SWIFT legal/compliance team during Phase 1. UIDAI compliance obligations (AUA/KUA licensing etc.) shall be the responsibility of KSRTC-SWIFT. | Design Aadhaar auth as optional/configurable module; UIDAI compliance obligations vest with KSRTC-SWIFT |
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| 3 | 5.1.2(A) | Section 5.1.2(A) requires offline storage and sync during network downtime for biometric attendance. Kindly clarify the expected maximum offline duration the system must support before syncing. | The specific maximum offline duration will be confirmed during Phase 1 SRS. For design purposes, bidders should plan for a minimum offline capability of 72 hours (3 days) of attendance data local storage on the biometric device or edge node. This accounts for network outages at remote depots. The system must implement: local encrypted storage on device/edge node, automatic sync with conflict resolution upon connectivity restoration, and manual override with approval workflow as a contingency. Daily sync is the expected norm; the 72-hour buffer is the minimum resilience threshold. | Design for minimum 72-hour offline buffering with auto-sync; confirm exact duration in SRS |
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5.1.2(A)

Kindly clarify the approved fallback attendance recording mechanism when biometric devices are offline or malfunctioning, and what data retention/privacy compliance policy applies to biometric and Aadhaar records stored by the system.

Fallback Attendance: When biometric devices are offline or malfunctioning, the approved fallback mechanism shall be: (1) Manual attendance entry by authorized depot supervisor via the web portal with mandatory reason recording, (2) The manual entry shall trigger a supervisor-level approval workflow, (3) All manual overrides shall be logged with timestamp and user ID for audit.

Biometric/Aadhaar Data Retention & Privacy: Biometric and Aadhaar data shall be governed by applicable Indian data protection laws (DPDP Act 2023), UIDAI regulations, and Government of Kerala data governance policies. Retention period for biometric templates shall be confirmed during Phase 1 legal review. The SI must implement: encrypted storage (AES-256 minimum), access-controlled retrieval, data minimization principles, and a purge mechanism for records beyond retention period. The system must not store raw Aadhaar numbers — only masked or tokenized references.

Implement manual override with audit trail; use encrypted tokenized storage for biometric data; no raw Aadhaar storage

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| 5 | 5.1.2(B) | <p>Section 5.1.2(B) refers to complex duty rosters, crew pairings, and night halt duties. Kindly confirm whether duty scheduling and roster creation are within the scope of this tender, or whether the attendance module is only expected to consume roster data from an existing or external system.</p> | <p>Duty scheduling and roster creation ARE within the scope of this tender as part of the HRMS Attendance & Leave Management module (Section 5.1.2). The SI shall build a Roster Scheduling Interface allowing depot staff to: plan and create shift rosters, define crew pairings (driver-conductor), manage night halt duties, assign on-duty/off-duty status, and handle special duty assignments. The attendance module shall both create and consume roster data. Integration with an external scheduling system is not assumed — the platform itself provides this capability. However, if KSRTC-SWIFT has an existing scheduling tool, integration requirements will be assessed during Phase 1.</p> | <p>Include roster creation and scheduling interface in HRMS scope; design for complex multi-shift patterns</p> |
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| 6 | 5.1.3 | <p>Section 5.1.3 describes kilometre-based incentives and overtime calculations for drivers and conductors. Kindly confirm whether kilometre data for these calculations will be sourced from the GPS/VTS system or the Chalo ticketing platform, or manual depot entries.</p> | <p>Kilometre data for payroll calculations (incentives, overtime) shall be sourced from a combination of: (1) GPS/VTS system — primary source for actual distance travelled (odometer/GPS-computed KM), (2) Chalo ticketing platform — supplementary data for route-specific trip KMs, (3) Manual depot entries — fallback for routes/periods where GPS/ticketing data is unavailable. The payroll engine shall support configurable KM source selection per route/depot category. The SI must implement data reconciliation logic to handle discrepancies between GPS, ticketing, and manual KM data. Specific source hierarchy will be finalized during Phase 1 SRS.</p> | <p>Design payroll KM engine to consume from GPS/VTS, Chalo, and manual sources with reconciliation logic</p> |
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| 7 | 5.1.3(D) | Section 5.1.3(D) requires payroll integration with Tally or Treasury. Kindly clarify whether this integration is expected to be real-time, batch-based, or file-based export. | Payroll integration with Tally/Treasury shall be Batch-based or File-based export, not real-time. The expected integration model is: (1) Monthly payroll summary export in structured format (Excel/CSV/XML/JSON) compatible with Tally import specifications or Government Treasury formats, (2) Automated generation of bank transfer files (NEFT/RTGS) in bank-prescribed formats, (3) e-Challan files for PF/ESI/TDS statutory payments. Real-time API-level integration with Tally/Treasury is desirable but not mandated. The SI shall develop export adapters that generate Tally-compatible voucher data. Final integration specification (format, frequency, protocol) will be confirmed during Phase 1 with KSRTC-SWIFTS Finance Department. | Implement batch/file-based payroll export for Tally/Treasury; design for monthly payroll cycle |
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5.1.4

Section 5.1.4 specifies Malayalam language support for ESS and mobile applications. Kindly clarify whether this requirement extends across all modules of the platform or is limited to ESS and mobile interfaces.

Malayalam language support is explicitly mandated for ESS and mobile applications (Section 5.1.4). For all other web-based modules (HRMS admin, FMS, Finance, Analytics, etc.), English is the primary interface language. However, the platform architecture must support Malayalam Unicode rendering across all user-facing interfaces where field staff (non-English-proficient users) interact with the system. Specifically: Employee-facing interfaces (ESS web + mobile app): English and Malayalam mandatory. Management and back-office modules: English primary, Malayalam desirable. Reports and notifications targeting field staff: Malayalam support required. The SI must use proper Unicode Malayalam font rendering (ML-TT fonts / Google Noto Malayalam) and ensure keyboard input support.

Implement Malayalam in all ESS and mobile interfaces; English primary for back-office; Unicode compliant throughout

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| 9 | 5.1.1(A) | Section 5.1.1(A) requires bulk upload tools for employee data migration. Kindly confirm whether a consolidated digital data inventory or data dictionary of existing records will be made available to the SI during the requirement study phase. | KSRTC-SWIFT will provide the SI with access to existing data sources during Phase 1, including available digital records (Excel sheets, existing database exports, depot registers). A consolidated data dictionary or standardized data inventory may not be available in pre-compiled form, as data currently exists across fragmented sources (multiple depots, legacy systems, Excel files). The SI is responsible for: conducting a data inventory exercise as part of Phase 1 (Section 19.1), creating the data dictionary collaboratively with KSRTC-SWIFT, designing data cleansing and standardization rules, and building bulk upload and migration tools. KSRTC-SWIFT will facilitate access and nominate department-level data owners to assist the SI. | Conduct data inventory as Phase 1 deliverable; KSRTC-SWIFT will facilitate access to data owners |
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Section B: Fleet Management System (FMS)

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| 10 | 5.2.5 | Section 5.2.5 requires GPS/VTS data integration for real-time dashboards. Kindly confirm the current GPS/VTS platform in use, the data refresh rate available, and whether a documented API or sample data feed will be accessible to the SI. | The current GPS/VTS platform details and API documentation will be shared with the selected SI during Phase 1. KSRTC-SWIFT operates a GPS/VTS system across its fleet for real-time vehicle tracking. For bid planning, bidders should design for: real-time GPS data ingestion (target refresh rate: 30–60 seconds per vehicle), standard GPS data feed formats (NMEA, JSON over REST/WebSocket, GTFS-Realtime), and a message queue-based architecture (e.g., Kafka/MQTT) for handling high-volume GPS pings. If formal API documentation is unavailable, KSRTC-SWIFT will facilitate data feed access through direct coordination with the GPS/VTS vendor. Sample data feeds will be provided to the SI during Phase 1. | Design for 30–60 second GPS refresh with queue-based ingestion; API details in Phase 1 |
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| 11 | 5.2.5(B) | Section 5.2.5(B) mentions historical trip analysis. Kindly clarify whether this includes visual route replay on a map interface, or is limited to tabular and statistical reporting of historical trip data. | Historical trip analysis in the FMS includes both: (1) Tabular and statistical reporting — mandatory: trip duration, distance, stops, speed profiles, idling time, route adherence statistics, (2) Visual route replay on a map interface — desirable/should-have. If map-based route replay is implemented, it must use open/licensed map services as per the GIS licensing clarification in Q23. For the purpose of base scope, bidders shall include tabular and statistical historical trip reporting as mandatory and propose map-based replay as an optional enhancement with indicative cost. Final scope will be confirmed during Phase 1 and UI/UX prototype review. | Include tabular trip analytics as mandatory; propose map-based route replay as optional enhancement with cost |
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| 12 | 5.2.3(C) | Section 5.2.3(C) requires inter-depot vehicle transfer recording with approval hierarchy. Kindly clarify the number of approval levels involved with actions permitted. | The approval hierarchy for inter-depot vehicle transfers will be confirmed during Phase 1 SRS. For design purposes, the SI should plan for a minimum 3-level approval workflow: Level 1 — Initiating Depot Officer (raises transfer request), Level 2 — Zonal/Regional Manager (reviews and approves/rejects), Level 3 — HQ Fleet/Operations Division (final approval for cross-zone transfers). Each level shall have: view/approve/reject/comment actions, timestamp and digital signature logging, automated notifications, and escalation on non-action within defined SLA. Simple intra-zone transfers may require fewer levels (configurable). The workflow engine must be rule-based and configurable without code changes. | Design configurable 3-level approval workflow for inter-depot transfers; rule-based, no code-change configuration |
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| 13 | 5.2.4 | Section 5.2.4 references vehicle odometer readings for mileage and KPL calculations. Kindly clarify how odometer data is currently captured — digitally through the Fuel ERP, GPS distance, or manually at depots. | Currently, odometer data capture is predominantly manual at depots during fuel issuance (recorded in Fuel ERP at the time of fueling). GPS-computed distance is available from the VTS system but may not always align with physical odometer readings. For the FMS, the SI shall: (1) Primarily use GPS-computed cumulative distance as the digital odometer source, (2) Accept manual odometer entries at fuel issuance via Fuel ERP integration as secondary, (3) Implement reconciliation logic to detect and flag discrepancies between GPS distance and manual odometer readings, (4) Allow depot staff to enter odometer readings directly in the FMS mobile app as fallback. The preferred source hierarchy will be finalized during Phase 1. | Implement GPS-primary odometer with manual entry fallback; include GPS vs manual reconciliation logic |
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| 14 | 5.2.9 | Section 5.2.9 mandates offline support for the depot mobile application. Kindly specify which features are required to function in offline mode. | The following features are required to function in offline mode for the depot mobile application: MANDATORY OFFLINE: Route allocation recording and viewing, Vehicle availability status update, Pre-deployment readiness checklist logging, Attendance capture (if biometric sync not available), Basic operational event logging (trip cancellation, road blockage notes), Photo/video capture with local storage for later upload. SYNC ON RECONNECTION: All captured data auto-syncs with conflict resolution when connectivity is restored, Document compliance alerts refresh from server on reconnect. NOT REQUIRED OFFLINE: Live GPS map, real-time analytics dashboards, report generation, approval workflows requiring server validation. The offline storage must be encrypted on the device. | Implement offline for route allocation, vehicle status, pre-deployment checklist, attendance, event logging, photo capture |
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| 15 | 5.2.9 | Kindly clarify whether offline map tile support is required for depot officers operating in low-connectivity areas, as this is architecturally distinct from general offline data sync. | Offline map tile support is NOT mandated as a base requirement for the depot mobile application. The offline capability required is limited to data sync and form-based operational inputs (as detailed in Q14). Map-based features (GPS route display, live tracking) require connectivity and are not required to function offline. However, if bidders wish to propose cached/downloadable map tiles for low-connectivity areas as an optional enhancement, they may include this with indicative cost. This would use open map services (OpenStreetMap/Mappls) with selective area tile caching. This is a desirable enhancement, not a mandatory baseline requirement. | Offline map tiles not mandatory; propose as optional enhancement if desired; data-sync offline is mandatory |
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Section C: Lease Billing & Cost Recovery Module

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| 16 | 5.3.4(B) | <p>Section 5.3.4(B) describes Minimum Assured Kilometres (MAK) billing logic. Kindly clarify the distinct contract models and billing formula types currently in use to estimate complexity of the billing engine.</p> | <p>The following contract models are currently in use or anticipated under KSRTC-SWIFT lease operations: (1) Fixed Monthly Rate — Lessee pays fixed amount regardless of KM operated, (2) Per-KM Variable Rate — Billing = KM operated x contracted rate, (3) MAK-based Model — Minimum guaranteed KMs (e.g., 8,000 KM/month); if actual < MAK, pay for MAK; if actual > MAK, pay for actual, (4) Hybrid Fixed+Variable — Fixed base + variable component above a threshold, (5) EV-Specific — Energy unit-based billing (kWh consumed x rate) with fixed and variable components, (6) Special Duty Rates — Separate rates for VIP/festival/emergency deployment. The SI shall build a configurable billing rule engine supporting all these models with parameterized formula templates — not hardcoded logic.</p> | <p>Build configurable billing engine supporting all 6 contract model types; parameterized, not hardcoded</p> |
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| 17 | 5.3.6 | <p>Section 5.3.6 requires automatic penalty application based on VTS data. Kindly clarify whether the VTS system will provide processed route deviation alerts directly, or whether the SI is expected to compute deviations independently from raw GPS coordinates.</p> | <p>The SI is expected to compute route deviations independently from raw GPS coordinates and predefined geofences. The VTS system provides raw or semi-processed GPS data (location pings, speed, timestamps). The Lease Billing module must: (1) Maintain a digital route master with predefined geofences (corridor width configurable, e.g., ± 200 meters from route centerline), (2) Process GPS pings against the geofence to detect deviations, (3) Apply configurable thresholds (e.g., deviation > X meters for Y minutes = violation), (4) Auto-generate penalty records based on contract-specific penalty clauses, (5) Maintain an evidence trail of GPS coordinates for dispute resolution. Geofence configuration and penalty thresholds must be configurable without code changes.</p> | <p>Build geofence-based deviation detection from raw GPS; configurable thresholds and penalty rules</p> |
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5.3.2

Section 5.3.2 mentions EV-specific contracts including regenerative braking credits. Kindly confirm whether regenerative braking data is currently captured by any connected system and if so, which system is the expected data source.

Currently, regenerative braking data is NOT systematically captured by any of KSRTC-SWIFTs connected systems in a structured, API-accessible format. EV telematics data including regenerative braking metrics would typically be available from the EV OEM telematics platform or the onboard BMS (Battery Management System). For the current scope: Regenerative braking credit calculation is a desirable/future-ready feature, not a mandatory baseline. The SI shall design the EV contract module to accept regenerative braking data as a configurable parameter that can be populated when such data becomes available from OEM telematics. The system architecture should support future integration with EV OEM APIs. Until such data is available, this field may remain optional/zero in billing calculations.

Design EV billing module to support regenerative braking as optional/future parameter; not mandatory in current scope

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| 19 | 5.4.3(A) | <p>Section 5.4.3(A) requires integration with Chalo for conductor-wise settlement data. Kindly confirm the frequency and format of data available from the Chalo platform — specifically whether conductor-wise settlement data is available as a structured API response or only as periodic reports.</p> | <p>Chalo integration details including API availability, data format, and settlement report structure will be confirmed during Phase 1. Based on current understanding, Chalo provides: Daily settlement reports (typically as structured exports — CSV/Excel) per depot, Conductor-wise ticket collection data (available in Chalo dashboard exports). API-based real-time integration may or may not be available — this will be assessed during Phase 1 based on Chalo API documentation. The SI shall design the Financial Accounting integration to support both: (a) API-based automated data pull (preferred) and (b) Structured file import (CSV/Excel) as fallback. KSRTC-SWIFT will facilitate API access coordination with Chalo. Frequency: Daily (end-of-day settlement) is the expected minimum.</p> | <p>Design dual-mode Chalo integration: API-preferred + file-import fallback; daily frequency; confirm in Phase 1</p> |
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| 20 | 5.4.8 | Section 5.4.8 includes asset accounting requiring an asset register. Kindly confirm whether an existing digital asset register is available for migration, or whether the SI is expected to support creation of the register from physical records. | A fully digitized, structured asset register may not be available in consolidated form across KSRTC-SWIFT. Asset data currently exists in a combination of: partial digital records (Excel files for some asset categories), physical registers at depots and workshops, and Tally/legacy accounting records for financial asset values. The SI shall: (1) Provide tools to create the asset register from scratch using structured data entry forms, (2) Support bulk upload from Excel templates, (3) Build an import module for Tally asset data where available, (4) Provide a data entry workflow for depot/workshop staff to digitize physical records with document upload capability. The asset register creation exercise will be a joint effort — KSRTC-SWIFT staff will input data; SI provides the tools and templates. | Build asset register creation tools and bulk upload capability; plan for both migration and fresh entry |
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| 21 | 5.4.9 | <p>Section 5.4.9 mentions GSTR reconciliation assistance. Kindly clarify whether direct API integration with the GST portal is expected, or whether generating GSTR-compatible structured data exports for manual filing is sufficient.</p> | <p>Generating GSTR-compatible structured data exports for manual filing is the minimum required scope. Direct API integration with the GST portal (NIC/GSTIN portal) is desirable but not mandated in the current tender scope. The Financial Accounting module must: (1) Generate GSTR-1 (outward supplies), GSTR-3B (summary), GSTR-2A reconciliation data in the prescribed JSON/Excel formats, (2) Maintain HSN/SAC code mapping for all transaction types, (3) Generate GST input credit register and output liability statements, (4) Support manual export and upload to GST portal. If direct API integration with GST portal is technically feasible and KSRTC-SWIFT obtains GSP (GST Suvidha Provider) empanelment, the SI shall implement it as an enhancement. Include GST portal API integration as an optional item in the Financial Bid.</p> | <p>Mandatory: GSTR-compatible export files;</p> |
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Section E: Dashboard & Enterprise Analytics Module

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| 22 | 5.5.9 | Section 5.5.9 describes predictive analytics including revenue forecasting and demand modelling. Kindly clarify the minimum historical data depth available in structured format from existing systems. | The available structured historical data depth will be confirmed during Phase 1 Data Inventory. Based on existing systems: Financial/Revenue data: Likely 2–5 years available from Tally and accounting records in structured format. GPS/VTs data: Variable — typically 6–12 months of accessible historical data depending on system storage policies. Ticketing (Chalo) data: Subject to Chalo data retention and export capabilities — estimate 1–3 years. Fuel ERP data: 2–5 years available. HR/Payroll data: 3–5 years. For predictive model viability, a minimum of 2 years of structured historical data is recommended. The SI shall: assess data depth during Phase 1, implement data ingestion pipelines for historical data, and use available history to train initial statistical models. Models shall be designed to improve accuracy as more data accumulates post-deployment. | Design models to function with minimum 2-year historical data; improve over time; confirm exact depth in Phase 1 |
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| 23 | 5.5.10 | <p>Section 5.5.10 mandates GIS analytics (route heatmaps, geographic revenue, incident mapping). Will KSRTC-SWIFT provide licensed GIS map data and API/SDK, or must the SI procure and bear recurring licensing/usage costs? Should these costs be included in the financial bid?</p> | <p>KSRTC-SWIFT will NOT separately procure or provide GIS map licenses. The SI is responsible for selecting, procuring, and managing map services required for GIS analytics. Recommended approach: Use Mappls (MapmyIndia) — the Government of India preferred mapping platform — which offers government-rate licensing and is compliant with Indian data sovereignty requirements. Alternatively, OpenStreetMap (OSM) for non-commercial/government use is acceptable for base map layers. Google Maps API usage for government applications requires appropriate licensing. The SI MUST include map service licensing/usage costs in the Financial Bid as part of AMC/recurring costs. Bidders should clearly itemize map API costs in the BOQ. The platform must avoid dependency on a single map provider and support map provider configurability.</p> | <p>Include map service licensing costs in Financial Bid BOQ; prefer Mappls (MapmyIndia) for Govt compliance</p> |
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Section F: Hosting & Infrastructure

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| 24 | 1.3 / 2.5 / 4.1.6 / 12.18 | Section 1.3 states hosting is provided by KSRTC-SWIFT, while Sections 2.5, 4.1.6, and 12.18 place full hosting provisioning and DR responsibility on SI. Kindly provide definitive clarification on hosting responsibility. | DEFINITIVE CLARIFICATION: Hosting infrastructure (MeitY-approved, ISO 27001 certified cloud environment) will be PROVIDED BY KSRTC-SWIFT. The SI does NOT need to independently procure cloud infrastructure. SI Responsibility includes: Application deployment and configuration on KSRTC-SWIFT provided infrastructure, DevOps setup (CI/CD pipelines, containerization), Performance tuning and capacity planning, Application-layer security configuration (WAF, API gateway, SSL), DR configuration and application-level failover setup on KSRTC-SWIFT provided DR environment, Ongoing application monitoring, patching, and health management. Financial Bid must NOT include cloud infrastructure procurement or IaaS subscription costs. SI should price only application management, DevOps, and support services related to the hosting layer. The inconsistency in Sections 2.5, 4.1.6, and 12.18 is acknowledged — Section 1.3 is the authoritative provision. | DO NOT include cloud IaaS costs in Financial Bid; price application deployment and management only |
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8.4

Section 8.4 specifies DR with RPO <= 1 hour and RTO <= 4 hours. Kindly confirm whether DR site must be geographically separate and whether both production and DR infrastructure costs are to be included in the financial bid.

DR Site Location: Yes, the DR site must be in a geographically separate data center from the production environment (minimum different availability zone; ideally different city/region within India). Financial Bid — DR Costs: As hosting infrastructure is provided by KSRTC-SWIFT (see Q24 clarification), the cost of DR infrastructure (servers, storage, network) is NOT to be included in the SI Financial Bid. SI should include in Financial Bid: Application-layer DR configuration costs, Replication setup (application/database level), DR drill execution costs (quarterly), DR management as part of AMC. KSRTC-SWIFT will provision both production and DR cloud environments. The SI must specify DR architecture requirements (compute, storage, network specs) for KSRTC-SWIFT to provision.

DR infrastructure NOT in SI Financial Bid; include DR application config and quarterly drill management costs

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| 26 | 8.4 | Section 8.4 requires daily automated and weekly full backups. Kindly clarify the expected backup retention period and whether backup storage costs are borne by SI or KSRTC-SWIFT. | Backup Retention Period: As per Government of Kerala record-keeping requirements, the following minimum retention periods are recommended: Daily backups: retain for 30 days, Weekly full backups: retain for 52 weeks (1 year), Monthly snapshots: retain for 7 years (for audit compliance), Application logs: retain for 3 years minimum. Backup Storage Costs: Since hosting infrastructure is provided by KSRTC-SWIFT (see Q24), backup storage on the provisioned cloud is KSRTC-SWIFTs cost. However, the SI is responsible for: configuring automated backup schedules, monitoring backup job success/failure, managing backup restoration procedures, and verifying backup integrity. SI must include backup management service costs in AMC pricing. | KSRTC-SWIFT bears storage costs; SI includes backup configuration and monitoring in AMC scope |
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8.4

Section 8.4 specifies quarterly DR drill compliance. Kindly clarify whether drills are to be conducted jointly with KSRTC-SWIFT IT staff and scheduling responsibility.

DR Drills shall be conducted jointly by SI and KSRTC-SWIFT IT team. Responsibility allocation: SI Responsibility — Prepare DR drill plan, notify KSRTC-SWIFT 2 weeks in advance, execute technical failover, measure and document RPO/RTO achieved, provide drill report within 3 working days. KSRTC-SWIFT Responsibility — Nominate IT representatives for joint drill, approve drill schedule, validate business continuity during drill, sign-off on drill report. Scheduling: The SI has primary scheduling responsibility and must propose quarterly drill dates at the start of each quarter. KSRTC-SWIFT may request rescheduling with minimum 1-week notice. Missed drills (from either party without valid reason) attract the ₹25,000 penalty per Section 8.4. The drill schedule must be documented in the Project Plan submitted during Phase 1.

SI leads DR drill scheduling and execution; joint drill with KSRTC-SWIFT IT; include quarterly drill in AMC scope

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| 28 | 12.17 | Section 12.17 mandates annual VA/PT audits. Kindly clarify whether KSRTC-SWIFT will appoint and fund the security auditor, or whether the SI is expected to engage and bear this cost. | Annual VA/PT audits shall be conducted by a CERT-In empanelled security auditor. Cost and Engagement Responsibility: Option 1 (preferred): KSRTC-SWIFT will appoint and fund the CERT-In empanelled auditor for independent third-party assurance. The SI shall cooperate fully, provide access, and remediate findings. Option 2: If KSRTC-SWIFT requires the SI to engage the auditor, the cost must be included in the AMC Financial Bid as a separate line item. Final decision will be confirmed during contract negotiation. For Financial Bid preparation, bidders must: include VA/PT audit costs as a separate, clearly itemized AMC line item, noting that this cost may be adjusted if KSRTC-SWIFT elects to directly fund the auditor. Secure code review during development is part of SI scope and cost. | Include annual VAPT cost as separate AMC line item; subject to adjustment if KSRTC-SWIFT funds auditor directly |
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| 29 | 5.6.6(D) | Section 5.6.6(D) requires offline capability for mobile applications with automatic sync and conflict resolution. Kindly clarify the expected maximum offline duration. | For Mobile Applications, the expected offline duration aligns with the biometric attendance offline requirement: Minimum offline support duration: 72 hours (3 days). This accommodates: weekend/holiday periods at remote depots with poor connectivity, network outages at rural depot locations, maintenance windows for network equipment. Local storage design: The app must store captured data (forms, photos, operational entries) in an encrypted local SQLite or equivalent database. Sync on reconnection: Automatic background sync when connectivity is detected, with user notification of sync status. Conflict resolution: Last-write-wins for non-critical data; supervisor-review required for conflicting attendance/approval records. For management dashboards (read-only): cached data from last successful sync is displayed with a clear staleness indicator. | Design mobile offline for minimum 72 hours with encrypted local storage and auto-sync with conflict resolution |
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Section G: Electric Vehicle (EV) AMC & Service Billing Monitoring Module

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| 30 | 5.2 / 5.8 | <p>Section 5.2 specifies FMS shall not include maintenance activities. However, Section 5.8 (EV AMC Billing) includes depot-level mechanical officer verification workflows and SLA compliance monitoring. Kindly clarify whether the EV AMC module involves interface with workshop or maintenance systems.</p> | <p>The apparent contradiction is clarified as follows: FMS Exclusion (Section 5.2): The Fleet Management System module does NOT include maintenance job cards, repair workflows, breakdown management, or workshop-level operational systems. EV AMC Module (Section 5.8): This is a SEPARATE, STANDALONE module focused exclusively on financial billing and service contract monitoring for EV buses. It does NOT require integration with workshop maintenance systems. The depot-level mechanical officer verification in Section 5.8 is limited to: Confirming service completion for billing purposes (yes/no verification), Validating SLA compliance metrics (downtime, response time) for penalty calculation, Approving or rejecting vendor invoices. This is financial/contractual verification, NOT maintenance workflow management. The EV AMC module interfaces with: Financial Accounting (payment posting), Fleet Management (vehicle data), and Lease Billing (if EV buses are leased). No workshop management system interface is required.</p> | <p>EV AMC module is standalone financial/billing module; no workshop system integration required</p> |
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Section H: Rollout Approach

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| 31 | Section 6 | <p>Section 6 describes phased implementation culminating in Go-Live but does not clarify the rollout approach. Kindly confirm whether all depots and offices are expected to go live simultaneously or whether a phased geographic rollout is envisaged.</p> | <p>A Phased Geographic Rollout is the preferred and envisaged approach for KSRTC-SWIFT, though this will be formally confirmed and detailed during Phase 1. Recommended rollout strategy: Phase A — Pilot Go-Live: 2–3 selected depots + Head Office (chosen for data readiness, connectivity, and operational representativeness). Duration: Weeks 22–26 of project. Phase B — Zone-wise Rollout: Progressive rollout to remaining depots by zone/region, with lessons learned from pilot incorporated. Phase C — Full Organization Go-Live: All depots, workshops, and offices live. Implications for bidders: Training plan must account for multi-wave, location-wise training batches. Parallel running (old and new systems simultaneously) for a defined period at each location must be planned. Stabilization and helpdesk must scale across rollout waves. Bidders should propose their rollout strategy and parallel-running approach in the Technical Bid.</p> | <p>Plan for phased rollout: pilot (2-3 depots + HQ) → zone-wise → full org; include parallel running plan in Technical Bid</p> |
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Prebid query Set 2

| Sr. No | Tender Reference | Query | Response / Clarification | Remarks / Action by Bidder |
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| 1 | Section 5 – All Modules | Kindly confirm the total number of users (role-wise) and expected peak concurrent users for Web and Mobile applications (HRMS, FMS, Finance, Analytics, etc.). | KSRTC-SWIFT will share exact role-wise user counts during the Requirement Study phase (Phase 1). For bidding purposes, the platform shall be designed to support the full employee strength of KSRTC-SWIFT across all depots, offices, workshops, and HQ. | Design for scalability; detail architecture assumptions in Technical Bid |

Bidders are advised to design for high scalability with auto-scaling on MeitY-approved cloud. Typical user categories include: Employees (ESS), Depot Officers, Zonal Officers, Finance Staff, HR Staff, Mechanical Officers, Management/CMD level, and Auditors. System architecture must handle peak concurrent usage (e.g., payroll processing days, shift change periods). Specific numbers will be confirmed in SRS.

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| 2 | Section 1.3 & 2.5 – Hosting | The tender mentions hosting in MeitY-approved/ISO 27001 cloud provided by KSRTC-SWIFT, while also defining cloud hosting to be provisioned by SI. Kindly clarify whether (a) hosting infrastructure will be provided by KSRTC-SWIFT, or (b) SI must provision and manage the cloud. | There is an acknowledged inconsistency between Section 1.3 and Section 2.5 of the tender document. The authoritative position is: Hosting infrastructure (MeitY-approved/ISO 27001 certified cloud) will be PROVIDED BY KSRTC-SWIFT. The SI is responsible for application deployment, configuration, DevOps setup, DR configuration, performance tuning, and ongoing management of the application layer on the infrastructure provided. SI need not independently procure cloud infrastructure. BOQ should reflect application | Do NOT include cloud infra procurement cost in Financial Bid; include only application deployment & management costs |
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| | | | hosting management costs, not infrastructure procurement costs. | |
| 3 | Section 2.5 – Cloud Hosting | If SI is required to provision hosting, can we propose our MeitY empanelled cloud (Cyfuture Cloud), subject to compliance with required certifications? | As clarified in response to Query 2, hosting infrastructure will be provided by KSRTC-SWIFT. Therefore, the SI is not required to independently provision cloud hosting. The SI's proposed cloud environment or empanelments are not applicable for infrastructure provisioning under this tender. | Demonstrate MeitY cloud deployment experience in Technical Bid; no separate cloud infrastructure proposal needed |

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| | | | <p>However, the SI must demonstrate experience in deploying applications on MeitY-approved cloud environments, which will be assessed during Technical Evaluation.</p> | |
| 4 | Section 5 – Deployment Scope | <p>Kindly confirm total number of depots, workshops, zonal offices, and head office units where the system will be implemented.</p> | <p>Exact counts of KSRTC-SWIFT operational units will be confirmed during Phase 1 (Requirement Study). KSRTC-SWIFT operates across numerous depots, regional workshops, zonal offices, and the Head Office at Thiruvananthapuram. The platform is intended for organization-wide deployment. Bidders should propose a solution capable of covering all</p> | <p>Propose enterprise-wide, scalable deployment architecture; exact unit count confirmed post-award</p> |

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| | | | operational units. Precise unit counts, geographic distribution, and network connectivity details will be provided after award, during the SRS phase. The system must support centralized hosting with decentralized access from all units. | |
| 5 | Section 5 – Data Migration | Please confirm the volume of legacy data to be migrated (employee records, fleet master, financial data, lease contracts, ticketing history, fuel data, etc.), including approximate database size (in GB/TB) and number of years of historical data required. | Precise data volumes, database size, and historical data requirements will be assessed and confirmed during Phase 1 (Requirement Study/Data Inventory – Section 19.1). Data sources include: Excel sheets, depot-level registers, existing HR/payroll systems, legacy accounting systems, fleet/workshop | Include data migration (cleansing, staging, validation, upload) as part of scope; price for full migration capability |

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| | | <p>registers. For planning purposes, bidders should be prepared to handle: employee master and service history (full organizational history), fleet data (operational history), financial data (minimum 3–5 years), lease contract data, fuel logs. SI is fully responsible for data cleansing, standardization, migration, and validation as per Section 19. The data migration toolkit must be included in scope.</p> | |
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| 6 | Section 5 – Integration Requirements | <p>Kindly provide the list of all third-party systems to be integrated (GPS/VTS provider name, Fuel ERP, Ticketing system such as Chalo, Travel Card system, Tally/Treasury, etc.), and confirm whether secure APIs will be provided by KSRTC-SWIFT or respective vendors.</p> | <p>Known third-party systems for integration as mentioned in the tender include: GPS/VTS system (vendor TBD), Fuel Management ERP (existing system), Ticketing System (Chalo or successor), Travel Card/NCMC system, Tally/Treasury (financial interface), e-Office workflows, Aadhaar/Biometric devices. Complete API documentation and integration specifications will be shared during Phase 1. Where APIs are available, they will be provided by KSRTC-SWIFT or respective vendors. Where APIs are not available, please refer</p> | <p>Include integration middleware in architecture; list integration assumptions in Technical Proposal</p> |
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| | | | to response for Query 7. Bidders should propose a robust integration middleware/API gateway as part of their architecture. | |
| 7 | Section 5 – Integration | In case APIs are not available for any third-party system, please clarify whether API development and integration responsibility lies with KSRTC-SWIFT/vendor or with the selected SI. | Where APIs are not available from existing third-party vendors, KSRTC-SWIFT will facilitate coordination with the respective vendors/agencies to provide necessary data access or integration hooks. However, the SI is responsible for developing adapter/middleware | Plan for both API-based and file/feed-based integration in architecture; flag specific integration risks in proposal |

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| | | <p>layers to consume available data feeds (flat files, SFTP, database views, webhooks, etc.) as applicable. If any third-party system categorically lacks integration capability, KSRTC-SWIFT and the SI shall mutually agree on an alternative data exchange mechanism during Phase 1. SI shall document all such integration gaps and proposed solutions in the Integration Requirements Document (Deliverable – Phase 1).</p> | |
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| 8 | Section 5.1.2 – Biometric/Aadhaar Integration | Kindly confirm number and type of biometric devices across depots and whether existing devices are API-compatible and we will get data directly? | Exact count, make/model, and API compatibility of existing biometric devices will be confirmed during Phase 1. The SI shall conduct a device audit as part of Requirement Study. The system must support integration with multiple biometric device types. Where existing devices are API-compatible, the SI shall integrate directly. Where devices are legacy/non-API-compatible, the SI shall propose suitable middleware or recommend device upgrade (hardware procurement is KSRTC-SWIFT's responsibility as per Query 18). Aadhaar- | Include biometric integration middleware; plan for both API-compatible and legacy device scenarios |
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| | | | <p>based attendance authentication is required where permissible under UIDAI guidelines. Offline sync capability is mandatory for depot-level attendance capture as per Section 5.1.2.</p> | |
| 9 | Section 5 – Mobile Applications | <p>Kindly confirm expected number of mobile app users (employees + officers + management) and whether app publishing under Government developer account will be managed by KSRTC-SWIFT.</p> | <p>Expected mobile user count will be confirmed during Phase 1 based on employee strength. For planning, assume mobile deployment for all field staff (drivers, conductors, depot staff) and management users. Regarding app publishing: KSRTC-</p> | <p>Prepare for both store-based and enterprise distribution; include app submission support in scope</p> |

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| | | <p>SWIFT will manage the Government/organizational developer accounts (Google Play Store / Apple App Store). SI is responsible for building the app, preparing store-ready APK/IPA packages, and submitting for publishing with all required documentation. Alternatively, internal enterprise distribution may be used as per KSRTC-SWIFT's decision. SI must support both distribution mechanisms as per Section 5.6.10.</p> | |
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| 10 | Section 5 – DR & Backup | Kindly clarify whether Disaster Recovery environment must be active-active or active-passive, and expected RPO/RTO timelines. | As specified in Section 8.4 of the tender: RPO (Recovery Point Objective) \leq 1 hour; RTO (Recovery Time Objective) \leq 4 hours. An Active-Passive DR configuration is acceptable, with automated failover capability. Daily automated backups and weekly full backups are mandatory. Quarterly DR drills are mandatory, and non-compliance attracts a penalty of ₹25,000 per missed drill (Section 8.4 & 22.2). The DR site must be hosted in a geographically separate MeitY-approved datacenter. Since infrastructure is provided | Design Active-Passive DR with RPO \leq 1hr / RTO \leq 4hrs; include quarterly DR drill compliance in proposal |
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| | | | by KSRTC-SWIFT, DR environment provisioning will be coordinated accordingly. | |
| 11 | Section 5 – Training | Kindly confirm number of users to be trained (category-wise), mode of training (onsite/centralized/online), and expected number of training batches. | Exact training counts and batch structure will be finalized during Phase 1. As per Section 17, the SI shall provide: awareness workshops, department-wise induction, user manuals/SOPs, short video explainers, and FAQs. Training mode: primarily onsite/depot-level training is expected given the operational | Include onsite multi-location training in scope; propose training plan in Technical Bid |

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| | | <p>nature of KSRTC-SWIFT's workforce (drivers, conductors, workshop staff at multiple locations). Centralized training for management and IT administrators. Online/self-paced material to supplement. The SI must also provide mobile-specific training material (Section 5.6.11). Post Go-Live refresher training during stabilization period is mandatory. Bidders should price for comprehensive multi-location training.</p> | |
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| 12 | Section 5 – Security & Compliance | Please confirm whether STQC audit, CERT-In empanelled VAPT, security audit, or third-party code audit is mandatory under this project scope. | As per Section 12.17 and 18.2, the following are mandatory: CERT-In guidelines compliance, OWASP Top 10 compliance, annual Vulnerability Assessment and Penetration Testing (VAPT) – to be conducted by CERT-In empanelled agency, Secure code review, SSL certificate management, API gateway audits, ISO 27001 certified hosting environment. STQC audit is not explicitly mandated in the current tender document but KSRTC-SWIFT reserves the right to engage third-party auditors for independent verification (Section 20.2 & 13.7). GIGW 3.0 | Include annual VAPT (CERT-In empanelled) and OWASP/GIGW 3.0 compliance in scope and pricing |
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| | | | <p>compliance is required as per Section 12.17. Bidders must include VAPT and security audit costs in their financial proposal.</p> | |
| 13 | Section 5 – Reporting & Analytics | Please confirm expected data retention policy (e.g., 5 years / 10 years / indefinite archival) for analytics and reporting. | The tender document does not specify an explicit data retention duration. As a Government of Kerala entity, KSRTC-SWIFT's data retention shall follow applicable Government record-keeping rules and audit requirements. For planning purposes, bidders should design for | Design for minimum 7–10 year data retention with tiered archival; confirm exact policy during SRS |

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| | | <p>a minimum of 7–10 years of operational data retention with archival capabilities. The Data Warehouse (Section 5.5.2) must support historical data modeling and time-series analytics. Specific retention policy will be confirmed during Phase 1 SRS. The system must support tiered storage (hot/warm/cold) to optimize costs while meeting retention requirements.</p> | |
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| 14 | Section 5 – User Access | Kindly confirm whether integration with State SSO, Aadhaar authentication, or any government identity provider is required. | Integration with Kerala State SSO (if operational and applicable) and Aadhaar-based authentication (where permissible under UIDAI regulations) is desirable. The system must support: Role-Based Access Control (RBAC) as a baseline, MFA (Multi-Factor Authentication) – mandatory per Section 12.17, Aadhaar authentication for attendance module (Section 5.1.2 – where permissible). Integration with Kerala Government SSO framework should be planned for and confirmed during Phase 1 based on KSRTC- | Design flexible IAM with RBAC + MFA; plan for SSO integration as optional/configurable module |
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| | | | <p>SWIFT's current IT governance setup. Bidders should propose a flexible identity management architecture that supports future government identity integrations.</p> | |
| 15 | Section 5 – Financial Module | <p>Please confirm whether migration from existing Tally/Treasury system is required or only integration going forward.</p> | <p>As per Section 5.4.11 and 19.1, migration from legacy accounting systems (including Tally/Treasury) is required as part of the data migration scope. This includes: structured financial data migration (chart of accounts, opening balances, vendor/party ledgers),</p> | <p>Include both historical data migration AND ongoing integration with Tally/Treasury in scope</p> |

and integration going forward for real-time financial data exchange. The extent of historical financial data migration (number of years) will be confirmed during Phase 1. The SI must develop migration tools to extract, transform, and load data from Tally/Treasury into the new Financial Accounting Module. Integration interface (two-way) with Treasury systems (if mandated by Government of Kerala) must also be built.

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| 16 | Section 5 – EV & Advanced Analytics | For predictive analytics, route optimization, and forecasting features, kindly confirm whether advanced AI/ML-based models are expected within current scope or only rule-based analytics. | The current tender scope primarily requires rule-based and statistical analytics, dashboards, and reporting as described in Section 5.5. The following are within scope: trend-based forecasting using historical data, route optimization suggestions using operational parameters, fuel efficiency predictions, demand modelling for peak periods, cost forecasting. Full AI/ML model development (deep learning, neural networks, etc.) is not mandated in the current scope. However, the platform architecture should be designed to be | Deliver statistical/rule-based predictive analytics; design AI/ML-ready architecture for future upgrade |
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| | | | <p>AI/ML-ready to support future enhancements. Predictive analytics using regression/statistical models and BI-tool-native forecasting functions are expected and should be included.</p> | |
| 17 | Section 1 – Contract Duration | <p>Contract duration is mentioned as 1 year including warranty. Kindly clarify expected implementation timeline (Go-Live timeline) within this 1-year period.</p> | <p>As per Section 6.2, the total implementation timeline is 26–30 weeks (approximately 6–7 months) covering all phases: Requirement Study (4 weeks), System Design (4 weeks), Development (12–16 weeks), Testing (4 weeks), Deployment (2</p> | <p>Plan for Go-Live within 30 weeks of Work Order; 12-month warranty begins post-Go-Live</p> |

weeks), and Stabilization (4 weeks). The 1-year contract period includes this implementation duration plus a 1-year Warranty period post-Go-Live as per Section 2.8. Effectively: Go-Live is expected within 6–7 months of Work Order; Warranty runs for 12 months post-Go-Live; AMC/Support may be extended separately beyond warranty (Section 2.9). Bidders should plan for Go-Live within 30 weeks of Work Order issuance.

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| 18 | General | Kindly confirm whether any hardware procurement (biometric devices, GPS devices, networking equipment, servers at depots) is in scope of SI or will be provided by KSRTC-SWIFT. | Hardware procurement is NOT in the scope of the System Integrator. As per the tender scope (Section 1.3 and 5), the SI is responsible for software design, development, deployment, integration, training, and support only. Hardware including biometric devices, GPS/VTS devices, networking equipment, servers, and depot-level IT infrastructure is KSRTC-SWIFT's responsibility. However, the SI must: ensure software compatibility with existing/planned hardware, provide technical specifications for hardware if procurement is needed, | Exclude hardware procurement from Financial Bid; include only software, integration, and service costs |
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| | | | and support integration with hardware devices through software interfaces. Financial Bid should NOT include hardware costs. | |
| 19 | General | Kindly confirm expected support model during warranty period – onsite support at depots or centralized remote support from SI location. | As per Section 12.14, during the Warranty period: all defects must be rectified free of cost, no downtime should exceed SLA thresholds, SI must provide on-site support if required. The primary support model shall be: Centralized remote support (24x7 helpdesk as per Section | Plan for centralized remote support + onsite escalation; include 24x7 helpdesk in warranty scope |

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| | | <p>8.3) for routine issues and bug fixes. Onsite support at depots/HQ shall be provided when the issue cannot be resolved remotely, as determined jointly with KSRTC-SWIFT. The SLA response/resolution times (Section 8.2) apply regardless of support mode. Bidders must include a helpdesk setup with ticket management system, phone, email, and portal support channels.</p> | |
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| 20 | General | Kindly clarify whether the SI is expected to digitize and scan legacy physical service books and documents, or only migrate structured digital data. | As per Section 5.1.1(B) – Service Book Digitization, the SI is required to digitally recreate service books for every employee. This includes linking digitized records to supporting documents (PDFs, scanned copies). However, the physical scanning of paper documents (i.e., operating scanners, physically digitizing paper service books) is a separate operational activity and is NOT in the SI's software development scope. KSRTC-SWIFT and depot staff will be responsible for physical document scanning. The SI must: provide the | Build document management and upload capability; physical scanning responsibility lies with KSRTC-SWIFT |
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| | | | platform/portal for uploading scanned documents, develop bulk upload tools (Section 5.1.1 A), and provide document indexing, search, and storage functionality within the HRMS. | |
| 21 | General | Please confirm whether multilingual support is required beyond English & Malayalam. | As per Section 5.1.4 B – Mobile App Features, multi-language support for English and Malayalam is explicitly required. Support for additional Indian languages beyond English and Malayalam is not mandated in the current tender scope. The | Implement English and Malayalam; design for extensibility to additional languages in future |

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| | | <p>platform (web and mobile) must fully support English and Malayalam including UI labels, notifications, help text, and reports where applicable. Bidders should confirm their approach to Malayalam Unicode support and font rendering in mobile and web interfaces. Future language expansion should be architecturally supported but is not in current scope.</p> | |
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| 22 | General | Kindly confirm expected transaction volume per day (ticketing entries, financial postings, GPS pings, fuel logs, etc.). | Exact transaction volumes will be confirmed during Phase 1 (Requirement Study). For planning and sizing purposes, bidders should design for high-volume enterprise scale consistent with one of India's largest public transport undertakings. Indicative volume categories: GPS pings (high frequency – potentially thousands of vehicles × multiple pings/minute), ticketing transactions (lakhs of daily transactions), financial postings (depot-level daily aggregation), fuel log entries (per vehicle per fill), HRMS transactions (attendance, | Design for high-volume enterprise scale; document performance assumptions and load test benchmarks in Technical Bid |
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| | | | <p>payroll processing). The platform must support auto-scaling on cloud infrastructure. Bidders are advised to state their load testing assumptions and performance benchmarks in the Technical Proposal, which will be validated during Phase 4 (Load Testing).</p> | |
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| 23 | Section 11.1 – Technical Evaluation E. Kerala Presence | Kindly accept the undertaking that we will open office within 30 days of award of PO. | An undertaking to open a Kerala office within 30 days of award of Purchase Order / Work Order is acceptable for the purpose of Kerala Presence evaluation under Section 11.1(E). Bidders submitting such an undertaking shall be evaluated as follows per Section 11.1(E): Full Kerala office/team in operation: 5 marks; Liaison office / undertaking to open within 30 days of award: 2 marks. The undertaking must be submitted as part of the Technical Bid (as Annexure VIII – Self- Declaration for Kerala Office) and must be on the company's letterhead | Submit formal undertaking (Annexure VIII) on letterhead for 2 marks; ensure compliance within 30 days of PO |
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| | | | <p>with authorized signatory. Non-fulfillment of the undertaking post-award may be treated as a breach of contract conditions.</p> | |
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