

**KSRTC-SWIFT LTD**

Survey No.1889, TC No.91/268 1,
Kadakampally Village,
Anayara, Thiruvananthapuram- 695 029

EXPRESSION OF INTEREST (EOI) FOR THE SELECTION OF AGENCY FOR IMPLEMENTING DIGITALIZATION OF KSRTC-SWIFT.

a	EOI No. & Date	KS-GL01/20/2025-GL-K-SWIFT 28.07.2025
b	Description	Digitalization of KSRTC-SWIFT
c	Place of Opening	Kerala State Road Transport Corporation, Transport Bhavan, Fort, Thiruvananthapuram.
d	EOI Fees	Rs. 5000/-
e	Mode of Payment of Fee	Online through SBI Internet Banking/NEFT through e-procurement portal.
f	Mode of Submission of EOI	EOI should be submitted online through e-GP website www.etenders.kerala.gov.in
g	Contact address/ Telephone nos. for help in case of any doubt in EOI process (Help desk)	Kerala State IT Mission, e-Government procurement PMU & Help desk, Saankethika, Near EPF Office, Vrindavan Gardens, Pattom, Thiruvananthapuram 695004. Ph: 0471 - 2577088, 2577188; Toll free No.18002337315; e-mail: etendershelp@kerala.gov.in Website: www.etenders.kerala.gov.in
h	EOI inviting Authority	Chairman & Managing Director, KSRTC-SWIFT Ltd, Anayara, Thiruvananthapuram – 695029 Email: gm.ksrtcswift@gmail.com No. 0471-2465000
i	Last Date of Submission	06.08.2025
	Opening of EOI Responses	08.08.2025

1. Introduction

KSRTC-SWIFT Ltd is a Kerala Government Company formed to support K.S.R.T.C. and operational since April 11, 2022, is a Special Purpose Vehicle created to strengthen the fleet operations of Kerala State Road Transport Corporation (KSRTC). KSRTC-SWIFT owns 447 buses of various types and provides them to KSRTC on lease, along with crew (Driver-cum-Conductors). Currently, 1,734 personnel are engaged on contract basis and deployed across multiple KSRTC depots.

To enhance efficiency, ensure transparency, and achieve seamless service delivery, KSRTC-SWIFT proposes to undertake a Digital Integration and IT System Upgrade initiative. This EOI is invited from reputed, experienced, and technically competent IT solution providers to express interest in developing and implementing a comprehensive, integrated digital solution comprising HRMS, Vehicle Maintenance, Lease Management, and ERP modules, aligned with modern e-governance practices as required for equipping KSRTC SWIFT Ltd to function as a digitally mature, performance driven organization.

2. Scope of Work

The selected agency shall be responsible for the end-to-end design, development, implementation, hosting, integration, training, maintenance, and support of a unified digital platform tailored to the operational needs of KSRTC-SWIFT Ltd. The objective is to transform KSRTC-SWIFT into a fully digitized, transparent, and data-driven public sector transport entity by enabling real-time service delivery, optimized operations, and informed decision-making.

Core Functional Modules

2.1 Human Resource & Payroll Management System (HRMS)

- Centralized database of all employee profiles, contract details, and deployment information.
- Biometric or Aadhaar-based attendance tracking system integrated across all depots and offices.
- Online leave request, approval, and accrual tracking system.
- Automated payroll generation, incorporating:
 - Variable allowances
 - Shift-based pay
 - Attendance-based deductions
 - Incentives, arrears, and advance management
- Integration with statutory compliance systems:
 - Provident Fund (PF)
 - Employees State Insurance (ESI)

- Income Tax (TDS & Form-16)
- Employee Self-Service Portal (ESS):
- View payslips, leave balances, duty postings
- Update personal data with approval workflow
- Mobile app support for attendance, self-service, notifications, and document access.

2.2 Fleet and Maintenance Management System (FMMS)

- Vehicle master data and categorization.
- Fuel and mileage logging with analytics to detect anomalies.
- Digital job cards, repair orders, and workshop scheduling.
- Preventive and breakdown maintenance calendar.
- Tracking of insurance renewal, fitness certificate, emission test, road tax status.
- Maintenance logs and cost tracking per vehicle.
- Inventory tracking for consumables, tyres, batteries, lubricants, and spare parts.
- Integration with fuel ERP, GPS, and telematics platforms.

2.3 Lease Billing & Cost Recovery Module

- Automated lease rent computation based on:
 - Vehicle type (AC/Non-AC/Ordinary)
 - Crew cost
 - Distance run and days of deployment
 - Predefined cost recovery models
- Monthly invoice generation and reconciliation interface with KSRTC Finance.
- Ledger-based accounting of dues and payments with audit logs.
- Alerts for lease renewal, underutilization, or asset return events.

2.4 Enterprise Resource Planning (ERP) & Financial Accounting

- Modules for:
 - Budget planning and monitoring
 - General ledger and chart of accounts
 - Fixed asset management with depreciation schedules
 - Receivables, payables, journal vouchers, contra entries
 - Tax compliance (GST, TDS, audit trails)
- Integration with existing Tally ERP (if retained) or complete migration to new system.
- Treasury interface (if required) for fund drawdown and expenditure tracking.

2.5 Executive Dashboards & Analytics

- Custom dashboards with KPIs for:
 - Fleet utilization
 - Workshop performance
 - HR metrics (absenteeism, overtime, attrition)
 - Lease profitability and cashflow
- Drill-down charts and exportable reports (Excel, PDF).
- Real-time alerts for SLA breaches, maintenance due, expiring documents.
- Customizable role-based dashboard views (CMD, Finance, HR, Workshop Manager, Depot).

3. Hosting & Technology Infrastructure

- Hosting on a certified public cloud (ISO 27001/MeitY-approved) located within India.
- Recommended specifications:
 - High availability with disaster recovery and geo-redundant backups.
- Uptime requirement: 99.9% with performance SLAs.
- Security:
 - SSL encryption
 - Secure role-based login with 2FA
 - Regular vulnerability assessments and patch management

4. Mobile Applications

- Android and iOS mobile apps for:
 - Employee self-service
 - Maintenance and field inspections
 - Supervisor operations (approvals, monitoring, alerts)
- Multilingual support (English & Malayalam)
- Offline-first design for remote depot usage with auto-sync

5. Integration Requirements

The system shall provide bi-directional integration (via secure APIs or ETL) with:

- **Ticketing System** (Chalo, or other)
- **Fuel Management ERP**

- **RFID-based travel cards (student & public)**
- **GPS/Vehicle Tracking Systems**
- **eOffice, Tally ERP, SPARK (if used), Treasury portal**
- Provision for integration with mobile wallet/payment gateway (if applicable)
- Import/export of CSV, JSON, XML data formats

6. Training & Capacity Building

- Preparation of comprehensive training materials: user manuals, SOPs, video guides.
- Onsite/remote training sessions for:
 - Admin users
 - HR/Finance staff
 - Maintenance personnel
 - Depot managers
- Language: English & Malayalam
- Batch size: 25–30 participants
- Minimum 5 training capsules covering different user groups
- Refresher training during AMC period to account for staff turnover
- Certificate of participation to be issued post-training

7. AMC & Post-Implementation Support

- One-year warranty post Go-Live followed by **five years of AMC**
- Support to include:
 - 24x7 ticket-based helpdesk and phone support
 - Incident resolution timelines:
 - Critical – 4 hrs
 - Major – 12 hrs
 - Minor – 24–48 hrs
 - Quarterly patch updates
 - Regular system health reports
 - Hosting charges to be included in AMC cost
- Monthly MIS on uptime, incident resolution, user issues

8. Source Code & Intellectual Property

- All software, documentation, configurations, source code, and licenses developed/customized as part of the project shall be the sole property of KSRTC-SWIFT.
- Complete handover with working source code, deployment manuals, and restoration procedures to be provided at the end of the contract.

9. Compliance, Audit, and Reporting

- Must comply with:
 - GIGW 3.0 (Govt. Web Guidelines)
 - OWASP Top 10
 - ISO 27001 or equivalent standards
- Logs of all user activities and administrative actions must be maintained.
- Periodic reporting:
 - System usage statistics
 - Data integrity and backup reports
 - Audit trail reports
 - SLA adherence and AMC performance

10. System, Technology & Operational Requirement:

System Requirement:

The successful bidder should provide complete technical specifications for the use of the software by staff of KSRTC SWIFT locations.

Technical Requirement:

- a) Users should be able to access the server from their remote locations on Intranet / Internet.
- b) The server should be operational and available always, Uptime shall be **99.9%**.
- c) Users should be able to access the server using any media. I.e. Computers or laptops or Mobile phones.
- d) Specify the maximum load carrying capacity of the server at any point of time.

11. **INTEGRATION WITH OTHER SYSTEM:**

The bidder should provide facility to import / export of data to / from other applications that have been implemented in KSRTC and SWIFT and bidder has to consider that necessary customization for integration with other applications.

Should be able to integrate with all other third party as per the requirement of KSRTC.

DATA SECURITY/CONFIDENTIALITY: The data captured shall be stored securely keeping the confidentiality. These data should not be shared in full or part with any other agencies.

- **Eligibility Criteria**

The vendor must fulfill the following minimum eligibility conditions:

#	Criteria	Supporting Document
1	Legal Entity in India (Company/LLP)	Registration Certificate
2	Should have developed atleast 2 running projects of similar type for Govt. Institutions / PSUs / any firms employed above 250 persons, during the last 3 years and shall be functioning successfully	Work Orders + Completion Certificates
3	Average turnover of ₹3 crore in last 3 years	Audited Financial Statements or CA Certificate
4	Positive Net Worth in last 3 years	CA Certificate
5	Active deployment for fleet of 500+ vehicles	Client references with contact details
6	Ownership/IP rights or valid license to deploy the software	Declaration or OEM Authorization
8	Preferred: ISO 9001/27001 or CMMI Level 3+	Valid Certificates
9	Not blacklisted by any Government entity	Self-Declaration
10	Willingness to open a support office in Kerala if not already present	Undertaking

EOIs will be evaluated based on the eligibility criteria. Only shortlisted firm will be invited to participate in the Tender / Request for Proposal (RFP) process. KSRTC SWIFT reserves the right to accept or reject any application without assigning any reason.

- **Implementation & Support**

- Customization of software for KSRTC-SWIFT specific operations and workflows, following a documented implementation methodology.
- Development of a phased rollout plan, including pilot testing and user acceptance.
- Comprehensive data migration and integration with existing KSRTC systems , should provide facility to import / export of data to / from other applications that have been implemented or will be implemented by KSRTC and bidder has to consider that

necessary customization for integration with applications, for example ticketing data, fuel data etc.

- On-site and remote training programs for all user categories, with training materials and user manuals.
- Structured change management support to facilitate user adoption.
- Comprehensive support package including AMC (5 years), helpdesk with defined SLAs, regular updates, and security patches.

- **Deliverables**

- System Requirements Specification (SRS) and finalized implementation plan.
- Successful data migration and integration with KSRTC-SWIFT's existing systems.
- User documentation, operational manuals, SOPs, and training materials.
- Completion of user training with certification.
- Go-live support, post-implementation handholding, and a post-implementation review report.
- Knowledge transfer and continuous improvement plan.

- **Submission Guidelines**

Interested vendors must submit the following documents in sealed envelope or via secure digital submission:

- Company profile, including incorporation and registration details.
- Detailed technical proposal, including system architecture, technology stack, and implementation methodology.
- Workplan and timeline with clearly defined phases and milestones.
- List of similar projects implemented, with client references and supporting documentation.
- Audited financial statements for the last 3 years.
- Declaration of acceptance of EOI terms and conditions.

- **General Conditions**

- Only those firms who submit a valid EOI in response to this notice will be eligible to receive the detailed Request for Proposal (RFP)/tender documents for the project.

- KSRTC reserves the right to accept or reject any or all EOIs without assigning any reason.
- This EOI is intended only to solicit interest and does not constitute an offer or obligation to proceed with the project.
- No contractual rights or obligations shall arise from this EOI process.
- All information submitted will be treated as confidential and used solely for EOI evaluation.
- Any disputes arising from this EOI shall be subject to the jurisdiction of courts in Thiruvananthapuram.
- Participation in this EOI does not guarantee shortlisting for the next stage.
- **Stages of Evaluation:**
 1. Pre EOI Meeting (mode of meeting will be published on the website: keralartc.com).
 2. Opening of the EOI.
 3. Evaluation of documents submitted by the Technical committee constituted by KSRTC SWIFT. The shortlisted list will be published in KSRTC SWIFT website
 4. Demo presentations of the proposed solution of the shortlisted bidders.
 5. Evaluation by the Technical committee for the demo presentations.
 6. The short listed bidders after second stage of technical evaluation shall be furnished in the website. Only short listed firms will be invited to participate in the tender/request for proposal process.

- **Disclaimer:**

- Disputes, if any, arising out of this EOI shall be settled within the Jurisdiction of the competent courts at Thiruvananthapuram.
- The Chairman & Managing Director KSRTC-SWIFT reserves the right to accept or reject any EOI subject to the conditions stipulated above.

We look forward to building successful partnerships that enhance the overall passenger experience.

- **General Instructions to Bidders**

- a) EOI shall be made in English. The bidder shall submit the bids electronically through e-procurement portal (Web site : www.etenders.kerala.gov.in). All the technical bid

documents should be uploaded only in e-procurement portal. No hard copy of technical bid documents will be accepted.

- b) ON LINE PAYMENTS:- The bidders shall seek clarification from *Kerala State IT Mission, e-Government procurement PMU & Help desk, basement floor of Pension Treasury Building, Uppalam Road, Statue, Thiruvananthapuram. Help Desk No. Ph: 0471 - 2577088, 2577188; Toll free No.18002337315; e-mail: etendershelp@kerala.gov.in ; Website: www.etenders.kerala.gov.in* and make himself conversant with procedure for online payment of the Tender Fee and EMD. KSRTC shall under no circumstance be responsible for failed transactions due to non compliance of the above procedure
- c) The EOI will be opened online through the e-GP website www.etenders.kerala.gov.in at the KSRTC, Transport Bhavan, Fort, Thiruvananthapuram on the date and time mentioned in the e- tender portal in the presence of *the* Bidders/authorised representatives available. If the opening date happens to be a holiday or non-working day due to any valid reason, the opening process will be done on the next working day at the same time and place specified. Any change in the opening date/time/venue due to other reasons shall be informed by way of Corrigendum published in the e-GP website.
- d) DIGITAL SIGNATURE CERTIFICATE:- Bidders will have to procure legally valid Digital Certificate as per Information Technology Act, 2000 for digitally signing their electronic bids. Bidders can procure the same from any of the license certifying authority of India. For obtaining Digital Signature Certificate and help on bidding process, please contact Kerala State IT Mission, e-Government procurement PMU & Help desk, basement floor of Pension Treasury Building, Uppalam Road, Statue, Thiruvananthapuram. Ph: 0471 - 2577088, 2577188; Toll free No.18002337315; e-mail: etendershelp@kerala.gov.in ; Website: www.etenders.kerala.gov.in on all government working days from 9.30 A.M to 5.30 P.M.
- e) Participants are advised to note the EOI ID and No. & Date for future reference.
- f) All uploaded scanned documents should contain the signature and the office seal of the bidders and should be digitally signed while uploading in e-tender portal. Documents uploaded without digitally signing shall entitle rejection of the EOI.
- g) The digitally signed EOI document and other specified documents shall be submitted online through the e-GP website www.etenders.kerala.gov.in well in advance before the last date and time. No submission shall be allowed after the last date mentioned.

- h) Participants are advised to go through all conditions of the Notice Inviting EOI and the EOI documents carefully and to comply them to avoid rejection of their EOI.
- i) The participants shall bear all costs associated with the preparation and submission of its bid and KSRTC-SWIFT, Thiruvananthapuram, hereinafter referred to as “Inviting Authority”, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process
- j) The selected participants shall not be entitled to seek any deviation in the Agreement.
- k) Furnishing of any false information / fabricated document would lead to rejection of the EOI at any stage.

CHAIRMAN & MANAGING DIRECTOR

FORMAT – 1

APPLICANT'S EXPRESSION OF INTEREST

To,
Chairman and Managing Director
KSRTC-SWIFT
Anayara, Trivandrum

Sub: Submission of Expression of interest FOR THE SELECTION OF VENDOR FOR DEVELOPMENT AND IMPLEMENTATION OF AI-POWERED SCHEDULE MANAGEMENT SOFTWARE

Dear

In response to the Invitation for Expressions of Interest (EOI) published on xx.xx.xxxx for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we attach 2 sets of the following documents in separately sealed envelopes and one soft copy:

1. Organizational Details (Format-2)
2. Experience in related fields (Format-3)
3. List of experts / consultants on payroll at least 3 (Format-4)
4. Financial strength of the organization (Format-5)
5. Additional information (Format-6)
6. Declaration (Format-7)

Sincerely Yours,

Signature of the applicant [Full name of applicant]

Stamp.....

Date:

Encl.: As above.

Note: This is to be furnished on the letter head of the organization.

Format 2

S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Main areas of business	
3.	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932	
4.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof.	
5.	Address of registered office with telephone no. & fax	
6.	Contact Person with telephone no. & e-mail ID	

Enclose:-

1. Copy of Certificate of Incorporation.
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 4 above.

Signature of the applicant

Full name of the applicant

Stamp & Date

Experience in Related Fields					
Overview of the past experience of the Organization in all aspects related to Brand Building related					
S. No	Items	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)	Mention the name of Client/ Organization (Enclosed completion certificates)	
1	Experience of assignments of similar nature				
1.1	Experience in carrying out similar assignments in Government				
1.2	Experience in carrying out Similar assignments in Public sector.				
1.3	Experience in carrying out Similar assignments in Private sector.				
	<p>Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.</p> <p>Signature of the applicant Full name of applicant</p> <p>Stamp & Date</p>				

List of experts (at least 3)				
S. No	Name	Designation	Qualification	Relevant Experience
1.				
2.				
3.				
4.				
5.				
6.				

Signature of the applicant
Full name of applicant

Stamp & Date

Financial Strength of the Organization					
S. No	Financial Year	Whether profitable Yes/NO	Annual net profit (in Crores of Rs.)	Overall annual turnover (in Crores of Rs.)	Annual turnover from only Consultancy services rendered in India (in Crores of Rs.)
1	2024-25				
2	2023-24				
3	2022-23				
Note: Please enclose auditor's certificate in support of your claim.					

Signature of the applicant
Full name of applicant

Stamp & Date

Additional Information

1. List all enclosures related to the previous sections.

S.NO	Description	No. of pages

2. Additional information to support the eligibility

Signature of the applicant

Full name of applicant

Stamp & Date

Declaration

We hereby confirm that we are interested in competing for the Selection of Vendor for Development and Implementation of AI-Powered Schedule Management Software

All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization.