



**INFORMATION KERALA MISSION**

An autonomous Institution under the Local Self Government Department

**Request for Proposal for the  
Selection of Consultancy for Information Kerala Mission (IKM)**

**Tender Ref No: No.2541-P1-2025-IKM**

June 2025

*Published by*

**Information Kerala Mission, Public Office Complex,  
Public Office PO, Thiruvananthapuram, Kerala 6G5033  
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## **Disclaimer**

The information contained in this Tender or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this Tender and such other terms and conditions subject to which such information is provided.

This Tender is issued by The Chief Mission Director/ Executive Director, Information Kerala Mission (IKM). This Tender is not an agreement and is neither an offer nor invitation by the Authority to the prospective Applicants or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in the formulation of their Bid pursuant to this Tender. This Tender includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to solution for IKM. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This Tender may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Tender and obtain independent advice from appropriate sources.

Information provided in this Tender to the Applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, and rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in this selection process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this Tender. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this Tender. The issue of this Tender does not imply that the Authority

is bound to select an Applicant or Applicants, as the case may be, for the implementation of IKM and the Authority reserves the right to reject all or any of the Proposals without assigning any reason whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Bid, regardless of the conduct or outcome of the selection process.

## Glossary of Terms

<b>Abbreviation</b>	<b>Description</b>
IKM	Information Kerala Mission
K-SMART	Kerala Solution for Managing Administrative Reformation and Transformation
BG	Bank Guarantee
BoQ	Bill of Quantity
DD	Demand Draft
EMD	Earnest Money Deposit
GoI	Government of India
GoK	Government of Kerala
LoI	Letter of Intent
MoU	Memorandum of Understanding
NDA	Non-Disclosure Agreement
NIT	Notice Inviting Tender
PBH	Primary Business Hour
RFP	Request for Proposal
AI	Artificial Intelligence
SLA	Service Level Agreement
SoR	Schedule of Requirement
ICT	Information Communication Technology
ILGMS	Integrated Local Government Management System
CRM	Customer Relationship Management
ERP	Enterprise Resource Planning
AR	Augmented Reality
VR	Virtual Reality

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## 1. Definitions

#	Term	Definition
1.	<b>Agreement/ Contract</b>	The Agreement entered between Authority and the Successful Bidder including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes there to
2.	<b>Client/ Authority</b>	Information Kerala Mission represented by its Chief Mission Director/ Executive Director
3.	<b>Bidder</b>	The use of the term "Bidder" in the Tender means the agency responding to this RFP
4.	<b>Bid/Proposal</b>	Offer by the Bidder to fulfill the requirement of the Client/Authority under the RFP/Contract for an agreed price. It shall be a comprehensive technical and commercial response to the Tender
5.	<b>Breach</b>	A breach by Bidder of any of its obligations under this Agreement
6.	<b>Confidential Information</b>	All information including Authority's data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each department and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);

8.	<b>Deliverables of the Concerned appointee</b>	Services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP and includes all related documents like manuals inter alia payment and/or process related etc., source code and all its modifications;
10.	<b>Intellectual Property Rights</b>	All rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration);
11.	<b>Month/ Week</b>	The Month shall mean calendar month C Week shall mean calendar week;
12.	<b>Parties</b>	Shall mean Authority and Bidder for the purposes of this Agreement and " <b>Party</b> " shall be interpreted; accordingly,
13.	<b>Performance Security</b>	Unconditional guarantee provided by the Bidder from a Scheduled Commercial Bank/Nationalized Bank in favor of the Authority for <b>3%</b> of the total Contract value;
16.	<b>Request for Proposal/ Tender Document</b>	Written solicitation that conveys to the Bidder, requirements for services that the Authority intends to avail/ implement;
17.	<b>Service Level</b>	The level of service and other performance criteria which will apply to the Services delivered by the Bidder, executed as part of the Service Agreement;
1G.	<b>Successful Bidder</b>	The Bidder who is qualified C successful in the bidding process and awarded the Contract and will be referred to as <b>Consultant or Successful Bidder</b>

<b>10.</b>	<b>Intellectual Property Rights</b>	All rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration);
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## 2. Bidding Data Sheet

Notice Inviting Tender		
1.	<b>Name of the Tender Inviting Authority</b>	Information Kerala Mission (IKM)
2.	<b>Officer - Tender Inviting Authority</b>	Chief Mission Director/ Executive Director, IKM.
3.	<b>Name of the Tender</b>	Rfp for the Selection of Consultancy for IKM
4.	<b>Tender Reference Number</b>	No.2541-P1-2025-IKM
5.	<b>Tender Type</b>	Open Tender
6.	<b>Tender Category</b>	Services
7.	<b>Publication of Tender Document</b>	eProcurement Website of Govt of Kerala
8.	<b>Contact Person</b>	Mrs. Timple Magi PS, Controller of Administration, Mob: 9497366416
9.	<b>Address</b>	Information Kerala Mission, Public Office Complex, Public Office PO, Thiruvananthapuram, Kerala 695033
10.	<b>Contact No.</b>	<b>0471 2773100</b>
11.	<b>E-Mail ID, for any clarifications</b>	mail.ikm@kerala.gov.in
12.	<b>Last date to submit clarifications</b>	18/06/2025
13.	<b>Pre-bid Meeting</b>	25/06/2025
14.	<b>Pre-Bid Meeting Venue</b>	Information Kerala Mission, Public Office Complex, Public Office PO, Thiruvananthapuram, Kerala 695033
15.	<b>Procedure for Bid Submission</b>	Submission through eProcurement Website of Govt of Kerala

16.	<b>Last Date of Submission of Bids</b>	Time: 15:00 Hrs; Date : 15/07/2025
17.	<b>Opening of Technical Bids</b>	At 11:00 Hrs on 16/07/2025
18.	<b>Bid System</b>	Two stage bids 1. Prequalification and Technical bid 2. Commercial Bid
19.	<b>Tender Fee (Non – Refundable)</b>	INR 11,800/- (inc. GST); Online Payment through eProcurement website
20.	<b>EMD (Refundable)</b>	INR 25000/-; Online Payment through eProcurement website
21.	<b>Validity of the Bid</b>	3 months from the date of opening of price bid
22.	<b>Contract period</b>	One year. Extendable on mutual terms as per the project requirement
23.	<b>Period of Signing the contract</b>	Within 15 days from the date of receipt of notification of award (Letter of Intent)
24.	<b>Terms G Conditions</b>	As per the Tender document

Note:

Please visit <https://etenders.kerala.gov.in/> for further details regarding the e-tendering process.

All the notification/details and terms and conditions regarding this tender notice hereafter will be published on line on web site <https://etenders.kerala.gov.in/>

All the clarifications / corrigendum to the queries will be published on the above said websites.

### **3. About Information Kerala Mission**

Information Kerala Mission is an autonomous body under the Local Self Government Department of Government of Kerala for developing and deploying e-Governance solutions and software for Local Self Government Institutions in Kerala. Evolving ICT solutions and software for efficient and responsive systems of smart governance and improving public service delivery with comprehensive citizen interface covering various activities of the Local Self Governments is the mission carried by the IKM.

IKM today is pioneer e-Governance solution provider which has developed over 30 software applications to strengthen local self-governance through ICT (Information Communication Technologies) applications. IKM currently is in a mission for development of a new e-Governance Platform K-SMART. Information Kerala Mission developed and implemented a new software called Ksmart in the urban local bodies on January 1, 2024. Plans are currently underway to implement it in the rural local bodies, pending approval from the government. Kerala Solution for Managing Administrative Reformation and Transformation (K-SMART)

Local self-government bodies remain the foremost establishment on which the public are most reliant. They approach the local bodies for a slew of services ranging from birth and death certificates and property tax to building permits. The delivery of these services has turned digital long back as part of the e-governance initiative and smart government offices. However, now the government is gearing up to make these services more transparent and smoother through a unified platform that goes by the acronym.

#### **K-SMART (Kerala Solutions for Managing Administrative Reformation and Transformation).**

This digital platform will enable the public timely access to services from Grama panchayats, Municipalities, and Corporations across the State without ever visiting these offices.

The biggest advantage of K-SMART is that it replaces the current myriad software with a single web portal and a mobile application. K-SMART proposes a seamless transition from the Integrated Local Governance Management System (ILGMS) being used in grama panchayats now. In that sense, K-SMART can also be dubbed as the second version of ILGMS. K-SMART has been developed for the local self-government institution by the Information Kerala Mission (IKM), which is an autonomous institution under the Local Self-Government Department. The rollout of K-SMART will make service delivery from local bodies to the public more efficient, smooth and transparent.

The vision of K-SMART is to create a Comprehensive, Integrated C Intelligent Data Centric e- Governance platform having combined features of an Enterprise Resource Planning (ERP), Business(Government) Process Management (BPM) and Customer (Citizen) Relationship Management (CRM) "To establish a well governed C sustainable, people centered C service oriented, efficient C responsive, accountable C transparent, financially sound C competitive, Smart C Digital Local Governments for Kerala towards ensuring Ease of Living for the People, Ease of Doing Businesses and Ease of Working for Employees".

K-SMART is envisaged to have over 23 functional modules covering, entire gamut of services and functionalities of a local governments and having features of single mobile based app, with a single sign on, and a dashboard for every citizen C employee. It is being built on the UPYOG e- Governance Platform of NUGP and is based on java-based technology, using microservice architecture and DevOps engineering. IKM also intent to user Emerging Technologies like AI/ML, Internet of things, Block Chain, AR/VR, Analytics etc.

Today's government processes are rife with tedious manual labour, slow-moving workflows, bureaucratic logjams, and other inefficiencies. K-SMART e-Governance solution can address all of these pain points through automated, streamlined and coordinated processes improving both Citizen and Employee Services.

K-SMART makes use of a lot of state-of-the-art technologies like Blockchain, Artificial Intelligence (AI), GIS/Spatial Data, Chatbot, Message Integration, Application Programming Interfaces between numerous software, Machine Learning, Data Science, Cloud Computing, Virtual and Augmented Reality, Internet of Things etc. A formidable backend support ensures uninterrupted service delivery. The use of AI-driven ChatGPT ensures accurate response to citizens' queries.

**Requirement:**

Information Kerala Mission (IKM) is a pioneering e-Governance solutions provider, having developed over 30 software applications to strengthen local self-governance through Information and Communication Technologies (ICT). On January 1, 2024, IKM launched its latest software, K-SMART, in urban local bodies, with plans to extend its implementation to rural local bodies, pending government approval. To support software development, IKM intends to acquire additional software and is also planning to establish high-tech contact centers equipped with comprehensive features to meet functional requirements and objectives. These centers aim to enhance communication channels with the public and officials, ensuring that every inquiry is addressed and resolved systematically.

Key points are outlined below.

- Customer Relationship Management (CRM)/ERP
- Capacity Building
- Data Analytics and MIS
- Purchase of Software Licenses
- GIS based special Governance.
- Development and enhancement of External Projects
- Emerging Technologies
- Security Audit
- Establishment of a Security Operation Centre
- Product Innovation Centers in each District.
- IEC and Public relations
- Business Development, Branding, Marketing and Sales

For the implementation of the above, IKM requires various domain experts. To facilitate this, IKM intends to appoint Experts in the following areas/domains on contract basis for One Year

1. Procurement Expert
2. Artificial Intelligence (AI) Expert

## **4. Instructions to Bidders**

### **4.1 Procurement under Information Kerala Mission**

Chief Mission Director, Information Kerala Mission. invites bids from qualified agencies for managing of IKM Project

- a) Participating entities shall agree to adhere to the Terms C Conditions and Scope C Services mentioned in this tender.
- b) All the terms and conditions are to be read jointly as mentioned in the website (<https://etenders.kerala.gov.in/> ) and in this document.
- c) The tender document is available on the eProcurement website of Government of Kerala <https://etenders.kerala.gov.in/>

### **4.2 General**

- a) While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the services required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Authority on the basis of this RFP.
- c) Authority may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Authority.
- d) This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance on such communications.

### **4.3 Due Diligence**

Bidder is expected to examine all instructions forms, terms and specifications in the Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid.

#### 4.4 Cost of Bidding

Bidder shall bear all costs associated with the preparation and submission of its Bid and the Authority shall in no event be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### 4.5 Language of the Bid

The bids prepared by the Bidder and all subsequent correspondence and documents relating to the Bids exchanged by the Bidder and the Authority shall be written in English language. Any printed literature furnished by the Bidder, written in another language, shall be accompanied by an accurate English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

#### 4.6 Pre-Bid Meeting C Clarifications

- a) The Authority will host a Pre-Bid meeting for queries (if any) by the prospective bidders. The purpose of the pre- bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their Bid. The Authority reserves the right to hold or re-schedule the Pre- Bid meeting.
- b) The meeting will be held on the date and venue as specified in Bidding Data Sheet. The representatives of the bidders (limited to two) may attend the pre-bid meeting at their own cost.
- c) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the Authority by email (Excel File only) on or before last date for sending pre-bid queries mentioned in Bidding Data Sheet of this document by authorized representative of the Bidder with subject line: **“Pre- bid query – RfP for Selection of Consultancy for IKM”**.
- d) The queries should necessarily be submitted in the following format:

SI No	Page no.	Section No.	Content/ Clause of the RFP requiring clarification	Clarification Sought

- e) Queries submitted post the deadline mentioned in the website or which do not adhere to the above-mentioned format may not be responded to. Authority shall not be responsible for ensuring that they have received the Bidder’s queries.

- f) Bidders are requested to submit the e-mail address, mobile no. of the authorized person and registered address for all communications.

### **Responses to Pre-Bid Queries and Issue of Corrigendum**

- a) Authority shall provide timely response to the queries. However, Authority makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Authority undertake to answer all the queries that have been posted by the Bidders.
- b) At any time prior to the last date for receipt of bids, Authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by a corrigendum.
- c) The Corrigendum (if any) C clarifications to the queries from all bidders will be posted only on the eProcurement website of Government of Kerala <https://etenders.kerala.gov.in/>.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP. In each instance in which provisions of the Corrigenda contradict or are inconsistent/inapplicable with the provisions of the Tender Document, the provisions of the Corrigenda shall prevail and govern, and the contradicted or inconsistent/inapplicable provisions of the Tender shall be deemed amended accordingly.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Authority may, at its discretion, extend the last date for the receipt of Proposals.

## **4.7 Key Requirements of the Bid**

### **4.7.1 Tender Fees**

Bidder needs to pay tender fee as per Bidding Data Sheet.

### **4.7.2 Earnest Money Deposit (EMD)**

- a) Bidders should submit the Bid Security as per Bidding Data Sheet.
- b) The Bid Security of all unsuccessful bidders will be refunded, on receipt of letter of acceptance from Successful Bidder along with security deposit.
- c) The Bid Security amount is interest free and will be refundable without any accrued interest on it.

- d) Bid Security shall be returned to the Successful Bidder upon signing of contract and submission of Performance Security.
- e) The Bid submitted without Bid Security, mentioned above, will be summarily rejected.
- f) The Bid Security may be forfeited:
  - o If a Bidder withdraws its bid during the period of bid validity
  - o If the Successful Bidder fails to sign the contract or submit Performance Security within the stipulated period.

#### **4.7.3 Completeness of Response**

- a) Bidders are advised to study all instructions, forms, terms, requirements, appendices, and other information in the RfP documents carefully. Online submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - o Comply with all requirements contained in this RfP;
  - o Include all supporting documentations specified in this RfP;
  - o All pages of the Bid must be numbered and duly signed by the Authorized Signatory accompanied by a power of attorney/Board Resolution.

#### **4.7.4 Bid Prices**

- a) The Bidder shall indicate in the proforma prescribed, the unit rates and total bid prices for the services, it proposes to provide under the Agreement. Prices should be shown separately for each item as detailed in this Tender Document. The price quoted shall be inclusive of all charges excluding GST. GST shall be payable extra at actual rates.
- b) The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents and with due diligence. It shall be the responsibility of the Bidder to fully meet all the requirements of the Tender Documents and to meet objectives of the Project.

#### **4.7.5 Firm Prices**

- a) Prices quoted in the bid must be firm and final and shall not be subject to any modifications, on any account whatsoever. The bid prices shall be indicated in Indian Rupees (INR) only.
- b) The Commercial Bid should clearly indicate the price quoted without any ambiguity

/ Qualifications whatsoever and should include all applicable taxes, duties, fees, levies, and other charges as may be applicable, excluding GST (to be quoted in separate column in the commercial bid) in relation to the activities proposed to be carried out.

- c) Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable for rejection.

#### **4.7.6 Conditional bids by the bidders**

The Bidder should abide by all terms and conditions specified in the Tender Document. Conditional offers shall be liable for dis-qualification.

#### **4.7.7 Bid Validity Period**

Bids shall be valid for a period as mentioned in the Bidding Data Sheet. A Bid valid for shorter period may be considered as non-responsive. In exceptional circumstances, at its discretion, Authority may solicit the Bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or email.

#### **4.7.8 Variation of Quantity**

Resources requirement mentioned in the RFP is only indicative/approximate. Authority reserves the right to increase or decrease this requirement as per project requirement from time to time. Payment shall be made against actual number of resources deployed at the quoted rate.

### **4.8 Local Conditions**

- Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the contract and /or the cost.
- The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent as described in the bidding document. Authority shall not entertain any request for clarification from the Bidder regarding such local conditions.
- It is the Bidder's responsibility that such factors have been properly investigated and considered before submitting the proposal. No claim, what so ever, including that for financial adjustment to the contract awarded under the bidding document will be entertained by the Authority. Neither any change in the time schedule of the contract nor any financial adjustments arising there-of shall be permitted by the Authority on account of failure of the Bidder to know the local laws / conditions.

## **4.9 Tender Opening**

Received bids will be opened at the Head Office of IKM on the date and time provided in the Bid data Sheet or published in the website of IKM. The result of bids will be published in the website of IKM.

## **4.10 Clarification of Bids**

To assist in the scrutiny, evaluation and comparison of bids, Authority may, at its discretion, ask some or all Bidders for clarifications with regards to their Bid. The request for such clarifications and the response will necessarily be in writing (by letter/email). Failure of a Bidder to submit additional information or clarification as sought by Authority within the prescribed period will be considered as a non-compliance and the Bid may be evaluated based on the limited information furnished along with the Bids.

## **4.11 Right to accept any Bid and reject any or all Bids**

Authority reserves the right to accept or reject any Bid, and to annul the tendering process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such action.

## **4.12 Notification of Award**

Authority will notify the Successful Bidder via letter/email of its intent of accepting the Bid. The Successful Bidder shall be required to sign the LoI and return the same to the address and within the specified time period in the Bidding Data Sheet as a token of acceptance of the LoI.

## **4.13 Performance Security (PS)**

As a condition precedent to execution of the Agreement, the Successful Bidder shall ensure submission of the requisite unconditional irrevocable Bank Guarantee, in the prescribed format within the time period prescribed in the Bidding Data Sheet as a Performance Security for the services to be performed under the resultant Agreement. The Bank Guarantee amount and its validity shall be equivalent to that mentioned in the Bidding Data Sheet. Performance Security may be subject to forfeiture as per the clauses mentioned in the Tender Document.

Bid Security of the Successful Bidder shall be returned on submission of PS by Successful Bidder after successful execution of the Agreement.

The Performance Security may be liquidated by the Authority as penalty / liquidated damages resulting from the Successful Bidders failure to complete its obligations under the resultant Agreement. The Performance Security shall be returned by Authority to the

Bidder within thirty (30) days of the term/expiration of the resultant Agreement after applicable deductions as per the Agreement, if any.

#### **4.14 Signing of Contract**

Subsequent to Authority notification to the Successful Bidder by way of a LOI, acceptance of the LOI and submission of the Performance Security, the Successful Bidder shall execute the Agreement with the Authority. Failure of the Successful Bidder to furnish the Performance Security or execute the agreement within the prescribed time shall cause the Bid Security of the Successful Bidder to be liquidated. In such event, the Authority may choose to negotiate with the next eligible Bidder. The Successful Bidder will be liable to indemnify the Authority for any additional cost or expense, incurred on account of failure of the Successful Bidder to execute the Agreement.

Notwithstanding anything to the contrary mentioned above, the Authority at its sole discretion shall have the right to extend the timelines for execution of Agreement on the request of the Successful Bidder, provided the same is bona fide.

#### **4.15 Terms and conditions of the Tender**

Bidder is required to enter into a Master Service Agreement for all the terms and conditions (including project timelines) to be adhered by the Successful Bidder during Project implementation. The following documents shall be deemed to form and be read and constructed as part of the Agreement viz.:

- i. The Master Service Agreement confirmed by the Authority with the successful bidder.
- ii. The Letter of Intent.
- iii. The RFP;
- iv. The Proposal and any other documents submitted by the Bidder to the extent accepted by the Authority.

Please note that one needs to read the Master Service Agreement as a whole document; and the Annexures mentioned there-in may not correspond to the Tender Annexures. Please refer to the Interpretation Section of the Agreement for reference of the Annexures.

## **5. Evaluation Framework**

### **5.1 Two Stage Bid System**

- a) Complete bidding process will be in two stage –bid system. All the notification and details terms and conditions regarding, this tender notice hereafter will be published online on the website <https://etenders.kerala.gov.in/>
- b) Bidder should submit the bid as specified in the Tender Document through eProcurement portal of Government of Kerala.
- c) Technical bids will be opened as per the timeline specified in the datasheet.
- d) The rates should be quoted in the Commercial Bid (BoQ) format attached with the tender.
- e) The Authority reserves the right to accept or reject any or all the tenders without assigning any reason.
- f) Wherever a specific form is prescribed in the RFP document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information. For all other cases, the Bidder shall design a form to hold the required information.
- g) Authority reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Bid at any point of time before opening the Commercial Bid. The Bidder shall furnish the required information to Authority and its appointed representative on the date asked for, at no cost to the Authority. The Bidder's name, the Bid Price, the total amount of each Bid and other such details as the Tendering Authority may consider appropriate, will be announced, and recorded by the Authority at the opening of bid.

The two stage-Bid to be submitted by the Bidder shall consist of the following:

<p><b>Pre- Qualification n cum Technical Bid (Cover- 1)</b></p>	<ul style="list-style-type: none"> <li>● The Bidder shall furnish, Technical Proposal, documents establishing the Pre-Qualification and Technical qualifications, documents supporting technical proposals, proof of registered office in India, constitution of Consultants, Team composition, CV of the resources, Project experience etc. to perform the Contract.</li> <li>● The Technical Bid shall be prepared in accordance with the requirements specified in this Tender and in the formats prescribed in the Tender Document.</li> <li>● Technical Bid should be submitted along with a certified true copy of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the Bidder organization to the terms and conditions detailed in this proposal.</li> <li>● The Authorized signatory of the bidder shall sign on all the statements, documents, certificates uploaded by them, owning responsibility for their correctness/ authenticity.</li> <li>● <b>Technical Bid should not contain commercials of the Project, in either explicit or implicit form.</b></li> <li>● Conditional Technical Bid is liable for rejection.</li> <li>● Technical bid shall contain the CV or resume of the individuals proposed for the constitution of the Consultancy.</li> </ul>
<p><b>Commercial Bid (Cover-2)</b></p>	<ul style="list-style-type: none"> <li>● Forms and formats specified in the tender document need to be scrupulously followed. Any deviation in it (without proper justification) may lead to disqualification of the Bid.</li> <li>● Price quotation accompanied by vague and conditional expressions such as "subject to immediate acceptance",</li> </ul>

	<p>"subject to confirmation", etc. will be treated as being at variance and shall be liable to be summarily rejected.</p> <ul style="list-style-type: none"><li>• The price quoted shall be inclusive of all charges excluding GST. GST shall be payable extra at actual rates.</li></ul>
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Authority will not accept submission of a bid in any manner other than that specified in the Tender Document. Bids submitted in any other manner shall be treated as defective, invalid and rejected.

Bids must be direct, concise, and complete. Authority will evaluate Bidder's bid based on its clarity and completeness of its response to the requirements of the project as outlined in this Tender.

## 5.2 Evaluation of Proposal

Initial Bid scrutiny will be held. Bid will be treated as non-responsive, if it is

- Not submitted in as specified in the RFP document.
- Received without the Letter of Authorization (Power-of-Attorney)
- Found with suppression of details.
- Without complete information, subjective, conditional offers and partial offers submitted.
- Submitted without the documents requested in the checklist.
- Have non-compliance of any of the clause stipulated in the RFP
- With lesser validity period.

The Bid document will be examined to determine whether the bidder meets the eligibility criteria, whether the proposal is complete in all respects, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this Bid Document will be rejected and will not be considered further.

The final score used for calculating the most responsive bid shall be calculated based on a **Quality Cum Cost based (QCBS) evaluation** as explained in this Annexure, following table shows the weightage to be used for calculating the total overall score of the bidders:

1. The evaluation will be in three stages i.e., Pre-Qualification, Technical Evaluation C Commercial of the proposal submitted by the bidders. The bidders will be shortlisted based on the Pre-Qualification criteria as given in this RFP document.
2. The bidders who qualify in Pre-Qualification evaluation will be eligible for opening of Technical Evaluation C also bidder should arrange for technical presentation.
3. The bidders must score a minimum of 60 marks in technical evaluation to be considered for Financial Evaluation as per the criteria.
4. The Financial Proposal of those bidders who get more than **60 marks** out of a maximum of **100 marks** in the Technical Evaluation shall be considered for commercial bid evaluation
5. Technical Presentation Date, Time C Venue will be informed as per the schedule. The Qualifying Financial Proposals as per the criterion given above will be opened and evaluated as below:

The commercial evaluation would be based on the cost of the services provided by the bidder in the commercial bid. The evaluation will be done taking the following components in to consideration.

Total evaluated bid value = X

**The commercial scores will be calculated as  $F_n = F_{min} / F_b * 100$  where,**

$F_n$  - Normalized financial score of the bidder under consideration

$F_b$  - Evaluated cost for the bidder under consideration.

$F_{min}$  - Minimum evaluated cost for any bidder

**The overall score will be calculated as follows:  $B_n = 0.70 * T_n + 0.30 * F_n$  Where**

$B_n$  - Overall score of bidders under consideration

$T_n$  - Pre-qualification cum Technical score for the bidder under consideration

$F_n$  - Normalized financial score of the bidder under consideration

**The bidder with the highest marks will be the L1 bidder.**

### **5.3 Eligibility (Pre-Qualification) Criteria**

The bidder must meet the eligibility criteria provided in this RFP. Bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the RFP document. The bidder must also possess the

technical know-how, qualified resources would be required to successfully execute the services for consultant as described in this RFP document. The bidder must also have the skill to understand the project plan C requirements as approved by IKM.

The bids must be complete in all respect and should cover the entire scope of work as stipulated in the RFP document. The invitation to proposal is open to all bidders who qualify the pre-qualification criteria as given below:

SL No	Minimum Criteria	Supporting Documents
1	Agency should be registered under the Companies Act 1956/2013 in India or a Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 at the time of the bidding. Agency should have a registered number of, GST, Income Tax / Pan number. Agency should be in operation in India for a period of at least 5 years as on publication of bid.	<ul style="list-style-type: none"> <li>• Certificate of Incorporation from Registrar of Companies (ROC) certificate for the Bidder.</li> <li>• PAN and GST Registration Certificate</li> </ul>
2	Agency should have experience of either developing any AI technology-based product/ working on AI projects utilizing Machine learning or deep learning algorithms in last 2 years.	<ul style="list-style-type: none"> <li>• Copy of work order and Contract and Project Citation</li> <li>• Agency can also submit self-certification on their letter head if any product is developed for their own use.</li> </ul>
3	Agency should have experience in providing procurement consultancy for any large ICT projects in Central/ State Government or PSU in India in the last 5 years.	<ul style="list-style-type: none"> <li>• Copy of work order and Contract and Project Citation</li> </ul>
4	The bidder should have a minimum annual turnover of Rs.100 Crores from Consulting Services in each of the last three financial years in each of these financial years in 2021-22, 2022-23 and 2023-24.	<ul style="list-style-type: none"> <li>▪ Auditor Certified financial statements for the Last three financial years</li> <li>▪ Chartered Accountant Certificate</li> </ul>
5	The bidder should have at least 100 Technically Qualified Professionals on their regular payrolls in the area of ICT	<ul style="list-style-type: none"> <li>▪ Certificate from bidders HR department in company letter head mentioning Name,</li> </ul>

SL No	Minimum Criteria	Supporting Documents
	Consultancy/ Project Management Consultancy as on date.	qualification, Area of expertise, experience of the professional etc.
6	Bidder should have ISO 9001, 27001 certifications.	<ul style="list-style-type: none"> <li>▪ Valid Certificate copy to be provided</li> </ul>
7	The bidder should have at least one registered office in Kerala. If the bidder is not having local presence, they need to open a local office within 30 days from the date of issue of LoI.	<ul style="list-style-type: none"> <li>▪ Bidder should submit GST Certificate copy for the local address or undertaking regarding opening of office.</li> </ul>
8	The bidder should not have been blacklisted or barred by any State or Central Government Department or Public Sector Undertaking (PSU) in India.	<ul style="list-style-type: none"> <li>▪ The bidder shall provide an undertaking (on their letterhead) confirming that they have not been blacklisted or barred by any State or Central Government Department or PSU in India as of the bidding date. If the bidder's company was blacklisted by any State or Central Government Department or PSU in the past, it must have been removed from the blacklist as of the tender submission date; otherwise, the bid will not be considered.</li> </ul>

## 5.4 Technical Evaluation Criteria

Bidders who have qualified in the eligibility criteria would undergo Technical Evaluation as per the criteria as follows:

<b>Sl No</b>	<b>Technical Evaluation Parameter</b>	<b>Supporting Documents Required</b>	<b>Marks</b>
1	Experience of projects involving Project Management of IT Software/ Application Projects in last five years of each project value not less than 1 Crore.	PO/Work orders/Contract clearly reflecting the quantum of the work. Project Experience citation to be provided as per format given in the Annexure	Max 20 marks 2 projects: 5 marks 3- 4 Projects :10 Marks > 4 Projects: 20 Marks
2	Experience in citizen service delivery projects, utilizing AI and analytics.	PO/Work orders/Contract clearly reflecting the quantum of the work. Project Experience citation to be provided as per format given in the Annexure	10 marks
3	Experience in providing Procurement Support for IT Projects of value (consultancy value) minimum 1 Crore in last five years. Project should involve RfP preparation, bid process management C vendor onboarding as part of the scope.	PO/Work orders/Contract clearly reflecting the quantum of the work. Project Experience citation to be provided as per format given in the Annexure	Max 20 marks 2 projects: 5 marks 3- 4 Projects :10 Marks > 4 Projects: 20 Marks
3	Quality Certification for the bidder 1. ISO 27001 2. ISO 9001 3. ISO 20000-1 4.	Copy of Valid Certificate issued in the name of bidder.	Max Marks: 10 2 Certification-5 Marks 3 Certification-10 Marks
4	Proposed Resources	CVs of the resources as per the template provided	Max 20 Marks

<b>SI No</b>	<b>Technical Evaluation Parameter</b>	<b>Supporting Documents Required</b>	<b>Marks</b>
5	Technical Presentation	Presentation on proposed understanding of Scope of Work, deliverables, Resource requirements, Roles and responsibilities	Max 20 Marks

## 5.5 Manpower Evaluation Criteria

<b>SL No</b>	<b>Position</b>	<b>Max Marks</b>
1	Procurement Expert	10
2	AI Expert	10
<b>Total</b>		<b>30</b>

The number of marks to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights:

1. General qualifications (general education, training, and experience): 20%
2. Adequacy for the Assignment (experience in the sector /similar assignments): 70%
3. Relevant experience in the region (working level fluency in local language(s) / knowledge of local culture or administrative system, Government organization, etc.): 10%.

Total weight: 100%

## 5.6 Rejection Criteria

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

### 5.6.1 General rejection criteria

- a) Conditional Bids;
- b) If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;

- c) Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions; Bidder shall not approach Authority's officers from the time of the proposal opening till the time the Contract is awarded.
- d) Bids received after the prescribed time and date for receipt of bids;
- e) Bids without signature of person (s) duly authorized on required pages of the bid;
- f) Bids without power of attorney/ board resolution;
- g) Any other reasons mentioned in this RFP elsewhere.

### **5.6.2 Technical Rejection Criteria**

- a) Technical Bid containing commercial details;
- b) Revelation of prices in any form or by any reason before opening the Commercial Bid;
- c) Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect;
- d) Bidders not quoting for the complete scope of work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder.
- e) Bidders not complying with the technical and general terms and conditions as stated in the Tender Documents;
- f) Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the scope of work of this tender;
- g) Any other reasons mentioned in this RFP elsewhere.

### **5.6.3 Commercial Rejection Criteria**

- a) Incomplete Price Bid;
- b) Price Bids that do not conform to the Tender's price bid format;
- c) Total price quoted by the Bidder does not include all statutory taxes and levies applicable;
- d) If there is an arithmetic discrepancy in the commercial Bid calculations, the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected;
- e) If there is discrepancy in numerical and words, prices in word shall prevail;
- f) If there is discrepancy in unit rates and total, unit rates shall prevail.

### **5.6.4 Fraud and Corrupt Practices**

- i. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process.
- ii. Notwithstanding anything to the contrary contained in this tender, the Authority shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it

determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the — Prohibited Practices) in the Selection Process. In such an event, the Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the tender, including consideration and evaluation of such Bidders Proposal.

- iii. Without prejudice to the rights of the Authority under Clause above and the rights and remedies which the Authority may have under the LoI or the Agreement, if a Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LoI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or tender issued by the Authority during a period of < period, suggested 2 (two) > years from the date such Bidder, as the case may be, is found by the Authority to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- iv. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them.

**“Corrupt practice”** means

- a) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the LoI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or
- b) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LoI or after the execution of the Agreement,

as the case may be, any person in respect of any matter relating to the Project or the LoI or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Authority in relation to any matter concerning the Project;

- **“fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any persons participation or action in the Selection Process;

**“Undesirable practice” means**

- a) establishing contact with any person connected with or employed or engaged by Authority with the objective of canvassing,
- b) lobbying or in any manner influencing or attempting to influence the Selection Process; or
- c) having a Conflict of Interest; and

**“Restrictive practice” means**

Forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

#### **5.6.5 Conflict of Interest**

The Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in the bidding process if including but not limited to:

- a. they have controlling shareholders in common; or
- b. they receive or have received any direct or indirect subsidy from any of them; or
- c. they have the same legal representative for purposes of this bid; or
- d. they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to material information about or improperly influence the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
- e. Bidder participates in more than one bid in this bidding process, either individually or as a partner in a joint venture/ consortium. This will result in the disqualification of all Bids in which it is involved; or

## 6. Scope of Work

The broad scope of work of the resources shall be as follows.

### 6.1 Procurement Expert

- Procurement Planning: Develop procurement strategies and plans aligned with IKM's objectives and ongoing projects.
- Vendor Management: Establish and manage vendor relationships, evaluate supplier performance, and create frameworks for long-term partnerships.
- Tender Documentation and Evaluation: Assist in drafting tender documents (EOI, RFP, Tender, etc.), manage the bid process, support pre-bid responses, issue corrigendum, evaluate bids, and provide expert guidance on best procurement practices.
- Vendor Onboarding: Support the onboarding of vendors by facilitating work orders, contract execution, and related activities.
- Compliance and Risk Management: Ensure compliance with government regulations and assess risks associated with procurement activities.
- Training and Capacity Building: Conduct training sessions for IKM staff on procurement policies, best practices, and regulatory compliance.

### 6.2 AI Expert

- Data Integration and Management: Assess existing data sources, create unified data processes, establish governance policies, and set up a centralized data repository for AI model development.
- AI Solutions for Governance: Identify and prioritize AI use cases to address governance challenges, such as service delivery, resource management, and social welfare.
- Implementation and Support: Integrate AI solutions with existing systems, train IKM staff, provide technical support, and document the AI development lifecycle.
- Use Case Development and Prototyping: Develop prototypes for key use cases, engage stakeholders for feedback, and validate prototypes through pilot implementations.

### 6.3 Deliverables and Timelines

The bidder shall be responsible to support IKM for ensuring timely completion of the projects and support activities as per the approved plan and flag issues to Authority proactively wherever delay is anticipated if it fails to resolve the same. Bidder should also

assist Authority for following the directions of funding partners if any for the execution of the various projects C initiatives of IKM.

Bidder would be bound by stipulated time schedule and Damages, focusing on timely completion of projects C processes as well as the verification by Authority.

This scope will support IKM in achieving its mission to advance e-governance and improve public services efficiently.

## **7. Scope of Engagement**

The bidder has to submit proposals for engaging qualified and experienced Procurement Experts/AI Expert for engagement on a work-assignment basis. The selected bidder/expert will be responsible for providing professional procurement support, including preparation of tender documents, bid evaluation, contract finalization, and compliance with relevant procurement laws and procedures applicable to government/government-funded projects.

**In the case of AI Experts**, work will be assigned by the Technical Team of Information Kerala Mission. The assigned work must be completed with professional quality and within the stipulated time. The completed work will be verified by the Technical Team of Information Kerala Mission. Payment will be effected solely based on the remarks and approval of the Technical Team. If the Technical Team rejects the work or is not satisfied with the quality of the completed work, Information Kerala Mission shall not be liable to make any payment.

The engagement will be rate-based, wherein the expert shall be remunerated based on the specific tasks assigned and completed, rather than a fixed monthly retainer or full-time engagement. Each task will be clearly defined by IKM, and the expert will be required to quote a rate for individual assignments as specified in the financial bid format. The final payment will be made upon satisfactory completion and acceptance of each task by the competent authority at IKM. The rates quoted shall remain valid for the duration of the contract and may be used to assign multiple tasks over time as per IKM's requirements. The selected expert must ensure timely delivery and maintain high professional standards in all assignments.

## 7.1 Roles and Responsibilities of the Team Members

SL No.	Resource Profile	Roles and Responsibilities
1	Procurement Expert	<ul style="list-style-type: none"> <li>• Understanding the requirement, research, and analysis of competing technology available in the market, preparation of BOQ, preparation of estimates, preparation of SOW, specifications, SLA and bit document, selection of service provider/system integrator.</li> <li>• Conducting research and brainstorming key points to include in the bid, proposal preparation, scheduling, budgeting, and final implementation.</li> <li>• Preparation of DPR/ RFP of large-scale turnkey IT/ Software / IT Infrastructure Projects.</li> <li>• Bid Management and vendor onboarding.</li> <li>• Provide Bid guidance and co-ordinate to get win themes to Practice Teams/ Solution Design teams / Commercial Teams.</li> <li>• On-time reporting of bid status and escalation of any issues in the bid proceedings.</li> </ul>

		<ul style="list-style-type: none"> <li>• Proper documentation and closure of bid documents C upload to portal for Bid archival.</li> <li>• End to End Bid Process Management, support Authority in preparation of Contract cum SLA Agreement.</li> </ul>
2	AI Expert	<ul style="list-style-type: none"> <li>• Conduct assessments of existing data sets from IKM applications (e.g., Citizen Service Portal, e-Governance, Administration systems).</li> <li>• Design and implement a process for data collection, cleaning, and integration into a unified data lake.</li> <li>• Establish data governance frameworks to ensure data security, anonymity, and ethical usage, aligning with regulatory standards.</li> <li>• Develop and maintain a centralized data repository, ensuring access for AI model development and analytics.</li> <li>• Identify key governance and citizen service issues that AI and machine learning can address.</li> <li>• Prioritise high-impact AI use cases based on strategic goals of LSGIs and potential benefits to citizens.</li> <li>• Collaborate with technical teams to integrate AI models into existing IKM systems, ensuring smooth deployment with minimal service disruption.</li> <li>• Develop training programs to build AI competency within IKM staff for efficient tool use and management.</li> <li>• Provide ongoing technical support, monitoring model performance, troubleshooting issues, and optimizing AI solution outputs.</li> <li>• Design and develop prototype solutions for key governance and service delivery use cases.</li> <li>• Engage with department stakeholders to refine use case definitions and gather user feedback on prototypes. Validate prototype outcomes through pilot implementations, using results to inform decisions on full-scale deployments</li> </ul>

## **8. Payment Schedule**

The payment cycle for the Successful Bidder would start from the date of signing of contract or deployment of resource whichever is later. The payment to be made to the Successful Bidder shall be subject to the performance of the consulting agency on the SLAs (Service Level Agreements) to be signed by the bidder post issuance of work order.

As soon as the work is completed, it will be verified by the responsible teams of Information Kerala Mission. Payment will be effected solely based on the remarks and approval of the Technical Team or other concerned teams entrusted by the Authority. If Information Kerala Mission rejects the work or is not satisfied with the quality of the completed work, it shall not be liable to make any payment. The bidder shall raise the invoice only after the successful completion of the work and upon receiving formal approval from Information Kerala Mission. All payments shall be released after certification of deliverables by the successful Bidder and sign-off by Authority. Authority shall make all efforts to make the payment within 45 days of receipt of the invoice from the successful bidder.

The rate quoted by bidder shall not change during the contract period.

Any site visits required as part of the project deployment shall be borne by bidder.

## 9. Formats for Bid Submission

### 9.1 FORMAT FOR TECHNICAL BID COVER LETTER

(On Company Letter Head)

To,

The Chief Mission Director/ Executive Director  
Information Kerala Mission  
Public Office Complex,  
Public Office PO,  
Thiruvananthapuram, Kerala 695033

Sub: Submission of the response to the Tender No. No.2541-P1-2025-IKM for the Selection of Consultancy for Information Kerala Mission

We, the undersigned, offer to provide services for IKM in response to the request for proposal dated <insert date> and tender reference no <> for “**selection of Consultancy for IKM**”. We are hereby submitting our proposal online, which includes the pre-qualification, technical bid and commercial bid.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We undertake, if our proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in this tender.

We agree to abide by all the terms and conditions of the RFP and related corrigendum(s)/ addendum(s). We would hold the terms of our bid valid for 3 months from the date of opening of the commercial bid as stipulated in the RFP.

We hereby declare that as per RFP requirement, we have not been black-listed/ debarred by any central/ state government and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any proposal you receive.

Signature of Bidder .....

Place:

Name .....

Date:

## 9.2 FORMAT FOR COMMERCIAL BID COVER LETTER

To,

The Chief Mission Director/ Executive Director  
Information Kerala Mission  
Public Office Complex,  
Public Office PO,  
Thiruvananthapuram, Kerala 695033

Dear Sir,

We, the undersigned Bidder, having read and examined in detail all the tender documents in respect of the "RfP for the selection of Consultancy for IKM" do hereby propose to provide services as specified in the No.2541-P1-2025-IKM.

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I. Price and Validity

- a. All the prices mentioned in our bid are in accordance with the terms C conditions as specified in the RFP. The validity of bid is 3 months from the date of opening of the commercial bid.
- b. We are an Indian firm and do hereby confirm that our prices are inclusive of all duties, levies etc., excluding GST.
- c. We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on income tax, professional and any other corporate tax in altered under the law, we shall pay the same.
  - II. Unit rates: We have indicated in the relevant schedules enclosed, the unit monthly rates for the purpose of on account of payment as well as for price adjustment in case of any increase to/ decrease from the scope of work under the contract.
  - III. Deviations: we declare that all the services shall be performed strictly in accordance with the RFP irrespective of whatever has been stated to the contrary anywhere else in our bid. Further, we agree that additional conditions, if any, found in our bid documents, shall not be given effect to.
  - IV. We had remitted an EMD as specified in the tender document terms.

- v. Tender pricing: we further confirm that the prices stated in our bid are in accordance with your instruction to bidders included in tender documents.
- VI. Qualifying data: we confirm having submitted the information as required by you in your instruction to bidders. In case you require any other further information/ documentary proof in this regard before evaluation of our tender, we agree to furnish the same in time to your satisfaction.
- VII. Bid price: we declare that our bid price is for the entire scope of the work as specified in the RFP. These prices are indicated in annexure-commercial bid format attached with our tender as part of the tender.
- VIII. Performance bank guarantee: we hereby declare that in case the contract is awarded to us, we shall submit the performance bank guarantee. we hereby declare that our tender is made in good faith, without collusion or fraud and the information contained in the tender is true and correct to the best of our knowledge and belief. We understand that our tender is binding on us and that you are not bound to accept a tender you receive.

Signature of Bidder .....

Place:

Name .....

Date:

### 9.3 FORMAT FOR PROJECT EXPERIENCE CITATIONS-Annexure

Sl. No.	Item	Bidder's Response
1	Name of Bidder entity	
2	Assignment Name	
3	Name & Address of Client	
4	Approximate Value of the Contract (in INR Crores)	
5	Duration of Assignment (months)	
6	Start Date (month/year)	
7	Completion Date (month/year)	
8	Narrative description of the project	
9	Details of Work that defines the scope relevant to the requirement	
10	Documentary Evidence attached	

## 9.4 FORMAT FOR CV OF RESOURCES PROPOSED-Annexure

<b>1</b>	<b>Name of the Staff</b>				
<b>2</b>	<b>Current Designation in the Organization</b>				
<b>3</b>	<b>Proposed Role in the Project</b>				
<b>4</b>	<b>Proposed Responsibilities in the Project</b>				
<b>5</b>	<b>Date of Birth</b>				
<b>6</b>	<b>Education</b>	<ul style="list-style-type: none"> <li>• Degree / Diploma, College, University, Year of Passing</li> <li>• Degree / Diploma, College, University, Year of Passing</li> </ul>			
<b>7</b>	<b>Summary of Key Training and Certifications</b>	••			
<b>8</b>	<b>Countries of Work Experience</b>				
<b>G</b>	<b>Language Proficiency</b>				
		Language	Reading	Writing	Speaking
		From / To:			

10	Employment Record (For the total relevant experience)	Employer:	
		Position Held:	
		From / To:	
		Employer:	
		Position Held:	
		From / To:	
		Employer:	
		Position Held:	
11	Total No. of Years of Work Experience		
12	Total No. of Years of Experience for the Role proposed		
13	Detailed Tasks Assigned on Experts {List all deliverables/tasks which the Expert will be involved)	<input type="checkbox"/> <input type="checkbox"/>	
	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks :		

	<b>Year:</b>	
	<b>Location:</b>	
	<b>Client:</b>	
	<b>Main project features:</b>	
	<b>Positions held:</b>	
	<b>Activities performed:</b>	
<b>14</b>	<b>Contact Information</b>	Email: Contact number:
<b>15</b>	<b>Proficiency in respective domain certified by Bidder</b>	
<b>16</b>	<b>Background verification certified by Bidder</b>	