KERALA STATE ROAD TRANSPORT CORPORATION

(A Statutory Corporation constituted under the Road Transport Corporations Act, 1950)

e-TENDER FOR PROCUREMENT OF CLOUD SERVICES FROM MeitY-EMPANELLED CLOUD SERVICE PROVIDERS

(Hosting, Migration and Managed Services for KSRTC Digital Platforms)

TWO-COVER SYSTEM | ONLINE BIDDING ONLY | NO EARNEST MONEY DEPOSIT

e-Tender No.: KSRTC/ITD/CLOUD/2026-27/01

File No.: S001-ITD01/34/2026-IT DIV-KSRTC-HQ

Issued by

Chairman and Managing Director

IT Division, Kerala State Road Transport Corporation

Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023, Kerala

Bids shall be submitted online only, through the Government of Kerala

e-Government Procurement Portal — www.etenders.kerala.gov.in

Aug 2026

Contents

Note: Page numbers are generated automatically. Bidders must read the complete Tender Document. In the event of any inconsistency between sections, the order of precedence shall be as laid down in Clause 3 of Section III (GCC).

Section I: Notice Inviting Tender (NIT)

The Kerala State Road Transport Corporation (hereinafter referred to as "KSRTC" or "the Corporation") is a Statutory Corporation constituted under the Road Transport Corporations Act, 1950, functioning under the administrative control of the Transport Department, Government of Kerala. KSRTC invites online bids (hereinafter referred to as the "Bid" or "Bids") through the Government of Kerala e-Government Procurement Portal for entering into a Contract for the "Procurement of Cloud Services from MeitY-Empanelled Cloud Service Providers for the hosting of KSRTC digital platforms, applications and databases, together with associated migration and managed services".

This tender has been deliberately structured to keep participation simple and evaluation objective. Participation requires no Earnest Money Deposit and no tender document fee; a Bid Securing Declaration in the prescribed format is accepted in lieu of Earnest Money Deposit. The Bid is to be submitted in two covers, namely a Technical Bid and a Financial Bid. The Technical Bid is evaluated on a pass or fail basis against published, document-verifiable criteria, and there is no marking, no weighted scoring and no scored presentation. The Contract is awarded to the technically responsive Bidder quoting the lowest Total Evaluated Bid Value. Bidders are therefore required to satisfy themselves on eligibility and on the mandatory technical requirements, and thereafter to compete solely on price.

1. Bid Data Sheet

Particular	Details
Name of work	Procurement of Cloud Services from MeitY-Empanelled Cloud Service Providers, including migration, security and managed services
Tender Inviting Authority	Deputy General Manager (Information Technology), KSRTC, Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023
Tender reference	e-Tender No. KSRTC/ITD/CLOUD/2026-27/01; File No. S001-ITD01/34/2026-IT DIV-KSRTC-HQ
Mode of tendering	Online only, two-cover system (Cover A – Technical Bid; Cover B – Financial Bid), through www.etenders.kerala.gov.in. A valid Class-III Digital Signature Certificate is required.
Tender document fee	Rs.5,900/-(5000 + GST@18%) (Rupees Five Thousand and Nine Hundred only)
Earnest Money Deposit	Rs.1,00,000/- (Rupees One Lakh only)
Last date for pre-bid queries	Two (2) working days before the pre-bid meeting, through the e-GP Portal only
Bidding duration	Twenty-one (21) days from the date of publication on the e-GP Portal
Opening of Financial Bids	To be notified separately on the e-GP Portal to technically responsive Bidders
Bid validity	Ninety (90) days from the last date of submission of Bids
Evaluation method	Pass or fail pre-qualification and technical responsiveness, followed by award to the lowest Total Evaluated Bid Value (L-1). No weighted scoring is applied.
Performance Security	Three per cent (3%) of the Total Evaluated Bid Value of the accepted Financial Bid, by Bank Guarantee or Demand Draft, within fifteen (15) days of the Letter of Award

Particular	Details
Contract period	Three (3) years from the date of Operational Acceptance, extendable by two (2) further years, one year at a time, on the same terms, conditions and rates
Billing	Monthly in arrears, on actual consumption, at the unit rates quoted
Jurisdiction	Courts at Thiruvananthapuram, Kerala
Contact for clarifications	Deputy General Manager (IT), KSRTC — through the e-GP Portal only

2. Who may participate

Participation is open to any Cloud Service Provider empanelled with the Ministry of Electronics and Information Technology (MeitY), Government of India, and to any Managed Service Provider or System Integrator authorised by such an empanelled Cloud Service Provider, subject to the Bidder and the proposed Cloud Service Provider satisfying the respective pre-qualification criteria in Section VI. Consortium bids, joint ventures and conditional offers are not permitted. A Bidder may quote only one Cloud Service Provider and may submit only one Bid.

3. Submission of Bids

3.1 Bids shall be uploaded on the e-GP Portal on or before the date and time notified. Bidders shall comply with all conditions of the e-GP Portal, including the requirement of a valid Class-III Digital Signature Certificate in the name of the authorised signatory.

3.2 The Bid shall be complete in all respects. Bids that omit any document listed in Annexure C are liable to be rejected as non-responsive, subject to the right of KSRTC to seek shortfall documents under Clause 9 of Section II.

3.3 No Bid shall be received by post, by e-mail, by hand or in any physical form. Any Bid so received shall be summarily rejected without being opened.

3.4 No price, rate, discount or other financial information shall appear anywhere in the Technical Bid. A Technical Bid disclosing price information shall be rejected.

4. Purchase preference policies

KSRTC shall extend preference to eligible Bidders under the policies of the Government of India and the Government of Kerala in force from time to time, including the Public Procurement (Preference to Make in India) Order, 2017 of the Department for Promotion of Industry and Internal Trade, as revised and amended (including Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and Order No. W-43/4/2019-IPHW-MeitY dated 07.09.2020), the Public Procurement Policy for Micro and Small Enterprises Order, 2012, the policy for Start-ups recognised by the Department for Promotion of Industry and Internal Trade, and the Kerala State Procurement Policy and the Kerala Store Purchase Manual as applicable to the Corporation. Restrictions applicable under Office Memorandum F. No. 6/18/2019-PPD dated 23.07.2020 of the Department of Expenditure, Ministry of Finance, in respect of bidders from countries sharing a land border with India shall apply, and the declaration in Form 1 shall be furnished accordingly.

5. Bid opening

Technical Bids shall be opened online at the notified date and time in the presence of such authorised representatives of Bidders as choose to attend. Financial Bids shall be opened only in respect of Bidders declared technically responsive, on a date and time separately notified on the e-GP Portal, and such Bidders shall be given not less than two (2) working days' notice of the opening.

6. Disclaimers and rights of KSRTC

The issue of this Tender Document does not imply that KSRTC is bound to select any Bid. KSRTC reserves the right, without assigning any reason and without incurring any liability whatsoever to any Bidder, to reject any or all Bids; to cancel or abandon the Tender Process at any stage; to abandon the procurement of the Services in whole or in part; to issue another tender for identical or similar Services; and to vary the quantities of items and services in the manner provided in Clause 12 of Section II. The Tender Document and all associated correspondence shall at all times remain the property of KSRTC. KSRTC, its employees and its associated agencies make no representation or warranty as to the accuracy, adequacy, completeness or reliability of any assessment, assumption, statement or information contained in the Tender Document, and accept no liability, whether arising from negligence or otherwise, for any loss, damage, cost or expense however caused to any person, including any Bidder, on that account. Bidders shall conduct their own due diligence before submitting a Bid.

Chairman and Managing Director
for and on behalf of Kerala State Road Transport Corporation

Section II: Instructions to Bidders (ITB)

1. The two-cover system

The Bid shall be submitted online in two separate covers. Cover A, the Technical Bid, shall contain the scanned, digitally signed documents listed in Clause 3 below and shall contain no price information of any kind. Cover B, the Financial Bid, shall contain only the electronic Bill of Quantity cum Price Schedule published on the e-GP Portal, filled in and digitally signed. The Financial Bid shall not be uploaded in any other format, and no document other than the electronic price schedule shall be uploaded in Cover B. Cover B of a Bidder found not technically responsive shall not be opened and shall be returned unopened, in electronic form, through the Portal.

2. Cost of bidding, language and local conditions

Bidders shall bear all costs, losses and expenditure associated with the preparation, submission and subsequent processing of their Bids, including any cost of demonstration or presentation that KSRTC may require, and KSRTC shall not be liable in any manner for such costs, regardless of the conduct or outcome of the Tender Process. The Bid, all subsequent correspondence and all Contract documents shall be in English. Printed literature furnished by the Bidder may be in another language provided that a translation in English accompanies it, and for the purposes of interpretation the English text shall prevail. Bidders shall themselves be responsible for compliance with all Acts, rules and regulations in force from time to time at the relevant places, and KSRTC shall entertain no request in that regard.

3. Documents comprising the Technical Bid (Cover A)

The Technical Bid shall comprise the following documents, each in searchable PDF format, not password protected, and either digitally signed or scanned after signature and seal. The complete list, with the corresponding form numbers, is repeated in Annexure C for the convenience of Bidders.

S. No.	Document	Reference
1	Bid Form (covering letter) with consolidated declarations on eligibility, no-deviation, Make in India, land-border restriction and non-blacklisting	Form 1
2	Bidder particulars, with Certificate of Incorporation or registration, PAN, GST registration certificate, and Board Resolution or Power of Attorney authorising the signatory	Form 2
3	Pre-Qualification Compliance Statement with the index of supporting documents	Form 3
4	Audited financial statements for the last three financial years, or a certificate of the statutory auditor or a Chartered Accountant stating turnover from information technology or cloud services	Form 3, item 3
5	Experience Statement with copies of work orders and completion or satisfactory-performance certificates	Form 4
6	Valid ISO/IEC 27001 certificate of the Bidder	Form 3, item 5
7	Authorisation letter from the proposed Cloud Service Provider, together with the CSP declaration and a copy of the valid MeitY empanelment certificate	Form 5
8	Bid Securing Declaration	Form 6
9	Mandatory Technical Requirements Compliance Checklist, signed by	Annexure A

S. No.	Document	Reference
	the Bidder and countersigned or endorsed by the proposed Cloud Service Provider	
10	Statement of certified technical resources, with the names, certification numbers and validity of not fewer than three certified resources	Form 3, item 6
11	Migration and implementation approach note, of not more than ten (10) pages	Clause 4 below
12	Copy of the MSE registration (Udyam) or DPIIT Start-up recognition certificate, if preference is claimed	Optional

Documents not so listed are not required and shall not be evaluated. Bidders are specifically informed that no document is required to be executed on stamp paper at the bid stage, that no notarisation is required except where expressly stated, and that no hard copy is to be submitted before the award of the Contract.

4. Migration and implementation approach note

The Bidder shall submit a brief note, not exceeding ten (10) pages, setting out the proposed landing-zone architecture, the approach to the discovery and migration of the workloads described in Annexure B, including workloads presently residing in vendor-operated environments not under the direct administrative control of KSRTC, the proposed cut-over and rollback method, the backup and disaster-recovery design, and the security architecture. The note is a mandatory submission and shall be examined for responsiveness and completeness only. It shall not be scored, and no marks shall be awarded on its contents.

5. Bid prices, taxes and duties

5.1 Prices shall be arrived at independently, without any consultation, communication or agreement with any other bidder or competitor relating to those prices, to the intention to submit an offer, or to the methods or factors used to calculate the prices offered, and shall not be disclosed, directly or indirectly, to any other bidder or competitor before the opening of Financial Bids or the award of the Contract, unless required by law.

5.2 Bidders shall quote a rate against every line item of the Bill of Quantity cum Price Schedule. A Bid quoting Rs. 0 (zero) or leaving a line item blank shall be rejected. Where there is a discrepancy between the unit price and the line-item total, the unit price shall prevail. Where there is a discrepancy between figures and words, the amount in words shall prevail.

5.3 The currency of the Bid and of payment shall be Indian Rupees only. Where the list price of the Cloud Service Provider is denominated in United States Dollars, the Bidder shall quote at a conversion rate of 1 USD = Rs. ______ [to be filled in by KSRTC at the time of publication] for the purposes of bid submission, and payments shall thereafter be made in Indian Rupees at the rates quoted. Bidders shall not factor any provision for exchange-rate fluctuation into the Financial Bid.

5.4 Prices quoted shall remain firm and fixed for the entire Contract period, including any extension, and shall not be varied on the higher side on any account whatsoever. The Bidder may, at any time during the Contract period, offer a reduction in the contracted rates, which shall take effect from the date of the offer.

5.5 The quoted rates shall be exclusive of Goods and Services Tax, which shall be payable extra at the rate applicable on the date of the invoice, and inclusive of every other tax, duty, levy, cess, licence fee and charge. The Bidder shall be registered under the Goods and Services Tax and shall furnish its GSTIN and registration certificate. If any input tax credit available to KSRTC is blocked, reversed or denied on account of non-compliance by the Contractor, the Contractor shall indemnify KSRTC for the loss of credit together with interest, penalty and incidental expenses, and KSRTC may recover the same from any payment due or from the Performance Security.

6. Bid validity and Bid Securing Declaration

Bids shall remain valid for ninety (90) days from the last date of submission. KSRTC may request an extension of the bid validity, which the Bidder may accept or decline, and a Bidder declining the request shall not thereby forfeit its Bid Securing Declaration. During the extended period the Bidder shall not be permitted to modify its Bid.

In lieu of an Earnest Money Deposit, every Bidder shall upload a Bid Securing Declaration in Form 6. The Declaration provides that the Bidder shall stand suspended from participation in any tender of KSRTC for a period of one (1) year if the Bidder withdraws, amends, impairs or derogates from its Bid within the period of bid validity, or, having been notified of the acceptance of its Bid within the period of validity, fails to furnish the Performance Security or to execute the Contract within the stipulated time. The Bid Securing Declaration of an unsuccessful Bidder shall expire on the publication of the name of the successful Bidder, or on the cancellation of the Tender Process or the rejection of all Bids, or forty-five (45) days after the expiry of the bid validity, whichever occurs first. That of the successful Bidder shall expire on the furnishing of the Performance Security.

7. Modification and withdrawal of Bids

A Bidder may modify or withdraw its Bid at any time before the deadline for submission, using the facility provided on the e-GP Portal. No Bid may be modified or withdrawn after the deadline. Alternative bids, multiple bids by the same Bidder, and conditional bids shall not be considered; where a Bidder submits more than one Bid, all such Bids shall be rejected.

8. Opening and preliminary examination

Technical Bids shall be opened online at the notified time. KSRTC shall first examine whether each Bid has been submitted in the prescribed manner, is digitally signed, contains the Bid Securing Declaration and is otherwise substantially responsive. A Bid shall be treated as substantially responsive if it conforms to all the terms, conditions and specifications of the Tender Document without material deviation, reservation or omission, a material deviation being one that affects in any substantial way the scope, quality or performance of the Services, or that limits in any substantial way the rights of KSRTC or the obligations of the Bidder, or the rectification of which would affect unfairly the competitive position of other Bidders.

9. Clarifications, shortfall documents and minor infirmities

KSRTC may, at its discretion but without obligation, seek clarification of any Bid or call for any shortfall document through the e-GP Portal, allowing the Bidder not less than three (3) working days to respond. No change in price and no change in the substance of the Bid shall be sought, offered or permitted. A Bidder that fails to respond within the time allowed, or that responds evasively without clarifying the point at issue, shall have its Bid rejected as non-responsive. A minor infirmity, being an omission or irregularity in form that does not affect the substance of the Bid or the competitive position of Bidders, may be waived by KSRTC, and the decision of KSRTC in this regard shall be final. Documents that establish a fact already in existence on the last date of submission, such as a certificate, registration or work order, may be called for as shortfall documents; documents that would create or alter eligibility after that date shall not be entertained.

10. Contact during evaluation, and conduct of Bidders

From the opening of Bids until the award of the Contract, no Bidder shall contact KSRTC on any matter relating to its Bid otherwise than in writing through the e-GP Portal. Any attempt by a Bidder to influence KSRTC in the processing, evaluation or comparison of Bids or in the award decision shall result in the rejection of its Bid and in enforcement of the Bid Securing Declaration. Where KSRTC determines that a Bidder has engaged in corrupt, fraudulent, collusive or coercive practice in competing for the Contract, KSRTC shall reject the Bid and may debar the Bidder from participation in its tenders for a period of up to three (3) years.

11. Award of Contract

KSRTC shall award the Contract to the technically responsive Bidder whose Financial Bid represents the lowest Total Evaluated Bid Value, provided that the price is found reasonable with reference to the estimate and to prevailing market rates. KSRTC reserves the right to negotiate with the lowest evaluated Bidder alone. The Letter of Award shall be issued through the e-GP Portal, and the Bidder shall convey unconditional acceptance within seven (7) days of its issue. Within fifteen (15) days of the Letter of Award, the successful Bidder shall furnish the Performance Security in Form 7, execute the Contract, and execute the Non-Disclosure Agreement in Form 8. Failure to do so shall entitle KSRTC to annul the award, to enforce the Bid Securing Declaration, and to award the Contract to the next lowest technically responsive Bidder or to re-tender. The name and address of the successful Bidder shall be published on the e-GP Portal and on the notice board and website of the Corporation.

12. Right to vary quantities

The quantities set out in the Bill of Quantity cum Price Schedule are indicative and represent no commitment as to consumption. During the Contract period KSRTC may increase or decrease the quantity of any item or service, or delete any item, without any change in the unit rates or in the terms and conditions of the Contract. There shall be no limit on the extent of decrease. The aggregate quantity of items and services procured under the Contract may increase up to five (5) times the indicative quantities set out in the Bill of Quantity, and Bidders shall quote their rates with this possibility in view. Invoicing shall in all cases be on the basis of actual consumption at the unit rates quoted.

13. Grievance redressal

A Bidder aggrieved by any decision taken in the Tender Process may submit a representation to the Chairman and Managing Director, KSRTC, within seven (7) days of the communication of the decision, stating the grounds of grievance and enclosing the relevant documents. Such a representation shall be disposed of within fifteen (15) days. The submission of a representation shall not by itself operate to stay the Tender Process.

Section III: General Conditions of Contract (GCC)

1. Interpretation

Unless the context otherwise requires, the headings of these conditions shall not affect their interpretation; words in the singular include the plural and the converse; words importing one gender include the other genders; words importing persons include any company, association or body of individuals, whether incorporated or not; "writing" includes matter that is digitally communicated, typed, printed or manuscript, under or over signature, seal or valid digital authentication; a reference to any item or service includes the complete work of installation, configuration, testing, migration, training, commissioning, acceptance, operation and maintenance; a reference to the Contract includes all the documents listed in Clause 3 of this Section; and a reference to any Act, policy or order includes every amendment to it made from time to time.

2. Definitions

In this Contract, "Bid" means the offer submitted by the Bidder in response to this Tender Document. "Bidder", "Successful Bidder", "Contractor", "Service Provider" and "Managed Service Provider" mean the person, firm or company submitting a Bid or with whom the Contract is entered into, and include its successors approved by KSRTC, its representatives, executors and administrators. "Cloud Service Provider" or "CSP" means the entity empanelled with the Ministry of Electronics and Information Technology whose cloud platform is proposed by the Bidder and on which the Services are delivered. "Contract" means the Letter of Award, the agreement executed between the parties, the Purchase Order or Work Order issued and acted upon, and any amendment to any of them. "Day", "Month" and "Year" mean calendar day, month and year, unless a reference to a financial year is clear from the context. "Operational Acceptance" means the written acceptance issued by KSRTC under Clause 5 of Section IV. "Performance Security" means the security furnished under Clause 8 of this Section. "Services" means the cloud, migration, security, support and managed services described in Section IV and priced in Section V. "Tender Document" means this document with all its sections, annexures, forms and formats, together with every corrigendum and clarification issued on the e-GP Portal.

3. Contract documents and order of precedence

The following documents constitute the Contract and shall be read as one, irrespective of whether they are physically appended to it: the agreement executed between the parties; valid and authorised amendments issued to the Contract; the Letter of Award; the final written submissions made by the Contractor during negotiations, if any; this Tender Document together with every corrigendum and clarification issued before the last date of submission; the forms, formats and declarations submitted by the Bidder; the Bid of the Contractor, including the Bill of Quantity as accepted; and the Non-Disclosure Agreement. In the event of any inconsistency, the documents shall prevail in the order in which they are listed above. The Contract constitutes the entire agreement between the parties, and if any provision of the Contract is held to be prohibited, invalid or unenforceable, that shall not affect the validity or enforceability of the remaining provisions.

4. Amendment, waiver and forbearance

No variation or modification of the terms of the Contract shall be made except by a written amendment signed on behalf of KSRTC. The Contractor may submit a request for a change in writing, and KSRTC may at any time during the currency of the Contract, of its own motion or on such a request, amend the Contract by written order by making alterations and modifications within its general scope. Where the Contractor does not agree to an amendment made by KSRTC of its own motion, it shall convey its views within ten (10) days of the date on which the amendment is communicated, failing which it shall be deemed to have consented. No verbal or written arrangement abandoning, modifying, extending, reducing or supplementing the Contract shall bind KSRTC unless incorporated in a formal instrument signed on its behalf. Any waiver of a right, power or remedy of KSRTC must be in writing, dated and signed by its authorised representative, and must specify the terms on which it is granted. No relaxation, forbearance, delay or indulgence by KSRTC in enforcing any term, and no extension of time granted by it, shall prejudice, affect or restrict its rights, nor shall a waiver of any breach operate as a waiver of any subsequent or continuing breach.

5. Governing law and jurisdiction

The Contract, its meaning and interpretation, and the relations between the parties shall be governed by the laws of India for the time being in force. Irrespective of the place of delivery, of performance or of payment, the Contract shall be deemed to have been made at Thiruvananthapuram, and the courts at Thiruvananthapuram alone shall have jurisdiction to decide any dispute arising out of or in respect of the Contract.

6. Obligations of the Contractor

The Contractor shall maintain, throughout the execution of the Contract, the eligibility and qualifications on the basis of which the Contract was awarded, including the empanelment of the proposed Cloud Service Provider with the Ministry of Electronics and Information Technology and its own authorisation from that Cloud Service Provider. Any change that would vitiate the basis on which the Contract was awarded, and any change in the constitution, financial stakes or control of the Contractor, shall be brought to the notice of KSRTC within ten (10) days of its coming to the knowledge of the Contractor. Where the empanelment of the Cloud Service Provider lapses or is withdrawn during the Contract period, the Contractor shall inform KSRTC within seven (7) days and shall, at no cost to KSRTC and within a period to be fixed by KSRTC, migrate the workloads to another empanelled Cloud Service Provider acceptable to KSRTC, or the Contract may be terminated at the option of KSRTC. Should the Contractor commit a breach of the obligations under this Section, it shall remedy the breach within twenty-one (21) days, keeping KSRTC informed; KSRTC shall nevertheless be entitled to treat the breach as a breach of Contract and to avail itself of any or all remedies available to it. The Contractor shall obtain and keep current every permit, approval and licence required from public authorities for the performance of the Services.

7. Assignment and sub-contracting

The Contractor shall not sublet, transfer or assign the Contract or any part of it, or any interest, benefit or advantage in it, in any manner whatsoever. Sub-contracting of a limited part of the work shall require the prior written permission of KSRTC, which permission shall not relieve the Contractor of any of its obligations or liabilities under the Contract. Where the Contractor sublets or assigns the Contract or any part of it without such permission, KSRTC shall be entitled to treat it as a breach of Contract and to avail itself of any or all remedies. The engagement of the proposed Cloud Service Provider named in the Bid shall not constitute sub-contracting for the purposes of this clause.

8. Performance Security

Within fifteen (15) days of the issue of the Letter of Award, the successful Bidder shall furnish a Performance Security equal to three per cent (3%) of the Total Evaluated Bid Value of the accepted Financial Bid, in the form of an irrevocable Bank Guarantee issued by a scheduled commercial bank in India in the format at Form 7, or a Demand Draft drawn in favour of the Kerala State Road Transport

Corporation payable at Thiruvananthapuram, or a fixed deposit receipt of a scheduled commercial bank duly pledged in favour of the Corporation. The Performance Security shall remain valid until six (6) months after the completion of the Contract period, including any extension, and shall carry a claim period of not less than six (6) months. Where the Contract is extended or amended, the Contractor shall furnish a suitably amended security within fourteen (14) days of the extension or amendment.

If the Contractor fails to furnish the Performance Security within the period specified, KSRTC may annul the award, enforce the Bid Securing Declaration and take such further action as it considers appropriate. If the Contractor fails to maintain the Performance Security during the currency of the Contract, KSRTC may terminate the Contract for default, or, without terminating it, recover the amount by deduction from any bill of the Contractor under this or any other contract with the Corporation. KSRTC shall be entitled to deduct from or to forfeit the Performance Security, in whole or in part, in the event of any default, failure or neglect on the part of the Contractor in the performance of the Contract, or for any loss or damage recoverable from the Contractor. The Performance Security shall be released, without interest, on the satisfactory completion of all contractual obligations, including the obligations of exit management. No interest shall be payable by KSRTC on any security, on any amount forfeited, or on any payment withheld or delayed.

9. Data ownership, confidentiality and intellectual property

All data generated, stored or processed in the cloud environment in the course of the Services, at any point of time during the Contract and after its expiry or termination, shall vest absolutely in KSRTC. All deliverables, plans, drawings, specifications, designs, configurations, scripts, reports, documentation and software submitted by the Contractor under the Contract shall become and remain the property of KSRTC and shall not be shared with any third party or reproduced, in whole or in part, without the prior written consent of KSRTC. Not later than the expiry or termination of the Contract, the Contractor shall deliver all such documents and software to KSRTC with a detailed inventory. Nothing in this clause shall transfer to KSRTC the pre-existing proprietary tools, platform software or intellectual property of the Cloud Service Provider or of the Contractor, in respect of which KSRTC shall enjoy a licence for the term of the Contract and for such period thereafter as is necessary for transition.

All documents, data, samples and information furnished by or on behalf of KSRTC to the Contractor in connection with the Contract, whether furnished before, during or after its completion or termination, are confidential, shall remain the property of KSRTC and shall not, without the prior written consent of KSRTC, be divulged to any third party or used for any purpose other than the performance of the Contract. The Contractor shall mark all such information as confidential, shall disclose it only to those of its employees who need it for the performance of the Contract and only to that extent, shall obtain from every such employee an undertaking of confidentiality, and shall on the request of KSRTC return all copies of such information. These obligations do not extend to information that has entered the public domain otherwise than through the fault of the Contractor, that was demonstrably in the possession of the Contractor before disclosure without any obligation of confidence, that is lawfully received from a third party under no obligation of confidentiality, or that is required to be disclosed by law or by an order of a court or competent authority, provided that KSRTC is given prompt notice of any such requirement. The obligations under this clause shall survive the completion or termination of the Contract.

The Contractor shall comply with the Information Technology Act, 2000 and the rules made under it, the Digital Personal Data Protection Act, 2023 and the rules made under it as and when brought into force, and every direction, advisory and guideline of the Ministry of Electronics and Information

Technology and of the Indian Computer Emergency Response Team applicable to the Services, and shall extend all cooperation required for compliance by KSRTC with its own obligations under those enactments. All data shall be stored and processed within the territory of India, and no data shall be transferred, replicated or made accessible outside India without the prior written approval of KSRTC. Any personal data processed in the course of the Services shall be processed solely on the documented instructions of KSRTC and solely for the purposes of the Contract.

10. Indemnity

The Contractor shall indemnify and keep indemnified KSRTC, its officers, employees and users, free of cost, against all suits, actions, administrative proceedings, claims, demands, losses, damages, costs and expenses of any nature, including attorney's fees, arising in respect of the Services provided by the Contractor, and against all third-party claims of infringement of any patent, trademark, copyright or industrial design right arising from the use of the items and services supplied. Where any such proceeding is brought or claim made against KSRTC, KSRTC shall promptly give notice to the Contractor, and the Contractor may at its own expense and in the name of KSRTC conduct such proceedings or negotiations, keeping KSRTC informed. If the Contractor fails to notify KSRTC within thirty (30) days of receipt of such notice that it intends to conduct the proceedings, KSRTC may conduct them on its own behalf at the risk and cost of the Contractor. At the request of the Contractor, KSRTC shall afford all available assistance in conducting such proceedings, and shall be reimbursed by the Contractor for all reasonable expenses incurred in doing so. The Contractor shall be solely responsible for any damage, loss or injury caused to any property or person arising out of the execution of the Contract, shall observe all labour and other laws applicable in the matter, and shall keep KSRTC indemnified against the consequences of any non-observance. KSRTC shall stand indemnified against any claim of the manpower of the Contractor and against any compensation arising out of accidental loss of life or injury sustained by such manpower in the discharge of their duties.

11. Liquidated damages

If the Contractor fails to complete the provisioning, migration, testing, commissioning, training and acceptance of the Services within the timelines specified in Clause 5 of Section IV, KSRTC shall be entitled to recover liquidated damages at the rate of one half of one per cent (0.5%) of the value of the one-time implementation and migration services for each week or part of a week of delay, subject to a maximum of ten per cent (10%) of that value. Where the delay exceeds ten (10) weeks, KSRTC may terminate the Contract for default and take such remedial action as it considers appropriate. KSRTC shall serve a notice accompanied by a preliminary calculation sheet before levying liquidated damages, and the Contractor may submit a representation within fifteen (15) days, stating its claims and grounds with supporting documents. The original delivery period may be rescheduled without liquidated damages where the delay is attributable to KSRTC or arises from a force majeure event. The decision of the competent authority of KSRTC on the levy of liquidated damages shall be final and binding.

12. Force majeure

KSRTC may grant an extension of the time limit for completion where completion is delayed by force majeure beyond the control of the Contractor. Force majeure means an event or effect that cannot reasonably be anticipated, such as an act of God, including earthquake, flood, landslide, cyclone and tsunami, the direct and indirect consequences of war, whether declared or undeclared, national emergency, epidemic, quarantine restriction, civil commotion, and a strike exceeding ten (10) continuous days. The right of the Contractor to an extension is subject to its informing KSRTC in writing, within fifteen (15) days of the occurrence of the event and before the expiry of the stipulated date of completion, that it considers itself entitled to an extension, and to its producing adequate evidence of the date of occurrence and the duration of the event by means of documents drawn up by responsible authorities. Apart from an extension of the time limit, force majeure shall not entitle the Contractor to any relaxation or to any compensation for damage or loss suffered.

13. Termination

KSRTC may terminate the Contract in whole or in part for default if the Contractor fails to deliver any of the Services within the time specified, or fails to perform any other obligation under the Contract or the Purchase Order, and does not take remedial steps within fifteen (15) days of receipt of a default notice, or within such longer period as KSRTC may authorise in writing. In addition, KSRTC may procure Services similar to those not delivered upon such terms and in such manner as it considers appropriate, and the Contractor shall be liable to compensate KSRTC for the extra expenditure so incurred, together with cancellation charges of ten per cent (10%) of the value of the unexecuted portion of the Purchase Order, recoverable by invocation of the Performance Security or from any payment due. KSRTC may also terminate the Contract by giving fifteen (15) days' notice, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent.

KSRTC may terminate the Contract for convenience by giving ninety (90) days' notice in writing, in which event the Contractor shall be paid for the Services actually rendered up to the effective date of termination and shall perform the exit management obligations under Clause 10 of Section IV without additional cost. The Contractor may terminate the Contract by giving one hundred and eighty (180) days' notice in writing only where KSRTC has failed to pay an undisputed invoice within one hundred and twenty (120) days of its due date and has not remedied that failure within sixty (60) days of a written demand. In no event shall the Contractor suspend, degrade, throttle or discontinue the Services, or delete or withhold any data, on account of any dispute, including a dispute as to payment.

14. Settlement of disputes and arbitration

Where any dispute or difference arises out of or in connection with the Contract, whether during the progress of the work or after its completion and whether before or after the termination, abandonment or breach of the Contract, the parties shall first endeavour to settle it amicably. If they fail to reach an amicable settlement, either party may, within thirty (30) days of the failure, give the other written notice requiring that the matters in dispute be referred to arbitration, specifying the matters in difference, and no matter not so specified shall be referred. The dispute shall be referred to a sole arbitrator appointed by agreement between the parties, and in the case of disagreement as to the appointment of a sole arbitrator, to two arbitrators, one appointed by each party, and in the event of the arbitrators not agreeing, to an umpire appointed by the arbitrators in writing before entering upon the reference. The provisions of the Arbitration and Conciliation Act, 1996, and every statutory modification or re-enactment of it and the rules framed under it, shall apply. The venue and seat of arbitration shall be Thiruvananthapuram, and the proceedings shall be in English. The award shall be final and binding on the parties. Pending the reference and until the award, the parties shall continue to perform their obligations under the Contract with all due diligence, and the Contractor shall not delay the carrying out of the work by reason of any matter having been referred to arbitration.

15. Damage to person and property

The Contractor shall, except so far as the Contract otherwise provides, indemnify and keep indemnified KSRTC and its users against all losses and claims for injury or damage to any person or property arising out of or in consequence of the works executed by it, and against all claims, demands, proceedings, damages, losses, charges and expenses whatsoever in respect of or in relation thereto.

Section IV: Scope of Work, Service Levels and Contract Administration

1. Background

KSRTC operates the largest public road transport network in the State of Kerala and is executing a comprehensive digital transformation programme spanning ticketing, reservation, fleet management, human resources, finance, legal case management, grievance redressal, passenger information and analytics. The IT Division of the Corporation operates a number of applications and platforms for operational, administrative and passenger-facing services, an indicative inventory of which is at Annexure B. These workloads are at present distributed across on-premises servers at Transport Bhavan, shared hosting arrangements and cloud environments provisioned through several intermediaries under separate arrangements. Through this tender KSRTC intends to consolidate its workloads into a single, secure, MeitY-empanelled cloud environment owned and controlled by the Corporation, with a defined service level regime, transparent consumption-based billing and an enforceable exit path.

The Bidder shall accordingly plan for migration not only from on-premises infrastructure but also from existing third-party and vendor-operated cloud accounts, and shall not assume that the source environments are under the direct administrative control of KSRTC. KSRTC shall render all reasonable assistance in securing access to the source environments, and any delay attributable to a third party in possession of a source environment shall be treated as a delay not attributable to the Contractor, provided that the Contractor has given timely written notice of it.

2. Account ownership and control

The cloud tenancy, account or subscription under which the Services are delivered shall be created in the name of and shall be owned by KSRTC. The root or owner credentials shall vest in KSRTC, and administrative rights shall be delegated by KSRTC to the Contractor for the purposes of the Contract. KSRTC shall have direct and continuous access to the consumption, billing, cost, log and audit reports of the tenancy through the console of the Cloud Service Provider. The Contractor shall not create, hold or operate the tenancy in its own name or in the name of any of its affiliates, and shall not interpose any layer of account ownership between KSRTC and the Cloud Service Provider. This clause is fundamental to the Contract, and any breach of it shall constitute a material breach.

3. Responsibilities of the Contractor

3.1 Cloud platform and provisioning

The Contractor shall be responsible for the setting up, installation, configuration, management, upgradation and migration of hosted websites, application servers, database servers, storage and applications, and for the smooth exit and transfer of data, applications and servers on the completion of the Contract. The Cloud Service Provider proposed shall be empanelled with the Ministry of Electronics and Information Technology for the offering proposed and shall remain so empanelled throughout the Contract period. The Contractor shall provide high-availability and high-throughput virtual machines whose specifications are declared on the public-facing portal of the Cloud Service Provider, shall make available the notifications and alerts required for auto-provisioning and scaling, and shall provide KSRTC with access for the installation, commissioning and management of virtual machines. The Contractor shall provision scalable storage capacity in accordance with the requirements of KSRTC and shall have the capability to support additional virtual machines and related services at the rates quoted.

The instances shall support, at a minimum, current supported versions of Microsoft Windows Server and of enterprise Linux distributions such as Red Hat Enterprise Linux, Ubuntu LTS, Oracle Linux, Rocky Linux or their equivalents. All operating system patches, updates and upgrades and all associated product licences shall be kept current by the Contractor at no additional cost, and the Contractor shall proactively renew, replace, upgrade and update all hardware, software and licences underlying the cloud services.

3.2 Data centre, disaster recovery and backup

The Data Centre and the Disaster Recovery Centre shall both be located within the territory of India, shall be in different seismic zones and shall be not less than two hundred and fifty (250) kilometres apart. The Contractor shall set up and configure the virtual machines, storage, network and database at the Disaster Recovery site so as to meet a Recovery Point Objective of thirty (30) minutes and a Recovery Time Objective of four (4) hours. When the Disaster Recovery site is made active, it shall provide not less than the capacity and functionality of the Data Centre. There shall be no loss of data in the course of replication from the Data Centre to the Disaster Recovery site. Disaster recovery drills shall be conducted twice in each year of the Contract, following documented standard operating procedures, on not less than fifteen (15) days' written notice to KSRTC, and a report of each drill shall be furnished within seven (7) days of its conclusion.

The Contractor shall provide a backup solution supporting a retention period of not less than thirty (30) days, or such longer period as KSRTC may require, with committed restoration timelines, and shall demonstrate a successful restoration test once in each quarter. The Contractor shall not delete any data during the Contract period without the written approval of KSRTC, and shall not delete any data after the expiry of the Contract except in accordance with Clause 10 of this Section.

3.3 Security

Data shall be encrypted at rest and in transit using industry-standard algorithms of not less than AES-256 for data at rest and TLS 1.2 or higher for data in transit, and KSRTC shall have the option of managing its own encryption keys through a key management service. The Contractor shall be responsible for the implementation, management and monitoring of distributed denial of service protection, intrusion prevention and detection, web application firewall and network firewall services, and for the deployment of security patches on the underlying hardware and software within the timelines set out in the service level agreement. The Contractor shall implement anti-malware protection and shall conduct vulnerability assessment and penetration testing of the systems and infrastructure twice in each year of the Contract, or more frequently if required by KSRTC, and shall share the reports with KSRTC together with a remediation plan and evidence of closure. The Contractor shall be responsible for the physical security of the facilities, hardware, network infrastructure and virtualisation infrastructure. The Contractor shall report any security incident affecting the KSRTC environment to KSRTC within one (1) hour of its discovery, shall report it to the Indian Computer Emergency Response Team within the timelines prescribed by that body, and shall furnish a root cause analysis within five (5) working days.

3.4 Migration

The Contractor shall, within fifteen (15) days of the issue of the Purchase Order, complete the discovery of the existing architecture, applications, databases and their interdependencies, and shall submit a migration plan jointly worked out with KSRTC, covering the co-existence of cloud and non-cloud architecture during and after the migration period, the sequence of cut-over, the rollback method, the acceptance test cases and the associated risk management plan. Staged testing shall be provided for each migration activity. The Contractor shall establish connectivity between the premises of KSRTC and the Data Centre and Disaster Recovery sites, shall configure the external connections required for the upload of databases and files, and shall deploy the applications of KSRTC on the cloud together with the security administration, cloud management and monitoring portals for the complete infrastructure procured. One (1) cloud engineer of the Contractor shall be deployed on site at the Headquarters of KSRTC until the completion of the migration of all existing applications and workloads to the new cloud platform.

3.5 Operations, monitoring and support

The Contractor shall be responsible for the implementation of the tools and processes required for monitoring the availability of applications and for responding to system troubleshooting, and for the monitoring of performance, resource utilisation and events such as the failure or degradation of services and the availability of network, storage, database and operating system components. Relevant reports, including real-time and historical data, shall be made available to KSRTC on a dashboard, and KSRTC shall have full access to the monitoring tools and to the raw, intermediate and reported data. The Contractor shall provide support on all days of the year, at all hours, by voice and by electronic mail, through a ticketing system that generates an acknowledgement identifier at the time of booking a complaint and at the time of its closure, and that automatically escalates tickets left open beyond the prescribed timelines. The Contractor shall furnish a monthly service report and shall attend a monthly review meeting with the IT Division, in person or by video conference.

The Contractor shall provide training to the officers and staff of KSRTC in the management of cloud virtual machines and of the monitoring and billing consoles, of not less than five (5) working days in the aggregate during the first year and of not less than two (2) working days in each subsequent year, at no additional cost, and shall furnish the technical documentation, design documentation and standard operating procedures required for the operation and management of the Services. The Contractor shall assist KSRTC in capacity planning to meet growth and peak load, and shall furnish at the end of each year the details of sizing, current load, utilisation, expected growth and demand required for scaling up or down.

3.6 Interoperability

The Contractor shall ensure that all standard data formats are supported for the transfer and portability of data from the cloud to the environments of KSRTC and the converse, and shall provide interoperability support in respect of application programming interfaces and data portability, so that no proprietary lock-in impedes the exercise by KSRTC of its rights under Clause 10 of this Section.

4. Contract period

The Contract shall be for a period of three (3) years from the date of Operational Acceptance, and may be extended by a further two (2) years, one year at a time, by mutual consent, on the same terms, conditions and rates. During the Contract period KSRTC may issue Purchase Orders for such items and services and for such durations, falling within the Contract period, as it requires, and the Contractor shall provide them in accordance with the Contract.

5. Delivery schedule and Operational Acceptance

S. No.	Milestone	Timeline
1	Provisioning of the cloud landing zone, covering foundational services (account creation in the name of KSRTC, security services, user roles and permissions), compute, storage and network connectivity	Within fifteen (15) working days of the issue of the Purchase Order

S. No.	Milestone	Timeline
2	Submission of the joint migration plan and risk management plan	Within fifteen (15) working days of the issue of the Purchase Order
3	Migration of applications, databases and data, with full functionality on the cloud, including workloads migrated from vendor-operated source environments	Within forty-five (45) working days of the issue of the Purchase Order
4	Operational Acceptance, following successful completion of the agreed acceptance test cases, disaster recovery failover test and restoration test	Within fifteen (15) working days of the completion of migration
5	Operation and maintenance phase	From the date of Operational Acceptance

Operational Acceptance shall be issued in writing by the Deputy General Manager (IT) on the successful completion of the acceptance test cases agreed in the migration plan. Where acceptance testing discloses a deficiency, KSRTC shall communicate it in writing, and the Contractor shall rectify it within seven (7) working days, whereupon testing shall be repeated. The service level regime and the payment of monthly charges for managed services shall commence from the date of Operational Acceptance; charges for cloud resources actually consumed shall be payable from the date on which the resources are provisioned.

6. Service Level Agreement

6.1 Measurement and monitoring

The service level parameters shall be measured and reported monthly. The Contractor shall make available the monitoring tools required for the measurement and monitoring of the service levels, and may deploy additional tools or scripts for the automated capture of the data required for the generation of service level reports. The tools shall generate a service level report at the end of each month, which shall be furnished to KSRTC together with the invoice for that month. KSRTC shall have full access to the monitoring tools and to the underlying data, and may audit the tools, the scripts and the measurement methodology at any time. An invoice unaccompanied by the service level report for the month shall not be treated as a valid invoice. On any default in a service level parameter, the Contractor shall submit a root cause analysis and a performance improvement plan for the approval of KSRTC.

Scheduled maintenance notified to and approved by KSRTC not less than seven (7) days in advance, and downtime attributable to KSRTC or to a force majeure event, shall be excluded from the computation of availability. Where the performance of the Services is degraded significantly at any time and immediate measures are not taken to the satisfaction of KSRTC, KSRTC may procure the affected services from another service provider at the cost of the Contractor, or terminate the Contract.

6.2 Severity levels

An incident is of Severity 1, or critical, where there is a major impact on the normal operation of the system, or a public-facing or revenue-earning service is unavailable, or more than fifty per cent (50%) of users are affected. An incident is of Severity 2 where the normal operation of the system is affected to some degree but the incident is not a blocker. An incident is of Severity 3, or normal, where an issue is detected but normal operation is not affected; this is the default severity for all service calls that do not involve the interruption of a main business process. The severity of an incident shall be determined by KSRTC, and the determination of KSRTC shall be final.

6.3 Service level matrix and penalties

S. No.	Service level objective	Target	Penalty
1	Availability of cloud resources — virtual machines, storage, network, security components and operating system — measured monthly for each provisioned resource	Not less than 99.5% per month	Below 99.5% and not below 99.0%: 3% of the monthly invoice value. Below 99.0%: 5% of the monthly invoice value.
2	Availability of the management and administration console and of the associated application programming interfaces, covering the registration of support requests, provisioning and de-provisioning, user activation and deactivation, and utilisation and billing reports	Not less than 99.5% per month	Below 99.5% and not below 99.0%: 3% of the monthly invoice value. Below 99.0%: 5% of the monthly invoice value.
3	Availability of the network links at the Data Centre and the Disaster Recovery Centre and of the link between them	Not less than 99.5% per month	Below 99.5% and not below 99.0%: 3% of the monthly invoice value. Below 99.0%: 5% of the monthly invoice value.
4	Response time — acknowledgement of a ticket logged through an agreed channel, measured over all tickets in the month	95% within thirty (30) minutes	Below 95% and not below 90%: 2%. Below 90%: 5% of the monthly invoice value.
5	Resolution time — Severity 1 incidents	95% within four (4) hours of reporting	Below 95% and not below 90%: 3%. Below 90%: 5% of the monthly invoice value.
6	Resolution time — Severity 2 incidents (within eight hours) and Severity 3 incidents (within twenty-four hours)	95% of each category	Below 95% and not below 90%: 2%. Below 90%: 4% of the monthly invoice value.
7	Reporting of security incidents to KSRTC after discovery	90% within one (1) hour	Below 90% and not below 85%: 3%. Below 85%: 8% of the monthly invoice value.
8	Remediation of vulnerabilities — high severity within thirty (30) days and medium severity within ninety (90) days of detection	99% of vulnerabilities in each category	Below 99% and not below 98%: 5%. Below 98%: 10% of the monthly invoice value.
9	Recovery Time Objective, measured on planned or unplanned changeover between the Data Centre and the Disaster Recovery Centre	Four (4) hours	5% of the monthly invoice value for each additional hour or part of an hour.
10	Recovery Point Objective, measured on planned or unplanned changeover	Thirty (30) minutes	5% of the monthly invoice value for each additional ten (10) minutes or part thereof.
11	Furnishing of the root cause analysis report for Severity 1 and Severity 2 incidents	Within ten (10) working days	2% of the monthly invoice value per report.
12	Conduct of the half-yearly disaster recovery drill and of the half-yearly vulnerability assessment and penetration test	As scheduled	5% of the monthly invoice value for the month in which the activity falls due.

The aggregate penalty in any month shall not exceed fifteen per cent (15%) of the invoice value for that month. Where the aggregate penalty exceeds ten per cent (10%) of the monthly invoice value in three (3) consecutive months, or in any four (4) months in a period of twelve (12) months, KSRTC may terminate the Contract for default under Clause 13 of Section III, without prejudice to any other remedy. Penalties shall be recovered by deduction from the invoice for the month to which they relate, or from any subsequent invoice, or from the Performance Security. Goods and Services Tax shall be charged over and above any penalty so deducted, in accordance with the position of law on the date of deduction, and shall be recoverable from the Contractor.

The service level regime may be reviewed annually by KSRTC in consultation with the Contractor, and the measurement methodology, logic and criteria may be altered, added to or deleted by mutual written agreement. The range of the Services under the service level agreement shall not be varied, reduced or increased except by prior written agreement between the parties.

7. Payment terms

No advance payment shall be made. All payments shall be made in Indian Rupees. The charges for cloud resources shall be billed monthly in arrears on the basis of actual consumption at the unit rates quoted, supported by the consumption report generated from the console of the Cloud Service Provider. The monthly charge for managed services shall be billed monthly in arrears from the date of Operational Acceptance. The one-time implementation and migration charge shall be paid in full on the issue of Operational Acceptance. The Contractor shall raise a tax invoice in the name of the Kerala State Road Transport Corporation, containing the particulars required by the Goods and Services Tax law, including the tax registration number, place of supply, HSN or SAC code, the classification of the service, and the rate and amount of tax shown separately, and shall furnish evidence that the invoice has been issued through the e-invoice system or updated on the Goods and Services Tax portal. The invoice shall be raised within ten (10) days of the accrual of the right to payment, and shall be accompanied by the service level report for the month and by the consumption report.

KSRTC shall release payment within thirty (30) days of the receipt of a valid and undisputed invoice, after deduction of all applicable taxes, of any liquidated damages and of any service level penalty. Where any part of an invoice is disputed, KSRTC shall pay the undisputed part within the said period and shall communicate the grounds of dispute in respect of the balance. No claim for interest shall be entertained in respect of any payment withheld on account of a dispute or of administrative delay for reasons beyond the control of KSRTC. Where any liability under the Goods and Services Tax law that was the responsibility of the Contractor is required to be borne by KSRTC, it shall be recovered from the Contractor by the raising of a debit note.

8. Change of scope

KSRTC may require the addition of any service offered by the Cloud Service Provider and not listed in the Bill of Quantity. Such a service shall be billed at the public list price of the Cloud Service Provider published on its website on the date of provisioning, less the Additional Services Discount quoted by the Bidder in the Bill of Quantity, and shall be provisioned only against the written approval of the Deputy General Manager (IT). The Contractor shall not provision any chargeable resource without such written approval, and no charge for any resource provisioned without approval shall be payable.

9. Records, audit and inspection

The Contractor shall maintain complete records of the resources provisioned, the consumption billed, the incidents logged and closed, the patches deployed, the security tests conducted and the service levels achieved, and shall preserve them for the Contract period and for three (3) years thereafter. KSRTC, its internal auditors, its statutory auditors, the Accountant General of Kerala and any authority empowered by law shall have the right to inspect and audit those records and the associated systems on reasonable notice, and the Contractor shall extend all cooperation to any audit, including any security audit conducted through an agency empanelled with the Indian Computer Emergency Response Team.

10. Exit management

The continuity and performance of the Services at all times, including during the exit management period and after the expiry of the Contract, is a fundamental requirement. The Contractor shall provide the handholding and transition support necessary to ensure that continuity to the satisfaction of KSRTC, and in no circumstances shall any facility or service be affected or degraded in the course of transition. The exit management period shall commence six (6) months before the expiry of the Contract, or immediately on notice of termination, and shall extend for sixty (60) days beyond the effective date of expiry or termination.

The Contractor shall support KSRTC in the migration of the virtual machines, data, content and other assets to a new environment created by KSRTC on the offering of another cloud service provider or on its own infrastructure, by providing a mechanism for the bulk retrieval of all data, scripts, software, virtual machine images and configurations, in standard data formats such as OVF or VHD wherever possible, the format to be finalised by KSRTC. The Contractor shall train and transfer knowledge to the replacement agency or to KSRTC so as to ensure the continuity and performance of the Services after the expiry of the Contract. All documentation required for a smooth transition, including configuration documents, shall be kept up to date throughout the Contract and handed over at regular intervals and again during exit management. The ownership of the data shall at all times rest absolutely with KSRTC. The Contractor shall not delete any data for a period of forty-five (45) days beyond the expiry of the Contract without the written approval of KSRTC, and shall, once the exit process is complete, remove the data, content and other assets of KSRTC from the cloud environment in such a manner that they cannot be forensically recovered, and shall certify the destruction to KSRTC. There shall be no additional cost associated with the exit or transition-out process, and the cost of exit management shall be deemed to be included in the rates quoted.

Section V: Bill of Quantity cum Price Schedule (BoQ-PS)

This price schedule shall not be modified or replaced by the Bidder. Bidders shall quote in the electronic Bill of Quantity published on the e-GP Portal, which shall be read as identical to the schedule reproduced below. The schedule reproduced here is for reference and shall not be uploaded in Cover B.

Category (A)	Item specification and configuration (B)	Unit of measurement (C)	Indicative quantity (D)	Unit price in INR, exclusive of GST (E)	Monthly amount in INR (F) = D × E
Compute — Linux	Linux VM (non-burstable), 16 vCPU / 64 GB RAM, on demand	Per VM / month	2		
	Linux VM (non-burstable), 8 vCPU / 32 GB RAM, on demand	Per VM / month	4		
	Linux VM (non-burstable), 4 vCPU / 16 GB RAM, on demand	Per VM / month	6		
Compute — Windows	Windows Server VM (non-burstable), 8 vCPU / 32 GB RAM, inclusive of operating system and client access licences	Per VM / month	2		
Managed database	Managed MySQL (PaaS), 8 vCPU / 32 GB RAM, with high availability and automated backup	Per instance / month	2		
	Managed PostgreSQL (PaaS), 8 vCPU / 32 GB RAM, with high availability and automated backup	Per instance / month	1		
Storage	Block volume for boot and application, not less than 30 IOPS per GB	Per GB / month	6,000		
	Block volume for database, not less than 60 IOPS per GB	Per GB / month	3,000		
	Object storage, standard tier, with instant access, inclusive of 1 million requests per month	Per TB / month	10		
	Object storage for backup and archive, quick restoration, located not less than 250 km from the primary site	Per TB / month	20		
Backup and DR	Backup as a service, inclusive of 30-day retention and restoration	Per TB / month	10		
	Disaster recovery replication to the DR site, meeting RPO of 30 minutes and RTO of 4 hours	Per month (lot)	1		
Security	Web Application Firewall — native service of the CSP,	Per month	1		

Category (A)	Item specification and configuration (B)	Unit of measurement (C)	Indicative quantity (D)	Unit price in INR, exclusive of GST (E)	Monthly amount in INR (F) = D × E
	inclusive of 1 million requests per month, with unlimited rules and policies				
	DDoS protection for L3 and L4 volumetric attack traffic	Per month	1		
	Security monitoring and compliance — managed SIEM and log analytics	Per GB / month	100		
	Managed threat detection	Per VM / month	15		
	Vulnerability scanning of the full estate at operating system level, covering missing patches, packages, open ports and CIS compliance	Per month	1		
	Cloud-hosted next-generation firewall and VPN for control of traffic and prevention of unauthorised access	Per month	1		
Network	Network or application load balancer, compatible with the WAF, with 300 Mbps bandwidth	Per unit / month	2		
	Egress data transfer	Per TB / month	5		
	Public static IP address	Per IP / month	4		
	Bastion service for administrator access to private subnets	Per month	1		
	Managed DNS service, inclusive of 10 million queries	Per month	1		
Managed services	Managed services and support as set out in Section IV, inclusive of all manpower, tools, monitoring, reporting, patching, VAPT, DR drills, training and on-site engineer during migration	Per month (lot)	1		
	Total Monthly Cost (M) — sum of column G above				
	Total Cost for 36 months (M × 36)				
One time	One-time implementation and migration services as set out in Section IV (C)	One time	1		
	Total Evaluated Bid Value,				

Category (A)	Item specification and configuration (B)	Unit of measurement (C)	Indicative quantity (D)	Unit price in INR, exclusive of GST (E)	Monthly amount in INR (F) = D × E
	exclusive of GST = (M × 36) + C				
	Goods and Services Tax at the applicable rate				
	Total Evaluated Bid Value, inclusive of GST				
	Additional Services Discount: discount offered on the published list price of the CSP for any service consumed which is not listed above (per cent)				

Notes to the Bill of Quantity

1 All prices shall be quoted in Indian Rupees only, exclusive of Goods and Services Tax and inclusive of every other tax, duty, levy and charge. One month shall be reckoned as 730 hours for the purpose of computing monthly charges for resources billed by the hour.

2 The ratio of physical core to vCPU shall not exceed 1:2 for all server types, and the underlying processor shall be of a current generation with a base frequency of not less than 2.2 GHz. Storage quoted shall be backed by NVMe or SSD media.

3 A rate shall be quoted against every line item. A Bid quoting Rs. 0 (zero) against any line item, or leaving any line item blank, shall be rejected. Conditional price bids shall be rejected.

4 The quantities in column D are indicative and represent no commitment as to consumption. They are used solely for the purpose of arriving at a single comparable figure for evaluation. Invoicing shall be on the basis of actual consumption at the unit rates quoted, and KSRTC may increase, decrease or delete any quantity in the manner provided in Clause 12 of Section II.

5 Where there is a discrepancy between the unit price and the line-item amount obtained by multiplying the unit price by the quantity, the unit price shall govern and the amount shall be corrected. Where there is a discrepancy between figures and words, the amount in words shall prevail.

6 The unit prices quoted shall be used for any increase or decrease in quantity at any time during the Contract period, including any extension, and shall remain firm throughout.

7 The unit price quoted shall be a discounted price and shall not exceed the list price of the Cloud Service Provider published on its public-facing website. Where a service not listed in this schedule is consumed, it shall be billed at that published list price less the Additional Services Discount quoted in the last line of the schedule. The Additional Services Discount shall not be less than zero and shall not form part of the Total Evaluated Bid Value for the purpose of comparison, but shall be contractually binding.

8 Where the list price of the Cloud Service Provider is denominated in United States Dollars, the Bidder shall convert it at 1 USD = Rs. ______ [to be filled in by KSRTC at the time of publication] for the purpose of quoting. All payments under the Contract shall be made in

Indian Rupees at the rates quoted, and no claim on account of exchange-rate fluctuation shall be entertained.

9 The one-time implementation and migration charge shall include the discovery, landing-zone build, migration of all workloads described in Annexure B from on-premises and from vendor-operated source environments, testing, cut-over, documentation, knowledge transfer and the deployment of the on-site cloud engineer during migration. No separate charge on any of these accounts shall be payable.

10 Any item or service required for the complete implementation and operation of the cloud services and not listed in this schedule shall be deemed to be included in the rates quoted.

11 The comparison of Financial Bids shall be made solely on the Total Evaluated Bid Value exclusive of Goods and Services Tax, as computed in the schedule.

Section VI: Qualification Criteria and Evaluation Methodology

The qualification criteria in this Section have been kept to the minimum necessary to establish that a Bidder is capable of performing the Contract, and every criterion is capable of being verified from a document. The evaluation is conducted on a pass or fail basis. No marks are awarded, no weighting is applied and no element of the evaluation is subjective.

1. Pre-qualification criteria for the Cloud Service Provider

The requirements applicable to the Cloud Service Provider are drawn from and rest upon the empanelment of the Cloud Service Provider by the Ministry of Electronics and Information Technology, which already establishes, through the audit conducted by the Standardisation Testing and Quality Certification Directorate, compliance with the data centre, security, certification, data localisation and exit requirements prescribed for Government workloads. KSRTC does not repeat those requirements as separate qualification conditions.

S. No.	Criterion	Documentary evidence
1	The Cloud Service Provider proposed shall hold a valid empanelment with the Ministry of Electronics and Information Technology, Government of India, for the cloud service offering proposed, covering both the Data Centre and the Disaster Recovery Centre, and shall be so empanelled as on the last date of submission of the Bid.	Copy of the valid MeitY empanelment certificate
2	The Data Centre and the Disaster Recovery Centre offered shall be located within India, in different seismic zones, not less than 250 km apart, and each shall have been operational and live for not less than the last two (2) years.	Declaration of the Cloud Service Provider in Form 5, stating the locations offered
3	The Cloud Service Provider shall publish on its public-facing website the rates for its cloud services in India, its service level commitments, the live status of the health of its services and details of outages with root cause analysis.	Declaration in Form 5 with the relevant web links
4	The Cloud Service Provider shall support the creation of a tenancy, account or subscription owned by KSRTC, in which the root or owner credentials vest in KSRTC and administrative rights are delegated to the Contractor, with direct access by KSRTC to cost, usage, log and audit reports.	Declaration in Form 5, with a link to the public documentation of the account-ownership and delegated-administration model
5	The Cloud Service Provider shall confirm the availability of every functional capability listed in Annexure A on its own platform, as a native service and not through a third party except where Annexure A permits otherwise.	Annexure A, signed by the Bidder and endorsed by the Cloud Service Provider

2. Pre-qualification criteria for the Bidder

Where the Bidder is itself the Cloud Service Provider, criteria 7 and 8 below shall not apply, and the requirement of an authorisation letter shall be satisfied by a self-declaration.

S. No.	Criterion	Documentary evidence
1	The Bidder shall be a company incorporated under the Companies Act, 2013 or any previous company law, a limited liability partnership registered under the Limited Liability Partnership Act, 2008, or a partnership firm registered under	Certificate of Incorporation or registration certificate or partnership deed

S. No.	Criterion	Documentary evidence
	the Indian Partnership Act, 1932, or a proprietary concern holding a valid GST registration.	
2	The Bidder shall hold a valid Permanent Account Number and a valid registration under the Goods and Services Tax.	Copies of the PAN card and the GST registration certificate
3	The Bidder shall have an average annual turnover of not less than Rs. 2.00 crore from information technology or cloud services during the last three completed financial years, namely FY 2022-23, FY 2023-24 and FY 2024-25.	Audited financial statements, or a certificate of the statutory auditor or of a Chartered Accountant with membership number and UDIN
4	The Bidder shall have satisfactorily executed or shall be executing, within the last five (5) years reckoned from the last date of submission of the Bid, cloud hosting or cloud managed services for a Central or State Government department, a Public Sector Undertaking, a statutory body, an autonomous body, a scheduled commercial bank or a listed company, amounting to either one work order of value not less than Rs. 40 lakh, or two work orders each of value not less than Rs. 25 lakh, or three work orders each of value not less than Rs. 20 lakh.	Copies of the work orders with completion certificates; in the case of ongoing work, a satisfactory performance certificate up to the quarter preceding the date of publication, together with the value of work completed
5	The Bidder shall hold a valid ISO/IEC 27001 certification covering the delivery of managed cloud or information technology services.	Copy of the certificate, valid as on the last date of submission
6	The Bidder shall have on its rolls not fewer than three (3) technical resources holding a current certification of the proposed Cloud Service Provider at associate level or above.	Statement of resources with certification identifiers and validity, signed by the authorised signatory
7	The Bidder shall be an authorised partner, reseller or managed service provider of the proposed Cloud Service Provider, with a subsisting relationship as on the last date of submission.	Authorisation letter of the Cloud Service Provider in Form 5, quoting this tender reference number
8	The Bidder shall furnish the declaration of the Cloud Service Provider confirming the criteria at Clause 1 above.	Form 5
9	The Bidder shall not have been blacklisted or debarred, and none of its directors or partners shall have been blacklisted or debarred, by the Central Government, any State Government, or any department, agency or public sector undertaking of either, including the Government of Kerala and its undertakings, as on the last date of submission.	Self-declaration in Form 1
10	The Bidder shall undertake to establish and maintain, within thirty (30) days of the Letter of Award and throughout the Contract period, a support presence at Thiruvananthapuram, with a named account manager and a named technical single point of contact.	Undertaking in Form 1; no office is required to exist at the time of bidding
11	The Bidder shall confirm compliance, without deviation, with every requirement of Annexure A and with the entire Scope of Work in Section IV.	Annexure A and the declaration in Form 1

3. Evaluation methodology

Stage 1: Pre-qualification (pass or fail)

KSRTC shall examine whether the Bidder and the proposed Cloud Service Provider satisfy each of the criteria at Clauses 1 and 2 above. Each criterion is mandatory. A Bidder failing any one criterion shall be disqualified, subject to the right of KSRTC to call for shortfall documents under Clause 9 of Section II. The result of Stage 1 shall be communicated through the e-GP Portal.

Stage 2: Technical responsiveness (pass or fail)

KSRTC shall examine the Bids that succeed in Stage 1 to determine whether each of them is technically responsive. A Bid is technically responsive if the Bidder has confirmed compliance, without deviation, with every requirement of Annexure A and with the whole of the Scope of Work in Section IV, and has submitted the migration and implementation approach note required by Clause 4 of Section II. A deviation, reservation or qualification against any requirement of Annexure A or of Section IV shall render the Bid non-responsive. No marks shall be awarded at this stage, no comparison shall be made between Bidders, and no presentation shall be scored.

KSRTC may, before or after the opening of Financial Bids, require any Bidder to demonstrate on the console of the proposed Cloud Service Provider any capability declared in Annexure A, and may require the production of the original of any document uploaded. The demonstration is for the purpose of verifying a declaration already made, and carries no marks. Where a declared capability is found not to exist, or a substantive discrepancy is found between an original and the uploaded copy, the Bid shall be rejected as non-responsive and the Bid Securing Declaration shall be enforced.

Stage 3: Financial evaluation and award

The Financial Bids of technically responsive Bidders alone shall be opened. Each Financial Bid shall be examined for arithmetical accuracy and corrected in the manner provided in Clause 5.2 of Section II and in Note 5 to the Bill of Quantity. The Total Evaluated Bid Value, exclusive of Goods and Services Tax, as computed in the Bill of Quantity, shall be the sole basis of comparison. The Bidder quoting the lowest Total Evaluated Bid Value shall be the successful Bidder (the L-1 Bidder), subject to the price being found reasonable with reference to the estimate and to prevailing market rates, and subject to the application of any purchase preference to which another Bidder is entitled under the policies referred to in Clause 4 of Section I.

Where two or more Bidders quote the same Total Evaluated Bid Value, the Contract shall be awarded to the Bidder having the higher average annual turnover from information technology or cloud services during the three financial years referred to in criterion 3 of Clause 2 above; and if a tie still subsists, the Bidders concerned shall be invited to submit a further discount on the quoted rate in a sealed cover, to be opened in their presence.

Where the Total Evaluated Bid Value of the L-1 Bidder is found to be unreasonably low in relation to the estimate, such that KSRTC has reason to doubt the capacity of the Bidder to perform the Contract at that price, KSRTC may require the Bidder to furnish, within seven (7) days, a written justification of the rates quoted, including the list price of the Cloud Service Provider and the discount availed. If the justification is not found satisfactory, KSRTC may reject the Bid, record the reasons in writing and proceed to the next lowest Bidder.

KSRTC reserves the right to negotiate with the L-1 Bidder alone, and to award the Contract only to a Bidder found responsive and qualified in every respect. No negotiation shall be conducted with any other Bidder, and no counter-offer shall be entertained.

Section VII: Forms and Formats

The following eight forms constitute the entire set of formats required from a Bidder. No format other than these, and no document other than those listed in Clause 3 of Section II, is required. Forms 1 to 6 are to be submitted with the Technical Bid. Forms 7 and 8 are to be submitted only by the successful Bidder after the issue of the Letter of Award.

Form 1: Bid Form (Covering Letter) with Consolidated Declarations

(To be submitted as part of the Technical Bid, on the letterhead of the Bidder)

Bidder's name and address: ____

Bidder's reference number: ____________________ Date: ____________________

To

The Deputy General Manager (Information Technology)

Kerala State Road Transport Corporation

Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023

Reference: e-Tender No. KSRTC/ITD/CLOUD/2026-27/01 — Procurement of Cloud Services from MeitY-Empanelled Cloud Service Providers

Sir,

Having examined the above-mentioned Tender Document in its entirety, including every corrigendum and clarification issued on the e-GP Portal, we, the undersigned, submit our Technical Bid and Financial Bid for the procurement of cloud services from MeitY-empanelled Cloud Service Providers, and declare as follows.

1 Credentials. We submit this Bid on our own behalf. We are not submitting as a consortium or joint venture, and we have submitted only one Bid against this tender. The particulars of our constitution, registration and taxation are furnished in Form 2 together with the supporting documents.

2 Eligibility and qualification. We comply with every eligibility and pre-qualification criterion stipulated in Section VI, and the relevant declarations and documents are submitted in Form 3 and in the forms referred to in it.

3 Cloud Service Provider proposed. We propose the cloud platform of M/s ____________________, which is empanelled with the Ministry of Electronics and Information Technology, and we enclose the authorisation and declaration of that Cloud Service Provider in Form 5.

4 Scope and technical compliance. We have read and understood the Scope of Work in Section IV and the Mandatory Technical Requirements in Annexure A, and we comply with each of them in full, without any deviation, reservation or qualification. We confirm that our offer includes every item, service, software, licence, tool and manpower required for the complete performance of the Contract, whether or not separately listed in the Bill of Quantity, and that anything found non-compliant at any stage shall be replaced with a fully compliant alternative at no additional cost to KSRTC.

5 Prices. Our prices have been arrived at independently, without any consultation, communication or agreement with any other bidder or competitor relating to those prices, to the

intention to submit an offer, or to the methods or factors used to calculate the prices offered, and they have not been and shall not be disclosed, directly or indirectly, to any other bidder or competitor before the opening of Financial Bids or the award of the Contract, unless required by law. No price information appears anywhere in our Technical Bid.

6 Terms and conditions. We accept the terms and conditions of the Tender Document without reservation or deviation. We confirm that any deviation, variation, additional condition or contrary stipulation appearing anywhere in our Bid, whether express or implied, stands unconditionally withdrawn, without any cost implication to KSRTC.

7 Bid validity. We agree to keep our Bid valid for acceptance for ninety (90) days from the last date of submission, and for such further period as may be mutually agreed.

8 Bid Securing Declaration. We have furnished the Bid Securing Declaration in Form 6 in lieu of an Earnest Money Deposit.

9 Non-blacklisting. Neither our firm nor any of its directors or partners has been blacklisted, debarred or declared ineligible in India by the Central Government, any State Government, or any department, agency or public sector undertaking of either, including the Government of Kerala and its undertakings, as on the last date of submission of this Bid. We are not insolvent, in receivership or bankrupt, our affairs are not being administered by a court or judicial officer, our business activities are not suspended, and we are not the subject of legal proceedings for any of these reasons. We have not changed our name or created an allied firm in consequence of any such disqualification.

10 Conflict of interest. We have no conflict of interest that substantially affects fair competition, and no attempt has been or shall be made by us to induce any other bidder to submit or refrain from submitting an offer so as to restrict competition.

11 Land-border restriction. We have read Office Memorandum F. No. 6/18/2019-PPD dated 23.07.2020 of the Department of Expenditure, Ministry of Finance, and certify that we are not from a country sharing a land border with India / are from such a country and have been registered with the Competent Authority in India, evidence of which is enclosed. [Strike out whichever is not applicable.]

12 Make in India. We have read the Public Procurement (Preference to Make in India) Order, 2017, as amended, and declare that we do not belong to any country whose bidders have been notified as ineligible on a reciprocal basis under that Order in respect of the services offered.

13 Local presence. We undertake to establish and maintain, within thirty (30) days of the Letter of Award and throughout the Contract period, a support presence at Thiruvananthapuram, with a named account manager and a named technical single point of contact.

14 Non-tampering. We confirm that we have not altered or edited the contents of the downloaded Tender Document, and that the scanned copies of documents, certificates and undertakings uploaded with our Technical Bid are true, valid and correct. We undertake to produce the originals for scrutiny on demand.

15 Binding contract and Performance Security. We confirm that if our Bid is accepted, we shall furnish the Performance Security of the stipulated amount, execute the Contract and execute the Non-Disclosure Agreement within fifteen (15) days of the Letter of Award, and that until a formal contract is executed this Bid, together with the Letter of Award, shall constitute a

binding contract between us. We are aware that failure to do so shall entitle KSRTC to annul the award and to enforce the Bid Securing Declaration.

16 Penalties for false declaration. We confirm that the particulars given above are factually correct and that nothing has been concealed, and we undertake to advise KSRTC of any change. We understand that KSRTC may enforce the Bid Securing Declaration and take further action if any declaration is found to be false or misleading.

17 Rights of KSRTC. We understand that KSRTC is not bound to accept the lowest or any Bid received against this Tender Document.

Yours faithfully,

(Signature with date) ____________________________

Name and designation: ____________________________

Duly authorised to sign the Bid for and on behalf of ____________________________

[Name and address of the Bidder, with the seal of the company]

Form 2: Bidder Information

(To be submitted as part of the Technical Bid, on the letterhead of the Bidder, with the supporting documents)

Bidder’s name and address: ____

Bidder’s reference number: ____________________ Date: ____________________

A. Particulars of the Bidder

S. No.	Information	Details
a	Name of the Bidder	
b	Constitution (company, LLP, partnership firm, proprietary concern)	
c	Corporate Identity Number or registration number	
d	Date of incorporation or registration	
e	Registered office address with PIN code	
f	Address of the office proposed for support at Thiruvananthapuram, if already existing	
g	Telephone and mobile numbers	
h	Name and designation of the contact person	
i	E-mail addresses for official correspondence	
j	Registration number on the e-GP Portal	

B. Taxation registrations

S. No.	Information	Details
a	Permanent Account Number	
b	GSTIN	
c	Type of GST registration (regular, composition, casual taxable person, SEZ)	
d	Udyam registration number, if MSE preference is claimed	
e	DPIIT Start-up recognition number, if preference is claimed	

We declare that our rating on the Goods and Services Tax portal is not negative and that we are not blacklisted on that portal. Self-attested copies of the Permanent Account Number card and of the GST registration certificate are enclosed.

C. Authorised signatory

Particular	Details
Full name	

Particular	Details
Designation	
Signing as (director, partner, constituted attorney)	
Mobile number and e-mail address	
Digital Signature Certificate class and issuing authority	

The person signing the Bid is authorised by a resolution of the Board of Directors or by a Power of Attorney, a copy of which is enclosed.

Yours faithfully,

(Signature with date) ____________________________

Name and designation: ____________________________

Duly authorised to sign the Bid for and on behalf of ____________________________

[Name and address of the Bidder, with the seal of the company]

Form 3: Pre-Qualification Compliance Statement

(To be submitted as part of the Technical Bid, on the letterhead of the Bidder)

Bidder's name and address: ____

Bidder's reference number: ____________________ Date: ____________________

We confirm compliance with each of the pre-qualification criteria set out in Section VI, and enclose the documents indexed below. Bidders shall enter, against each criterion, the page number of the uploaded document that establishes compliance.

Criterion (Section VI, Clause 2)	Compliance (Yes / No)	Document enclosed	Page reference
1. Constitution and registration			
2. PAN and GST registration			
3. Average annual turnover of not less than Rs. 2.00 crore from IT or cloud services			
4. Experience of cloud hosting or managed services of the prescribed value			
5. Valid ISO/IEC 27001 certification			
6. Not fewer than three certified technical resources			
7. Authorisation of the proposed Cloud Service Provider			
8. Declaration of the Cloud Service Provider (Form 5)			
9. Non-blacklisting declaration			
10. Undertaking of support presence at Thiruvananthapuram			
11. Compliance with Annexure A and Section IV			

A. Turnover from information technology or cloud services

Financial year	Total turnover (Rs. lakh)	Turnover from IT or cloud services (Rs. lakh)	Reference of the auditor's certificate
2022-23			
2023-24			
2024-25			
Average of three years			

B. Certified technical resources on the rolls of the Bidder

S. No.	Name of the resource	Certification held and level	Certification identifier	Valid until

S. No.	Name of the resource	Certification held and level	Certification identifier	Valid until
1				
2				
3				
4				

We certify that the resources listed above are on our rolls as on the last date of submission of the Bid and that the certifications shown are current. Copies of the certificates are enclosed.

Yours faithfully,

(Signature with date) ____________________________

Name and designation: ____________________________

Duly authorised to sign the Bid for and on behalf of ____________________________

[Name and address of the Bidder, with the seal of the company]

Form 4: Experience Statement

(To be submitted as part of the Technical Bid, on the letterhead of the Bidder, with copies of work orders and completion or performance certificates)

Bidder’s name and address: ____

Bidder’s reference number: ____________________ Date: ____________________

S. No.	Client and address, with contact number	Work order number and date	Brief description of the work	Start date	Completion date or status	Value (Rs. lakh)
1						
2						
3						
4						

We certify that the works listed above have been executed by us satisfactorily, that the particulars stated are correct, and that the copies of the work orders and of the completion or satisfactory-performance certificates enclosed are true copies of the originals, which shall be produced for scrutiny on demand. Where a work is ongoing, we have furnished a certificate of satisfactory performance up to the quarter preceding the date of publication of this tender, together with the value of the work completed.

Yours faithfully,

(Signature with date) ____________________________

Name and designation: ____________________________

Duly authorised to sign the Bid for and on behalf of ____________________________

[Name and address of the Bidder, with the seal of the company]

Form 5: Authorisation and Declaration of the Cloud Service Provider

(To be submitted as part of the Technical Bid, on the letterhead of the Cloud Service Provider; where the Bidder is itself the Cloud Service Provider, the same declaration shall be given on its own letterhead)

Bidder's name and address: ____

Bidder's reference number: ____________________ Date: ____________________

To

The Deputy General Manager (Information Technology)

Kerala State Road Transport Corporation

Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023

Reference: e-Tender No. KSRTC/ITD/CLOUD/2026-27/01 — Procurement of Cloud Services from MeitY-Empanelled Cloud Service Providers

Sir,

We, M/s ____________________, being a Cloud Service Provider empanelled with the Ministry of Electronics and Information Technology, Government of India, hereby declare and confirm as follows in respect of the above tender.

1 We authorise M/s ____________________, the Bidder, to quote, bid and negotiate for our cloud services against this tender, and confirm that the Bidder has been our authorised partner, reseller or managed service provider since ____________________ [date]. A copy of our valid empanelment certificate is enclosed.

2 Our empanelment with the Ministry of Electronics and Information Technology is valid as on the date of this letter and covers the offering proposed, including both the Data Centre and the Disaster Recovery Centre. We shall inform KSRTC forthwith of any lapse, suspension or withdrawal of the empanelment during the Contract period.

3 The Data Centre proposed is located at ____________________ and the Disaster Recovery Centre at ____________________. Both are located within India, are in different seismic zones, are not less than 250 km apart, and each has been operational and live for not less than the last two years. All data of KSRTC shall reside and be processed only within India.

4 We publish on our public-facing website the rates for our cloud services in India, our service level commitments, the live status of the health of our services and details of outages with root cause analysis. The relevant links are: ____________________.

5 We support the creation of a tenancy, account or subscription in the name of and owned by KSRTC, in which the root or owner credentials vest in KSRTC and administrative rights are delegated to the Bidder, with direct access by KSRTC to cost, usage, log and audit reports. The link to our public documentation of this model is: ____________________.

6 Every functional capability listed in Annexure A to the Tender Document is available on our platform as a native service, save where Annexure A expressly permits otherwise, and we have accordingly endorsed Annexure A submitted by the Bidder.

7 We undertake to support the Bidder throughout the Contract period and, in the event of the default or withdrawal of the Bidder, to extend reasonable assistance to KSRTC in the continuity of the services and in the transition to another partner, so that the workloads of KSRTC are not disrupted.

Yours faithfully,

(Signature with date) ____________________________

Name and designation: ____________________________

Duly authorised to sign the Bid for and on behalf of ____________________________

[Name and address of the Bidder, with the seal of the company]

Form 6: Bid Securing Declaration

(To be submitted as part of the Technical Bid, on the letterhead of the Bidder, in lieu of Earnest Money Deposit)

Bidder's name and address: ____

Bidder's reference number: _____________________ Date: _____________________

To

The Deputy General Manager (Information Technology)

Kerala State Road Transport Corporation

Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023

Reference: e-Tender No. KSRTC/ITD/CLOUD/2026-27/01 — Procurement of Cloud Services from MeitY-Empanelled Cloud Service Providers

Sir,

We, the undersigned, declare as follows.

We understand that, according to the conditions of this Tender Document, the Bid must be supported by a Bid Securing Declaration in lieu of an Earnest Money Deposit, and we unconditionally accept the conditions of this Declaration.

We understand that we shall stand automatically suspended from being eligible to bid in any tender of the Kerala State Road Transport Corporation for a period of one (1) year from the date of the opening of this Bid, if we breach our obligations under the tender conditions, that is to say, if we withdraw, amend, impair or derogate from our Bid in any respect within the period of bid validity; or if, having been notified within the period of bid validity of the acceptance of our Bid by KSRTC, we refuse or fail to produce the original documents for scrutiny, or to furnish the Performance Security, or to execute the Contract within the time stipulated; or if any declaration made by us in Form 1 is found to be false or misleading; or if a capability declared by us in Annexure A is found on demonstration not to exist.

We understand that this Declaration shall expire, if the Contract is not awarded to us, upon our receipt of the notification of the cancellation of the Tender Process or the rejection of all Bids, or upon the publication of the name of the successful Bidder, or forty-five (45) days after the expiry of the bid validity, including any extension, whichever occurs first; and that, if the Contract is awarded to us, it shall expire on our furnishing the Performance Security.

Yours faithfully,

(Signature with date) _____________________________

Name and designation: _____________________________

Duly authorised to sign the Bid for and on behalf of _____________________________

[Name and address of the Bidder, with the seal of the company]

Form 7: Format of Bank Guarantee for Performance Security

(To be submitted by the successful Bidder within fifteen days of the Letter of Award, on non-judicial stamp paper of the value prescribed under the Kerala Stamp Act, in the name of the issuing bank)

Bidder's name and address: ____

Bidder's reference number: ____________________ Date: ____________________

Bank Guarantee No. ____________ Date of issue ____________ Amount (Rs.) ____________ Valid up to ____________ Claim period up to ____________

To

The Deputy General Manager (Information Technology)

Kerala State Road Transport Corporation

Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023

Reference: e-Tender No. KSRTC/ITD/CLOUD/2026-27/01 — Procurement of Cloud Services from MeitY-Empanelled Cloud Service Providers

Sir,

In consideration of the Kerala State Road Transport Corporation, Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023 (hereinafter referred to as "the Corporation", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s ____________________ (name, constitution and address) (hereinafter referred to as "the Contractor", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) a Contract vide Letter of Award No. ____________ dated ____________ valued at Rs. ____________, and the Contractor having agreed to furnish a Bank Guarantee towards the performance of the entire Contract equivalent to Rs. ____________, being three per cent of the said value of the Contract:

We, ____________________ (name of the bank), having its registered office at ____________________ and its branch at ____________________ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), do hereby guarantee and undertake to pay, at any time up to ____________ (including the claim period), an amount not exceeding Rs. ____________, within ten (10) calendar days of the date of receipt by us of a first written demand of the Corporation, delivered by hand, by registered post with acknowledgement due, by speed post or by courier, stating that the Contractor has failed to perform its obligations under the Contract. Such payment shall be made without demur, reservation, contest, recourse or protest, and without reference to the Contractor. Any such demand made by the Corporation on the Bank shall be conclusive and binding, notwithstanding any difference between the Corporation and the Contractor, or any dispute pending before any court, tribunal or authority.

The Bank undertakes not to revoke this Guarantee during its currency without the previous consent of the Corporation, and further agrees that the Guarantee shall continue to be enforceable until the Corporation discharges it. The Corporation shall have the fullest liberty, without affecting in any way the liability of the Bank under this Guarantee, to postpone from time to time the exercise of any power vested in it or of any right which it might have against the Contractor, and to exercise the same at any time and in any manner, and either to enforce or to forbear from enforcing any covenant contained or implied in the Contract between the Corporation and the Contractor, or any other course, remedy or security available to the Corporation. The Bank shall not be relieved of its obligations by any such exercise or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank further agrees that the Corporation shall at its option be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the Contractor, and notwithstanding any security or other guarantee that the Corporation may hold in relation to the liabilities of the Contractor. This Guarantee may be invoked in one or more tranches, and in such a case the Corporation shall not be required to submit the original Guarantee along with the claim. Notwithstanding anything contained above, the liability of the Bank under this Guarantee is restricted to Rs. ____________, and it shall remain in force up to and including ____________, and shall be extended from time to time for such period as may be desired by the Contractor on whose behalf this Guarantee is issued.

For and on behalf of the Bank

Signature ____________________ Name ____________________ Designation ____________________

Seal, name and address of the bank and of the branch; witness signature and name

Form 8: Non-Disclosure Agreement

(To be executed by the successful Bidder within fifteen days of the Letter of Award, on non-judicial stamp paper of the value prescribed under the Kerala Stamp Act)

Bidder's name and address: ______________________________

Bidder's reference number: ____________________ Date: ____________________

This Agreement is made on this ______ day of ____________ 20____ between the Kerala State Road Transport Corporation, a Statutory Corporation constituted under the Road Transport Corporations Act, 1950, having its head office at Transport Bhavan, Fort P.O., Thiruvananthapuram – 695 023, represented by its Chairman and Managing Director (hereinafter referred to as "KSRTC", which expression shall, unless repugnant to the subject or context, mean and include its successors, nominees and assigns), of the one part; and M/s ____________________, having its registered office at ____________________, represented by its ____________________ (hereinafter referred to as "the Contractor", which expression shall, unless repugnant to the subject or context, mean and include its successors, nominees and assigns), of the other part. KSRTC and the Contractor are referred to individually as a "Party" and collectively as the "Parties".

Whereas e-Tender No. KSRTC/ITD/CLOUD/2026-27/01 was issued for the procurement of cloud services from MeitY-empanelled Cloud Service Providers, and the Contract bearing No. ____________ dated ____________ has been entered into between the Parties for the delivery of the said services (hereinafter referred to as "the Project"), and whereas the information available with and exchanged between the Parties in respect of the Project is to be used only for the purposes of the Project and requires protection from unauthorised use and disclosure, the Parties agree as follows.

1 This Agreement applies to all confidential and proprietary information disclosed, owned or collected by either Party, including information generated under the Project, which the disclosing Party identifies as confidential, whether in writing or otherwise. Such information includes specifications, designs, plans, drawings, technical information, software, configurations, credentials, databases and data, together with all copies and derivatives containing such information, in any form or medium, tangible or intangible, whether communicated in writing, orally, by visual observation or by any other means. Information in tangible form shall be subject to this Agreement if it is marked as confidential when disclosed; information not in tangible form shall be subject to this Agreement if its confidential nature is announced at the time of disclosure and thereafter reduced to writing and furnished to the receiving Party. All data of KSRTC and all personal data processed in the course of the Project shall be treated as confidential without any requirement of marking.

2 The receiving Party shall use the information only for the purposes of the Project; shall hold it in confidence, using not less than the degree of care that it exercises to protect its own proprietary information and in no case less than reasonable care; shall grant access only to those of its employees who need to know, and only to the extent necessary; shall cause its employees, agencies, vendors, implementation partners and contract employees to comply with this Agreement; shall reproduce the information only to the extent essential for the purpose; and shall prevent its disclosure to third parties. Upon the request of the disclosing Party, the receiving Party shall either return all the information or certify that all media containing it have been destroyed.

3 The restrictions in this Agreement shall not apply to information which the receiving Party can demonstrate was independently developed by or for it without reference to the information, or

received without restriction; which has become generally available to the public without breach of confidentiality by the receiving Party; which was in its possession or known to it without restriction at the time of disclosure; which is the subject of a subpoena or other legally binding demand for disclosure, provided that the receiving Party has given prompt notice to the disclosing Party and reasonably cooperates in securing a protective order; which is disclosed with the prior written consent of the disclosing Party; or which is obtained from a source other than the disclosing Party without any breach of an obligation of confidentiality.

4 Neither Party shall remove the confidential information of the other from the premises of the disclosing Party without its prior written approval, and shall comply with every condition imposed upon such removal, including any condition as to the return of the information by a stated date and as to the making of copies.

5 All information shall remain the property of the disclosing Party. The disclosure of information and the execution of this Agreement do not grant any licence, express or implied, under any trademark, patent, copyright, mask work right, trade secret or other intellectual property right, and do not constitute or imply any commitment, promise or inducement to make any purchase or sale or to enter into any further agreement. The disclosing Party disclaims all warranties in respect of the information, including as to the infringement of intellectual property rights and as to the accuracy or utility of the information.

6 Each Party acknowledges that the unauthorised disclosure or use of confidential information would cause irreparable harm, the degree of which may be difficult to ascertain, and agrees that the disclosing Party shall be entitled to obtain an immediate injunction restraining any breach of this Agreement, in addition to all other rights and remedies available at law or in equity.

7 The Contractor shall cause every person deployed by it on the Project to execute an undertaking of confidentiality in similar terms, shall ensure that every such person has undergone background verification and police verification appropriate to the engagement, shall retain the records of such verification and shall produce them on the demand of KSRTC.

8 This Agreement shall be construed and applied in accordance with the laws of India, and the courts at Thiruvananthapuram alone shall have jurisdiction. Any dispute, difference, breach or violation relating to the terms of this Agreement shall be referred to the Chairman and Managing Director, KSRTC, whose decision shall be final and binding on both Parties.

9 This Agreement constitutes the entire agreement of the Parties in respect of their respective obligations in connection with the information disclosed under it, and supersedes all prior oral and written agreements and discussions in that regard. It may be amended or modified only by a writing executed by the duly authorised representatives of both Parties, and neither Party shall assign it without the prior written consent of the other. It shall remain in effect during the currency of the Contract and shall survive its expiry or termination.

In witness whereof the Parties have executed this Agreement through their duly authorised representatives on the day and year first above written.

For and on behalf of the Kerala State Road Transport Corporation	For and on behalf of M/s ____________________

Name:	Name:
Designation:	Designation:
Witness 1:	Witness 2:

Annexure A: Mandatory Technical Requirements — Compliance Checklist

This Annexure is the technical qualification of the tender. Every requirement is mandatory. The Bidder shall record "Yes" against each requirement, and shall furnish, where indicated, the public web link at which the capability is described on the website of the Cloud Service Provider. A response of "No", a blank entry, a qualified response or a response accompanied by any deviation, condition or remark shall render the Bid non-responsive. This Annexure shall be signed by the authorised signatory of the Bidder and endorsed by the proposed Cloud Service Provider. No marks are awarded on this Annexure; it is evaluated on a pass or fail basis, and KSRTC may require any declared capability to be demonstrated on the console of the Cloud Service Provider.

S. No.	Requirement	Compliance (Yes)	Public web link or reference
	A. Data centre and empanelment		
1	The Cloud Service Provider is empanelled with MeitY for the offering proposed, and all services are delivered from data centres located within India.		
2	The Data Centre and the Disaster Recovery Centre are in different seismic zones within India, not less than 250 km apart, and each has been live for not less than two years.		
3	The data centres offered are of Tier III classification or higher, and the Cloud Service Provider holds ISO/IEC 27001 and ISO/IEC 27017 or ISO/IEC 27018 certification and a current SOC 2 or SOC 3 report.		
4	Customer data resides only in the data centres specified, and no data is transferred, replicated or made accessible outside India.		
	B. Compute		
5	Virtual machines are offered with a choice of shapes, allowing a combination of vCPU and memory rather than only fixed-size shapes, on the latest generation of Intel or AMD processors with a base frequency of not less than 2.2 GHz.		
6	Per-hour or finer billing is supported for compute services, and a self-service console and command line interface permit the concurrent provisioning, management and termination of multiple virtual machines without the intervention of the service provider.		
7	Current supported versions of Microsoft Windows Server and of not fewer than two enterprise Linux distributions are supported, with bundled patching and updates.		
8	Horizontal scaling of instances is supported without outage, and policies may be configured for the automatic increase and decrease of the number of instances in response to load.		
9	A running instance may be exported as a custom image in a standard format, and container workloads are supported, including a managed Kubernetes service.		
	C. Storage		
10	Persistent block storage volumes are offered on NVMe or SSD media, supporting a baseline of not less than 30 IOPS per GB for application volumes and not less than 60 IOPS per GB for database volumes.		
11	The capacity of a provisioned volume may be increased on demand without rebooting the virtual machine, and the IOPS of a volume may		

S. No.	Requirement	Compliance (Yes)	Public web link or reference
	be increased dynamically without changing the size of the volume.		
12	Encryption of data at rest is provided by default using AES-256 or an equivalent standard, with the option of customer-managed keys held in a key management service backed by a hardware security module certified to FIPS 140-2 Level 3 or higher.		
13	Point-in-time incremental snapshots are supported and may be shared across data centres for disaster recovery.		
14	Object storage is offered with lifecycle management, versioning, access-control policies, event notification and audit logging, together with a low-cost archive tier for backup.		
	D. Network		
15	An isolated virtual network may be created, with fully private subnets in which instances may be provisioned without any public IP address or internet route.		
16	IPv4 and IPv6, DHCP, IPSec VPN tunnels, SSL VPN, internal and external load balancers, and network address translation gateways are supported natively.		
17	Ingress and egress firewall rules and network access control lists may be configured, and network traffic flow logs may be captured.		
18	A Layer 7 load balancer supporting session affinity and compatible with the web application firewall is available, and a dedicated leased-line or direct-connect option between the cloud and the premises of KSRTC is available.		
	E. Database and platform services		
19	Managed database services (PaaS) are offered for MySQL and for PostgreSQL, with in-built scaling, high availability and automated backup.		
20	A native object storage service, a native caching service and a native application programming interface gateway service are offered.		
21	Server-side encryption of data at rest and in transit is offered, and interoperability is supported through documented application programming interfaces and standard data formats for portability.		
	F. Security		
22	A native web application firewall of the Cloud Service Provider is offered, with OWASP and compliance rule sets, geolocation and IP-based access rules, and bot management.		
23	Native protection against Layer 3 and Layer 4 volumetric distributed denial of service attacks is offered, together with protection against Layer 7 attacks with customisable rules.		
24	Identity and access management with fine-grained access control and multi-factor authentication is offered, such that only a principal with the appropriate permission has access to a resource, and every access and change is logged in a tamper-evident and auditable manner.		
25	A managed security information and event management or log analytics service, managed threat detection, automated security assessment and cloud security posture management are offered.		
26	Vulnerability scanning at operating system level, covering missing patches, packages, open ports and CIS benchmark compliance, is offered, and vulnerability assessment and penetration testing shall be		

S. No.	Requirement	Compliance (Yes)	Public web link or reference
	conducted twice in each year with reports furnished to KSRTC.		
	G. Availability, backup and disaster recovery		
27	The uptime commitment is not less than 99.5% for a single virtual machine instance and not less than 99.9% for two or more instances in high-availability mode.		
28	A native backup-as-a-service capability is offered for managed disks and managed services, with a retention period of not less than thirty days and a committed restoration time.		
29	Disaster recovery replication meeting a Recovery Point Objective of thirty minutes and a Recovery Time Objective of four hours is offered, and on failover the Disaster Recovery site provides not less than the capacity and functionality of the Data Centre.		
	H. Operations, support and exit		
30	Support is available on all days of the year at all hours, by voice and by electronic mail, through a ticketing system with automatic acknowledgement, escalation and closure notification.		
31	A monitoring dashboard is provided with real-time and historical data on availability, performance, resource utilisation and events, to which KSRTC has full access, including access to the underlying raw data.		
32	A consumption and billing console is available to KSRTC directly, showing resource-wise usage and cost.		
33	Bulk retrieval of all data, scripts, software, virtual machine images and configurations in standard formats such as OVF or VHD is supported for the purposes of exit, and certified destruction of data on exit is supported.		

We confirm that we comply with every requirement listed above, without deviation, and that we shall demonstrate any of them on the console of the proposed Cloud Service Provider if so required by KSRTC.

Signature of the authorised signatory of the Bidder	Endorsement of the proposed Cloud Service Provider
Name and designation:	Name and designation:
Seal and date:	Seal and date:

Annexure B: Indicative Workload Inventory and Sizing Basis

This Annexure is furnished to enable Bidders to understand the nature and approximate scale of the workloads to be hosted and migrated. The particulars are indicative and are not a warranty. Bidders shall satisfy themselves as to the sizing during the pre-bid stage and shall not claim any variation on the ground that the actual workload differs from the particulars given here. The quantities in the Bill of Quantity, and not this Annexure, govern the Financial Bid.

S. No.	Application or platform	Present hosting	Nature of workload	Indicative environment
1	Official website of the Corporation and its transactional portals	Third-party hosting	Public-facing, high seasonal traffic	Web and application servers, database, CDN and WAF
2	Online passenger reservation system and mobile application	Vendor-operated cloud	Public-facing, transactional, payment integrated	Application servers, database, load balancer
3	Unified Digital Platform — human resources, fleet management, financial accounting and analytics	On-premises and vendor cloud	Internal, high database load	Application servers, managed database, reporting
4	Automatic Fare Collection System and electronic ticketing machine back end	Vendor-operated cloud	Transactional, high write volume	Application servers, database, object storage
5	Vehicle location and tracking (AIS-140) and intelligent transport management interfaces	Vendor-operated cloud	Streaming ingestion, integration with the command and control centre	Ingestion, message queue, time-series storage
6	Integrated Case Management System, Right to Information portal and public grievance redressal portal	On-premises and shared hosting	Internal and public-facing, document heavy	Application servers, database, object storage
7	Courier management system and allied services	Vendor-operated cloud	Transactional	Application servers, database
8	Reporting and analytics for concessional and free-travel schemes	On-premises	Batch analytics on ticketing data	Analytics compute, object storage
9	Internal file and document repository, and test and staging environments	On-premises	Internal	Compute, block and object storage

The aggregate data presently held across these workloads is of the order of ______ TB [to be filled in by KSRTC at the time of publication], and the peak concurrent user load on the public-facing systems is of the order of ______ [to be filled in]. Some of the source environments are operated by third-party vendors under separate arrangements, and the Contractor shall plan migration on the basis that administrative access to those environments will be obtained through KSRTC rather than directly.

Annexure C: Bidder’s Submission Checklist

This checklist reproduces, in one place, everything a Bidder is required to upload. Nothing beyond this list is required.

Cover A — Technical Bid

S. No.	Document	Uploaded (Yes)
1	Form 1 — Bid Form with consolidated declarations	
2	Form 2 — Bidder information, with Certificate of Incorporation or registration, PAN, GST certificate, and Board Resolution or Power of Attorney	
3	Form 3 — Pre-qualification compliance statement, with the turnover table and the statement of certified resources	
4	Audited financial statements for FY 2022-23, FY 2023-24 and FY 2024-25, or the certificate of the statutory auditor or Chartered Accountant	
5	Form 4 — Experience statement, with work orders and completion or performance certificates	
6	Valid ISO/IEC 27001 certificate of the Bidder	
7	Certificates of the certified technical resources (not fewer than three)	
8	Form 5 — Authorisation and declaration of the Cloud Service Provider, with a copy of the valid MeitY empanelment certificate	
9	Form 6 — Bid Securing Declaration	
10	Annexure A — Mandatory technical requirements checklist, signed and endorsed	
11	Migration and implementation approach note (not more than ten pages)	
12	Udyam registration or DPIIT Start-up recognition certificate, if preference is claimed (optional)	

Cover B — Financial Bid

S. No.	Document	Uploaded (Yes)
1	The electronic Bill of Quantity cum Price Schedule published on the e-GP Portal, filled in completely and digitally signed. No other document is to be uploaded in Cover B.	

After the award — to be furnished by the successful Bidder within fifteen days

S. No.	Document	
1	Unconditional acceptance of the Letter of Award (within seven days)	
2	Form 7 — Performance Security (Bank Guarantee, Demand Draft or pledged fixed deposit receipt) for 3% of the Total Evaluated Bid Value	
3	Form 8 — Non-Disclosure Agreement on stamp paper	

S. No.	Document	
4	Execution of the Contract	