

KERALA STATE ROAD TRANSPORT CORPORATION

TRANSPORT BHAVAN, FORT, THIRUVANANTHAPURAM – 695 023

Telephone No: 0471-2471011 (Extn: 231 / 303 / 321)

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TENDER No. **S001-ITD01/106/2026-IT DIV-KSRTC-HQ**

Dated: 09.09.2026

NOTICE INVITING TENDER (NIT) — e-TENDER**e-Tender for the Design, Development, Implementation, Commissioning, Data Migration, Training and Post-Implementation Maintenance of an
INTEGRATED TRAINING MANAGEMENT AND CONFIDENTIAL RECORD (CR)
PROCESSING SYSTEM****TECHNICAL BID AND FINANCIAL BID (TWO-COVER / TWO-BID SYSTEM)**

1. E-Tenders under the two-bid system are invited by the Chairman and Managing Director, Kerala State Road Transport Corporation (hereinafter the “Corporation” / “KSRTC” / “Purchaser”) from eligible, experienced, technically competent and financially sound software development / system integration firms for the design, development, customisation, testing, implementation, commissioning, legacy data migration, user training, warranty support and post-implementation Annual Technical Support of an Integrated Training Management and Confidential Record (CR) Processing System, strictly in accordance with the Scope of Work, Technical Specifications, Service Level Agreement and all other terms and conditions contained in this Notice Inviting Tender and its Annexures and Appendices.

2. This Notice Inviting Tender, together with all Annexures, Appendices, Schedules, Corrigenda and Clarifications issued hereunder, constitutes a single, integrated and legally binding tender document. Submission of a bid shall constitute unqualified and unconditional acceptance by the Bidder of each and every term and condition contained herein. Conditional tenders and tenders containing deviations shall be summarily rejected.

TENDER DATA SHEET

Sl.	Particulars	Details
a	Tender No. and Date	S001-ITD01/106/2026-IT DIV-KSRTC-HQ Dated: 09.09.2026
b	Name of Work	Design, Development, Implementation, Commissioning, Data Migration, Training and Post-Implementation Maintenance of an Integrated Training Management and Confidential Record (CR) Processing System for KSRTC
c	Tender Inviting Authority	Chairman and Managing Director, Kerala State Road Transport Corporation, Transport Bhavan, East Fort, Thiruvananthapuram – 695 023
d	Nodal Officer / Contract Administrator	Deputy General Manager (IT), IT Division, KSRTC, Transport Bhavan, Thiruvananthapuram. E-mail: edpc.krtc@kerala.gov.in
e	Tender Document Fee (non-refundable)	₹5,900/- (Rupees Five Thousand and Nine Hundred only) (Rs.5000 + 18% GST) Exemption only as provided in Clause 6.11.
f	Earnest Money Deposit (EMD) / Bid Security	₹1,20,000/- (Rupees One Lakh Twenty Thousand only). EMD exemption is NOT allowed except strictly as provided in Clause 6.11.
g	Mode of payment of Tender Fee and EMD	Online only, through SBI Internet Banking / NEFT / RTGS via the e-Procurement portal. Tender Fee and EMD shall be remitted as a single transaction. Split payment is not permitted.
h	Mode of submission of tender	Online only, through the e-GP portal www.etenders.kerala.gov.in , digitally signed with a valid Class-III Digital Signature Certificate. No physical, postal, e-mail or facsimile bid shall be entertained.

Sl.	Particulars	Details
i	Bid validity period	180 (one hundred and eighty) days from the date of opening of the Technical Bid, extendable by mutual consent
j	Security Deposit / Performance Bank Guarantee	5% (five per cent) of the total value of the contract awarded, to be furnished before execution of the Agreement, valid up to 3 (three) months beyond the expiry of the contract including the warranty period
k	e-Procurement help desk	Kerala State IT Mission, e-Government Procurement PMU & Help Desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram – 695 004. Ph: 0471-2577088, 2577188; Toll free: 1800 233 7315; E-mail: etendershelp@kerala.gov.in; Website: www.etenders.kerala.gov.in
l	Jurisdiction	Courts at Thiruvananthapuram, Kerala

1. INTRODUCTION AND BACKGROUND

1.1 The Kerala State Road Transport Corporation is a statutory Corporation constituted under the Road Transport Corporations Act, 1950, employing a large workforce distributed across a Head Office, Zonal and Regional Offices, Depots, Units, Workshops and Training establishments throughout the State of Kerala.

1.2 The training lifecycle of the Corporation and the Confidential Record (CR) / Performance Appraisal process of the Corporation are at present administered substantially through manual registers, physical files, spreadsheets and departmental correspondence. This results in incomplete coverage of appraisal periods, delayed and missing Confidential Records, duplication of data entry, uncontrolled physical circulation of confidential records, absence of any verifiable linkage between training imparted and workplace performance, and an absence of reliable management information on training coverage, training cost, training effectiveness and organisational competency gaps.

1.3 KSRTC has accordingly prepared a Software Requirements Specification and Scope of Work titled “Integrated Training Management and Confidential Record (CR) Processing System”, Version 1.0, July 2026, which forms the functional baseline for this procurement and is incorporated in this Notice Inviting Tender at Sections 3 and 4. The functional reference for the CR workflow is the Government of Kerala SCORE (State Confidential Reporting and Reviewing System) framework and the Performance Appraisal Forms II(A) and II(B) applicable to Non-Gazetted Ministerial Staff and to Senior Superintendents, Managers, Administrative Assistants, Officers and equivalent categories respectively.

1.4 The Corporation therefore invites competitive bids for the appointment of a single Implementation Agency to deliver, commission and maintain a secure, role-based, workflow-driven, configuration-led web application that manages the complete employee training lifecycle and the complete Confidential Record processing lifecycle on one integrated platform, and that creates a single longitudinal employee development record.

2. DEFINITIONS AND INTERPRETATION

2.1 In this Notice Inviting Tender and in the Contract arising out of it, unless the context otherwise requires, the following expressions shall bear the meanings assigned to them below, and words importing the singular shall include the plural and vice versa:

Term	Meaning
“Agreement” / “Contract”	The agreement executed between the Corporation and the Successful Bidder in the form set out at Appendix-I, together with this NIT, all Annexures, all Corrigenda and Clarifications, the Letter of Award, the accepted Technical Bid and the accepted Financial Bid, all of which shall be read as one composite instrument.
“Applicable Law”	All statutes, ordinances, rules, regulations, notifications, Government Orders, circulars, byelaws and judicial pronouncements in force in India and in the State of Kerala, as amended from time to time, including the Indian Contract Act, 1872, the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, the Arbitration and Conciliation Act, 1996, the Kerala Stores Purchase Manual and the Kerala Financial Code.
“Bidder” / “Tenderer”	Any legally constituted entity submitting a bid in response to this NIT.
“CR”	Confidential Record / Confidential Report, and includes the annual and part-period performance appraisal workflow of the Corporation, together with the visible Part I and the restricted or secret Part II thereof.
“Confidential Information”	All information of the Corporation disclosed to or accessed by the Implementation Agency, and in particular all CR data, Part II data, integrity, vigilance, disciplinary, health and personal data of employees, whether or not marked confidential.
“Final Acceptance”	The written certificate issued by the Nodal Officer, countersigned by the competent authority, recording that Go-Live has been achieved for the entire scope, that all Acceptance Criteria at Clause 5.6 have been demonstrably met and that all critical and high-severity defects have been closed.
“Go-Live”	The date on which the System is placed in productive use by the Corporation for the

Term	Meaning
	whole of the approved scope in the production environment, following successful User Acceptance Testing, security clearance and pilot completion.
“Implementation Agency” / “Successful Bidder” / “Contractor”	The Bidder to whom the Letter of Award is issued and who executes the Agreement.
“LOA”	The Letter of Award issued by the Corporation to the Successful Bidder.
“Nodal Officer”	The Deputy General Manager (IT), KSRTC, or such other officer as the Corporation may designate in writing, who shall administer the Contract on behalf of the Corporation.
“SRS”	The Software Requirements Specification and Scope of Work, Version 1.0, July 2026, referred to at Clause 1.3, as elaborated and made binding through Sections 3 and 4 of this NIT.
“System” / “Solution”	The Integrated Training Management and Confidential Record (CR) Processing System to be delivered under this Contract, including all software, source code, configuration, interfaces, documentation and associated services.
“UAT”	User Acceptance Testing conducted by the Corporation or its nominees.

2.2 Headings are for convenience only and shall not affect construction. Any reference to a Clause, Section, Annexure or Appendix is a reference to a Clause, Section, Annexure or Appendix of this NIT. References to time are to Indian Standard Time. References to currency are to Indian Rupees.

2.3 In the event of any conflict or inconsistency between the constituent documents of the Contract, the following order of precedence shall apply and prevail, the earlier prevailing over the later: (i) the executed Agreement at Appendix-I; (ii) the Letter of Award; (iii) Corrigenda and written Clarifications issued by the Corporation in the chronological order of issue, the later prevailing over the earlier; (iv) this Notice Inviting Tender together with its Annexures; (v) the accepted Financial Bid; (vi) the accepted Technical Bid. Nothing contained in the Bidder’s covering letter, quotation sheet, standard terms of business, licence terms or any other document emanating from the Bidder shall bind the Corporation unless expressly accepted in writing by the Corporation.

2.4 The Corporation’s decision on the interpretation of the Scope of Work, the Technical Specifications and the Acceptance Criteria shall be final and binding on the Implementation Agency in relation to matters of quality, conformity, completeness and acceptance, this being an agreed expert determination; disputes of a legal or monetary nature shall be resolved in accordance with Clause 23.

3. SCOPE OF THE CONTRACT

3.1 The scope of the Contract covers the complete design, development, customisation, configuration, integration, testing, security certification, deployment, commissioning, legacy data migration, documentation, user training, warranty support and Annual Technical Support of the System, on a turnkey basis, such that the Corporation obtains a fully functional, secure, audited and self-sustaining application together with unencumbered ownership of the custom source code.

3.2 Functional Scope — Included

- Employee master synchronisation and controlled employee profile maintenance.
- Competency framework, job-role mapping and Training Needs Assessment.
- Annual, quarterly, monthly, ad-hoc and mandatory training plans, course catalogue, training budget and training calendar.
- Internal and external training nomination, eligibility validation, approval workflow and generation of nomination and training orders.
- External training institution onboarding and a restricted external institution portal with time-bound institution logins.
- Training attendance, daily and periodic progress, assignments, assessments, feedback, certificate upload and certificate verification.
- Post-training action plan and configurable 30 / 60 / 90-day follow-up by the depot or unit office.
- Before-and-after workplace performance indicators, supervisor validation and training effectiveness grading on the four configured levels of reaction, learning, application and organisational result.
- Category-specific CR forms, comprising Form II(A), Form II(B) and future configurable forms, with configuration-driven sections, factors, grading descriptors, applicability rules, validation and print layout.
- Self-assessment by the reportee, Reporting Officer assessment, Reviewing Officer review and Next Higher Authority remarks wherever applicable.
- Segregated handling of the visible Part I and the restricted or secret Part II of the Confidential Record.
- Adverse remark communication workflow, employee digital acknowledgment, representation and disposal in accordance with the approved rules of the Corporation.
- Alerts, reminders, escalations, dashboards, document generation, record archival, retention control and immutable audit logs.
- Integration application programming interfaces for the KSRTC HR / establishment system, identity and single sign-on, eOffice, attendance, e-mail and SMS gateway, digital signature or e-sign services, and such other systems as may be approved.
- Legacy data migration, reconciliation and business-owner sign-off.

3.3 Out of Scope Unless Separately Approved in Writing

- Payroll calculation, pension processing, recruitment, leave accounting and full establishment administration.
- Creation of e-learning course content, studio production, or procurement of training hardware.
- Automatic promotion, transfer, disciplinary or punishment decisions taken solely on the basis of system-generated scores.
- Use of generative artificial intelligence to assign CR ratings or to generate confidential findings without human review. The Implementation Agency is expressly prohibited from deploying any such functionality, whether or not requested.
- Biometric device procurement and physical access control systems.
- Any public disclosure of employee CR, integrity, health or disciplinary information.

Any item recorded as out of scope shall be undertaken only under a written Change Order issued in accordance with Clause 24, and shall be priced strictly at the person-day rate card quoted in Part C of the Financial Bid.

3.4 Target Solution Architecture

The Solution shall be a modular, application-programming-interface-enabled, responsive web application built upon a common employee-development database with logically segregated Training and CR modules. Confidential data shall be protected through fine-grained role-based access control, encryption, separate

permissioning for secret sections and immutable access logs. The Solution shall satisfy the following layer-wise requirements.

Layer	Mandatory capability
Presentation	Responsive employee portal, officer portal, external institution portal and mobile-friendly dashboards. Bilingual-ready user interface with all labels, templates and notifications externalised for translation.
Workflow	Configurable workflow engine supporting nominations, approvals, CR hierarchy, reminders, escalations, return for rework, delegation, substitution and closure, configurable by an authorised administrator without source-code change.
Business modules	Training, competency, external institution, assessment, certificate, post-training impact, CR / Performance Appraisal Report, representation, reporting and administration.
Integration	REST APIs and web services, SSO / LDAP, employee master, eOffice, attendance, e-mail and SMS gateway, and document or e-sign services, each governed by an Interface Control Document.
Data and document	Relational database, encrypted document repository, versioning, retention, backup, audit and archival.
Security	Identity management, multi-factor authentication for privileged, confidential and external accounts, role-based and attribute-based access control, data classification, encryption, VAPT-derived controls, audit monitoring and session control.

3.5 End-to-End Training Lifecycle to be Automated

Stage	Required system behaviour
1. Need identification	Capture of need from a CR recommendation, supervisor request, employee request, audit or inspection finding, new technology, statutory requirement, incident analysis or competency-gap analysis.
2. Consolidation and prioritisation	Mapping of the need to job role, competency, urgency, target group, expected outcome and proposed mode.
3. Plan and budget	Creation of annual and quarterly plans with estimated cost, institution, seats, duration and approving authority.
4. Nomination and approval	Identification of candidates, eligibility validation, supervisor and unit approvals, and issue of the nomination or training order.
5. Pre-training baseline	Capture of knowledge and skill baseline and of measurable workplace key performance indicators relevant to the employee category.
6. Training delivery	Attendance, daily progress, content covered, trainer observations, assignments, assessment and conduct.
7. Completion evidence	Final result, institution opinion, employee feedback, certificate, attendance statement and completion status.
8. Return and action plan	Return-to-duty confirmation, employee learning summary and the agreed workplace application plan.
9. Follow-up assessment	Supervisor and unit evaluation at configurable intervals, with evidence and before-and-after comparison.
10. Effectiveness and closure	Rating of reaction, learning, application and organisational result, followed by closure, extension of follow-up, or recommendation of refresher or corrective training.
11. Reuse in HR decisions	Updating of the competency profile, training history and the succeeding CR cycle, without any automated personnel decision.

3.6 Deliverables

The Implementation Agency shall deliver each of the following, and payment under Clause 13 shall be contingent upon their acceptance:

- Approved Software Requirements Specification, System Requirements Specification, process maps, role-permission matrix and data dictionary.
- User interface and user experience prototypes and approved screen and report specifications.
- Configured Training Management, External Institution and Post-Training Impact modules.
- Configured CR module with Form II(A), Form II(B), reporting hierarchy, secret Part II and representation workflow.
- Web application, responsive portals, application programming interfaces, database, document repository and administrative console.
- Integration interfaces together with an Interface Control Document for each interface.
- Migration tools and scripts, migration report and reconciliation statement signed off by the business owner.
- Test plan, test cases, test results, security and VAPT closure report issued by a CERT-In empanelled auditor, and UAT sign-off.
- Role-wise user manuals, administrator manual, standard operating procedures, quick-reference guides and training material, in English and in Malayalam.
- Deployment architecture, installation and configuration guide, backup and disaster recovery procedure and operational runbook.
- Complete and compilable source code, build and deployment scripts, version inventory and a certified list of all third-party and open-source licences.
- Warranty and support arrangements, Service Level Agreement compliance reports, help-desk process, incident and change management procedures and knowledge transfer.

3.7 Hosting Environment and Deployment Responsibility

3.7.1 The hosting environment shall be provided by the Corporation. The Solution shall be hosted in the infrastructure of the Corporation, in the State Data Centre, or in the cloud space subscribed by the Corporation on a Cloud Service Provider empanelled by the Ministry of Electronics and Information Technology with data centres located within the territory of India, as the Corporation may determine and notify. The cost of the hosting environment, including compute, storage, bandwidth, data centre or rack space and the infrastructure licences borne by the Corporation, shall be to the account of the Corporation, and no charge on that account shall be quoted by any Bidder or paid by the Corporation.

3.7.2 The Implementation Agency shall do everything necessary to host the Solution in the environment so provided. Its obligations shall include the furnishing of a detailed infrastructure sizing statement within 3 (three) weeks of the Letter of Award, covering the production, staging, test, training and disaster recovery environments; installation, configuration, tuning and hardening of the operating system, database, application server, web server and all other software components; deployment of the application and of every release, patch and fix; configuration of backup, restoration and disaster recovery in conformity with NFR-015 and periodic testing of restoration; configuration of monitoring, logging and alerting in conformity with NFR-013; capacity monitoring and timely intimation to the Corporation of any augmentation required; security hardening, patch management and the closure of findings of the Vulnerability Assessment and Penetration Test; and the operation and maintenance of the hosted environment throughout the implementation, warranty and Annual Technical Support periods.

3.7.3 No Bidder shall propose, and the Implementation Agency shall not adopt, hosting on its own infrastructure or on that of any third party, whether for the production environment or for any development, test, staging, training, analytics, backup or disaster recovery environment, and whether in respect of live, masked, anonymised or sample data. Any deviation shall be a material breach attracting Clause 22.

3.7.4 Third-party or proprietary software licences that are necessary for the Solution and are not already held by the Corporation shall be quoted by the Bidder within Part A of the Financial Bid and shall be assigned to or registered in the name of the Corporation. Where any component is proposed on a subscription basis, the subscription for the entire contract period including extensions shall be included in the quoted price, and the fact shall be disclosed in the Technical Bid. The Bidder shall state, in its infrastructure sizing statement, the specification of the environment against which the Service Levels at Clause 15 are offered.

3.7.5 The Corporation shall provide the Implementation Agency with such controlled and logged access to the hosting environment as is reasonably required for the performance of the Contract, through the mechanism notified by the Nodal Officer, and shall procure the augmentation of capacity where the sizing accepted by the Corporation so requires. Where the Corporation, upon a written and substantiated request, does not provide access or capacity within a reasonable time, and delay results, the Implementation Agency shall be entitled to a corresponding extension of time under Clause 14, but to no compensation.

3.7.6 In the computation of Service Levels under Clause 15, unavailability directly and solely attributable to the failure of the infrastructure provided by the Corporation, or to a power, network or data centre event beyond the control of the Implementation Agency, shall be excluded, provided the Implementation Agency establishes the cause from monitoring records within 3 (three) working days of the event. No such exclusion shall be available where the unavailability is attributable to the application, to its configuration, to inadequate sizing advised by the Implementation Agency, to a failure of patching, backup or restoration, or to any act or omission of the Implementation Agency.

4. TECHNICAL SPECIFICATIONS — MANDATORY REQUIREMENTS

4.1 The requirements set out in this Section are mandatory and form part of the Contract. The word “shall” imports a binding obligation. Every Bidder must submit, as part of the Technical Bid, a clause-by-clause compliance statement in the format at Annexure-G against each requirement identifier listed below, marking each as “Complied — available in product”, “Complied — to be configured” or “Complied — to be developed”. The response “Not complied”, a blank response, or a qualified, conditional or ambiguous response against any mandatory requirement shall render the bid non-responsive and liable to rejection. A false or unsupportable claim of compliance discovered at any stage shall constitute a fraudulent practice under Clause 7.

4.2 Functional Requirements — Training Management

ID	Requirement
TRN-001	The System shall maintain or synchronise employee identifier, name, date of birth, designation, cadre or category, unit or depot, reporting hierarchy, date of appointment, current post, qualifications, experience, postings and service status.
TRN-002	The System shall maintain a configurable competency dictionary with competency type, level, evidence, validity and mapping to designation or job role.
TRN-003	The System shall display an employee development profile containing completed, ongoing, failed, expired and recommended training; certificates; competency status; follow-up results; and CR-linked development actions.
TRN-004	Authorised users shall be able to record skill licences and certifications with issue date, expiry date, issuing authority and automated renewal alerts.
TRN-005	Training needs shall be capable of being raised from CR recommendations, employee self-request, supervisor request, unit request, new assignment, technology change, audit finding, operational incident, statutory requirement or management direction.
TRN-006	Each training need shall record the competency gap, expected learning outcome, target proficiency, priority, required-by date, recommended mode and justification.
TRN-007	The System shall consolidate needs by employee, unit, district or region, category, competency and course, and shall identify duplicates.
TRN-008	Approved CR training recommendations shall automatically create a Training Needs Assessment item without exposing any unrelated secret CR content.
TRN-009	The System shall maintain course title, code, objectives, syllabus and topics, target group, prerequisites, duration, mode, assessment method, validity, capacity, cost head and expected workplace indicators.
TRN-010	Training plans shall support annual, quarterly, monthly, ad-hoc and mandatory programmes with version control and approval.
TRN-011	The System shall estimate programme cost, employee cost, travel and daily allowance where configured, institution fee and budget utilisation.
TRN-012	The training calendar shall provide unit, course, institution, venue, trainer and participant views and shall detect scheduling conflicts.
TRN-013	The System shall support nomination by the employee, supervisor, unit, training section or competent authority.
TRN-014	Eligibility checks shall include designation or category, prerequisite, previous completion, validity, service status, conflicting assignment and seat availability.
TRN-015	The approval flow shall be configurable by course type, cost, duration, institution and employee category.
TRN-016	The System shall generate nomination orders, participant lists, relieving and return instructions and institution communication from approved templates.
TRN-017	Substitution, cancellation, wait-listing, no-show and withdrawal shall be recorded with reason and an approval trail.
TRN-018	The System shall create batches with dates, sessions, venue or online link, trainer, capacity, participants, content plan and assessment plan.
TRN-019	Attendance shall be captured session-wise and day-wise through authorised entry, quick-response code or approved integration, with a manual correction workflow.
TRN-020	Internal trainers shall record content covered, trainee participation, assignments, practical tasks, incidents and daily or periodic performance.
TRN-021	Pre-test, post-test, practical test, viva voce, assignment and behavioural assessment shall support configurable marks, grades, pass criteria and attempt history.
TRN-022	Training material, handouts, links, assignments and evidence shall be stored with controlled access and

ID	Requirement
	versioning.
TRN-023	KSRTC shall be able to create and approve an external institution profile containing legal name, address, contact, programme capability, agreement or empanelment period and authorised users.
TRN-024	Institution login shall be restricted to assigned batches and participants and shall not expose unrelated employee data or any CR data whatsoever.
TRN-025	The institution shall be able to confirm batch details, trainer details, attendance, daily or periodic progress, assessment marks or grades, conduct, participation and any intervention required.
TRN-026	The institution shall record a final opinion for each candidate covering strengths, areas for improvement, suitability or application and recommended follow-up.
TRN-027	The institution shall upload the certificate, attendance statement, score sheet and other approved evidence in configured formats and sizes.
TRN-028	All institution submissions shall be time-stamped, attributable to a named user, versioned and subject to KSRTC verification and acceptance.
TRN-029	Institution access shall automatically expire on the conclusion of the authorised period, subject to renewal by KSRTC.
TRN-030	Completion status shall support completed, completed with conditions, failed, absent, withdrawn, cancelled and pending evidence.
TRN-031	Certificate metadata shall include certificate number, issue date, validity, issuing authority, verification status and document hash or checksum where feasible.
TRN-032	An authorised KSRTC officer shall verify and accept or reject uploaded evidence with recorded reasons and a resubmission workflow.
TRN-033	Employees shall submit programme feedback, learning summary and an immediate action plan before final closure where so configured.
TRN-034	The System shall automatically create follow-up tasks for the employee, supervisor and unit or depot officer at configurable intervals such as 30, 60 and 90 days.
TRN-035	Each programme shall define expected workplace behaviour and measurable indicators before nomination or before batch completion.
TRN-036	Follow-up shall capture whether learning was applied, examples and evidence, barriers, supervisor observations, employee confidence and the need for coaching or refresher training.
TRN-037	The unit or depot officer shall record whether performance improved, did not improve or cannot yet be assessed, with reasons and supporting evidence.
TRN-038	The System shall permit before-and-after key performance indicator comparison, including but not limited to fuel efficiency, incident rate, schedule adherence, ticketing error, complaint rate, repair turnaround, rework, file disposal, accuracy, record maintenance and other role-specific measures.
TRN-039	Training effectiveness shall support configurable levels of participant reaction, learning achieved, workplace application and organisational result.
TRN-040	Where improvement is insufficient, the System shall support coaching, repeat training, alternative course, job support or closure with recorded reason.
TRN-041	The System shall maintain trainer profiles, qualifications, expertise, programmes delivered, participant feedback and performance history.
TRN-042	Institution performance shall be evaluated using completion rate, participant feedback, assessment quality, certificate timeliness, outcome achievement and contract or SLA compliance.
TRN-043	Blacklisting, suspension or restricted use of an institution or trainer shall require competent approval and shall be fully auditable.

4.3 Functional Requirements — Confidential Record (CR) Processing

The CR module shall be form-driven and policy-configurable. Form II(A) and Form II(B) shall be treated as initial reference forms and shall not be hard-coded. KSRTC shall be able to add forms, factors, categories, grading descriptors, applicability rules and workflow levels through authorised configuration without any source-code change and without any charge during the warranty and Annual Technical Support periods.

ID	Requirement
CR-001	The System shall create annual and part-period CR cycles for every eligible employee based on category, service status, posting period and the approved rules of the Corporation.
CR-002	Part reports shall be supported for transfer, promotion, change of Reporting Officer, change of employee posting, retirement and other configured events, so that the entire service period is covered without gap.
CR-003	The System shall identify uncovered periods, overlapping periods, missing hierarchy and ineligible periods before initiation.
CR-004	Due dates, grace periods, reminders and escalation levels shall be configurable by CR type and employee category.
CR-005	The reportee shall verify or complete the prescribed facing-sheet data including identity, service dates, present post and grade, office, department and unit, pay scale where required, subjects and work assigned, qualifications and experience.
CR-006	Data available from the employee master shall be pre-filled, and changes shall follow an authorised correction workflow rather than silent overwriting.
CR-007	The System shall permit attachment of or reference to the office order distributing work and to other authorised supporting documents.
CR-008	The reportee shall submit a self-assessment and resume of work completed, special achievements, constraints and development needs. The initial form configuration shall enforce a maximum of 300 words unless the rules are changed.
CR-009	The self-assessment shall be time-stamped, locked after submission and made available to the Reporting Officer and the Reviewing Officer.
CR-010	Where the reportee fails to submit within the configured period, the workflow shall permit the Reporting Officer or the authorised office to proceed as per approved rules, while retaining a non-submission audit entry.
CR-011	The Reporting Officer shall assess only the period and job assignment under his or her supervision and shall record mandatory factor-wise grades and comments.
CR-012	The System shall implement the A / B / C / D grading scale or such other configured scale, with full descriptors displayed at the point of rating.
CR-013	The System shall require justification or evidence for exceptional grades, adverse grades or any grade pattern defined by policy.
CR-014	The System shall calculate grade counts and an overall grading only in accordance with approved policy. It shall not infer, invent or apply any grade formula not expressly approved by the Corporation.
CR-015	The Reporting Officer shall record general comments, special difficulties, improvement efforts, significant achievements, adverse remarks and disciplinary or punishment references, with document attachment where required.
CR-016	No mandatory item shall be capable of being left blank. “Not Applicable” shall be available only where the form or category permits and shall require a recorded reason where so configured.
CR-017	The Reviewing Officer shall view the report, record narrative remarks, agree or disagree and revise grades where authorised. Any revised grade shall be separately stored with reason and complete history, and shall not overwrite the original.
CR-018	The System shall support Next Higher Authority remarks where the configured category or hierarchy so requires.
CR-019	Return for clarification shall preserve prior submissions, reasons and versions and shall not permit

ID	Requirement
	unauthorised deletion.
CR-020	On completion of the review stage, the visible part of the report shall be made available to the reportee in accordance with approved policy, and the employee shall digitally acknowledge that it has been read.
CR-021	Where adverse remarks are communicable, the System shall generate the communication, capture delivery and acknowledgment and permit representation within the configured period.
CR-022	Representation shall route to the competent authority with comments, evidence, decision and the consequential correction or retention workflow.
CR-023	All post-finalisation changes shall require an authorised proceedings or order reference and shall preserve the original record intact.
CR-024	Part II shall be stored as a separately permissioned secret section and shall not be visible to the reportee or to ordinary administrators, including the System Super Administrator.
CR-025	Secret fields may include loyalty, integrity and general reputation, complaints, favouritism, preliminary findings, vigilance reference, training requirement and suggested posting, as configured from the approved forms.
CR-026	Access to Part II shall be granted only to authorised Reporting, Reviewing and competent authorities, and every view, print, export and change shall be logged immutably.
CR-027	Secret content shall not be included in general dashboards, broad searches, bulk exports or notification text.
CR-028	The initial Form II(A) shall capture factors for Intelligence; Discipline; Punctuality and Promptness; Responsibility and Dependability; Interest in Assignment; Job Knowledge; Noting, Drafting and Correspondence; Maintenance of Registers and Records; Work Turnover; and Supervision and Control.
CR-029	Form II(A) shall support punishment details and attachments, general grade counts, explanatory comments, Reporting Officer signature, Reviewing Officer remarks and reportee acknowledgment.
CR-030	The initial Form II(B) shall capture factors for Intelligence; Initiative and Resourcefulness; Discipline; Responsibility and Dependability; Cooperation and Personal Relations; Interest in Assignment; Job Knowledge; Noting, Drafting and Correspondence; Leadership and Drive; Power of Analysis and Judgment; Supervision and Control; Quality and Quantity of Work; Communication and Receptiveness; Use of Delegated Powers; and applicable programme-implementation factors.
CR-031	Form II(B) shall support punishment details and attachments, grade counts, explanatory comments, Reporting Officer signature, Reviewing Officer remarks, Next Higher Authority remarks where applicable and reportee acknowledgment.
CR-032	Authorised administrators shall map the reportee, Reporting Officer, Reviewing Officer and Next Higher Authority hierarchy for each period, with effective dates and exception approval.
CR-033	The System shall provide the statuses due, pending, returned, overdue, completed, represented, disposed and archived.
CR-034	Bulk initiation and controlled bulk reminders shall be supported. Bulk rating and bulk approval shall not be permitted under any circumstance.
CR-035	The System shall generate certified PDF and print views bearing a watermark, document identifier, version, generation time and access classification.
CR-036	CR records shall be retained and archived in accordance with the KSRTC-approved retention policy and all legal requirements.

4.4 Mandatory Linkage Between the Training and CR Modules

Linkage	Required behaviour
CR to Training	Training required for the present job or for higher responsibilities shall create a Training Needs Assessment item recording employee, competency or subject, priority and recommended period. No secret narrative shall be copied into the training record.

Linkage	Required behaviour
Training to CR	The Reporting Officer may view verified training history, completion status and post-training outcomes for the CR period, subject to policy.
Competency gap	Repeated low ratings in configured job-knowledge or performance factors may prompt a suggested Training Needs Assessment item for human review, but shall not automatically nominate or penalise any employee.
Development action	A CR improvement plan may include a course, coaching, job rotation or supervised assignment, and shall be tracked to closure.
Outcome evidence	Verified unit follow-up and objective performance indicators may be referenced in the next appraisal, with the source and period clearly shown.

4.5 Reports, Dashboards and Analytics

The Solution shall provide, at a minimum, the following report groups, each supporting authorised filtering, drill-down, export to PDF and Excel where permitted, generation timestamp and source-period disclosure. Secret CR data shall not be included in any generic analytics unless specifically authorised and separately designed as a restricted report.

Report group	Indicative reports and metrics
Training governance	Plan versus actual, seats planned and filled, nomination approval time, attendance, completion, failure, no-show, certificate pending and overdue follow-up.
Training effectiveness	Pre and post score improvement, application rate, 30 / 60 / 90-day improvement, refresher need, unit-wise outcome and programme or institution effectiveness.
Employee development	Employee training transcript, competency gaps, mandatory certification status, development actions and upcoming expiry.
Cost and utilisation	Programme cost, employee cost, institution cost, cost by unit and category, budget utilisation and cost per successful completion or outcome.
Institution and trainer	Performance scorecard, feedback trends, completion, certificate turnaround and outcome rate.
CR compliance	CR due, initiated, pending at each role, overdue, returned, incomplete hierarchy, uncovered period, represented and disposed.
CR quality	Grade distribution by form, factor, unit and category; exceptional and adverse grade justification; revised grades; and missing mandatory evidence. Access shall be controlled and aggregate results shall be privacy-protected.
Management development	Organisation-wide competency gaps, priority training demand, leadership pipeline indicators and recurring development needs.

4.5.1 Management Dashboard and Decision-Support Layer

The Corporation attaches particular importance to this component. The Management Dashboard is a distinct, separately demonstrable and separately acceptable deliverable of the Contract, and shall not be treated as an incidental by-product of the reporting module. The purpose of the dashboard is to place before each level of management, in a single view and without recourse to the IT Division, the current position of training coverage, training expenditure, training effectiveness and Confidential Record compliance, together with the exceptions requiring action. The Bidder shall describe its dashboard architecture, visualisation framework, indicator model, refresh design and role-based view model in the Technical Proposal at Annexure-J; the proposal so made shall be scored under criterion T5 of Clause 12.2 and shall be demonstrated under Clause 9.3. The dashboard shall satisfy the following requirements, which are minimum requirements and not an exhaustive statement of the Corporation's expectations.

ID	Requirement
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ID	Requirement
DSH-001	The Solution shall provide a unified Management Dashboard layer covering both the training lifecycle and the Confidential Record process, drawing upon a single reconciled data source and accessible within the same authenticated session without any separate login or separate application.
DSH-002	Role-aware dashboard views shall be provided at a minimum for the Chairman and Managing Director, Executive Directors, the Chief Office and Personnel wing, the Training Centre and the training authority, Zonal and Regional Officers, Unit and Depot heads, Reporting and Reviewing Officers and the IT Division administrator, each view being confined to the jurisdiction and entitlement of the user concerned.
DSH-003	Dashboard composition shall be configurable by an authorised administrator, permitting the selection, arrangement, addition, withdrawal and re-thresholding of widgets, indicators, filters and default views without any change to source code and without reference to the Implementation Agency.
DSH-004	Every indicator displayed shall support drill-down from Corporation level to Zone, Region, Unit or Depot, category or designation, programme, batch, trainer and institution, and finally to the individual record, subject at each level to the access rights of the user.
DSH-005	The training dashboard shall present, at a minimum, plan versus actual coverage, seats planned and utilised, nomination and approval ageing, attendance, completion and failure rates, mandatory certification and licence expiry, training days per employee, budget utilisation, cost per participant and cost per successful completion.
DSH-006	The Confidential Record dashboard shall present, at a minimum, CR due, initiated, pending at each role with ageing, overdue, returned, uncovered periods, incomplete hierarchy, representations pending and disposed, and cycle-closure readiness, without disclosing any secret content or any individually identifiable adverse remark.
DSH-007	A dedicated Training Effectiveness dashboard shall be provided, presenting the indicators and the Course Effectiveness Index computed under Clause 4.5.2.
DSH-008	Threshold-based exception tiles shall be provided with configurable red, amber and green states, and selection of any exception tile shall list the underlying records so that the authority concerned may act upon them directly from the dashboard.
DSH-009	The dashboard shall support trend analysis over a user-selected period, year-on-year and period-on-period comparison, and ranking or league-table views for units, depots, programmes, trainers and institutions.
DSH-010	Visualisation shall include bar, column, line, stacked, pie or donut, heat-map and unit-wise distribution charts, with export of any view to PDF, Excel and image formats, and with scheduled circulation of dashboard digests to authorised users at configurable intervals.
DSH-011	Every dashboard view and every export shall bear the generation timestamp, the data-as-on timestamp, the complete filter set applied and the name and role of the generating user.
DSH-012	The dashboard shall be responsive on desktop, tablet and mobile browsers, shall conform to NFR-005 and NFR-006, and the landing dashboard of every role shall render within the response time stipulated at NFR-002 at the design load stipulated at NFR-003.
DSH-013	No secret Part II content, and no individually identifiable adverse remark, shall appear in any dashboard view, tile, tooltip, drill-down, export or scheduled digest, save in a separately designed restricted view expressly authorised in writing by the competent authority.
DSH-014	Transactional indicators shall be refreshed at a configurable interval not exceeding 15 (fifteen) minutes and aggregated analytical indicators at least once in each 24 hours, and the refresh design shall not degrade transactional performance; the refresh method proposed shall be disclosed in the Technical Bid.
DSH-015	All dashboard activity, including view, filter, drill-down and export, shall be recorded in the audit log with user, role, timestamp, data scope and export destination, and shall be tamper-evident.
DSH-016	The Implementation Agency shall configure, populate with live data and hand over before Go-Live not

ID	Requirement
	fewer than 6 (six) dashboards, namely an executive dashboard for the Chairman and Managing Director, a Confidential Record compliance dashboard, a training governance dashboard, a training effectiveness dashboard, a cost and utilisation dashboard, and an institution and trainer performance dashboard; and shall configure not fewer than 10 (ten) further dashboards or dashboard revisions as required by the Corporation during the warranty period and the Annual Technical Support period, at no additional cost and without recourse to the change request procedure.
DSH-017	The dashboard shall be delivered as a configurable component of the Solution and not through any separate third-party licence chargeable to the Corporation; where any business intelligence or visualisation tool is proposed, the licence shall be perpetual or shall be included in the quoted price for the entire contract period including extensions, and the fact shall be disclosed in the Technical Bid.

4.5.2 Course and Training Effectiveness Evaluation

The Corporation incurs recurring expenditure on the training of its employees through internal training establishments and through external institutions. The Solution shall therefore provide, as an express and separately acceptable deliverable, the capability to measure objectively whether a course has achieved its purpose, so that curricula, trainers, institutions and budgets may be settled on evidence rather than on assumption. The evaluation framework shall follow the four-level model of participant reaction, learning achieved, workplace application and organisational result, shall be configurable throughout, and shall satisfy the following requirements. This clause amplifies and does not derogate from TRN-036 to TRN-042.

ID	Requirement
EFF-001	The Solution shall provide a structured capability to evaluate the effectiveness of every course, programme and batch at the levels of participant reaction, learning achieved, workplace application and organisational result, in amplification of TRN-039; and the levels, factors, questions, scales and weightages shall be configurable by an authorised user without any change to source code.
EFF-002	Level 1, participant reaction: structured post-course feedback shall be captured through a configurable questionnaire covering content, trainer, facilities, relevance to the role, adequacy of duration and overall utility; submission of feedback shall be capable of being made a precondition to the issue of the certificate.
EFF-003	Level 2, learning achieved: pre-training and post-training assessment scores shall be captured against the same competency map, and the learning gain shall be computed automatically for each participant, batch, programme, trainer and institution, in absolute terms and as a percentage.
EFF-004	Level 3, workplace application: the configurable 30, 60 and 90-day supervisor and unit follow-up shall capture the extent to which the learning has been applied at the workplace, with recorded observations and supporting evidence, and non-submission shall escalate under Clause 4.6.
EFF-005	Level 4, organisational result: the before-and-after comparison of role-specific key performance indicators referred to at TRN-038 shall be linked to the batch and to the participant, with the source of each indicator, the comparison period and the basis of attribution clearly disclosed.
EFF-006	A composite Course Effectiveness Index shall be computed for each course, batch, programme and institution from the four levels at configurable weightages, expressed both as a numeric score and as a grade band; the weightage set applied and the computation logic shall be visible to authorised users and shall not be concealed in application code.
EFF-007	Effectiveness shall be capable of being analysed and compared by programme, batch, trainer, institution, unit or depot, cadre, designation, mode of delivery, whether in-house, external, online or on-the-job, and by period, with the facility to compare any two or more such groupings on the same screen.
EFF-008	The System shall compute cost-effectiveness, comprising cost per participant, cost per successful completion and cost per unit of measured improvement, so that the Corporation may compare programmes, trainers and institutions on the basis of value obtained for expenditure incurred.
EFF-009	Statistical support shall include mean, median, distribution, variance and the correlation between assessment gain and movement in workplace key performance indicators, and the sample size shall be

ID	Requirement
	displayed against every such result; the System shall withhold a conclusion where the sample size falls below a configurable minimum.
EFF-010	A course whose effectiveness falls below the configured threshold on two consecutive occurrences shall be flagged automatically for review, and the System shall provide a workflow by which the competent authority may record revision of the curriculum, change of trainer or institution, discontinuation, or continuation with reasons recorded in writing.
EFF-011	Trainer and institution effectiveness scorecards, in amplification of TRN-041 and TRN-042, shall be generated automatically and shall be available for reference at the time of empanelment, renewal, extension or release of payment.
EFF-012	The System shall correlate training undergone with subsequent Confidential Record grading and with unit-level performance indicators in aggregate and privacy-protected form; such correlation shall be presented as a management indicator only and shall not be used as an input to any individual appraisal except where expressly authorised in writing by the competent authority.
EFF-013	Effectiveness results shall feed the Training Needs Assessment of the succeeding cycle, so that persisting competency gaps, refresher requirements and repeat training are proposed automatically for the approval of the competent authority.
EFF-014	The System shall generate an annual Training Effectiveness Report in a format approved by the Corporation, suitable for placing before the Board of Directors and for submission to Government, covering coverage, expenditure, the Course Effectiveness Index, outcome achieved and recommendations.
EFF-015	Every effectiveness computation shall disclose the source data, the period and the version of the weightage set applied; every change of weightage shall be versioned, dated and attributable, so that results published earlier remain reproducible in the form in which they were published.

4.6 Notifications and Escalations

The System shall issue configurable notifications and escalations in respect of training need approval, nomination, selection, wait-listing, cancellation, schedule change and joining instructions; institution invitation, account activation and expiry, pending attendance, pending assessment, pending certificate and rejected submission; employee feedback and action plan due dates and supervisor and unit 30 / 60 / 90-day follow-up due dates; CR initiation, self-assessment due, reporting and review pending, overdue, return for clarification, acknowledgment and representation deadlines; and certificate or licence expiry and mandatory refresher due. Escalation to the next authority shall occur after a configurable ageing period. No escalation message, notification, short message service text or e-mail subject line shall reveal any secret CR content.

4.7 Non-Functional Requirements

ID / Area	Requirement
NFR-001 Availability	Minimum 99.5% availability in each calendar month measured on a 24x7 basis, and 99.9% during declared critical periods, namely CR cycle closing windows and notified training seasons. Planned maintenance shall be outside 09.00 to 19.00 hrs on working days and shall be notified 72 hours in advance.
NFR-002 Performance	Standard transactional screens shall respond within 3 seconds under the agreed concurrent load. Complex reports may execute asynchronously with status notification. Page load for the employee portal shall not exceed 4 seconds on a 4 Mbps connection.
NFR-003 Capacity	The Solution shall support all active and retired or inactive employee records retained by KSRTC, concurrent appraisal cycles, all external institutions and document growth for the full approved retention period, with a minimum design provision of 60,000 employee records and 2,000 concurrent users.
NFR-004 Scalability	The application and storage shall scale horizontally and vertically without redesign of business workflows.

ID / Area	Requirement
NFR-005 Usability	Responsive interface, clear task inbox, save-draft, contextual field help, validation, autosave for long narratives and accessible error messages.
NFR-006 Accessibility	Conformance with the Guidelines for Indian Government Websites (GIGW 3.0) and WCAG 2.1 Level AA, including keyboard navigation, screen-reader compatibility and sufficient colour contrast.
NFR-007 Language	English shall be supported at Go-Live. Malayalam labels, templates and notifications and full bilingual expansion shall be supported without code redesign, and shall be delivered within the warranty period at no additional cost.
NFR-008 Compatibility	Support for current enterprise-approved desktop and mobile browsers, with no browser plug-in dependency and no dependency on any single proprietary browser.
NFR-009 Reliability	No duplicate submission on refresh or retry. All transactions shall be atomic, versioned and recoverable.
NFR-010 Maintainability	Modular code, documented APIs, configuration-driven forms and workflows, automated deployment, structured logging and complete technical documentation.
NFR-011 Security testing	Source-code review, dependency scanning, vulnerability assessment and penetration testing by a CERT-In empanelled auditor before Go-Live, annually thereafter and after every material change, entirely at the cost of the Implementation Agency.
NFR-012 Data portability	Authorised export of master data, transaction data and document metadata in open formats for continuity and migration, subject to confidentiality controls.
NFR-013 Observability	Centralised logs, metrics, alerts, job monitoring, integration monitoring and user-visible reference numbers for failed transactions.
NFR-014 Time and traceability	All events shall use authoritative server time and shall retain the actor, the creator, and the internet protocol or device context where permitted, and shall display a chronological history.
NFR-015 Backup and recovery	Encrypted backup with a Recovery Point Objective not exceeding 4 hours and a Recovery Time Objective not exceeding 8 hours, with documented and quarterly-tested restoration procedures.

4.8 Integrations and Interfaces

Interface	Data and use
Employee / HR master	Employee identity, designation, category, unit, posting, service status, reporting hierarchy and official contact.
Identity / SSO / LDAP	Authentication, employee mapping, account lifecycle and password or multi-factor authentication policy.
eOffice / document system	Proceedings and order reference, approved office orders and optional filing of final documents.
Attendance / biometric	Optional verification of attendance for internal programmes, subject to source reliability and approved integration.
E-mail and SMS gateway	Transactional notifications and escalations through KSRTC-approved gateways only.
Digital signature / e-sign	Signing or authenticated approval of orders, appraisals and final records, where approved.
Finance / payroll	Optional cost centre, budget head and payment reference. Payroll processing remains outside the scope.
Business / operational systems	Optional role-specific before-and-after indicators for training impact, subject to data quality, authorisation and API availability.

Each integration shall be governed by an Interface Control Document defining the source of truth, field mapping, frequency, error handling, retry, reconciliation, security, authority and ownership. The System shall not silently overwrite any approved CR or training transaction from an external source.

4.9 Data Migration

The Implementation Agency shall inventory the existing employee master, training registers, certificates, course catalogues, institution lists, CR registers and digitised CR documents; define the mandatory migration period and the migration depth, whether as structured data, indexed portable document format, metadata only or a combination; cleanse and map employee identifiers, unit codes, designation and category codes and reporting hierarchy; de-duplicate certificates and training records and identify unverifiable legacy records; perform a trial migration, reconciliation and business-owner sign-off followed by final cut-over; label every migrated record with its source, migration date, verification status and quality exception; and protect secret historical CR files with controls equal to or stronger than those applied to new records. Migration shall be treated as complete only upon issue of a written reconciliation certificate by the Nodal Officer.

5. PROJECT SCHEDULE, MILESTONES AND ACCEPTANCE

5.1 Time shall be of the essence of this Contract. The implementation period shall be 10 (ten) months reckoned from the date of issue of the Letter of Award (“T”). The Implementation Agency shall adhere to the following milestone schedule. Delay in any milestone shall attract liquidated damages under Clause 14 irrespective of whether the overall completion date is subsequently met.

M	Milestone / Phase	Deliverable required for acceptance	Due by
M1	Phase 0 — Discovery and approval	Business process study report, as-is and to-be process maps, policy decision register, data assessment, solution architecture, role-permission matrix, data dictionary, clickable prototype and approved SRS / FRS sign-off	T + 6 weeks
M2	Phase 1 — Core Training	Employee and competency profile, Training Needs Assessment, catalogue, plans, nominations, batches, attendance, assessments and internal reports, deployed to the KSRTC test environment and UAT-cleared	T + 2 months
M3	Phase 2 — Institution and Impact	External institution portal, certificate verification and upload, action plans, 30 / 60 / 90-day follow-up, and the complete Course and Training Effectiveness Evaluation framework at Clause 4.5.2 including the four-level model, the Course Effectiveness Index and the training-effectiveness dashboard, UAT-cleared	T + 3months
M4	Phase 3 — CR Processing	Form II(A) and Form II(B), hierarchy mapping, self-assessment, reporting and review, Part II secret section, acknowledgment, representation and dashboards, UAT-cleared	T + 4 months
M5	Phase 4 — Integration and Migration	HR, SSO, eOffice and notification interfaces with Interface Control Documents; legacy data migration; reconciliation certificate; security hardening; VAPT clearance from a CERT-In empanelled auditor	T + 5 months
M6	Phase 5 — Pilot	Pilot at selected Head Office sections, the Training Centre, at least three representative depots or units and at least one external training institution, with a pilot closure report	T + 5.5 months
M7	Go-Live and Rollout	Organisation-wide deployment, role-wise user training with attendance records, help-desk activation, hypercare commencement, complete documentation and source-code handover, and the six configured dashboards required under DSH-016 accepted by the Corporation	T + 6 months
M8	Final Acceptance	Closure of all critical and high-severity defects, 30 days of stable operation post Go-Live, and issue of the Final Acceptance Certificate	T + 7 months

5.2 The Implementation Agency shall deploy, throughout the implementation period, at least two full-time technical resources at the Head Office of the Corporation at Thiruvananthapuram, and shall establish a project office in Kerala within 30 (thirty) days of the issue of the Letter of Award.

5.3 The Implementation Agency shall submit a fortnightly progress report and shall attend a monthly project review meeting chaired by the Nodal Officer. Non-attendance at two consecutive review meetings without prior written intimation shall constitute a breach.

5.4 Testing shall comprise unit testing, integration testing, workflow testing, role and access testing, performance testing, security testing, migration testing and User Acceptance Testing. The Corporation shall be entitled to witness and to audit any test. Test evidence shall be preserved and handed over.

5.5 No milestone shall be treated as achieved, and no payment shall become due, until the Nodal Officer has issued a written acceptance in respect of that milestone. Where the Corporation records observations, the Implementation Agency shall remedy them within 15 (fifteen) days at no cost, and the milestone date shall not stand extended by reason of such rectification.

5.6 Acceptance Criteria

Final Acceptance shall be granted only upon demonstrable satisfaction of each of the following criteria:

ID	Acceptance criterion
AC-01	A complete training case can be processed from need identification through to post-training closure with all approvals, evidence and audit history intact.
AC-02	An authorised external institution can update only its assigned batch, record candidate-wise progress and opinion and upload certificates, and demonstrably cannot access CR data or any other batch.
AC-03	Configurable follow-up tasks are generated automatically and a depot or unit officer can record evidence-based performance improvement.
AC-04	Form II(A) and Form II(B) can be initiated, completed, reviewed, acknowledged and archived with all mandatory factors and the category-specific workflow.
AC-05	Part II is demonstrably inaccessible to unauthorised users, including the System Super Administrator, is excluded from all general exports, and is fully access-logged.
AC-06	A CR training recommendation creates a controlled training need, and a training outcome can be referenced in a later CR, in each case without exposing any secret text.
AC-07	The System accurately identifies overdue CRs, missing periods, pending certificates and overdue follow-ups.
AC-08	All critical transactions maintain actor, date and time, version, decision, remarks and document history.
AC-09	Approved migration totals reconcile with the source registers and files, and migrated records are labelled by source and verification status.
AC-10	User Acceptance Testing, security testing, performance testing, backup restoration testing and role-access testing are completed and all critical defects are closed.
AC-11	A VAPT clearance certificate from a CERT-In empanelled auditor, dated not earlier than 45 days before Go-Live, has been submitted and all critical and high findings have been remediated and re-tested.
AC-12	Complete, compilable source code has been deposited with the Corporation, has been independently built by the Corporation or its nominee from the deposited artefacts, and all documentation at Clause 3.6 has been accepted.

6. PRE-QUALIFICATION CRITERIA

6.1 Bids shall be entertained only from Bidders satisfying every one of the pre-qualification criteria set out below as on the last date of submission of bids. Documentary proof in the manner specified is mandatory. Non-submission of any specified document, or submission in a form other than that prescribed, shall result in rejection of the bid at Round 2 without further reference to the Bidder.

Cl.	Criterion	Documentary proof required
6.2	Legal status: The Bidder shall be a legally qualified person under the Indian Contract Act, 1872, and shall be a company incorporated under the Companies Act, 2013 (or the Companies Act, 1956), a limited liability partnership registered under the Limited Liability Partnership Act, 2008, a partnership firm registered under the Indian Partnership Act, 1932, or a registered proprietary concern. The Bidder shall have been engaged in software design and development in India continuously for not less than 5 (five) years as on the last date of bid submission. Consortium, joint venture and “in association with” bids are NOT permitted.	Certificate of incorporation or registration, memorandum and articles of association or partnership deed, and Udyam or Shops and Establishments registration evidencing the date of commencement
6.3	Financial capacity: Average annual turnover from software development and information technology services during the last three completed financial years (2022-23, 2023-24 and 2024-25) shall be not less than ₹3,00,00,000/- (Rupees Three Crore only). Net worth shall be positive in each of the said three financial years. The Bidder shall not be under liquidation, insolvency resolution under the Insolvency and Bankruptcy Code, 2016, court receivership or any analogous proceeding.	Audited balance sheets and profit and loss statements for the three financial years, and a certificate from a practising Chartered Accountant in the format at Annexure-B bearing a valid Unique Document Identification Number verifiable at https://udin.icai.org/search-udin . Where the previous year's balance sheet is not yet audited, the audited balance sheet of the fourth preceding year shall be considered, subject to a statutory auditor's certificate to that effect.
6.4	Work experience: During the last 7 (seven) years ending on the last day of the month immediately preceding the month of issue of this NIT, the Bidder shall have successfully completed either (a) two similar works each At least one such work shall have been executed for a Central or State Government department, a public sector undertaking, a statutory Corporation, an autonomous body or a State Transport Undertaking. “Similar work” means the design, development and implementation of a web-based, workflow-driven human resource, human resource management, e-service book, performance appraisal or e-governance application with role-based access control.	Work order or purchase order together with a satisfactory performance or completion certificate issued by the client on its letterhead, stating the name of the client organisation, the contact name and mobile number of the certifying officer, the scope undertaken, the contract value, the period of execution and the current operational status. Details to be summarised in Annexure-E.
6.5	Domain experience: At least one of the works cited under Clause 6.4 shall have involved confidential or restricted data handling, such as performance appraisal, confidential report, vigilance, disciplinary, personnel or medical records, with segregated access permissions.	Client certificate expressly confirming the nature of data handled, cross-referenced in Annexure-E
6.6	Manpower: The Bidder shall have not less than 10 (ten) technical personnel on its own payroll as on the last date of bid submission, and shall commit the key personnel specified at Clause 6.7. Manpower engaged through third-party staffing shall not be counted.	Self-certified statement signed by the authorised signatory, supported by the latest Employees' Provident Fund electronic challan-cum-return
6.7	Key personnel: (i) Project Manager with not less than 10 years' experience and a PMP or PRINCE2 credential; (ii) Solution Architect with not less than 8 years' experience; (iii) Business Analyst with not less than 6 years' experience including Government human resource or establishment domain exposure; (iv) Lead Developer with not less than 6 years' experience; (v) Database	Curriculum vitae in the format at Annexure-F, each signed by the individual and countersigned by the authorised signatory, with a declaration of availability for the project

Cl.	Criterion	Documentary proof required
	Administrator; (vi) UI/UX Designer; (vii) Test and Security Lead. All shall be on the Bidder's payroll.	
6.9	Statutory registrations: Permanent Account Number, Goods and Services Tax registration, Employees' Provident Fund and Employees' State Insurance registration, and income tax returns filed for the last three assessment years.	Scanned copies of the registrations and of the income tax return acknowledgements
6.10	Blacklisting: The Bidder, and its promoters, directors and partners, shall not stand blacklisted, debarred, suspended or banned by the Corporation, the Department of Transport, Government of Kerala, any other entity of the Government of Kerala, any State Government, the Central Government, or any department, organisation or public sector undertaking in India, as on the last date of bid submission.	Affidavit on non-judicial stamp paper in the format at Annexure-C, duly notarised
6.11	Land border restriction: A Bidder from a country sharing a land border with India shall be eligible only if registered with the Competent Authority, in terms of Rule 144(xi) of the General Financial Rules, 2017, read with Order F.No. 6/18/2019-PPD dated 23.07.2020 and Order F.No. 7/10/2021-PPD(1) dated 23.02.2023 of the Ministry of Finance, Department of Expenditure, Public Procurement Division.	Declaration and, where applicable, registration certificate, in the format at Annexure-H
6.12	Conflict of interest: The Bidder shall not have any conflict of interest, and shall not have been engaged as a consultant or adviser to the Corporation in connection with the preparation of this NIT or the underlying SRS.	Declaration in Annexure-A
6.13	Local presence: The Bidder shall have an operational office in the State of Kerala, or shall undertake in writing to establish one at Thiruvananthapuram within 30 (thirty) days of the issue of the Letter of Award and to maintain it throughout the contract period including the Annual Technical Support period.	Proof of existing office, or an undertaking on the Bidder's letterhead

6.14 Exemption for Micro and Small Enterprises and Recognised Startups

Micro and Small Enterprises holding a valid Udyam Registration Certificate for the tendered category, and startups recognised by the Department for Promotion of Industry and Internal Trade holding a valid recognition certificate, shall be exempt from payment of the Tender Document Fee and the Earnest Money Deposit, subject to production of the valid certificate in the Technical Bid, and subject to the submission of a Bid Securing Declaration in the format at Annexure-L. Such exemption is confined to the Tender Document Fee and the Earnest Money Deposit alone. It shall not, and shall not be construed to, relax or dilute any pre-qualification criterion relating to turnover, work experience, domain experience, manpower, key personnel or certifications, except to the extent that any exemption is expressly mandated by an applicable order of the Government of Kerala or the Government of India in force on the last date of bid submission, in which case the Bidder shall specifically cite that order in its bid. A Bidder invoking the Bid Securing Declaration and thereafter withdrawing or modifying its bid during the bid validity period, failing to accept the Letter of Award, or failing to execute the Agreement or furnish the Security Deposit, shall stand debarred from participating in any tender of the Corporation for a period of 2 (two) years.

7. FRAUD AND CORRUPT PRACTICES

7.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process and thereafter, upon the issue of the Letter of Award and throughout the subsistence of the Agreement. Notwithstanding anything to the contrary contained herein or in the Letter of Award or in the Agreement, the Corporation may reject a bid, or terminate the Contract, without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process or in the performance of the Contract.

7.2 In such an event the Corporation shall be entitled to (a) forfeit and appropriate the Earnest Money Deposit and the Security Deposit or Performance Bank Guarantee, in whole or in part, as determined by the Corporation, without prejudice to any other right or remedy available to the Corporation; and (b) debar the Bidder from participating in any tender issued by the Corporation for a period of 5 (five) years from the date of occurrence of such event.

7.3 For the purposes of this Clause the following expressions shall bear the meanings assigned to them below:

Expression	Meaning
Corrupt practice	(i) The offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process. For the avoidance of doubt, the offering of employment to, or the employing or engaging in any manner whatsoever, directly or indirectly, of any official of the Corporation who is or has been associated in any manner, directly or indirectly, with the bidding process or the Letter of Award, or who has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date on which such official resigns, retires or otherwise ceases to be in the service of the Corporation, shall be deemed to constitute the influencing of the actions of a person connected with the bidding process; or (ii) engaging in any manner whatsoever, whether during the bidding process or after the issue of the Letter of Award or after the execution of the Agreement, any person in respect of any matter relating to the award of the contract who at any time has been or is a legal, financial or techno-commercial adviser of the Corporation in relation to any matter concerning the award of the contract.
Fraudulent practice	A misrepresentation or omission of facts, or suppression of facts, or disclosure of incomplete facts, in order to influence the bidding process; and includes a false or unsupportable claim of technical compliance under Clause 4.1.
Coercive practice	Impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property in order to influence any person's participation or action in the bidding process.
Undesirable practice	Establishing contact with any person connected with, employed by or engaged by the Corporation with the object of canvassing, lobbying, or in any manner influencing or attempting to influence the bidding process; or having a conflict of interest.
Restrictive practice	Forming a cartel, or arriving at any understanding or arrangement among Bidders, with the object of restricting or manipulating full and fair competition in the bidding process.

8. EVENTS OF DEFAULT AND MATERIAL BREACH

8.1 Each of the following shall constitute an event of default and a material breach on the part of the Implementation Agency, entitling the Corporation to proceed under Clause 22:

- Failure to commence work as per schedule from the commencement date defined in the Letter of Award.
- Failure to achieve any milestone within one month beyond the date prescribed at Clause 5.1.
- Failure to provide satisfactory services under the Agreement.
- Failure to adhere to the Performance Levels and Service Levels determined by the Corporation at any time during the term of the Agreement.
- Any failure or default at any time on the part of the Implementation Agency to carry out the terms and provisions of the Agreement to the satisfaction of the Corporation.
- Abandonment of the Contract, or persistent or flagrant neglect of obligations under the Contract.
- Any breach of the confidentiality, data protection or security obligations at Clause 16, or any unauthorised disclosure, copying, retention or access of CR data.

- Replacement of key personnel without the prior written approval of the Corporation, or deployment of any person whose background verification has not been completed.
- Sub-contracting or assignment of the whole or any part of the Contract without prior written consent.
- Accumulation of liquidated damages to the ceiling prescribed at Clause 14, or Service Level penalties reaching the ceiling prescribed at Clause 15 in three consecutive quarters.
- Any act constituting a corrupt, fraudulent, coercive, undesirable or restrictive practice under Clause 7.
- Insolvency, liquidation, dissolution, admission of insolvency proceedings, or appointment of a receiver or resolution professional.

8.2 If the Implementation Agency has abandoned the Contract, or is not executing the services in accordance with the Contract, or is persistently or flagrantly neglecting to carry out its obligations under the Contract, then the Corporation, after giving 7 (seven) days' notice in writing to the Implementation Agency, may expel the Implementation Agency from the premises of the Corporation and revoke all its access credentials, without thereby releasing the Implementation Agency from any of its other obligations or liabilities under the Contract.

9. GENERAL CONDITIONS OF THE CONTRACT

9.1 Tender Fee and Earnest Money Deposit. Bidders shall remit the Tender Document Fee and the Earnest Money Deposit in online mode only, through SBI Internet Banking, NEFT or RTGS, as specified at items (f), (g) and (h) of the Tender Data Sheet. Both shall be remitted as a single transaction; split payment is not permitted. No exemption in respect of the Tender Fee or the Earnest Money Deposit shall be allowed save as expressly provided at Clause 6.14. Bidders shall satisfy themselves that the online payments made by them have been successfully transferred. The Corporation shall under no circumstances be responsible for a failed transaction arising from non-compliance with any online banking procedure, or for the consequent rejection of the tender. In the case of NEFT, remittance shall be made only to the 22-digit beneficiary account number appearing in the remittance form available on the e-Procurement portal at the time of bid submission.

9.2 Blacklisted firms. Firms blacklisted, debarred or banned by the Central Government, any State Government, any State Transport Undertaking, the Corporation, or any department, organisation or public sector undertaking thereof, shall not be considered, and shall not participate in this tender during the period of blacklisting. Suppression of a subsisting blacklisting shall constitute a fraudulent practice and shall attract the consequences at Clause 7.2.

9.3 Mandatory functional demonstration in lieu of sample. Every Bidder qualifying in Round 2 shall, at its own cost and at a date and time notified by the Corporation, present and demonstrate before the Bid Evaluation Committee a live, currently operational deployment of a comparable workflow-driven human resource or e-governance application executed by it and cited under Clause 6.4, together with a walk-through of its proposed solution for the present requirement. The demonstration shall specifically establish role-based access segregation, the confidentiality of a restricted section, workflow configurability without code change, audit-log integrity, and a working management dashboard with drill-down and training or performance effectiveness analytics of the nature required at Clauses 4.5.1 and 4.5.2. The dashboard and effectiveness capability shall be demonstrated on live data and not through static screenshots, mock-ups or presentation slides. A Bidder who fails to appear for the demonstration on the notified date, or whose demonstration in the opinion of the Bid Evaluation Committee does not establish the capabilities claimed in its Technical Bid, shall be technically disqualified and its Financial Bid shall not be opened. The demonstration constitutes the sample-suitability stage of this tender and the requirement is compulsory and non-waivable.

9.4 Rate firmness. The rates quoted shall be firm and shall not be subject to escalation on any ground whatsoever — including variation in wages, exchange rates, cloud or licence pricing, inflation, or increase in scope not covered by a written Change Order — for the entire contract period, comprising the implementation period, the warranty period, the four-year Annual Technical Support period and any extension exercised by the Corporation under item (p) of the Tender Data Sheet. No request for enhancement of rates once accepted shall be considered, except where the Corporation has, prior to the actual performance, expressly agreed in writing to a price variation under specified circumstances. The only permissible variation shall be a statutory variation in the rate of Goods and Services Tax, which shall be passed on either way against documentary proof.

9.5 Disclosure of components and licences. The Bidder shall disclose in its Technical Bid the complete technology stack proposed, including the name of the manufacturer, make, version and edition of every third-party, proprietary, commercial and open-source component, the licensing model and the licence cost, if any, borne by the Corporation. Any component not so disclosed shall be supplied and licensed at the sole cost of the Implementation Agency for the entire contract period. The Implementation Agency shall not introduce any component requiring a recurring payment by the Corporation without prior written approval.

9.6 Digital signature and rejection. The tenders of Bidders who do not successfully remit the Tender Fee and the Earnest Money Deposit online, or who do not upload the documents specified at Clause 10 duly digitally signed, shall be rejected. Bidders shall procure and possess a legally valid Class-III Digital Signature Certificate under the Information Technology Act, 2000, for digitally signing their electronic bids. All uploaded scanned documents shall bear the signature and the office seal of the Bidder and shall be digitally signed at the time of upload. Documents uploaded without digital signature shall entail rejection of the tender.

9.7 Execution of Agreement. The Successful Bidder shall execute an Agreement in the prescribed form set out at Appendix-I within 15 (fifteen) days from the date of issue of the Letter of Award, incorporating the terms and conditions of this tender and the provisions of the Kerala Stores Purchase Manual, on non-judicial stamp paper of the appropriate value payable under the Kerala Stamp Act, 1959, and in any event of value not less than ₹200/-, after furnishing the Security Deposit equivalent to 5% of the total value of the contract awarded. If the Successful

Bidder is unwilling to execute the Agreement or to furnish the Security Deposit, its offer shall not be considered, its Earnest Money Deposit shall stand forfeited, and the Corporation shall be at liberty to award the work to the next ranked Bidder or to re-tender, in either case at the risk and cost of the defaulting Bidder.

9.8 Land border restriction. Any Bidder from a country which shares a land border with India shall be eligible to bid in any procurement, whether of goods, services (including consultancy and non-consultancy services) or works (including turnkey projects), only if the Bidder is registered with the Competent Authority specified in the Order of the Ministry of Finance, Department of Expenditure, Public Procurement Division. The declaration at Annexure-H, together with the registration certificate where applicable, shall be uploaded. A false declaration under this clause shall render the bid void ab initio and shall attract the consequences at Clause 7.2.

9.9 Bid validity. Bids shall remain valid and open for acceptance for 180 (one hundred and eighty) days from the date of opening of the Technical Bid. The Corporation may request an extension of the bid validity period; a Bidder declining such request may withdraw its bid with refund of Earnest Money Deposit, but a Bidder granting the extension shall not be permitted to modify its bid. Withdrawal or modification of an offer once made shall not be permitted after the closing of the e-tender under any circumstance, and shall result in forfeiture of the Earnest Money Deposit, in which event the Bidder shall have no right to claim refund thereof.

9.10 Conditional tenders. Conditional tenders shall be summarily rejected. The Successful Bidder shall not be entitled to seek any deviation in the Agreement. Conditions of sale or other terms and conditions, if any, printed on the quotation sheets of the Bidder, or attached to the Bidder's tender, or contained in any other letter, licence terms, master services agreement, end-user licence agreement or paper emanating from the Bidder, shall neither govern this Contract nor bind the Corporation in any manner whatsoever, unless such terms have been expressly accepted by the Corporation in writing.

9.11 Bidder's due diligence. The Bidder shall be deemed to have satisfied itself, before submitting its bid, as to the correctness and sufficiency of its bid, and to have taken into account all conditions and circumstances affecting the performance of the Contract, including the existing systems, data quality, organisational structure, statutory rules and the volume of legacy records. No claim for additional payment, extension of time or relief from obligation shall be entertained on the ground of any misunderstanding, want of information, or failure to inspect or enquire.

9.12 Entire agreement and precedence. This NIT, together with its Annexures and Appendices, all Corrigenda and Clarifications, the Letter of Award, the accepted Technical Bid, the accepted Financial Bid and the executed Agreement, constitutes the entire agreement between the parties and supersedes all prior representations, negotiations, proposals, presentations and understandings, whether oral or written. Any conflict shall be resolved in the order of precedence set out at Clause 2.3.

9.13 Amendment and waiver. No amendment, variation or modification of the Contract shall be valid unless made in writing and signed by the authorised representatives of both parties. No forbearance, indulgence, delay or omission on the part of the Corporation in enforcing any term shall operate as a waiver of that term or of any other term, nor shall it prejudice any right or remedy of the Corporation.

9.14 Severability. If any provision of the Contract is held by a court or tribunal of competent jurisdiction to be invalid, illegal or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect, and the parties shall substitute for the severed provision a valid provision achieving as nearly as possible the original commercial intent.

9.15 Assignment and sub-contracting. The Implementation Agency shall not assign, transfer, charge or make over, in part or in whole, the Contract or the benefits or burdens thereof. The Implementation Agency shall not underlet or sub-let the execution of the Contract or any part thereof without the prior consent in writing of the Corporation. The Corporation shall have absolute power to refuse any such consent, or to rescind such consent if given, at any time. The Implementation Agency shall not be relieved from any obligation, duty or responsibility under the Contract even if consent to sub-let is given by the Corporation, and shall remain fully liable for the acts, omissions and defaults of every sub-contractor as if they were its own. No sub-contractor shall be granted access to CR data under any circumstance.

9.16 Relationship of parties and labour obligations. The Implementation Agency shall be an independent contractor. Nothing in the Contract shall create any relationship of employer and employee, master and servant, principal and agent, partnership or joint venture between the Corporation and the Implementation Agency or any of its personnel. The personnel deployed by the Implementation Agency shall at all times remain its employees, and shall have no claim whatsoever to employment, absorption, regularisation, wages, allowances or any benefit

from the Corporation. The Implementation Agency shall comply with all labour and social security legislation, including the Employees' Provident Funds and Miscellaneous Provisions Act, 1952, the Employees' State Insurance Act, 1948, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Gratuity Act, 1972, the Contract Labour (Regulation and Abolition) Act, 1970 and the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and shall keep the Corporation fully indemnified against every claim, demand, proceeding, penalty and cost arising from any non-compliance.

9.17 Key personnel continuity. The key personnel named in the Technical Bid shall be deployed on the project and shall not be replaced, withdrawn or redeployed without the prior written approval of the Nodal Officer. Any replacement shall be of equal or better qualification and experience, and shall be preceded by a documented handover of not less than 15 (fifteen) days. Replacement of any key personnel without prior approval shall attract a penalty of ₹50,000/- per person per instance, recoverable from any sum due to the Implementation Agency, in addition to the consequences at Clause 8.1.

9.18 Statutory deductions and taxes. All taxes, duties, levies and cess payable in respect of the Contract shall be borne by the Implementation Agency, save Goods and Services Tax which shall be payable by the Corporation at the applicable rate against a valid tax invoice. The Corporation shall deduct income tax at source, Goods and Services Tax deducted at source, and all other statutory deductions in force. The Implementation Agency shall ensure timely filing of returns and correct reflection of the invoice in the Corporation's electronic credit ledger; any input tax credit denied to the Corporation on account of the Implementation Agency's default shall be recoverable from it with interest.

9.19 Notices. Every communication addressed to the Implementation Agency may be handed over to it or to its agent personally, or left at its residence or place of business, or sent by prepaid registered post or speed post to the address stated in the Agreement, or sent by e-mail to the address notified in Annexure-A, and shall in each case be deemed to have been duly served. Notices to the Corporation shall be addressed to the Nodal Officer with a copy to the Chairman and Managing Director.

9.20 Recovery of dues. It shall be lawful for the Corporation, from and out of any money for the time being payable or due to the Implementation Agency under this Contract or otherwise, to set off any loss, expense, cost, penalty, liquidated damages or damages sustained or incurred by the Corporation, including by reason of cancellation or termination of the Contract. The Implementation Agency agrees that all sums found due to the Corporation under or by virtue of the Contract shall be recoverable from it and from its properties, movable and immovable, under the provisions of the Kerala Revenue Recovery Act, 1968, for the time being in force, as though they were arrears of land revenue, or in any other manner as the Corporation may deem fit.

9.21 Corporation's reservations. The Corporation reserves the right to accept or reject any or all tenders in whole or in part without assigning any reason and without incurring any liability whatsoever; to consider the offer in part or in full as desired; to reduce, increase or vary the scope of work; to annul the tender process at any stage prior to the issue of the Letter of Award; and to make any modification or addition to this notice in the event that it is felt to be in the public interest, by way of a Corrigendum published on the e-Procurement portal. The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Corporation shall in no case be responsible or liable for such costs regardless of the conduct or outcome of the bidding process.

9.22 Furnishing of false information. Furnishing of any false information or fabricated document shall lead to rejection of the tender at any stage, and where discovered after award, to termination of the Contract, forfeiture of the Security Deposit, recovery of all sums paid, and debarment for 5 (five) years under Clause 7.2, without prejudice to any criminal proceedings.

9.23 Governing law. The Contract shall be governed by and construed in accordance with the laws of India, and shall be subject to the provisions of the Kerala Stores Purchase Manual and the Kerala Financial Code as applicable to the Corporation.

10. DOCUMENTS TO BE UPLOADED IN THE E-TENDER PORTAL

10.1 Cover 1 — Technical Bid. The following, each duly filled, signed, sealed and digitally signed, shall be uploaded:

Sl.	Document
1	This Notice Inviting Tender, all pages, duly filled, signed and stamped by the Bidder, scanned and uploaded, in token of unconditional acceptance
2	Annexure-A — General Information about the Tenderer, complete in every column
3	Certificate of incorporation or registration, memorandum and articles of association or partnership deed (Clause 6.2)
4	Annexure-B — Annual Turnover Statement certified by a Chartered Accountant with UDIN, and audited balance sheets and profit and loss statements for three financial years (Clause 6.3)
5	Annexure-E — Similar Work Experience statement, with work orders and client performance or completion certificates (Clauses 6.4 and 6.5)
6	Annexure-F — Key personnel curriculum vitae, signed and countersigned, with the manpower certificate and Employees' Provident Fund electronic challan-cum-return (Clauses 6.6 and 6.7)
7	Valid ISO/IEC 27001:2022 certificate and CMMI Level 3 appraisal or ISO 9001:2015 certificate (Clause 6.8)
8	Permanent Account Number, Goods and Services Tax registration certificate, Employees' Provident Fund and Employees' State Insurance registration, and income tax return acknowledgements for three assessment years (Clause 6.9)
9	Annexure-C — Anti-Blacklisting Affidavit, notarised on non-judicial stamp paper (Clause 6.10)
10	Annexure-D — Power of Attorney or Board Resolution authorising the signatory
11	Annexure-G — Clause-by-clause Compliance Statement against every requirement identifier at Clauses 4.2, 4.3, 4.4 and 4.7 (Clause 4.1)
12	Annexure-H — Land Border Declaration under Rule 144(xi) of the General Financial Rules, 2017, with registration certificate where applicable
13	Annexure-I — Non-Disclosure and Confidentiality Undertaking, executed on non-judicial stamp paper
14	Annexure-J — Technical Proposal: solution architecture, technology stack with make and version, security architecture, infrastructure sizing and deployment plan for the hosting environment provided by the Corporation, project plan with Gantt chart, staffing plan, risk register, migration approach, training plan and Service Level compliance approach; and, as a separately identified part of the Technical Proposal, a Dashboard and Effectiveness Analytics Note setting out the proposed role-wise dashboard model, indicator and drill-down design, visualisation and refresh architecture, configurability without code change, and the methodology proposed for evaluating course and training effectiveness, supported by screenshots of comparable dashboards in live deployments
15	Annexure-L — Bid Securing Declaration, where exemption under Clause 6.14 is claimed, with the valid Udyam or DPIIT recognition certificate
16	Undertaking regarding office in Kerala (Clause 6.13) and Declaration of no conflict of interest (Clause 6.12)
17	Proof of online remittance of Tender Fee and Earnest Money Deposit

10.2 Cover 2 — Financial Bid. The Bill of Quantities in the format prescribed on the e-Procurement portal and reproduced at Annexure-M, and nothing else. Any indication of price, rate, discount or commercial condition appearing anywhere in Cover 1 shall render the bid liable to summary rejection.

11. INSTRUCTIONS FOR SUBMISSION OF THE FINANCIAL BID

11.1 The Financial Bid shall be submitted only in the Bill of Quantities portion of the corresponding tender published on www.etenders.kerala.gov.in. The Bidder shall furnish the basic rate, discount, if any, and Goods and Services Tax separately. Goods and Services Tax shall be calculated exactly and entered in the respective column of the Bill of Quantities in rupees and not as a percentage; Bidders shall upload their rates accordingly. Where the

amount of Goods and Services Tax is not entered in the respective column, the Bidder shall not be eligible for revised levies declared from time to time.

11.2 The Financial Bid shall comprise the following three parts, each of which is mandatory. A bid omitting any part, or quoting “nil”, “free”, “inclusive” or a zero value against any part, shall be treated as non-responsive and shall be rejected.

Part	Description	Basis
Part A	Design, development, customisation, configuration, integration, testing, security certification, deployment, commissioning, legacy data migration, documentation, user training, Go-Live and 12 months' comprehensive warranty	Lump sum, firm
Part B	Annual Technical Support for four years following expiry of the warranty period, quoted year-wise as B1, B2, B3 and B4	Per annum, firm
Part C	Change request rate card, quoted as a per person-day rate for each of Project Manager, Solution Architect, Business Analyst, Senior Developer and Tester	Per person-day, firm

11.3 Evaluated Bid Value. For the purpose of financial comparison under Clause 12, the Evaluated Bid Value (F) of each Bidder shall be computed as: $F = \text{Part A} + (B1 + B2 + B3 + B4) + (200 \times W)$, where W is the simple arithmetic average of the five person-day rates quoted in Part C. No element on account of hosting, cloud subscription, data centre space, rack space, bandwidth or allied infrastructure enters the Evaluated Bid Value, the hosting environment being provided by the Corporation under Clause 3.7. All amounts shall be taken exclusive of Goods and Services Tax. The notional quantum of 200 person-days is adopted solely for the purpose of comparison and confers no entitlement to any minimum volume of change requests.

11.4 The hosting environment shall be provided by the Corporation in terms of Clause 3.7, and the deployment of the Solution thereon forms part of the turnkey scope priced under Part A. No Bidder shall quote, and the Corporation shall not entertain or pay, any charge whatsoever on account of hosting, cloud subscription, data centre or rack space, operating system or database infrastructure licences borne by the Corporation, bandwidth or allied infrastructure. Any such charge appearing anywhere in the Financial Bid shall be disregarded in evaluation, shall not be payable, and shall not entitle the Bidder to any adjustment of its quoted price.

11.5 In the event of a discrepancy between figures and words, the amount in words shall prevail. In the event of a discrepancy between the unit rate and the total, the unit rate shall prevail. Arithmetical errors shall be corrected by the Corporation and the corrected amount shall be binding on the Bidder; a Bidder declining to accept the correction shall forfeit its Earnest Money Deposit.

11.6 The rates quoted shall be for delivery, installation, commissioning and support at the premises of the Corporation at Thiruvananthapuram and at all its units across the State of Kerala, and shall be inclusive of all travel, boarding, lodging, incidental and out-of-pocket expenses. No separate claim on any such account shall be entertained.

11.7 Where in the opinion of the Corporation the price quoted by a Bidder is abnormally low such that it raises material concern as to the Bidder's capacity to perform the Contract, the Corporation may require the Bidder to furnish a written justification with a detailed cost breakdown and, if not satisfied, may reject the bid, or may require the Bidder to furnish an enhanced Security Deposit of 10% of the contract value as a condition of award.

12. TENDER PROCESS AND EVALUATION

12.1 The tender evaluation shall be undertaken in four rounds:

Round	Stage	Description
Round 1	Opening of Technical Bid	The documents uploaded shall be opened at the time and date notified. Prospective Bidders or their authorised representatives may be present if they so desire.
Round 2	Document and pre-qualification evaluation	The commercial terms and documents submitted as part of the bids shall be scrutinised by a Bid Evaluation Committee constituted by the Tender Inviting Authority. Submission in any format other than the prescribed annexures, or the absence of requisite information, shall lead to rejection of the bid at this round itself. The Tender Inviting Authority may call for additional documents or clarifications through the e-tender portal. The list of Bidders successfully evaluated, and of those rejected with the reasons for rejection, shall be published on www.keralartc.com and objections invited; objections received before the notified date and time shall be considered and the final Round 2 list published.
Round 3	Technical scoring and mandatory demonstration	Bidders qualifying in Round 2 shall be evaluated on the technical scoring matrix at Clause 12.2 and shall undergo the mandatory functional demonstration under Clause 9.3. The list of those qualifying and of those rejected with reasons shall be published on www.keralartc.com and objections invited and disposed of in the same manner.
Round 4	Opening of Financial Bid and QCBS computation	The Financial Bid of only those Bidders securing not less than 70 marks in Round 3 shall be opened. The Financial Bid of a Bidder who does not satisfy even one pre-qualification condition, or who fails to secure the minimum technical score, shall not be opened.

12.2 Technical Scoring Matrix

The Technical Bid shall be scored out of 100 marks as follows. A Bidder securing less than 70 marks in the aggregate, or less than 60 per cent of the marks allotted to any of criteria T2, T4, T5 and T6, shall be technically disqualified. The technical qualifying cut-off of 70 marks is retained notwithstanding the equal weightage adopted at Clause 12.3, and is not liable to relaxation on the ground that a Bidder has quoted a lower price.

Ref	Criterion	Basis of award	Marks
T1	Financial strength	Average annual turnover from IT services in the last three financial years: ₹3.00 to ₹5.00 crore — 2 marks; above ₹5.00 crore and up to ₹10.00 crore — 4 marks; above ₹10.00 crore — 5 marks	5
T2	Relevant project experience	Similar works as defined at Clause 6.4 completed in the last seven years: 4 marks per qualifying work, subject to a maximum of 20 marks; additional 5 marks where at least two such works were executed for a Government department, statutory Corporation or State Transport Undertaking; additional 5 marks where at least one such work exceeds ₹1.00 crore in value	25
T3	Domain experience in appraisal, confidential record or personnel systems	Each project involving performance appraisal, confidential report, e-service book or restricted personnel data: 5 marks per project, maximum 10 marks	10
T4	Proposed solution, architecture and security design	Fitment to Clauses 3 and 4; configurability of forms, factors and workflow without code change; segregation and protection of Part II; audit-log design; infrastructure sizing and the deployment, hardening and operations approach for the hosting environment provided by the Corporation under Clause 3.7; scalability; accessibility and bilingual readiness	12
T5	Management Dashboard, training-effectiveness	Design and depth of the Management Dashboard required at Clause 4.5.1 and of the Course and Training Effectiveness Evaluation	10

Ref	Criterion	Basis of award	Marks
	analytics and decision support	framework required at Clause 4.5.2, assessed on the role-wise dashboard model and drill-down design; configurability of widgets, indicators and thresholds without code change; visualisation and exception-alert framework; the four-level effectiveness model and the Course Effectiveness Index; cost-effectiveness and correlation analytics; refresh architecture; and the number and quality of comparable dashboards evidenced in live deployments	
T6	Key personnel and team composition	Qualification and relevant experience of the seven key personnel at Clause 6.7 assessed against the curriculum vitae at Annexure-F; depth of the proposed delivery team; commitment of on-site resources at Thiruvananthapuram	13
T7	Project plan, methodology, timeline and risk management	Realism and completeness of the phased plan against Clause 5.1; testing and quality methodology; migration approach; risk register and mitigation; training and change management plan; credible commitment to the 10-month implementation period	10
T8	Functional demonstration under Clause 9.3	Live demonstration of a comparable operational system and walk-through of the proposed solution, assessed on the five capabilities specified at Clause 9.3	10
T9	Certifications and quality maturity	Valid ISO/IEC 27001:2022 — 2 marks; CMMI Level 3 — 2 marks, or CMMI Level 5 — 3 marks; ISO 9001:2015 — 1 mark	5
	Total		100

12.3 Award Formula

The composite score of each technically qualified Bidder shall be computed as:

$$S_n = 50 \times (T_n / T_{max}) + 50 \times (F_{min} / F_n)$$

where T_n is the technical score of the Bidder under evaluation, T_{max} is the highest technical score among all technically qualified Bidders, F_n is the Evaluated Bid Value of the Bidder under evaluation computed under Clause 11.3, and F_{min} is the lowest Evaluated Bid Value among all technically qualified Bidders. Technical quality and cost are accorded equal weightage of 50 marks each, and the quality of the offer is further protected by the technical qualifying cut-off at Clause 12.2, by the criterion-wise minimum at Clause 12.2 and by the mandatory functional demonstration at Clause 9.3. The Bidder securing the highest composite score S_n shall be declared the Successful Bidder and shall be issued the Letter of Award. Composite scores shall be computed to two decimal places. In the event of a tie, the Bidder with the higher technical score T_n shall be preferred; and if the tie persists, the Bidder with the greater number of qualifying similar works under Clause 6.4 shall be preferred.

12.4 Award shall be made to a single Implementation Agency. Splitting of the award is not contemplated in this tender, the work being an indivisible turnkey engagement.

12.5 The Corporation may, at any stage, seek written clarification from any Bidder. Such clarification shall not permit any change in the substance of the bid or in the quoted price. Failure to respond within the time stipulated shall entitle the Corporation to evaluate the bid on the material available.

13. SECURITY DEPOSIT, PAYMENT TERMS AND RECOVERY

13.1 Earnest Money Deposit

The Earnest Money Deposit shall not carry any interest. It shall be forfeited if the Successful Bidder fails to execute the Agreement or to furnish the Security Deposit, or in the event of withdrawal or modification of the offer once made, or in the event of the Bidder putting forth any condition contrary to or contradictory of the conditions of this Notice Inviting Tender. The Earnest Money Deposit of unsuccessful Bidders shall be refunded within 30 (thirty) days of the issue of the Letter of Award to the Successful Bidder.

13.2 Security Deposit / Performance Security

The Successful Bidder shall furnish a Security Deposit equivalent to 5% of the total value of the contract awarded, before execution of the Agreement. The Security Deposit shall carry no interest. The Earnest Money Deposit shall be adjusted towards the Security Deposit in the case of the Successful Bidder. The Security Deposit may be remitted either by Demand Draft of a Nationalised or Scheduled Bank drawn in favour of the Financial Adviser and Chief Accounts Officer, KSRTC, Thiruvananthapuram, payable at Thiruvananthapuram, or by Bank Guarantee of a Nationalised or Scheduled Bank in the format at Annexure-N with a claim period of not less than 3 (three) months beyond the expiry of the contract including the warranty period. The Security Deposit shall be forfeited if the Implementation Agency fails to complete the work as per the schedule issued by KSRTC, or in the event the Implementation Agency fails to settle any claim including warranty claims. Subject to the conditions specified herein, the Security Deposit shall be returned to the Implementation Agency within 3 (three) months after the expiration of the contract, and only after satisfactory completion of the contract including warranty claims and penalty settlement.

13.3 Payment Schedule

No advance payment and no mobilisation advance shall be made. Payment shall be made only after acceptance of the relevant milestone by the Nodal Officer in writing, after scrutiny of the bill, and within 30 (thirty) days of receipt of a complete and valid invoice together with all supporting acceptance documents. Payment shall be released against Part A of the Financial Bid in the following proportions:

Milestone	Deliverable event	% of Part A
M1	Acceptance of Phase 0 — process study, architecture, prototype and SRS / FRS sign-off	10%
M2	Acceptance of Phase 1 — Core Training modules, UAT-cleared	15%
M3	Acceptance of Phase 2 — External Institution portal and Post-Training Impact modules, UAT-cleared	15%
M4	Acceptance of Phase 3 — CR Processing module including Part II, UAT-cleared	20%
M5	Acceptance of Phase 4 — Integrations and migration with reconciliation certificate	10%
M6	Successful completion of pilot and submission of VAPT clearance from a CERT-In empanelled auditor	10%
M7	Go-Live, organisation-wide rollout, completion of user training, and handover of source code and complete documentation	15%
M8	Final Acceptance Certificate, on expiry of 30 days of stable operation and closure of all critical and high-severity defects	5%
	Total	100%

Annual Technical Support under Part B shall be payable quarterly in arrears, in equal instalments, subject to deduction of Service Level penalties computed under Clause 15 and certification by the Nodal Officer. Change requests under Part C shall be payable only against a written Change Order issued under Clause 24 and upon acceptance of the change.

13.4 All payments shall be made after scrutiny of bills, by electronic funds transfer to the account notified in Annexure-A, or by cheque of the Corporation, or by such other mode as the Corporation may adopt. All incidental expenses incurred by the Corporation for making payments outside the district in which the claim arises shall be borne by the Implementation Agency.

13.5 The Corporation shall be entitled to withhold payment, in whole or in part, in respect of any deliverable that is incomplete, defective or not accepted, and to recover from any sum due to the Implementation Agency any liquidated damages, Service Level penalty, cost of risk purchase, penalty under Clause 9.17, or any other sum due to the Corporation under the Contract or otherwise.

14. LIQUIDATED DAMAGES FOR DELAY AND NON-PERFORMANCE

14.1 Time shall be deemed to be of the essence of this Contract. The Implementation Agency shall achieve each milestone strictly in accordance with the schedule at Clause 5.1 and shall maintain the Service Levels at Clause 15.

14.2 If the Implementation Agency fails to achieve any milestone within the stipulated timeline, the Corporation shall be entitled to recover Liquidated Damages at the rate of 0.5% of the value of the delayed milestone for each week or part thereof of delay, subject to a maximum of 10% of the total Contract Price. The parties agree that this represents a genuine pre-estimate of the loss likely to be suffered by the Corporation and is not in the nature of a penalty.

14.3 Once the maximum Liquidated Damages of 10% is reached, or if the Implementation Agency fails to achieve Final Acceptance within 60 (sixty) days beyond the date prescribed at Clause 5.1, the Corporation shall, without prejudice to any other remedy available to it, be entitled to (a) cancel the undelivered portion of the work either in whole or in part; (b) forfeit the Security Deposit in full or in part; (c) effect risk purchase of the undelivered scope from alternate sources at the risk and cost of the Implementation Agency, the excess cost being recoverable under Clause 9.20, and the Implementation Agency shall not be entitled to claim the excess, if any, of the tendered rate over such cost to the Corporation; and (d) proceed for termination of the Contract in accordance with Clauses 8 and 22.

14.4 The levy of Liquidated Damages under this Clause shall be without prejudice to the penalties and remedies specified elsewhere in this tender, including the Service Level penalties at Clause 15 and the right of the Corporation to blacklist the Implementation Agency in accordance with applicable rules and the Kerala Stores Purchase Manual.

14.5 Extension of time shall be granted only where the delay is attributable solely to the Corporation or to a Force Majeure event under Clause 21, and only by a written order of the competent authority recording reasons. No extension shall be implied from acceptance of delayed performance, from continued payment, or from the Corporation's forbearance.

15. SERVICE LEVEL AGREEMENT

15.1 The Service Levels set out in this Clause form part of the Contract. Compliance shall be measured monthly from the tools and logs of the System, which shall be accessible to the Corporation, and shall be reported by the Implementation Agency within 7 (seven) days of the close of each month. Failure to submit the report shall be treated as total non-compliance for that month. The Corporation's measurement shall prevail in the event of discrepancy.

15.2 Availability and Support Service Levels (Warranty and Annual Technical Support Periods)

Parameter	Service Level	Penalty for breach
System availability	Not less than 99.5% in each calendar month, measured 24x7, excluding notified planned maintenance	0.5% of the quarterly Annual Technical Support charge for each 0.5% shortfall or part thereof below 99.5%
Availability during declared critical periods	Not less than 99.9% during CR cycle closing windows and notified training seasons	1% of the quarterly Annual Technical Support charge for each 0.1% shortfall or part thereof
Severity 1 — System down, CR or training module inaccessible, data integrity failure, security incident	Response within 30 minutes; resolution or documented workaround within 4 hours	₹5,000 per hour or part thereof beyond the resolution time
Severity 2 — Major function unavailable, workflow blocked for a user group, no workaround	Response within 2 hours; resolution within 8 working hours	₹2,500 per hour or part thereof beyond the resolution time
Severity 3 — Minor function impaired, workaround available	Response within 4 working hours; resolution within 3 working days	₹5,000 per day or part thereof beyond the resolution time
Severity 4 — Cosmetic, documentation or enhancement request	Acknowledgement within 1 working day; resolution in the next scheduled release	₹2,500 per week or part thereof beyond the agreed release
Data restoration	Recovery Point Objective not exceeding 4 hours; Recovery Time Objective not exceeding 8 hours	₹25,000 per incident of breach, in addition to Severity 1 penalties
Configuration change (form, factor, descriptor, workflow level, due date)	Effected within 5 working days of written request, at no charge, throughout the warranty and Annual Technical Support periods	₹5,000 per request per week of delay
Statutory or Government Order change affecting CR forms or workflow	Effected within 30 days of communication by the Corporation, at no charge	₹25,000 per week of delay
Monthly Service Level report	Submitted within 7 days of month end	₹10,000 per month
Security patching	Critical and high-severity vulnerabilities remediated within 7 days of disclosure or of the auditor's report; all others within 30 days	₹10,000 per vulnerability per week of delay

15.3 The aggregate Service Level penalty in any quarter shall be capped at 10% of the Annual Technical Support charge payable for that quarter. Breach of the cap in any three quarters, whether consecutive or not, within the Annual Technical Support period shall constitute a material breach entitling the Corporation to terminate the Contract under Clause 22, to forfeit the Security Deposit and to blacklist the Implementation Agency.

15.4 Service Level penalties shall be recovered by deduction from the quarterly Annual Technical Support invoice, and where the same is insufficient, from the Security Deposit or any other sum due, and failing that, under Clause 9.20.

15.5 During the implementation period the Implementation Agency shall maintain a defect density such that the number of defects identified during User Acceptance Testing that are classified critical or high shall not exceed 5 per 100 test cases executed. Exceedance shall attract a deduction of 1% of the value of the milestone concerned for each defect above the threshold, subject to a maximum of 5% of that milestone value.

15.6 The Implementation Agency shall provide a help desk operating from 08.00 to 20.00 hrs on all days except Sundays and notified holidays, with a ticketing system accessible to the Corporation, and shall provide 24x7 escalation contact for Severity 1 incidents. Ticket ageing reports shall be available to the Nodal Officer at all times.

16. CONFIDENTIALITY, DATA PROTECTION, SECURITY AND AUDIT

16.1 The Implementation Agency acknowledges that the data handled under this Contract includes Confidential Records, integrity and vigilance material, disciplinary records and personal data of employees of the Corporation, and that unauthorised access, disclosure, copying, alteration or retention of such data would cause grave and irreparable injury to the Corporation and to the individuals concerned. The obligations in this Clause are of the essence of the Contract.

16.2 Confidentiality

The Implementation Agency shall, and shall cause each of its directors, officers, employees, agents and sub-contractors to, hold all Confidential Information in strict confidence; use it solely for the performance of this Contract and for no other purpose whatsoever; not disclose it to any third party without the prior written consent of the Corporation; restrict access to it on a strict need-to-know basis; and execute the Non-Disclosure and Confidentiality Undertaking at Annexure-I, both at the entity level and individually in respect of every person deployed on the project, before such person is granted any access. The obligations under this Clause shall survive the expiry or termination of the Contract for a period of 5 (five) years, and shall survive perpetually in respect of Confidential Record data, Part II data and vigilance, integrity, disciplinary and health information.

16.3 Data protection and legal compliance

The Implementation Agency shall act as a Data Processor and the Corporation shall remain the Data Fiduciary in respect of all personal data processed under this Contract. The Implementation Agency shall comply with the Digital Personal Data Protection Act, 2023 and the rules made thereunder, the Information Technology Act, 2000, including Sections 43A, 65, 66, 72 and 72A thereof, the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and the directions issued by the Indian Computer Emergency Response Team under Section 70B(6) of the Information Technology Act, 2000, dated 28 April 2022. The Implementation Agency shall process personal data only on the documented instructions of the Corporation, shall not determine the purpose or means of processing, and shall not create, retain or use any derivative dataset.

16.4 Data residency and access restrictions

- All data shall be stored, processed and backed up exclusively within the territory of India. The Solution shall be hosted only in the environment provided by the Corporation under Clause 3.7, being the infrastructure of the Corporation, the State Data Centre, or the cloud space subscribed by the Corporation on a Cloud Service Provider empanelled by the Ministry of Electronics and Information Technology with data centres located in India. The Implementation Agency shall not host, mirror, cache or process any data of the Corporation on its own infrastructure or on that of any third party, in any environment whatsoever.
- No data, including test, anonymised, masked, pseudonymised or sample data, shall be transferred, replicated, mirrored or made accessible outside India, whether for development, testing, support, analytics or any other purpose.
- No offshore or remote access from outside India shall be permitted to any environment containing production data or a copy thereof.
- No production data shall be used in any development or test environment without prior written approval and irreversible masking.
- No data shall be stored on, or copied to, any personal device, personal cloud account, removable medium, personal e-mail or public code repository. All development shall take place in a controlled environment with logging.
- No data of the Corporation shall be used, directly or indirectly, to train, fine-tune, evaluate or improve any artificial intelligence, machine learning or large language model, whether proprietary or third-party, and no such data shall be submitted to any third-party artificial intelligence service.
- The Implementation Agency shall not deploy any functionality by which generative artificial intelligence assigns a CR rating or generates a confidential finding without human review, in accordance with Clause 3.3.

16.5 Personnel security

Every person deployed by the Implementation Agency who is to be granted access to production data or to CR data shall undergo antecedent and background verification, including police verification, at the cost of the Implementation Agency, and the verification report shall be submitted to the Nodal Officer before access is granted. The Corporation reserves the absolute right to refuse or withdraw access to any individual without assigning any reason. A register of all persons holding access, with the date of grant and the date of revocation, shall be maintained and shall be produced on demand. Access shall be revoked within 24 hours of a person ceasing to be engaged on the project.

16.6 Security testing and incident management

The Implementation Agency shall, at its own cost, cause a Vulnerability Assessment and Penetration Test to be conducted by an auditor empanelled by the Indian Computer Emergency Response Team before Go-Live, annually thereafter throughout the contract period, and after every material change to the application or the infrastructure, and shall remediate all critical and high-severity findings and obtain a re-test clearance. The Implementation Agency shall report any actual or suspected security incident, personal data breach, unauthorised access or loss of data to the Nodal Officer within 6 (six) hours of becoming aware of it, and shall simultaneously make all reporting required by law, and shall thereafter furnish a full root-cause analysis within 7 (seven) days and implement corrective action within the time directed by the Corporation.

16.7 Audit and inspection

The Corporation, its internal auditors, its statutory auditors, the Accountant General, the Comptroller and Auditor General of India, and any regulatory or governmental authority, and any agency nominated by any of them, shall have the right to audit and inspect the systems, premises, processes, records, logs and personnel of the Implementation Agency in so far as they relate to this Contract, on reasonable notice, and the Implementation Agency shall extend full co-operation and access at no cost. The Implementation Agency shall preserve all audit logs and access logs in immutable form for a period of not less than 7 (seven) years, or such longer period as the retention policy of the Corporation may require.

16.8 Return and destruction of data

On expiry or termination of the Contract, or on the earlier written demand of the Corporation, the Implementation Agency shall forthwith return to the Corporation all Confidential Information, data, documents and media in its possession or control, in an open and usable format, and shall thereafter irretrievably destroy all remaining copies, including from backups, archives and the systems of any sub-contractor, and shall furnish a certificate of destruction signed by its authorised signatory within 15 (fifteen) days. The Implementation Agency shall have no lien of any nature over the data of the Corporation, and shall not withhold data on account of any dispute, claim or unpaid amount.

16.9 Consequences of breach

Any breach of this Clause shall constitute a material breach entitling the Corporation to terminate the Contract forthwith, to forfeit the Security Deposit, to recover all sums paid, to blacklist the Implementation Agency for a period of 5 (five) years, and to recover the full extent of the loss and damage suffered, which recovery shall not be subject to the limitation of liability at Clause 20.3. The Corporation shall additionally be entitled to injunctive and other equitable relief, it being acknowledged that damages alone would not be an adequate remedy. Nothing in this Clause shall prejudice the initiation of criminal proceedings under the Information Technology Act, 2000, the Bharatiya Nyaya Sanhita, 2023, or any other law.

17. INTELLECTUAL PROPERTY RIGHTS, SOURCE CODE AND DATA OWNERSHIP

17.1 All software developed, customised, configured or written specifically for the Corporation under this Contract, together with the source code, object code, database schema, scripts, build and deployment artefacts, design documents, process maps, data dictionary, test artefacts, user interface designs, reports, manuals and all other deliverables (collectively the “Custom Deliverables”), shall be works made for and at the instance of the Corporation, and all intellectual property rights therein, including copyright, shall vest solely, exclusively, absolutely and perpetually in the Corporation immediately upon creation, without any further act or payment. The Implementation Agency hereby assigns to the Corporation all such rights, including all rights under Section 17 of the Copyright Act, 1957, throughout the world and for the full term of such rights including all renewals and extensions, and waives all moral rights to the extent permissible in law.

17.2 The Implementation Agency shall deposit with the Corporation the complete, current and compilable source code and all build artefacts at the completion of each milestone, and shall maintain the code in a version control repository owned and controlled by the Corporation. The Corporation shall be entitled to build, deploy, modify, enhance, decompile and maintain the Custom Deliverables itself or through any third party of its choice, without any consent from, notice to, or payment to the Implementation Agency.

17.3 Where any pre-existing intellectual property of the Implementation Agency or of a third party is embedded in or is necessary for the use of the Custom Deliverables, the Implementation Agency grants, and shall procure the grant of, a perpetual, irrevocable, worldwide, non-exclusive, transferable, fully paid-up licence to the Corporation to use, reproduce, modify and sub-licence the same for the purposes of the System, at no further cost. The Implementation Agency shall disclose all such pre-existing intellectual property in its Technical Bid; anything not so disclosed shall be deemed to be a Custom Deliverable owned by the Corporation.

17.4 Where any proprietary third-party component is not capable of being licensed as required at Clause 17.3, the Implementation Agency shall, at its own cost, place the source code of that component in escrow with a reputed escrow agent approved by the Corporation, on terms permitting release to the Corporation upon insolvency, discontinuance of support, termination or material breach.

17.5 The Implementation Agency shall furnish a certified inventory of every open-source component used, with its version and licence. No component under a licence that would require the Corporation to disclose, licence or make available any of its own code or data, or that would otherwise impair the rights of the Corporation under this Clause, shall be used without the prior written approval of the Corporation.

17.6 All data, content, records, documents and databases created, entered, generated, migrated or stored in the System shall at all times be and remain the exclusive property of the Corporation. The Implementation Agency acquires no right, title, interest or licence in such data, and shall not use, disclose, aggregate, anonymise, monetise or retain it for any purpose whatsoever.

17.7 The Implementation Agency warrants that the Custom Deliverables and all components supplied do not and shall not infringe any patent, copyright, trade mark, trade secret or other intellectual property right of any third party, and shall defend, indemnify and hold harmless the Corporation against every claim, action, proceeding, loss, damage, cost and expense arising from any alleged infringement. Upon any such claim, the Implementation Agency shall at its own cost either procure for the Corporation the right to continue using the affected item, or replace or modify it so as to be non-infringing while retaining equivalent functionality, failing which it shall refund all amounts paid in respect thereof together with the cost of replacement.

18. WARRANTY, ANNUAL TECHNICAL SUPPORT AND HANDHOLDING

18.1 The Implementation Agency shall provide a comprehensive warranty for a period of 12 (twelve) months from the date of Final Acceptance, covering the rectification of all defects, errors and non-conformities without charge; incorporation of all changes to CR forms, factors, descriptors, workflows, due dates, hierarchy and applicability rules arising from Government Orders, KSRTC rules or administrative decisions, such changes being configuration-driven under Clause 4.3 and attracting no charge; performance tuning; security patching; and delivery of the full Malayalam bilingual interface under NFR-007.

18.2 During the warranty period the Implementation Agency shall deploy not less than 2 (two) qualified resources on site at the Head Office of the Corporation at Thiruvananthapuram on all working days, for handholding, user support, configuration and knowledge transfer.

18.3 Annual Technical Support shall commence upon expiry of the warranty period and shall continue for 4 (four) years, extendable at the sole option of the Corporation by 1 (one) + 1 (one) year on the same rates, terms and conditions. Annual Technical Support shall include corrective, adaptive, perfective and preventive maintenance; all Service Levels at Clause 15; version upgrades and security patches of all underlying components; quarterly backup restoration testing; annual Vulnerability Assessment and Penetration Testing; and up to 5 (five) person-days per month of minor enhancements at no additional charge, unused days being non-cumulative.

18.4 The Implementation Agency shall not, at any time, disable, degrade, suspend or restrict the operation of the System, whether by way of a licence key, time lock, kill switch, logic bomb or otherwise, on account of any dispute, non-payment or termination. Any such act shall constitute a material breach and shall attract the consequences at Clauses 16.9 and 22, in addition to injunctive relief.

19. EXIT MANAGEMENT AND TRANSITION

19.1 Upon expiry or termination of the Contract howsoever occasioned, the Implementation Agency shall provide transition assistance for a period of up to 6 (six) months, or such shorter period as the Corporation may require, so as to ensure continuity of service and an orderly handover to the Corporation or to a successor agency. During the warranty and Annual Technical Support periods such assistance shall be rendered without additional charge; thereafter it shall be charged at the person-day rate card quoted in Part C of the Financial Bid.

19.2 Transition assistance shall include the handover of all source code, configuration, credentials, encryption keys, documentation, data in open and documented formats, database dumps, interface specifications, operational runbooks, ticket history, licence certificates and knowledge transfer sessions with the personnel nominated by the Corporation, together with a signed Exit Certificate recording completeness of the handover.

19.3 The Implementation Agency shall not, during the transition period or thereafter, do any act that prejudices the continuity of service to the Corporation, and shall in all circumstances comply with Clauses 16.8, 17 and 18.4.

19.4 Retention of 5% of Part A under milestone M8, and the Security Deposit, shall not be released until the Exit Certificate has been issued where the Contract has run to its full term.

20. INDEMNITY, LIABILITY AND INSURANCE

20.1 The Implementation Agency shall defend, indemnify and hold harmless the Corporation, its officers, employees and agents from and against every claim, demand, action, proceeding, liability, loss, damage, penalty, fine, cost and expense, including reasonable legal costs, arising out of or in connection with (a) any breach of the Contract by the Implementation Agency; (b) any negligence, wilful misconduct, fraud or misrepresentation of the Implementation Agency or its personnel or sub-contractors; (c) any breach of Clause 16, including any unauthorised access to, disclosure of, loss of or corruption of data; (d) any infringement of intellectual property under Clause 17.7; (e) any claim by any employee or personnel of the Implementation Agency; and (f) any non-compliance with Applicable Law by the Implementation Agency.

20.2 The Implementation Agency shall take out and maintain, throughout the contract period including the Annual Technical Support period, a professional indemnity policy and a cyber liability policy each for a sum insured of not less than ₹1,00,00,000/- (Rupees One Crore only), and shall furnish copies of the policies and of every renewal to the Nodal Officer.

20.3 Subject to Clause 20.4, the aggregate liability of the Implementation Agency under the Contract shall not exceed 100% of the total Contract Price.

20.4 The limitation at Clause 20.3 shall not apply to, and the liability of the Implementation Agency shall be unlimited in respect of, (a) breach of confidentiality, data protection or security obligations under Clause 16; (b) loss, corruption or unauthorised disclosure of data; (c) infringement of intellectual property rights; (d) fraud, wilful misconduct or gross negligence; (e) any statutory fine or penalty imposed on the Corporation attributable to the act or omission of the Implementation Agency; (f) death or personal injury caused by negligence; and (g) the indemnities at Clause 20.1(c), (d), (e) and (f).

20.5 The Corporation shall not be liable to the Implementation Agency for any indirect, consequential or loss-of-profit claim in any circumstance.

21. FORCE MAJEURE

21.1 Neither party shall be liable for failure to perform any obligation, other than an obligation to pay money or an obligation under Clause 16, to the extent that such failure is caused by an event beyond its reasonable control, including act of God, flood, earthquake, cyclone, epidemic or pandemic declared by a competent authority, war, insurrection, riot, act of terrorism, nationwide strike, or an act or order of Government prohibiting performance, provided that such event was not caused or contributed to by the party claiming relief and could not have been prevented or overcome by the exercise of reasonable diligence.

21.2 The party claiming relief shall notify the other in writing within 7 (seven) days of the occurrence, with particulars and an estimate of the duration, and shall use all reasonable endeavours to mitigate and to resume performance. Failure to give such notice shall disentitle the party from claiming relief.

21.3 Shortage of manpower, resignation or non-availability of personnel, failure of a sub-contractor, financial difficulty, and increase in cost shall not constitute Force Majeure.

21.4 If a Force Majeure event continues for more than 90 (ninety) consecutive days, either party may terminate the Contract by 30 (thirty) days' written notice, in which event the Corporation shall pay for deliverables accepted up to the date of termination and the Implementation Agency shall comply with Clauses 16.8, 17 and 19.

22. TERMINATION

22.1 Termination for default. On the occurrence of any event of default under Clause 8, the Corporation may, after giving 7 (seven) days' written notice to remedy the default where the default is capable of remedy, terminate the Contract in whole or in part with immediate effect. Notwithstanding the provisions contained in any other clause, the Corporation shall have the right to cancel the Contract for any default on the part of the Implementation Agency in the due performance thereof.

22.2 Termination for convenience. The Corporation may terminate the Contract in whole or in part at any time by giving 30 (thirty) days' written notice without assigning any reason, in which event the Implementation Agency shall be paid for deliverables accepted up to the date of termination and for work in progress on a pro-rata basis as assessed by the Nodal Officer, and shall have no claim for loss of profit, anticipated profit, overheads or damages of any nature.

22.3 Termination for insolvency. The Corporation may terminate the Contract with immediate effect if the Implementation Agency becomes insolvent, is wound up, has a receiver, liquidator or resolution professional appointed, or makes an assignment for the benefit of creditors.

22.4 Consequences of termination for default. Upon termination for default the Corporation shall be entitled to forfeit the Security Deposit; to recover all liquidated damages and Service Level penalties; to effect risk purchase and recover the excess cost; to recover any amount paid in respect of deliverables not accepted; to blacklist the Implementation Agency; and to enforce Clauses 16.8, 17, 18.4 and 19. Termination shall not affect any right or liability accrued prior thereto, nor any provision expressed or by its nature intended to survive.

22.5 Survival. Clauses 2, 7, 9.20, 13.5, 16, 17, 19, 20, 22.4, 23 and all other provisions which by their nature are intended to survive shall survive the expiry or termination of the Contract.

23. DISPUTE RESOLUTION, ARBITRATION AND JURISDICTION

23.1 All questions and disputes arising under, out of, or in connection with this tender or the Contract, in so far as they relate to the quality, conformity, completeness, acceptance or technical adequacy of any deliverable or service, shall be decided by the Chairman and Managing Director of the Corporation, whose decision shall be final and binding on the Implementation Agency, this being an agreed expert determination and not an ouster of jurisdiction.

23.2 Any other dispute shall in the first instance be attempted to be settled amicably by the Nodal Officer and the authorised representative of the Implementation Agency within 30 (thirty) days of written notice of the dispute.

23.3 Failing amicable settlement, the dispute shall be referred to mediation before the mediating official notified by the Corporation from time to time, who shall endeavour to conclude the mediation within 45 (forty-five) days.

23.4 Only where mediation has failed shall the dispute be referred to arbitration by a sole arbitrator appointed by the Chairman and Managing Director of the Corporation, the arbitration being governed by the Arbitration and Conciliation Act, 1996, as amended. The seat and venue of arbitration shall be Thiruvananthapuram, the language shall be English, and the award shall be reasoned and shall be final and binding. Each party shall bear its own costs unless the arbitrator directs otherwise. The reference to arbitration shall not entitle the Implementation Agency to suspend performance, and the Corporation shall be entitled to continue to recover its dues under Clause 9.20 pending the arbitration.

23.5 Subject to the foregoing, all disputes arising out of this tender procedure or the Contract shall be subject to the exclusive jurisdiction of the courts at Thiruvananthapuram, and only where the cause of action so requires, at Ernakulam.

24. CHANGE CONTROL

24.1 No change to the scope, specification, architecture, technology stack, schedule or price shall take effect except under a written Change Order signed by the Nodal Officer and, where the financial implication exceeds the delegated powers, approved by the competent authority of the Corporation.

24.2 A change request may be initiated by either party. The Implementation Agency shall, within 7 (seven) days of a request, furnish an impact assessment stating the effort in person-days by category, the price computed strictly at the Part C rate card, the schedule impact and the risk. The Corporation may accept, modify or reject the assessment.

24.3 Configuration changes contemplated by the Contract, including changes to CR forms, factors, grading descriptors, applicability rules, workflow levels, due dates, escalation intervals, notification templates and report parameters, shall not constitute a change request and shall be effected without charge within the timelines at Clause 15.2. Any attempt to characterise such a configuration change as a chargeable change request shall be rejected and shall be recorded against the Implementation Agency in its performance record.

24.4 The aggregate value of all Change Orders shall not exceed 25% of the value of Part A without the prior sanction of the competent authority of the Corporation and compliance with the Kerala Stores Purchase Manual.

25. GENERAL INSTRUCTIONS TO BIDDERS

25.1 The tender shall be made in English. Bidders shall go through all conditions of this Notice Inviting Tender and the tender documents carefully and comply with them so as to avoid rejection of their tender.

25.2 Bidders have the liberty to resubmit fresh tenders or documents until the last date and time of submission of the e-tender. Resubmission of an offer shall not be allowed after the time and date fixed for bid submission.

25.3 The bids shall be opened online through the e-GP website www.etenders.kerala.gov.in at KSRTC, Transport Bhavan, Fort, Thiruvananthapuram on the date and time notified, in the presence of such Bidders or authorised representatives as may be available. If the tender opening date happens to be a holiday or a non-working day for any valid reason, the tender opening process shall be conducted on the next working day at the same time and place. Any change in the opening date, time or venue for other reasons shall be informed by way of a Corrigendum published on the e-GP website.

25.4 For online payments and for obtaining a Digital Signature Certificate, Bidders shall seek clarification from the Kerala State IT Mission, e-Government Procurement PMU and Help Desk at the address at item (r) of the Tender Data Sheet, on all Government working days from 09.30 to 17.30 hrs, and shall make themselves conversant with the procedure for online payment of the Tender Fee and Earnest Money Deposit. The Corporation shall under no circumstance be responsible for failed transactions arising from non-compliance with that procedure.

25.5 Bidders are advised to note the Tender ID and the Tender Number and Date for future reference.

25.6 The digitally signed tender document and other specified documents shall be submitted online through the e-GP website well in advance of the last date and time. No submission shall be allowed after the last date and time notified.

25.7 Clarifications on this tender shall be sought only in the format at Annexure-K and only within the time notified at item (k) of the Tender Data Sheet. Responses shall be published as a Corrigendum or Clarification on the e-Procurement portal and on www.keralartc.com, shall be deemed to have been received by every Bidder, and shall form part of the tender document.

For CHAIRMAN AND MANAGING DIRECTOR

I / We hereby accept all the above terms and conditions in their entirety, without any deviation or reservation whatsoever.

Signature of Bidder: _____

Name of Bidder: _____

Designation: _____

Address of Bidder: _____

Telephone No.: _____ Mobile No.: _____

Office Seal and Date: _____

ANNEXURE-A**GENERAL INFORMATION ABOUT THE TENDERER (to be furnished with the Technical Bid)**

1	Name of the Tenderer	
	Registered address of the firm with GSTIN	
	State / District	
	Telephone No. / Fax	
	E-mail / Website	
2	Contact Person — Name and Designation	
	Telephone No. / Mobile No. / E-mail	
3	Communication address (if different)	
4	Type of firm (Private Limited / Public Limited / LLP / Partnership / Proprietorship / Society / Other — specify)	
	Registration No. and date of registration	
	Date of commencement of software development activity in India	
5	Nature of business (Software product owner / System integrator / Service provider / Other)	
6	Key personnel of the firm (Chairman, CEO, Directors, Managing Partners) with DIN in the case of Directors	
7	Bank details — Account No., IFSC, Bank and Branch name and address	
8	Whether any criminal case has been registered against the company or any of its promoters (Yes / No; if yes, furnish particulars)	
9	Whether the firm or any of its promoters or directors is or has been blacklisted, debarred or banned by any Government or public body (Yes / No)	
10	GST No. / PAN / EPF Code / ESI Code	
11	GST rate applicable on the quoted services (%)	
12	ISO/IEC 27001:2022 certificate No. and validity	
13	CMMI appraisal level / ISO 9001:2015 certificate No. and validity	
14	Average annual turnover from IT services for FY 2022-23, 2023-24 and 2024-25 (₹ in lakh)	
15	Number of technical personnel on own payroll as on the last date of bid submission	
16	Office in Kerala — existing address, or undertaking to establish within 30 days of LOA	
17	Declaration of no conflict of interest under Clause 6.12 (Yes / No)	
18	Warranty offered (months) and Annual Technical Support period offered (years)	
19	Any other relevant information	

Date:

Signature of the Tenderer / Authorised Signatory

Place:

Name in capitals and Office Seal

ANNEXURE-B**ANNUAL TURNOVER STATEMENT (Proforma of certificate to be furnished with the Technical Bid)**

The annual turnover from software development and information technology services of M/s _____ for the past three financial years is given below, and it is certified that the statement is true and correct and has been drawn from the audited financial statements of the firm.

Sl. No.	Financial Year	Turnover from IT services (₹ in lakh)	Net worth (₹ in lakh)
1	2022 – 2023		
2	2023 – 2024		
3	2024 – 2025		
	Total		
	Average turnover per year		

It is further certified that the net worth of the firm was positive in each of the above three financial years and that the firm is not under liquidation, insolvency resolution, court receivership or any analogous proceeding.

UDIN: _____

Date:

Signature of Auditor / Chartered Accountant

Place:

Name in capitals, Membership No. and Seal

ANNEXURE-C

**AFFIDAVIT CERTIFYING THAT THE ENTITY, ITS PROMOTERS, DIRECTORS AND PARTNERS
ARE NOT BLACKLISTED (on non-judicial stamp paper, duly notarised)**

I, _____, aged _____ years, son / daughter of _____, residing at _____, being the authorised signatory of M/s _____ (name of the firm), having its registered office at _____, do hereby solemnly affirm and state as follows:

1. That the firm, and none of its promoters, directors or partners, is barred by the Department of Transport, Government of Kerala, or by any other entity of the Government of Kerala, or blacklisted, debarred, suspended or banned by any State Government or the Central Government or any department, organisation, public sector undertaking or State Transport Undertaking in India, from participating in tenders, either individually or as a member of a consortium, as on _____ (the last date of submission of the tender).
2. That no criminal proceeding involving moral turpitude, fraud, corruption or breach of confidentiality is pending against the firm or any of its promoters, directors or partners, save as disclosed at item 8 of Annexure-A.
3. That the firm is not under liquidation, insolvency resolution under the Insolvency and Bankruptcy Code, 2016, court receivership or any analogous proceeding.
4. That we are aware that our bid for the captioned tender shall be liable for rejection, and the Contract if awarded shall be liable to termination with forfeiture of the Security Deposit and debarment for five years, in the event that any material misrepresentation is made or is discovered at any stage of the bidding process or thereafter during the contract period.

Dated this _____ day of _____, 20____.

Name of the Applicant: _____

Signature of the Authorised Person: _____

Name of the Authorised Person: _____

BEFORE ME

Notary Public / Oath Commissioner

ANNEXURE-D

POWER OF ATTORNEY / BOARD RESOLUTION AUTHORISING THE SIGNATORY

(To be furnished on the letterhead of the Bidder, on non-judicial stamp paper of appropriate value in the case of a Power of Attorney, or as a certified true copy of the resolution of the Board of Directors / partners.)

Know all men by these presents that we, M/s _____, having our registered office at _____, do hereby constitute, nominate, appoint and authorise Shri / Smt. _____, son / daughter of _____, presently residing at _____, who is presently employed with us and holding the position of _____, as our true and lawful attorney, to do in our name and on our behalf all such acts, deeds and things as are necessary or required in connection with or incidental to our bid against Tender No. S001-ITD01/_____/2026-ITDIV-KSRTC-HQ of the Kerala State Road Transport Corporation, including signing and submission of the bid and all documents, digitally signing the electronic bid, participating in pre-bid meetings, providing information and clarifications, attending the functional demonstration, participating in bid opening, and signing and executing all documents, agreements and undertakings consequent upon the award.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant hereto, and declare that all such acts, deeds and things shall bind us and shall always be deemed to have been done by us.

For and on behalf of M/s _____

Signature and name of the person authorising: _____

Designation: _____

Accepted — Signature and name of the Attorney: _____

Common seal, date and place: _____

ANNEXURE-E**STATEMENT OF SIMILAR WORK EXPERIENCE (Clauses 6.4 and 6.5)**

Each entry shall be supported by the work order or purchase order and a satisfactory performance or completion certificate issued by the client on its letterhead. Entries not so supported shall be disregarded.

Sl.	Name and full address of client organisation, and whether Government / PSU / Statutory Corporation / STU	Name and brief scope of the work; whether it involved confidential or restricted personnel data (Clause 6.5)	Contract value (₹)	Start and completion dates	Certifying officer — name, designation, mobile and e-mail	Current operational status
1						
2						
3						
4						
5						

Certified that the above particulars are true and correct and that any misstatement herein shall render our bid liable for rejection and shall constitute a fraudulent practice under Clause 7.

Date and Place:

Signature and seal of the Authorised Signatory

ANNEXURE-F**KEY PERSONNEL AND MANPOWER STATEMENT (Clauses 6.6 and 6.7)**

Sl.	Role	Name	Qualification	Total experience (years)	Relevant experience (years)	Certification (PMP / PRINCE2 / other)	Date of joining the Bidder	% of time committed to this project
1	Project Manager							
2	Solution Architect							
3	Business Analyst (Govt HR domain)							
4	Lead Developer							
5	Database Administrator							
6	UI / UX Designer							
7	Test and Security Lead							

A detailed curriculum vitae for each of the above, signed by the individual and countersigned by the authorised signatory, together with a declaration of availability for this project, shall be enclosed. A statement of the total technical manpower on the payroll of the Bidder as on the last date of bid submission, supported by the latest Employees' Provident Fund electronic challan-cum-return, shall also be enclosed.

We confirm that the key personnel named above shall not be replaced without the prior written approval of the Corporation, and that we are aware of the consequences prescribed at Clause 9.17.

Date and Place:

Signature and seal of the Authorised Signatory

ANNEXURE-G**CLAUSE-BY-CLAUSE COMPLIANCE STATEMENT (Clause 4.1 — mandatory)**

The Bidder shall reproduce this table for every requirement identifier appearing at Clauses 4.2 (TRN-001 to TRN-043), 4.3 (CR-001 to CR-036), 4.4 and 4.7 (NFR-001 to NFR-015), in the same order and without omission. The permissible entries in the “Compliance” column are “Complied — available in product”, “Complied — to be configured” and “Complied — to be developed”. Any other entry, or a blank entry, shall render the bid non-responsive.

Requirement ID	Requirement (as stated in the NIT)	Compliance	Remarks — how the requirement is met, with reference to the page of the Technical Proposal
TRN-001			
...			
TRN-043			
CR-001			
...			
CR-036			
NFR-001			
...			
NFR-015			

We certify that every claim of compliance made above is true, is capable of demonstration at the functional demonstration under Clause 9.3, and shall be delivered within the contract price without any additional charge. We are aware that a false or unsupportable claim of compliance shall constitute a fraudulent practice under Clause 7.

Date and Place:

Signature and seal of the Authorised Signatory

ANNEXURE-H

**DECLARATION UNDER RULE 144(xi) OF THE GENERAL FINANCIAL RULES, 2017 —
PROCUREMENT FROM BIDDERS OF COUNTRIES SHARING A LAND BORDER WITH INDIA**

(To be furnished on the letterhead of the Bidder, in terms of Order F.No. 6/18/2019-PPD dated 23.07.2020 and Order F.No. 7/10/2021-PPD(1) dated 23.02.2023 of the Ministry of Finance, Department of Expenditure, Public Procurement Division.)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that M/s _____ is not from any such country, or, if from such a country, has been registered with the Competent Authority, and that the registration certificate is enclosed herewith. I hereby certify that M/s _____ fulfils all the requirements in this regard and is eligible to be considered for this tender.

I further certify that we have not sub-contracted, and shall not sub-contract, any part of this work to a contractor from a country sharing a land border with India unless such contractor is registered with the Competent Authority.

I am aware that a false declaration under this Annexure shall render the bid void ab initio and shall attract the consequences prescribed at Clause 7.2 and Clause 9.22 of the tender.

Date and Place:

Signature and seal of the Authorised Signatory

ANNEXURE-I

NON-DISCLOSURE AND CONFIDENTIALITY UNDERTAKING (Clause 16.2 — on non-judicial stamp paper of appropriate value)

This Undertaking is executed on this _____ day of _____, 20____, by M/s _____, a company / firm incorporated under the laws of India and having its registered office at _____ (the “Recipient”), in favour of the Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram – 695 023 (the “Corporation”).

1. The Recipient acknowledges that in the course of its engagement under Tender No. S001-ITD01/_____/2026-ITDIV-KSRTC-HQ it will have access to Confidential Information of the Corporation, including Confidential Records and Performance Appraisal Reports of employees, the secret Part II thereof, integrity, vigilance, disciplinary, health and personal data, employee master data, and the internal processes, rules and records of the Corporation.
2. The Recipient shall hold all such Confidential Information in strict confidence, shall use it solely for the performance of the said engagement, shall not disclose it to any third party without the prior written consent of the Corporation, shall restrict access to it strictly on a need-to-know basis, and shall procure that every person deployed by it executes an individual undertaking in the same terms before being granted any access.
3. The Recipient shall comply in full with Clause 16 of the said tender, including the provisions relating to data residency within India, the prohibition on offshore access, the prohibition on the use of the data of the Corporation to train or evaluate any artificial intelligence or machine learning model, personnel background verification, incident reporting within six hours, audit rights, and the return and certified destruction of data.
4. The obligations under this Undertaking shall survive the expiry or termination of the engagement for a period of five years, and shall survive perpetually in respect of Confidential Record data, Part II data and vigilance, integrity, disciplinary and health information.
5. The Recipient acknowledges that damages alone would not be an adequate remedy for a breach of this Undertaking, and that the Corporation shall be entitled to injunctive and other equitable relief in addition to all other remedies, and that a breach shall attract the consequences prescribed at Clause 16.9 of the said tender, including unlimited liability, forfeiture of the Security Deposit, termination, blacklisting for five years, and proceedings under the Information Technology Act, 2000.

For and on behalf of the Recipient

Signature: _____ Name: _____ Designation: _____

 Common seal, date and place: _____

Witnesses: 1. _____ (Name and Signature) 2. _____ (Name and Signature)

ANNEXURE-J

TECHNICAL PROPOSAL — REQUIRED CONTENTS (Clause 10.1, item 14)

The Technical Proposal shall be submitted as a single indexed and page-numbered portable document format file, and shall contain, in the following order and under the following headings:

- Executive summary and understanding of the requirement of the Corporation.
- Proposed solution architecture, with application, data, integration and deployment views.
- Complete technology stack, stating for each component the manufacturer, make, version, edition, licensing model and licence cost, if any, to be borne by the Corporation, together with the open-source inventory required by Clause 17.5 and the disclosure of pre-existing intellectual property required by Clause 17.3.
- Security architecture, including role-based and attribute-based access control design, the design for segregation and protection of Part II, encryption at rest and in transit, key management, audit-log immutability, session control and multi-factor authentication.
- Infrastructure sizing statement against the hosting environment to be provided by the Corporation under Clause 3.7, specifying compute, memory, storage, database, operating system and middleware requirements, environment-wise requirement for production, staging, test and disaster recovery, bandwidth, and the growth projection for five years; together with the proposed installation, configuration, hardening, deployment, monitoring, patching and backup and disaster recovery design against NFR-015. No Bidder shall propose hosting on its own or on any third-party infrastructure.
- Approach to configurability, demonstrating how forms, factors, grading descriptors, applicability rules, workflow levels and due dates are changed without any source-code modification.
- Project plan with a Gantt chart mapped to the milestones at Clause 5.1, showing the critical path and the dependencies on the Corporation.
- Staffing plan with a deployment histogram, the on-site commitment at Thiruvananthapuram, and the curricula vitae cross-referenced to Annexure-F.
- Testing and quality assurance methodology, including the defect classification and the approach to meeting the defect density requirement at Clause 15.5.
- Data migration approach, migration depth proposed, cleansing and de-duplication method, reconciliation method and rollback plan.
- Training and change management plan, with the number of sessions, locations, batch sizes, role-wise curricula and the bilingual training material to be delivered.
- Risk register with mitigation and ownership.
- Approach to meeting the Service Levels at Clause 15, including the help-desk model, escalation matrix and monitoring tools.
- Transition and exit management approach under Clause 19.

No price, rate, discount or commercial condition shall appear anywhere in the Technical Proposal. Violation shall render the bid liable to summary rejection under Clause 10.2.

ANNEXURE-K

FORMAT FOR PRE-BID QUERIES

To be submitted by e-mail to edpc.krtc@kerala.gov.in in editable spreadsheet format, not later than the date and time notified at item (k) of the Tender Data Sheet. Queries received after the notified time, or in any other format, shall not be entertained.

Sl. No.	Section / Clause / Annexure No.	Page No.	Provision as stated in the NIT	Query or suggestion of the Bidder	Justification
1					
2					
3					

Name of the Bidder: _____

Contact person and mobile:

ANNEXURE-L

BID SECURING DECLARATION (Clause 6.14 — only where EMD exemption is claimed)

I / We, the undersigned, declare that:

1. I / We understand that, in accordance with the terms of Tender No. S001-ITD01/_____/2026-ITDIV-KSRTC-HQ, bids must be supported by an Earnest Money Deposit, and that exemption therefrom is being claimed by us solely on the strength of our valid Udyam Registration Certificate No. _____ / Department for Promotion of Industry and Internal Trade Startup Recognition Certificate No. _____, a copy of which is enclosed.
2. I / We accept that we shall automatically stand debarred from participating in any tender of the Kerala State Road Transport Corporation for a period of two years from the date of the event, if we (a) withdraw or modify our bid during the period of bid validity specified in the tender; or (b) having been notified of the acceptance of our bid, fail or refuse to accept the Letter of Award; or (c) fail or refuse to execute the Agreement or to furnish the Security Deposit within the period stipulated; or (d) are found to have made any misrepresentation in claiming the exemption.
3. I / We understand that this Declaration shall expire if we are not the successful Bidder, upon the earlier of our receipt of a copy of the notification of the name of the successful Bidder, or the expiry of the bid validity period.

Signed: _____ In the capacity of: _____

Name: _____ Duly authorised to sign the bid for and on behalf of:

Date and Place: _____

ANNEXURE-M**FINANCIAL BID / BILL OF QUANTITIES (indicative format — to be quoted only in the BOQ published on the e-Procurement portal)**

Part	Item	Unit	Qty	Rate (₹, excl. GST)	GST (₹)	Amount (₹)
A	Design, development, customisation, configuration, integration, testing, security certification, deployment, commissioning, legacy data migration, documentation, user training, Go-Live and 12 months' comprehensive warranty — turnkey lump sum	Lump sum	1			
B1	Annual Technical Support — Year 1 (following expiry of warranty)	Year	1			
B2	Annual Technical Support — Year 2	Year	1			
B3	Annual Technical Support — Year 3	Year	1			
B4	Annual Technical Support — Year 4	Year	1			
C1	Change request rate — Project Manager	Person-day	1			
C2	Change request rate — Solution Architect	Person-day	1			
C3	Change request rate — Business Analyst	Person-day	1			
C4	Change request rate — Senior Developer	Person-day	1			
C5	Change request rate — Tester	Person-day	1			

The Evaluated Bid Value shall be computed strictly in accordance with Clause 11.3. Quoting “nil”, “free”, “inclusive” or zero against any line item shall render the bid non-responsive.

Date and Place:

Signature and seal of the Authorised Signatory

ANNEXURE-N

FORMAT OF BANK GUARANTEE TOWARDS SECURITY DEPOSIT (Clause 13.2)

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

In consideration of the Kerala State Road Transport Corporation (hereinafter called “the Corporation”) having agreed to award to M/s _____ (hereinafter called “the Contractor”) the work of Design, Development, Implementation, Commissioning, Data Migration, Training and Post-Implementation Maintenance of an Integrated Training Management and Confidential Record (CR) Processing System, vide Letter of Award No. _____ dated _____, on the terms and conditions contained in Tender No. S001-ITD01/_____/2026-ITDIV-KSRTC-HQ, and the Contractor having agreed to furnish a Bank Guarantee for ₹ _____ (Rupees _____ only) towards the Security Deposit, we, _____ Bank, having our branch office at _____, do hereby unconditionally and irrevocably undertake to pay to the Corporation, forthwith on first written demand and without demur, protest, reference to the Contractor or proof of loss, any sum or sums up to an aggregate of ₹ _____ (Rupees _____ only).

We further agree that the guarantee shall remain in full force and effect until _____, being a date not less than three months beyond the expiry of the contract including the warranty period, and that the Corporation shall be the sole judge of whether the Contractor has committed any breach and of the amount of loss or damage caused, and that its decision in that behalf shall be final and binding on us. We shall not be released from our obligations by any variation of the contract, by any extension of time granted to the Contractor, or by any forbearance or indulgence shown by the Corporation. This guarantee shall not be revoked by us without the prior written consent of the Corporation, and shall be enforceable notwithstanding any dispute pending between the Corporation and the Contractor before any court, tribunal or arbitrator.

Notwithstanding anything contained herein, our liability under this guarantee is restricted to ₹ _____, this guarantee shall remain in force up to _____, and unless a claim in writing is lodged with us on or before _____, being three months beyond the said date, all our rights and liabilities under this guarantee shall stand extinguished.

For and on behalf of _____ Bank

Signature, name, designation, employee code, branch and seal: _____

Date and Place: _____

APPENDIX-I

FORM OF AGREEMENT (to be executed on non-judicial stamp paper of appropriate value under the Kerala Stamp Act, 1959, and in any event not less than ₹200/-)

KERALA STATE ROAD TRANSPORT CORPORATION

AGREEMENT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION, COMMISSIONING, DATA MIGRATION, TRAINING AND POST-IMPLEMENTATION MAINTENANCE OF AN INTEGRATED TRAINING MANAGEMENT AND CONFIDENTIAL RECORD (CR) PROCESSING SYSTEM

This Agreement is executed on _____ (date) between M/s _____, a company / firm incorporated and registered under the laws of India and having its registered office at _____, represented by its authorised signatory Shri / Smt. _____ (hereinafter called “the Contractor”, which expression shall, unless repugnant to the context, include its successors and permitted assigns), of the ONE PART, and the KERALA STATE ROAD TRANSPORT CORPORATION, a Corporation established under the Road Transport Corporations Act, 1950, having its Head Office at Transport Bhavan, Fort, Thiruvananthapuram – 695 023, represented by _____ (hereinafter called “the Corporation”, which expression shall, unless repugnant to the context, include its successors and assigns), of the OTHER PART.

WHEREAS the Contractor has tendered for the said work as per Notice Inviting Tender No. S001-ITD01/_____/2026-ITDIV-KSRTC-HQ dated _____, which tender notification, together with all its Annexures, Appendices, Corrigenda and Clarifications, shall form part of this Agreement as if incorporated herein;

AND WHEREAS the Corporation has been pleased to accept the offer of the Contractor in respect of the services mentioned in the copy of the Letter of Award attached hereto, which shall form part of this Agreement as if incorporated herein;

AND WHEREAS the Contractor has, as security for the due fulfilment of its obligations under this deed, deposited ₹ _____, being 5% of the value of the contract, in cash / by Demand Draft of _____ Bank / by Bank Guarantee of _____ Bank approved by the Corporation, in the format at Annexure-N;

NOW THESE PRESENTS WITNESS AS FOLLOWS:

(1) The Contractor shall design, develop, customise, configure, integrate, test, secure, deploy, commission, migrate data to, document, train users on, warrant and maintain the Integrated Training Management and Confidential Record (CR) Processing System, strictly in accordance with the Scope of Work and Technical Specifications at Sections 3 and 4 of the said Notice Inviting Tender, and to the entire satisfaction of the Corporation.

(2) The Contractor hereby declares that the services rendered and the software delivered to the Corporation under this Contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications and particulars contained in the said Notice Inviting Tender and in the copy of the Letter of Award attached herewith. The Contractor guarantees that the deliverables shall continue to conform to the said description and quality for a period of twelve months from the date of Final Acceptance and, in respect of the Service Levels, throughout the Annual Technical Support period. Notwithstanding that the Corporation may have inspected, tested or accepted the deliverables, if during the said period the deliverables are discovered not to conform to the said description and quality, or to have deteriorated — and the decision of the Corporation in that behalf shall be final and conclusive — the Corporation shall be entitled to reject the deliverables or such portion thereof, and upon such rejection the deliverables shall be at the Contractor’s risk. The Contractor shall, if so called upon, rectify or replace such deliverables or portion thereof; otherwise the Contractor shall pay to the Corporation such damages as may arise by reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Corporation in that behalf under this Contract or otherwise.

(3) Requests for enhancement of rates once accepted shall not be considered, except where the Corporation has, prior to the actual performance, expressly agreed in writing to a price variation under specified circumstances. Conditions of sale or other specified terms and conditions, if any, printed on the quotation sheets of the Contractor, or attached to the Contractor’s tender, or contained in any licence terms, end-user licence agreement,

master services agreement, letter or paper emanating from the Contractor, shall neither govern this Contract nor bind the Corporation in any manner whatsoever, unless expressly accepted by the Corporation in writing.

(4) The services and quantities to be delivered are as shown in the copy of the Letter of Award No. _____ dated _____ attached herewith, which shall be considered part of this Agreement. The Contractor agrees to render the services shown therein at the rates tendered by it, within the time fixed.

(5) The Contractor agrees that time is of the essence of this Contract, and that milestone dates shall be adhered to strictly. Delay shall attract Liquidated Damages in accordance with Clause 14 of the said Notice Inviting Tender.

(6) If the Contractor defaults in the due performance of all or any of the services correctly and promptly as above, the Corporation shall be at liberty to procure the same from elsewhere without cancelling the Contract as a whole. If the Corporation incurs, in thus procuring such services, a higher cost than the agreed rate, such excess cost may be deducted by the Corporation from the Contractor's bill, or adjusted or otherwise realised from its Security Deposit, or recovered from it by other means. The Contractor agrees that it shall not be entitled to claim the excess, if any, of the tendered rate over such cost to the Corporation.

(7) All payments to the Contractor for services rendered satisfactorily shall be made after scrutiny of its bills, in accordance with Clause 13 of the said Notice Inviting Tender, either by electronic funds transfer, or by cheque of the Corporation payable at the Government Treasuries, or by draft on the Reserve Bank of India at any of its principal branches in India. All incidental expenses incurred by the Corporation for making payments outside the district in which the claim arises shall be borne by the Contractor.

(8) The Contractor shall not assign or make over, in part or wholly, this Contract or the benefits or burdens hereof. The Contractor shall not underlet or sub-let the execution of the Contract or any part thereof without the consent in writing of the Corporation. The Corporation shall have absolute power to refuse any such consent, or to rescind such consent if given, at any time. The Contractor shall not be relieved from its obligation, duty or responsibility under this Contract even if consent to sub-let is given by the Corporation. No sub-contractor shall be granted access to Confidential Record data under any circumstance.

(9) All intellectual property in the custom deliverables, and all data created, entered, generated, migrated or stored in the System, shall vest solely and absolutely in the Corporation in accordance with Clause 17 of the said Notice Inviting Tender. The Contractor shall deposit the complete and compilable source code with the Corporation at each milestone and shall have no lien of any nature over the data or the source code.

(10) The Contractor shall observe in full the confidentiality, data protection, data residency, personnel security, incident reporting, audit and data destruction obligations at Clause 16 of the said Notice Inviting Tender, and shall execute and procure the execution of the Non-Disclosure and Confidentiality Undertaking at Annexure-I thereof. The Contractor acknowledges that its liability for any breach of the said obligations shall be unlimited.

(11) The Contractor shall not, at any time, disable, degrade, suspend or restrict the operation of the System, whether by way of a licence key, time lock, kill switch, logic bomb or otherwise, on account of any dispute, non-payment or termination.

(12) Notwithstanding the provisions contained in any other clause, the Corporation shall have the right to cancel this Contract for any default on the part of the Contractor in the due performance thereof, in accordance with Clauses 8 and 22 of the said Notice Inviting Tender.

(13) It shall be lawful for the Corporation, from and out of any money for the time being payable or due to the Contractor from the Corporation under this Contract or otherwise, to set off any loss, expense, cost, penalty, liquidated damages or damages sustained or incurred by the Corporation by reason of the cancellation of the Contract or otherwise.

(14) The Security Deposit shall, subject to the conditions specified herein and in the said Notice Inviting Tender, be returned to the Contractor within three months after the expiration of the Contract, and only after the issue of the Exit Certificate under Clause 19.4 thereof.

(15) The Contractor agrees that any communication addressed to it may be handed over to it or to its agent personally, or left at its residence or place of business, or sent by prepaid registered post or speed post to its address as mentioned in this deed, or sent by e-mail to the address notified in Annexure-A, and shall in each case be deemed to have been duly served.

(16) The Contractor agrees that all sums found due to the Corporation under or by virtue of these presents shall be recoverable from it and from its properties, movable and immovable, under the provisions of the Kerala Revenue Recovery Act, 1968, for the time being in force, as though they were arrears of land revenue, or in any other manner as the Corporation may deem fit.

(17) Disputes shall be resolved in accordance with Clause 23 of the said Notice Inviting Tender. Any dispute arising out of this tender procedure or this Agreement shall be subject to the jurisdiction of the courts at Thiruvananthapuram.

IN WITNESS WHEREOF the Contractor and Shri / Smt. _____, Controller of Purchase and Stores, for and on behalf of the Kerala State Road Transport Corporation, have hereunto set their hands on the day, month and year first above written.

Signed, Sealed and delivered by:

Shri / Smt. _____
_____ (Name and Address of Contractor)

_____ (Signature of Contractor)

In the presence of witnesses:

1. _____ (Name) _____ (Signature)
2. _____ (Name) _____ (Signature)

Signed, Sealed and delivered by:

Shri / Smt. _____, Controller of Purchase and Stores, for and on behalf of the Kerala State Road Transport Corporation

_____ (Signature)

In the presence of witnesses:

1. _____ (Name) _____ (Signature)
2. _____ (Name) _____ (Signature)

INTERNAL CHECKLIST — TO BE REMOVED BEFORE PUBLICATION

The following particulars are left blank or carry provisional values in the draft and must be settled by the competent authority before the tender is published. Items 1 to 12 correspond to Annexure-D of the Software Requirements Specification, Version 1.0, July 2026 (“Decisions Required Before Tender / Development Freeze”).

Sl.	Item to be settled	Where it appears
1	Tender number, tender date, pre-bid date, bid submission end date, technical bid opening date	Tender Data Sheet items (a), (k), (l), (m); Annexures I, L, N; Appendix-I
2	Probable Amount of Contract, Tender Fee and EMD — provisionally ₹1,20,00,000, ₹10,000 and ₹1,20,000; to be revised on the basis of the approved estimate	Tender Data Sheet items (e), (f), (g); Clause 6.14
3	Identification of the hosting environment to be provided by the Corporation under Clause 3.7, namely the Corporation’s own infrastructure, the State Data Centre or the cloud space subscribed by the Corporation, and confirmation that its capacity meets the sizing indicated	Clauses 3.7, 11.4 and 16.4
4	Authoritative employee master and reporting hierarchy source to be declared	Clauses 4.8, 4.9
5	Employee categories and the CR form applicable to each category	Clauses 4.3, CR-028 to CR-031
6	CR cycle period, due dates, part-report triggers, representation process and retention period	Clauses 4.3, CR-001 to CR-004, CR-036
7	Exact access authority for Part II, disciplinary, health and vigilance information	Clauses 4.3 CR-024 to CR-027; 16.5
8	Whether digital signature or e-sign is mandatory, and which service is to be used	Clause 4.8
9	Post-training review intervals and the mandatory KPI families for each employee category	Clauses 3.5, TRN-034 to TRN-038
10	External institution contractual obligation, certificate format, SLA and account approval process	Clauses 4.2 TRN-023 to TRN-029
11	Mandatory integrations for Phase 1 and those deferred to later phases	Clauses 4.8, 5.1 M5
12	Legacy data period and migration depth; languages required at Go-Live	Clauses 4.9, NFR-007
13	Confirmation of the implementation period of 10 months and of the milestone dates at Clause 5.1	Clause 5.1; Tender Data Sheet item (p)
14	Confirmation of the QCBS weightage of 50:50 and of the technical scoring matrix and cut-off of 70 marks	Clauses 12.2 and 12.3
15	Confirmation of the Security Deposit at 5% under the Kerala Stores Purchase Manual, and whether an enhanced 10% is to be prescribed for abnormally low bids	Clauses 13.2 and 11.7
16	Verification that the MSME and startup exemption at Clause 6.14 conforms to the Government Order in force on the date of publication	Clause 6.14
17	Name of the mediating official to be notified under Clause 23.3	Clause 23.3
18	Whether the Software Requirements Specification, Version 1.0, July 2026 is to be published as Volume II along with this NIT	Clause 1.3
19	Confirmation that the Management Dashboard at Clause 4.5.1 and the Course and Training Effectiveness Evaluation framework at Clause 4.5.2 form part of the approved scope, and that criterion T5 of the technical scoring matrix is to be retained at 10 marks	Clauses 4.5.1, 4.5.2, 9.3 and 12.2

Note on drafting: Clause 23.1 preserves the finality of the decision of the Chairman and Managing Director on questions of quality, conformity and acceptance as an agreed expert determination, while routing legal and

monetary disputes to mediation and thereafter to arbitration under the Arbitration and Conciliation Act, 1996. This structure is adopted in preference to a bare finality clause, which is vulnerable to challenge as an attempted ouster of jurisdiction.