



**RFP No. KIAL/ITD/ 28/2025**

**RFP**

**FOR**

Design, Development , Installation, Configuration, Testing & Commissioning of Cargo Management Software including 3 year Maintenance at Kannur International Airport Limited

**KANNUR INTERNATIONAL AIRPORT LIMITED  
Kannur International Airport -PO  
Mattannur, Kannur -670708  
Kerala**

**Bid Fee: Rs 5000/- +18 % GST**

**September 2025**

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## NOTICE INVITING RFP

Kannur International Airport Ltd (KIAL), desires to engage a credible professional agency For Design, Development, Installation and Maintaining Cargo Management software at Kannur International Airport limited , scope of work to be taken care of by the agency has been broadly spelt out in Section II.

### 1. IMPORTANT INFORMATION

Sl. No.	Salient Points	Description/Details
1.	Name of Work	Design, Development , Installation, Configuration, Testing & Commissioning of Cargo Management Software including 3 year Maintenance at Kannur International Airport Limited
2.	Tender Number	Tender No. KIAL/ITD/ 62/2025
3.	Cost of Tender Document	Rs 5,000/- + 18% GST (non-refundable)
4.	EMD	Rs.50,000/-
5.	Security Deposit	Security Deposit amounting to 10% of the total contract value should be deposited by the successful bidder through Demand Draft payable at Kannur or as Bank Guarantee.
6.	Address For Submitting the BID	<b>Basement Office Kannur International Airport Limited Kannur International Airport -PO Mattannur, Kannur -670708</b>
7.	RFP Document Delivery Mode	Tender Document Through Website, Manual Tender Submission
8.	Last date and time of Bid Submission	<b>30/09/2025 up to 1600 hrs</b>
9.	Clarification End Date	<b>25/09/2025 1600 hrs</b>
10.	Date of opening Pre - Technical Bid	<b>30/09/25 at 1700 hrs</b>
11.	Date of opening Technical & Financial Bids for qualified bidders	Will be intimated to shortlisted applicants through email.
12.	Completion Period	<b>90 Days for Development</b>
13.	Duration of contract	90 Days Development + 1 Month trail Run + 3 years Maintenance
14.	Validity of Tender	120 days from the date of opening of tender
15.	Total Number of pages of Tender Document	36 pages

## 2. GENERAL TERMS & CONDITONS

- a. Fixed Price: Prices quoted by the bidder shall be fixed during the term of the contract and not subject to variation on any account. A bid submitted with an adjustable/variable price bid will be treated as non-responsive and rejected.
- b. "RFP/Tender Terms and Conditions" shall mean all the instructions, general conditions, special conditions, eligibility criteria, scope of work, technical specifications, service level agreements (SLAs), payment terms, timelines, penalties, formats, and any other details mentioned in this document and its annexures, including any corrigenda or amendments issued thereafter.
- c. The Tender should be submitted within the date and time as described in the tender document. Further, Kannur Airport would not be liable for any delay occurred in submission of bid. The onus lies on the bidder to ensure the submission within stipulated date and time.
- d. A person signing the tender or any other document in respect of the contract on behalf of the contractor without disclosing his authority to do so shall be deemed to warrant that he has authority to bind the contractor. If it is discovered at any time that the person so signing had no authority to do so, KIAL may, without prejudice to any other right or remedy of the purchaser, cancel the contract and carry out the work at the risk and cost of the contractor
- e. Submission of a Tender by a Tenderer implies that he has read this notice and all other contract documents and has made himself aware of the eligibility criteria, scope, and specifications of the works to be done, local conditions, local material rates and other factors bearing on the execution of the works.
- f. Notification of Award of contract will be made in writing to the successful Tenderer by the Accepting Authority or his representative. The contract will normally be awarded to the qualified and responsive Tenderer offering lowest evaluated bid in conformity with the requirements of the specifications and contract documents and the Accepting Authority shall be the sole judge in this regard. The Accepting Authority does not bind himself to accept the lowest or, any tender or to give any reason for his decision.
- g. A responsive tenderer is one who submits priced tender and accepts all terms and conditions of the specifications and contract documents

## 3. GENERAL GUIDELINES OF RFP

- a) Bidders are required to submit their Technical and Financial Bids in a sealed envelope on or before the last date of submission at the following address:

Managing Director  
Kannur International Airport Ltd  
Kannur International Airport P O  
Mattannur, Kannur (Dist)  
Kerala – 670708

- b) Technical Bid and Financial bid should be inserted in separate envelopes and sealed, before inserting into a single envelope. The outer envelope should be superscribed as "Request for

Proposal for Revamping and maintaining Website & Mobile App, and Managing Social Media Accounts for Kannur International Airport”.

- c) KIAL reserves the right to amend the RFP, tentative schedule and critical dates. It is the sole responsibility of prospective bidders to go through the website from time to time for any updated information.
- d) This RFP is invited in 3 cover system from the registered and eligible firms. Prospective bidders willing to participate in this shall download the RFP document available in the Kannur Airport Website. The RFP timeline is available in the critical date section of this RFP published in Kannur Airport Website under the section tender <https://kannurairport.aero/business/tenders>.

#### 4. TENDER PROCESS:

The tender process shall consist of the following stages:

- i. Downloading of tender document: Tender document will be available for free download on <https://kannurairport.aero/business/tenders>. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.
- ii. Publishing of Corrigendum: All corrigenda shall be published on <https://kannurairport.aero/business/tenders> and shall not be available elsewhere.
- iii. Bid submission: Bidders are hereby informed that submission of bids shall be strictly in hard copy format. All proposals must be submitted in sealed envelopes and dropped in the designated tender box placed at the Managing Director's Office on or before the specified deadline. No electronic submissions via email or any other digital medium will be accepted. Any bid submitted through such means shall be considered invalid and will not be evaluated.

#### iv. BID FEES AND EARNEST MONEY DEPOSIT (EMD)

The bidder shall pay, a non-refundable bid fee of Rs. 5900/- (inclusive of GST) and Earnest Money Deposit of Rs. 50,000/-. The EMD is required to protect against risk of Bidder's conduct, which would warrant the forfeiture of security.

The RFP/Bid document fees and EMD can be paid in the form of Demand Draft drawn in favor of Kannur International Airport Ltd, payable at Kannur (Kerala)

#### v. CLARIFICATION ON BIDS:

1. All enquiries/clarifications in connection with this RFP should be sent as email to tenders@kannurairport.aero within the stipulated time. The Clarifications / queries shall be replied through the portal or by publishing Corrigendum in the portal. Any clarification request received after the last date for clarification, will not be replied/accepted.
2. To assist in the examination, evaluation and comparison of bids, the Purchaser may, at its discretion, ask the Bidder for a clarification. All responses to requests for clarification shall be through the Mail only.

vi. LATE BIDS:

Any Bid submitted by the bidder after the deadline for submission of Bids will not be accepted.

vii. MODIFICATION AND WITHDRAWAL OF RFP:

1. No bid shall be modified subsequent to the deadline for submission of bid.
2. No bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified.
3. If the bidder modifies the RFP condition within the bid/RFP validity period then the bid submitted by the bidder is liable to be rejected and the EMD shall be forfeited.

viii. DOCUMENTS COMPRISING BID:

The tenderer shall submit the following qualifying requirements of Contractor / Firm:-

Cover 1	Fee Cover	<ul style="list-style-type: none"> <li>Tender Cost and EMD along with Annexure IV.</li> <li>Unconditional Acceptance Letter as per Annexure III format.</li> </ul>
Cover 2	Technical Bid Document	<ul style="list-style-type: none"> <li>Technical Bid along with all Supporting Documents</li> <li>All Annexures along with the scanned copies of documents mentioned in the eligibility criteria.</li> </ul>
Cover 3	Financial Bid	<ul style="list-style-type: none"> <li>The Bidder shall complete the Financial Bid as per BOQ format in Annexure-I.</li> </ul>

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/ variable price bid will be treated as non - responsive and rejected.

- ix. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated, and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted. Failure to submit the documents will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.

- x. Opening of Financial Bids: Bids of the technically qualified bidders shall only be considered for opening and evaluation of the financial bid. The date financial bid opening will be intimated through Mail to all the technically qualified bidders.
- xi. KIAL reserves the right to accept the whole, or part or reject any or all bids without assigning any reasons and to select the Bidder(s) which, in the sole opinion, best meets the interest of the KIAL.
- xii. KIAL also reserves the right to negotiate with the bidders in the interest of Kannur International Airport.
- xiii. KIAL reserves the right not to accept bid(s) from agency (ies) black-listed by any Government organisations (state/central) or reputed firms. Agency should submit a self-declaration form stating that their agency is not black listed, as per the annexed format.
- xiv. All information contained in the proposal, or provided in subsequent discussions or disclosures, is proprietary and confidential. No information may be shared by the bidder with any other organizations/Agency.
- xv. The Agency selected is not supposed to use its name, logo or any other information/ publicity on content published on social media platforms of KIAL.
- xvi. The Agency must maintain uniformity in the uploading of content on the platforms and application. Any content which is replaced, renewed or removed from any platform shall be simultaneously modified on the other platforms and applications instantly.
- xvii. All material, art work and designs used for this project will be property of the KIAL. Content shared online must be copyright protected.
- xviii. All creative- physical as well as digital- will be property of KIAL and its Intellectual Property Rights (IPR) will vest with KIAL.
- xix. The timeline/schedule of deliverables will be decided as and when the requirement /task activities arise. Bidder should complete the job/activities as and when asked by KIAL.

## **5. SCOPE OF WORK:**

### **i. Introduction**

Kannur International Airport Limited (KIAL) is planned to modernize and streamline its cargo handling operations through the implementation of a robust and comprehensive Cargo Management System (CMS). This system will comprise a web application for KIAL staff and airline operators, along with a public-facing website and mobile application for the onboarding, account management, and booking activities of exporting agents/freight

forwarders. The system aims to fully digitize and streamline the cargo handling process, from agent onboarding and booking to cargo dispatch and payment management.

## **ii. Goals and Objectives**

The primary goals of the KIAL Cargo Management System are to:

- a) Digitize and Automate: Eliminate manual processes, reduce paperwork, and automate key cargo operations.
- b) Facilitate Agent Onboarding: Provide a self-service platform for exporting agents/freight forwarders to register and manage their accounts.
- c) Enable Online Booking: Allow registered agents to create and manage cargo bookings online via web and mobile platforms.
- d) Manage Pricing and Charges: Centrally manage price charts and automatically calculate all applicable charges (TSP, Airline, etc.).
- e) Streamline Gate pass Generation: Automate the creation of gate passes with relevant timings and cargo details.
- f) Automate AWB Generation: Integrate with airline systems (or provide functionality) for the generation of Air Waybills
- g) Implement Pre-Deposit Account Management: Manage PD accounts for agents, including deposits and utilization.
- h) Introduce a Wallet System: Implement a wallet system with minimum balance requirements for agents to facilitate payment.
- i) Integrate Online Payments: Enable agents to recharge their wallets via secure online payment gateways.
- j) Enhance Collaboration: Facilitate seamless information flow between agents, airlines, and KIAL cargo staff.
- k) Improve Data Accuracy and Reporting: Maintain accurate records and generate comprehensive reports for operational insights.
- l) Ensure Security and Compliance: Implement robust security measures and adhere to Relevant regulations.
- m) Integrate with external applications like ERP, Payment Gateway, etc

## **iii. Target Users and System Components**

The system will consist of the following components catering to different user groups:

- a) KIAL Cargo Staff Web Application:
  1. Login and user management for KIAL cargo operations personnel.
  2. Right based access to booking details and status updates.
  3. Functionality for measuring and recalculating charges upon cargo arrival.
  4. Tools for managing cargo handling, storage, and dispatch processes.
  5. Gate pass generation and management.
  6. Reporting and analytics dashboards.
  7. PD account management.
  8. Stuffing Status Update: Marks cargo ready for stuffing after successful billing completion
  9. Charge Calculation: Calculates billing components including TSP, stuffing, X-ray, and documentation charges



10. Forwarding the billing data to ERP system through live API integration. Updation of the PD account based on the data passed by ERP system.
  11. Screening Record: Records screening status update from Regulated Agent for outbound cargo Airline Dispatch Confirmation:
  12. Captures airline confirmation of cargo acceptance for dispatch.
  13. Shipment Readiness Status: Updates shipment status to “Ready for Gate Out” post clearance
  14. Billing Reconciliation: Reconciles provisional invoices generated in CMS and final billing generated through ERP after carrying out cargo adjustments (if any).
  15. Final Invoice Generation: Generates final invoice data with all applicable charges and corrections and forward the data to ERP
  16. FF Billing Access: Allows FFs to view and download detailed billing history.
  17. Airline Billing Cycle: Issues monthly consolidated invoices to airlines
  18. Payment Tracking: Tracks payment and reconciliation status for each shipment
- b) Airline Operator Web Application:
1. Secure login for authorized airline personnel.
  2. Access to relevant booking details and cargo manifests.
  3. Functionality to update booking details and approve flight availability.
  4. Integration for AWB generation (or viewing generated AWBs).
- c) Exporting Agent/Freight Forwarder Website:
1. Public-facing portal for new agent registration and account creation.
  2. Secure login for registered agents.
  3. Profile management (company details, contact information).
  4. Wallet management (balance view, transaction history).
  5. Wallet Minimum Balance Enforcement: Enforces ₹5,000 minimum balance requirement in Freight Forwarder wallet.
  6. Auto Deduction: Deducts applicable charges automatically from wallet during each transaction.
  7. Wallet Dashboard: Displays real-time wallet balance and downloadable transaction history.
  8. Wallet Top-Up Integration: Integrates payment gateway for secure deposit top-up by FFs
  9. Cargo booking submission with all required details (Booking date, airline, flight number, origin, destination, box count, gross weight, chargeable weight, box specifications, commodity code, shipping bill number).
  10. Booking management (view, edit, track status).
  11. Access to price charts and charge calculations.
  12. Notifications and alerts related to their bookings and account.
  13. Approval Workflow: Enables a hierarchy-based approval workflow for new FF registrations, wherever applicable.
  14. User Account Management: Supports creation of user accounts with configurable role assignments.
  15. FF Status Management: Maintains FF status (Active/Suspended/Blacklisted) with audit tracking

- d) Exporting Agent/Freight Forwarder Mobile Application (Android and iOS):
    - 1. Secure login for registered agents.
    - 2. Wallet management (balance view, transaction history).
    - 3. Online payment gateway integration for wallet recharge.
    - 4. Cargo booking submission with all required details.
    - 5. Booking management (view, edit, track status).
    - 6. Real-time tracking of their cargo shipments.
    - 7. Notifications and alerts.
  - e) Mobile Application for Cargo Handling Staff (Android/iOS):
    - 1. Secure login for cargo handling personnel.
    - 2. Barcode scanning functionality for tracking cargo movement at different stages.
    - 3. Real-time updates on cargo location and status.
    - 4. Ability to record measurements and update charges.
    - 5. Task management and notifications for handling activities.
  - f) EXCEPTION HANDLING & MANUAL OVERRIDES
    - 1. A secure override console enables admins to handle billing errors, offloads, and refund scenarios.
    - 2. All manual actions are logged with full traceability, ensuring control while addressing operational exceptions promptly.
    - 3. Override Console Access: Enables secure override console for Admins and Finance users.
    - 4. Refund & Reversal Processing: Supports processing of TSP refund, billing reversal, or credit note.
    - 5. Manual Action Audit Trail: Logs all manual actions with user, timestamp, and remarks.
    - 6. Offload/Reschedule Handling: Tags offloaded or rescheduled cargo with appropriate reason codes.
    - 7. Role-Based Override Control: Restricts override access based on user role and permission level.
  - g) SYSTEM INTEGRATION
    - a) The system is ready for future customs and hardware (integrations to enhance compliance and automation.
    - b) Wallet Sync: Supports real-time wallet transaction updates to Finance module.
    - c) Payment Gateway Integration: Integrates with third-party payment gateway for online deposits.
    - d) Device Plugin Support: Enables plug-in support for scanner devices.
    - e) Mobile App Access: Provides mobile access for FFs and warehouse staff to book cargo, update status, and track shipments on-the-go
- iv. **Key Functional Areas**

The system will encompass the following key functional areas:

- a) Agent Onboarding and Account Management (Website & Mobile App):
  - 1. Online registration process for new exporting agents/freight forwarders.
  - 2. Secure account creation and profile management.
  - 3. Document upload and verification workflow.
  - 4. User role and permission management for agent accounts.
- b) Wallet Management (Website & Mobile App & KIAL Web App):

1. Creation and management of digital wallets for each agent.
  2. Setting and enforcement of minimum wallet balance requirements.
  3. Transaction history and reporting for wallet activities.
- c) Online Payment Gateway Integration (Website & Mobile App):
1. Integration with secure payment gateways for agents to recharge their wallets.
  2. Support for various payment methods.
  3. Transaction logging and reconciliation.
- d) Cargo Booking (Website & Mobile App):
1. User-friendly interface for submitting cargo booking requests.
  2. Mandatory fields for booking data: Booking date, airline, flight number, origin, destination, box count, gross weight, chargeable weight, detailed specifications for each box (dimensions, etc.), commodity code, shipping bill number.
  3. Option to save frequently used booking details.
  4. Real-time validation of booking information.
- e) Price Chart Management (KIAL Web App):
1. Centralized management of price charts for various services (TSP charges, handling fees, storage charges, etc.). approved by AERA during the control period
  2. Ability to define price rules based on cargo type, weight, dimensions, etc.
  3. Version control and audit trails for price chart modifications.
- f) Charge Calculation (System-wide):
1. Automated calculation of all applicable charges based on booking details and price charts.
  2. Provision for manual adjustments by authorized KIAL staff with proper justification.
  3. Display of detailed charge breakdowns to agents and airlines.
- g) Booking Management and Approval (KIAL & Airline Web Apps):
1. Review of submitted bookings by KIAL cargo staff.
  2. Option for airline operators to view bookings and approve flight availability.
  3. Communication features between agents, KIAL, and airlines regarding bookings.
  4. Status updates for bookings (e.g., submitted, pending approval, approved, arrived, dispatched).
- h) Cargo Measurement and Charge Recalculation (KIAL Mobile App & Web App):
1. Mobile app functionality for cargo team to record actual measurements (weight, dimensions) upon arrival.
  2. Automatic recalculation of charges based on updated measurements.
  3. Option to record reasons for any discrepancies.
  4. Updates to booking details and charge information.
- i) Gate pass Generation (KIAL Web App):
1. Automated generation of gate passes with all relevant details, including booking reference, vehicle details, entry/exit timings, cargo information.
  2. Option to print gate passes.  
Tracking of gate pass usage.
  3. Air Waybill (AWB) Generation (Airline Web App or Integrated):
  4. Functionality for airline operators to generate AWBs based on approved bookings.

5. Integration with airline-specific AWB systems (to be explored for feasibility).
6. Storage and retrieval of AWB details.
- j) Cargo Tracking and Monitoring (All User Interfaces):
  1. Real-time tracking of cargo movement within the airport premises using barcode scanning via the KIAL mobile app.
  2. Updates on cargo status at each stage (e.g., accepted, in warehouse, ready for dispatch, loaded).
  3. Display of tracking information to agents, airlines, and KIAL staff.
  4. Generation of audit trails for cargo movement.
- k) Vehicle Entry Log (KIAL Web App):
  1. System to record details of vehicles entering and exiting the cargo handling areas (vehicle number, driver details, entry/exit time, purpose).
  2. Reporting on vehicle traffic.
- l) Reporting and Analytics (KIAL Web App):
  1. Generation of standard and customizable reports on booking volumes, revenue, handling times, agent activity, etc.
  2. Dashboards for real-time performance monitoring and key metrics.
  3. Data export capabilities.
- m) System Administration (KIAL Web App):
  1. User management (creation, modification, deletion of user accounts for KIAL and airlines).
  2. Role and permission management.
  3. System configuration and maintenance.
  4. Audit logging and monitoring of system activities.
- h) Pre-Deposit (PD) Account Management (KIAL Web App):
  1. Functionality to manage PD accounts for agents.
  2. Recording deposits and withdrawals from PD accounts.
  3. Linking PD accounts to wallet transactions.
  4. Generating statements for PD accounts.

## v. Non-Functional Requirements

The system should also meet the following non-functional requirements:

- a) Performance: The system should be responsive and handle a high volume of transactions efficiently, especially during peak hours.
- b) Scalability: The system architecture should be scalable to accommodate future growth in cargo volume, user base, and functionality.
- c) Reliability: The system should be highly available and minimize downtime to ensure uninterrupted operations.
- a. Security: Robust security measures should be implemented to protect sensitive data and prevent unauthorized access, adhering to relevant data privacy regulations.
- b. Usability: The user interfaces for all components (web and mobile) should be intuitive, user-friendly, and accessible.
- c. Maintainability: The system should be designed for easy maintenance, updates, and upgrades.

**vi. REPORTING & ROLE-BASED DASHBOARDS**

- a) Each stakeholder receives a tailored dashboard with KPIs, cargo status, financial data, and alerts.
- b) The system generates scheduled reports for audits, billing, and cargo movement, ensuring total operational visibility.
- c) FF Dashboard: Displays FF dashboard with booking, wallet, invoice, and status widgets.
- d) Operations Dashboard: Provides Operations dashboard with cargo movement and stuffing overview.
- e) Finance Dashboard: Shows Finance dashboard with billing, wallet, and reconciliation data.
- f) Security Dashboard: Enables Security dashboard with gate entry/exit and pending verifications.
- g) Report Generation: Generates daily, weekly, and monthly reports for billing, discrepancies, and audits.
- h) AI-Based Insights: Enables AI-driven analysis of cargo movement trends and auto alerts for anomalies or delays.

**vii. FUTURE ENHANCEMENTS (PLANNED PHASE 2)**

- a) The system is designed for phased scalability, with support for mobile apps, AI insights, equipment integration, and automated alerts, enabling KIAL to match global standards and adapt to future cargo growth seamlessly.
- b) Customs Interface Readiness: Prepares interface layer for future ICEGATE/customs integration.
- c) AI-Based Insights: AI-driven cargo trend analysis and alert-based notifications
- d) Barcode/QR Tagging: Barcode/QR-based cargo tagging for faster handling and traceability.
- e) Integration with external systems beyond those explicitly mentioned (e.g., specific airline or freight forwarder proprietary systems in the initial phase, unless deemed critical during detailed requirements).
- f) Implementation of fully automated material handling systems (this system will manage the data related to such systems if they exist).

**viii. KIAL Obligations**

- a) KIAL will provide the necessary infrastructure (Server , hardware, network) for the system.
- b) Key stakeholders from KIAL, airlines, and Cargo Handler will be available for detailed requirements gathering and user acceptance testing.
- c) Relevant regulatory information and guidelines will be provided by the appropriate authorities.
- d) Necessary APIs or data exchange mechanisms will be available for potential future integrations.

**ix. IMPLEMENTATION TIMELINE**

The agency shall submit a Gantt chart which represents the visual view of tasks scheduled over time of the Project. The gantt chart must include the following delivery timeline

- a) Project Kickoff
- b) Prototype submission and approval
- c) Application Development and Deployment to UAT

- d) Go Live – Deployment to Production
  - e) Test Run
- x. The agency should submit details of Technology/Tool used for the design along with version and purpose. Which include the details of the following
  - a) Frontend
  - b) Backend
  - c) Database (Primary, Logs & Events)
  - d) File Uploads
  - e) Device Plugins
- xi. Payment Milestone
 

Milestone 1: 20% after Mockup Screen Approvals

Milestone 2: 20% after Deployment to UAT

Milestone 3: 30% Deployment to production and Final Testing and Commissioning.

Milestone 4: balance 30% after test run period of 1 Months
- xii. Visual Interface (VI) / User Experience Design
  - a) Design an intuitive, responsive, and accessible UI/UX for desktop and mobile platforms.
  - b) Create wireframes, mockups, and design prototypes for approval.
  - c) The bidding agency must submit sample designs for the Application Graphical User Interface (GUI) as part of their technical proposal. These designs should include:
    - One (1) Home Page layout
    - Two (2) Inner Page layouts representing key functional areas (e.g., cargo booking, tracking, dashboard, reports, etc.)

These sample designs will be evaluated based on aesthetics, usability, responsiveness, and user experience considerations.

The final GUI design for the application will be selected through mutual discussion between the selected agency and Kannur Airport after award of work. The selected agency shall further refine and develop the final UI/UX based on feedback and functional requirements provided by Kannur Airport.
  - d) Ensure compliance with relevant accessibility standards (e.g., WCAG 2.1).
- xiii. 3-Year Maintenance & Support Scope

The selected agency shall provide **comprehensive maintenance and support** for a period of **three (3) years** post go-live. The maintenance scope shall include the following components:

- a) **Remote Support (24x7)**
  - Round-the-clock (24x7) remote technical support must be provided via email, phone, or secure remote access tools.
  - A dedicated support/helpdesk team should be available to address issues related to:
    - System downtime

- Bug fixes and error resolution
  - Functional clarifications
  - Performance-related issues
- A ticketing system must be used to log and track all support requests, with response and resolution times based on severity levels as per the agreed Service Level Agreement (SLA).
- b) Monthly Onsite Inspection & Client Meeting**
  - The agency shall conduct a minimum of one (1) onsite visit per month at the airport premises.
  - The purpose of the visit will be to:
    - Perform system health checks and preventive maintenance
    - Hold a monthly review meeting with the airport authority/IT department to discuss:
      - System performance
      - Issues faced in the previous month
      - Enhancements or changes requested
      - Upcoming system needs
    - Submit a monthly maintenance and performance report
- c) Emergency Onsite Support:**

In addition to monthly scheduled visits, the vendor shall ensure onsite presence within 24 hours of reporting a critical system failure or major downtime that affects cargo operations.

1. No additional cost shall be payable for such emergency visits; they are included in the quoted quarterly maintenance rate.
2. Failure to attend to a system-down issue onsite within the stipulated response time may attract penalty as per the SLA.

**d) Corrective Maintenance**

- Prompt resolution of bugs, system errors, and failures.
- Response and resolution must adhere to SLA timelines:
  - Critical issues: 4 hours
  - Major issues: 24 hours
  - Minor issues: 72 hours

**e) Preventive Maintenance**

- Monthly inspection to include:
  - Log analysis
  - Security review
  - Database performance checks
  - Backup validation

**f) Adaptive Maintenance / Minor Enhancements**

- Incorporate small functional or UI changes based on client feedback.
- Adjust to third-party system changes (e.g., customs API, airline systems) if required.

**g) Data & Security Management**

- Implement and monitor regular data backups.
- Ensure secure access control and regular patch updates.
- Submit reports on system access logs and audit trails as required.

**h) Service Level Agreement (SLA) and Penalty Clause**

The selected agency is required to provide guaranteed levels of service during the maintenance period. The SLA outlines expected response and resolution times for issues, with penalties applicable for non-compliance.

i. **SLA – Issue Classification and Resolution Timelines**

Severity Level	Description	Response Time	Resolution Time
<b>Critical (P1)</b>	Complete system outage or major functional failure affecting operations	30 minutes	2 hours
<b>High (P2)</b>	Major module failure or issue impacting key functionalities with workaround possible	2 hours	12 hours
<b>Medium (P3)</b>	Non-critical issues with minimal impact; workaround available	4 hours	1 Day
<b>Low (P4)</b>	Cosmetic/UI issues, minor bugs, or enhancement requests	1 business day	3 business days (or mutually agreed)

- **Response Time:** Time between issue being reported/logged and acknowledgment by the support team.
- **Resolution Time:** Time taken to resolve and close the issue from the time it is logged.

ii. **SLA Compliance Monitoring**

- All support requests must be logged via a ticketing or helpdesk system with timestamps for reporting and tracking.
- Monthly SLA compliance report must be submitted during the onsite meeting.

iii. **Penalty for SLA Breach**

If the agency fails to meet the defined SLA timelines, the following penalties shall apply:

Severity	Penalty per Instance of Breach
<b>Critical (P1)</b>	₹5,000 per 2-hour delay beyond SLA
<b>High (P2)</b>	₹2,000 per 12-hour delay beyond SLA
<b>Medium (P3)</b>	₹1000 per day beyond SLA
<b>Low (P4)</b>	₹500 per day beyond SLA (if not mutually extended)

- The maximum monthly penalty will be capped at 10% of the monthly maintenance fee.
- Repeated violations (3 or more in a quarter) may lead to a performance review and corrective action, including contract review.
- Penalties shall be deducted from the quarterly maintenance payments.

iv. **Exclusions**

SLA timelines and penalties shall not apply in the following cases:



- Issues caused due to force majeure events (natural disasters, war, government restrictions, etc.)
- Downtime resulting from planned maintenance approved in advance by the client.
- Issues arising due to external systems (e.g., customs, third-party APIs) beyond the agency's control.

v. **Others**

- a. After rectification of the fault, the quality and performance of the system should be checked by the firm's service technician. The performance of the system shall be the same as original and it shall be up to the satisfaction of the engineer-in-Charge.
- b. A service report has to be submitted by the firm's technician /service engineer to Kannur Airport after rectifying the fault. A record to be maintained by the firm for such breakdowns attended by the firm and to get signed by Kannur Airport Engineer.
- c. Any features existing in the server/system which are not activated, shall be activated whenever it is required during contract period.
- d. The contractor shall confirm in writing, the contact details of their service setup (Address, Contact Nos., E-mail) and names of the Service engineers with escalation matrix. Any change in the contact details (address, mobile number, etc.) shall be intimated to Kannur Airport in advance.
- e. The vendor shall provide necessary training to the Kannur Airport nominated team for the system installed before releasing the final payment consist of Maintenance & System Administration Training and Operational On-site training.
- f. In case programming or reloading of system software is required, the same shall be done by the contractor at his own cost during the contract period.
- g. In case of corruption or damage to software program/Data due any reason, the replacement and reprogramming shall be the responsibility of contractor. Also, the enhancement/updating of software applications and system software of and its accessories are included in maintenance cost. The contractor is responsible for maintaining the system by fulfilling the terms & conditions of the software licenses wherever applicable.
- h. During maintenance period the vendor should provide all necessary licenses and other related software upgradations and patches which require run/operate the system as 24 x 7 bases at no extra costs to Kannur Airport.
- i. "The vendor shall provide the necessary support and relevant details during KIAL's annual IT audit and shall also address the points noted by the IT Audit Team in the system."

xiv. **Integration/Installation support:** Contractor should provide necessary support at their end during the installation/integration of applications (like KIAL Website)

xv. **Upgradation/update**

The successful bidder shall guarantee the long-term availability of Upgraded versions of software including security, patch, or any other updates/licenses for successful working of the equipment/items during the maintenance period of 3 years

## 6. ELIGIBILITY CRITERIA FOR THE BIDDER:

All bidders must meet the following **minimum eligibility criteria** to participate in the tender. Bidders must submit valid supporting documents for each point. **Non-compliance shall lead to disqualification.**

Sl No.	Eligibility Criteria	Documents to be Submitted
i.	The bidder must be a registered legal entity in India, such as: <ul style="list-style-type: none"> <li>Private/Public Limited Company</li> <li>LLP or Partnership Firm</li> <li>Registered Proprietorship</li> </ul> The bidder must have been in operation for at least 5 years as of the date of issue of this RFP.	Copy of Certificate of Incorporation/Registration to be submitted.
ii.	The bidder must have minimum 2 years of experience as on 31st March 2025 in the field of software design, Development and maintenance.	Copies of relevant Work Orders / Agreements
iii.	The bidder must have an average annual turnover of ₹1 Crores in the last two financial years (FY 2022-23 and 2023-24).	Audited Balance Sheets and Profit & Loss Statements, certified by a Chartered Accountant.
iv.	The bidder must have at least 25 full-time technical staff on its payroll as on 31st March 2025.	Certificate from the HR department along with the list of technical staff and designations.
v.	The bidder must have successfully completed at least three 3 software development projects in the last five 5 years, at Airports / Government Departments (e.g., Defence, Police, Customs, GOK Dept, GOI dept. etc)/ Port Authorities/ Cargo Handlers/ Logistics Agencies / Cargo Operators/ Special Purpose Units (SPUs)/ Public Sector Undertakings(PSUs).  Of the three projects, at least one (1) must involve the design and development of a software application that includes: <ol style="list-style-type: none"> <li>Mobile application (Android and/or iOS)</li> <li>Payment Gateway Integration (e.g., UPI, Net Banking, Cards)</li> <li>Customer/User Management Modules (registration, login, role-based access, etc.).</li> </ol>	Client Completion Certificates or Go-Live Letters mentioning the project scope, client sector, and successful implementation.  Work Orders/Agreements clearly mentioning modules/features developed.  Brief project description in the technical proposal highlighting mobile app, payment gateway, and user module functionality in at least one project.
vi.	The bidder must have a registered office in Kerala, .	Recent Telephone Bill / Electricity Bill / Property Tax

Sl No.	Eligibility Criteria	Documents to be Submitted
		Receipt / Lease Agreement or equivalent as address proof.
vii.	Only Single Entity bidding is allowed. Consortiums or Joint Ventures are not permitted.	Self-declaration on company letterhead.
viii.	The bidder must have valid PAN and GST registration.	Self-attested copies of PAN Card and GST Registration Certificate.
ix.	The bidder must not have been blacklisted by any Government Department, PSU, or Autonomous Body.	A self-declaration on company letterhead as per Annexure-VI.
x.	An Earnest Money Deposit (EMD) of ₹50,000/- must be submitted via Demand Draft in favour of "Kannur International Airport Limited".	Original Demand Draft (DD) to be enclosed with the bid.
xi.	Remote Support: The bidder must commit to providing 24x7 remote support.	Self-declaration on company letterhead.

#### Important Notes:

- All documents must be **duly signed and stamped** by an authorized signatory.
- The Airport Authority reserves the right to **verify all submitted information**, and **reject any bid** containing false, misleading, or incomplete documentation.
- Experience from **private-sector clients** will **not be considered** unless they fall under the sectors listed in Clause v.

#### 7. EVALUATION of BID:

- Bid opening and finalization will be according to the terms and conditions of the RFP.
- Any effort by a bidder to influence the Buyer in the bid evaluation, bid comparison or Contract award decisions shall result in the rejection of their bid.
- The Technical evaluation shall be done first following the criteria specified in the RFP document and financial bid evaluation shall be done in respect of those who are qualified in technical bid evaluation.
- Pre-Technical Bid Evaluation
  - At the due date of opening of the Pre-Technical bid, Fee cover (ie. Cover-1 containing Fee & EMD Submission Compliance and Unconditional acceptance letter as per Annexure-III format) will be opened first. In this the agency need to submit duly filled and signed Fee & EMD Submission Compliance as per Annexure-IV and duly signed and sealed unconditional acceptance letter exactly as per the format given in annexure-III

- b. The supplier / contractor's technical bid (Pre-Bid & Technical Bid Qualification documents submitted in Cover-2) will be opened and considered for technical evaluation, only if, the agency meets all the following conditions.
  - 1. Only those bids who has submitted Fee & EMD Submission Compliance and Unconditional acceptance letter in the Fee cover (Cover-1).
  - 2. Only those bids who has submitted unconditional acceptance letter exactly as per the format given in Annexure-III.
- c. Those bidders who have submitted the fee, EMD & unconditional acceptance letter exactly as per the requirement will be admitted to technical bid opening stage (ie. opening of cover-2). Bidders not meeting the above will not be admitted to technical bid opening stage(opening of cover-2).
- d. The KIAL shall carry out the technical evaluation solely based on the document submitted by the bidder.
- e. The first part of technical evaluation is verifying the eligibility of the tenderer as per the eligibility criteria stated in page 18 to 19 of RFP. KIAL shall verify the correctness of certificates and document submitted to meet the eligibility criteria and specifically experience.
- f. In case during evaluation, it is found that the Minimum Qualification Criteria is not met, the Bid submitted will be summarily rejected.
- g. The technical bid qualification document including but not limited to the technical and functional requirement of tender will be evaluated only if the tenderer meets all the eligibility criteria stated in page 18 to 19 of RFP.
- h. To assist in the examination, evaluation and comparison of Tenders, the Purchaser may, at its discretion, ask the Tenderer for a clarification. All responses to requests for clarification shall be through E mail and also within the specified time limit only.
- i. The KIAL determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence. A bid determined as non-responsive will be rejected by KIAL.
- j. The technical bid which meets all the terms and conditions of the tender will be accepted and the bid not meeting the tender terms and conditions will be rejected, due date of Financial bid opening will be intimate to technically qualified bidders through Mail.
- v. **Financial bid Evaluation.**

- a. The financial bids (Cover-3) of those bidders whose technical bid has been satisfactorily evaluated and found responsive, will only be opened subsequently after due notice through mail.
- b. At the due date of opening of the financial bid the following preliminary evaluation is carried before admitting to Financial Evaluation.
  1. Only Name of the bidder and Quote shall be entered in the prescribed BOQ format. If any text/Remarks other than the name and Quote of the bidder is entered in this BOQ, the same will not be considered and will not have any meaning/value and the bid is liable to be rejected.
  2. Quoted Currency: The Bidder shall quote only in INR
  3. Lowest “L1” bid will be decided based on the comparison of financial bids of all valid bidders and comparative statement generated by the e-portal.

#### **8. RIGHT TO VARY QUANTITIES:**

- i) Regarding the deviation of Serial No. B in the BOQ, the purchaser reserves the right to extent the contract period as per the Maintenance terms and conditions for another period of 1 year based on the mutual agreed terms and conditions.

#### **9. NOTIFICATION OF AWARD AND AGREEMENT FORMALITIES:**

- a. KIAL reserves the right to accept and place orders as a whole or in part (item wise) depending upon the requirement and the tenderer shall be bound to carry out the work at the quoted rates either in part or as a whole as required by KIAL.
- b. The Purchaser will notify the successful Tenderer in writing through e-Mail to be confirmed in writing by letter that his tender has been accepted.
- c. The notification of award will constitute the formation of a contract until the contract has been affected pursuant to the following condition:
- d. “Within fifteen 15 days of award of contract, the successful tenderer shall sign the Contract incorporating agreements between the parties. The cost of Stamp Paper will be borne by tenderer. The duly submitted tender document of the successful tenderer i/c amendments if any, correspondence etc. will be signed by the Tenderer and Managing Director –KIAL in all pages of the same”.

#### **10. SECURITY DEPOSIT:**

Successful bidder on award of work shall submit Security Deposit amounting to 10% of the total contract value through Demand Draft payable at Kannur Airport or as Bank Guarantee within 30 days from the issuance of Purchase Order. EMD submitted along with bid will be refunded upon submission of Security deposit only. Security deposit

will be released upon completion of contract period. KIAL will not pay any interest or any other expenses, whatsoever, incurred by contractor towards submission security deposit.

## II. TAXES, DUTIES and GST:

1. The quote must be exclusive of GST as GST will be paid extra ie. GST will be paid to the contractor against the submission of proper GST invoice to KIAL. KIAL will not entertain any claim whatsoever beyond the final quoted price other than GST which is payable extra to the contractor.
2. Under the GST Law the contractor should also comply regarding filing of all the returns to the GST network/ government departments within the stipulated time every month or such' other period as required by the Government. If the contractor does not comply with any of the GST laws and procedures and if KIAL incurs any liability on this account or does not get the input credit from the GST Network/ Government as goods and/or service receiver due to the contractor's failure to comply with the procedures of filing/ uploading of data submissions of documents, etc. in time then all such liability including the input credit of the GST lost by KIAL and the penalties and interest incurred by KIAL would be the liability of the contractor to be recovered from the running account bills or security deposits or any other amount payable by KIAL to the contractor.
3. Further the contractor to provide all GST registration related data/ information to KIAL at the time of tender submission for updating the KIAL application software's.
4. The contractor shall be entirely responsible for all the taxes, duties and levies including GST in and outside India and also any income Tax as applicable or may be imposed by the income Tax Authorities of India on the income of the supplier and its employees accruing from their services rendered within India against this contract. And in this regard the contractor shall submit a tax order from Indian tax authorities in respect of deduction of TDS.
5. The contractor shall be liable and pay all non-Indian taxes, duties and levies, lawfully assessed against the purchaser or the contractor in pursuance of the contract. In addition, the contractor shall be responsible for payment of all Indian duty, Levy and taxes lawfully assessed against the contractor for his personal income and property only. The purchaser shall have the right to deduct such taxes, duties at source, if liable to do so under any Indian law.

## 12.COMPLETION PERIOD AND CONTRACT DURATION

### a) Completion Period (Development Phase)

The selected agency shall complete the design, development, deployment, and commissioning of the Cargo Management Software (CMS), including the mobile application, within a period of Ninety (90) calendar days from the date of issuance of the Work Order / Letter of Acceptance (LoA).

b) Duration of the Overall Contract

The total contract period shall be: 90 Days Development + 1 Month Trial Run + 3 Years Maintenance

13. PAYMENT TERMS

a. Payment Terms – Development & Implementation Phase

Milestone No.	Description	%	Conditions for Payment Release
Milestone 1	Approval of Mockup Screens	20%	- Submission and approval of UI/UX mockups for home page and key inner pages. - Written approval from the client.
Milestone 2	Deployment to UAT (User Acceptance Testing)	20%	- CMS application deployed in UAT environment. - All major features integrated. - Internal testing completed and access shared with client for UAT.
Milestone 3	Deployment to Production + Final Testing & Commissioning	30%	- Final version deployed in live environment. - All functionalities verified. - Commissioning certificate issued by client.
Milestone 4	Completion of 1-Month Test Run Period	30%	- Successful performance of the live system for 1 month from commissioning. - Resolution of all critical issues. - Client sign-off after satisfactory test run.

b. Payment Terms – Post-Implementation Maintenance (3 Years): Remote Support (24x7) + Monthly Onsite Visit +Emergency Site Visit

- i. The maintenance period shall begin immediately after completion of the 1-month test run period and signing of the system acceptance certificate.
  - ii. 100 % payment Will be release on submission of Invoice after successful completion of each quarter.
- c. All payments will be made against invoices submitted with proof of milestone or service completion.
- d. Applicable taxes (GST, TDS, etc.) shall be deducted/paid as per statutory norms.
- e. Delays in deliverables or non-compliance with Service Level Agreements (SLAs) may attract penalties, as defined in the SLA section.

- f. Performance Security / PBG may be retained or extended until the end of the maintenance period, as per tender terms.

#### 14. EXTENSION OF TIME:

- a) This work is urgent and hence the completion period as per contract shall be adhered to strictly. However, in case of extraordinary situations which may delay the completion of the project, the contractor shall apply for extension in time.
- b) If the contractor desires an extension of time for completion of the work on the ground of having been unavoidably hindered in its execution or on any other ground, he shall apply in writing to the Head (IT) of the Kannur International Airport within 7 days of the date of hindrance on account of which he desires such extension as aforesaid.
- c) The Head (IT) shall, if in his opinion (which shall be final) is satisfied that the grounds shown are reasonable, shall authorize such extension of time, which is necessary or proper, with approval of competent Authority.
- d) The supplier may claim extension of time over and above the mentioned completion time in case of changes of goods ordered by the purchaser or delay due to any drawings, services which are to be provided by the purchaser.
- e) KIAL may extend the delivery period without Liquidated Damages if the reasons given by the supplier are found justified. Otherwise, delivery period will be extended with levy of Liquidated Damages.
- f) KIAL reserves the right to cancel the order wholly or in part without any liability to pay cancellation charges and forfeit the EMD and or encash the performance Bank Guarantee in full absolutely, in case of delay in supplies.
- g) In the event of rejection of non-conforming goods, the successful tenderer shall be allowed to replace the non-conformities within the specified time. If the contractor fails to do so within the specified time the purchaser shall have the right to invoke the performance guarantee.

#### 15. FORCE MAJEURE:

KIAL may grant an extension of time for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub-paragraphs and to the procedures detailed there in being followed. Force majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of States, the direct and indirect ties, national emergencies, civil commotions, pandemic and strikes (only those which exceed a duration of ten continuous days). The Supplier's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures: -

- a. That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the Supplier informs the KIAL in writing that the Supplier considers himself entitled to an extension of the time limit.



- b. That the Supplier produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- c. That the Supplier proves that the said conditions have actually interfered with the carrying out of the contract.
- d. That the Supplier proves that the delay occurred is not due to his own action or lack of action.
- e. Apart from the extension of the time limit, force majeure does not entitle the supplier to any compensation of damage or loss suffered.

#### 16.COMPLETION CERTIFICATE:

Within ten days of successful completion of the work, the contractor shall give notice of such completion to the Head (IT) and within ten days of the receipt of such notice the Head (IT) shall inspect the work and, if there is no defect in the work, shall issue a certificate of completion. Otherwise issue a provisional certificate of completion indicating: -

- a. Defects to be rectified by the contractor and/or
- b. Items for which payment will be made at reduced rates.

No certificate of completion provisional or otherwise, shall be issued, nor shall the work be considered to be complete until the contractor shall have removed from the premises on which the work shall be executed all surplus materials and waste. If the contractor shall fail to comply with the requirements of this clause as to removal of surplus materials and waste on or before the date fixed for the completion of the work, the Head (IT) may at the expense of the contractor remove such surplus materials & rubbish, etc. and dispose of the same as he thinks fit, and the contractor shall have no claim in respect of any such surplus materials as aforesaid except for any sum actually realized by the sale thereof.

#### 17. PAYMENT OF ROYALTIES:

If pursuant to or under any law, such notification or order, any royalties, fee or the like becomes payable by the contractor but not paid to the Governments/Local Authority in respect of any materials used by the contractor in the works, then in such a case it shall be lawful for the Authority and it will have right and be entitled to recover the amount paid in the circumstances as aforesaid, from the dues of the contractor.

#### 18.DEATH OF CONTRACTOR:

Without prejudice to any of the right or remedies under this contract, If the contractor dies, the Head (IT) on behalf of the Managing Director shall have the option of terminating the contract without compensation to the heir of contractor.

#### 19.INDEMNITY:

The contractor shall indemnify purchaser against any claims or for payment of any royalty, license fee or any other expenses in respect of or for making use of patents or designs or labour disputes/claims with respect of which he according to the terms of the contract, is to be treated as an agent of the Purchaser for the purpose of making use of the patent or trade mark for fulfilment of the contract.

“If an action is brought against the Purchaser for infringements of any patent or registered trademarks or misappropriates any trade secret, the Contractor shall defend any action taken against the Purchaser at the contractor’s expense and pay the damages and cost awarded against the purchaser/Contractor and Purchaser shall fully cooperate with Contractor without any Financial and any other liability to KIAL.”

**20. SETTLEMENT OF DISPUTES:**

Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, design, drawings and instruction here-in before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or things whatsoever, in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the work or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:

For any dispute arising out of this Contract/ agreement, only the Courts in Kannur shall have jurisdiction to entertain such a dispute. Arbitration clause is not applicable

**21. PATENTS, SUCCESSFUL BIDDER’S LIABILITY & COMPLIANCE OF REGULATIONS**

Successful bidder shall protect and fully indemnify the KIAL from any claims for infringement of patent, copyright, trademark, license violation or the like.

The Successful bidder shall also protect and fully indemnify KIAL from any claims from successful bidders, Workmen, employees, their heirs, defendants, respondents from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.

The successful bidder shall be responsible for compliance with all requirements under the laws and indemnify completely KIAL from any claims/penalties arising out of any infringements.

**22. EMPLOYEMENT OF TECHNICAL STAFF AND EMPLOYEES:**

The contractor shall arrange necessary skilled technical assistants on the site and on call/ remotely as and when required. Preferably a resident engineer can be placed at Kannur airport

**23. Authority of Person Signing the Contract on behalf of the Contractor.**

A person signing the tender or any other document in respect of the Contract on behalf of the Contractor without disclosing his authority to do so shall be deemed to warrant that he has authority to bind the Contractor.

Tender signed by the Indian Agent / Representative shall not be considered and shall be rejected, if it is discovered at any time that the person so signing had no authority to do so, the Purchaser may, without prejudice to any other right or remedy of the purchaser, cancel the contract and carry out the work at the risk and cost of contractor and hold the firm which purchased the tender liable to the Purchaser for all costs and damages arising from the cancellation of the Contract including any loss, which the Purchaser may sustain on account of such purchase.

**24. Training for KIAL employees**

The successful bidder shall impart training on system usage for KIAL staff or their nominated persons. The all required document (training handout notes) including deployment of training expert and supply of technical and training manual are in the scope of successful bidder

## **25. SECURITY PASS**

As the Maintenance work has to be carried out in a restricted area, the contractor shall arrange for security passes from the competent authority in respect of staff to be deployed by contractor. Any incidental charges towards this shall be borne by the contractor himself. The staff deployed by the contractor shall strictly abide by all rules and regulations in force. Any person found violating the regulations shall be withdrawn by the contractor. The passes have to be returned on the same day or on completion of the job as per the guidelines of the Issuing Authority. Loss of any pass shall attract a penalty of Rs. 500/- or more to be decided by the Competent Authority. Failure to observe security regulations may be treated as trespasses and lead to prosecution of the person (s) deployed by the contractor. The passes issued shall be used for gaining entry to the areas of the Airport where the contractor/ his staff have legitimate business in respect of scope of this work. Use of this pass for entry into Airport for purposes other than that covered under the scope of work will lead to confiscation of the pass as well as other action deemed fit by KIAL.

## **26. OTHER CONDITONS:**

- a) Any material taken out from the building shall have necessary permission from the security personnel/Competent Authority in the form of a Gate pass. In case of any material being brought in, necessary records shall be maintained in a separate register.
- b) The Contractor shall be wholly responsible for theft/ burglary breakdown or any other mischief done by their staff, and any loss of property shall be recovered from the immediate bill of the Contractor.
- c) The Contractor shall at all times indemnify and keep KIAL indemnified against all claims which may arise out of or relating to this work and which may be referred against KIAL and shall take all risks and accident or damage which may occur at the site of work or to the work from whatever cause it may be.
- d) All works/services are to be carried out strictly complying the BCAS (Bureau of Civil Aviation Security) specifications, Indian Electricity Rules and ISI code of practices including safety codes and as per instruction of Engineer-in-Charge, as applicable.
- e) The Contractor should have clear understanding of the scope of work. The rates quoted shall be valid throughout the period of the contract. No escalation will be permitted on any account after acceptance of the contract.

## **27. INSTRUCTIONS TO BIDDERS FOR FILLING UP THE BOQ**

- 1) The Bidders shall make their Quote in the relevant columns of BOQ asper the Format in Annexure-1, fully meeting the operational and technical requirement as spelt out in the tender.

- 2) Rate quoted should be inclusive of all costs including development, deployment, support manpower, travel, communication, tools, licensing (if any), and other overheads.
- 3) Prices Quoted by the tenderer shall be Exclusive of GST.
- 4) The Bidders has to Quote the maintenance Charges separately for a period of 03 years.,
- 5) Prices quoted by the Tenderer shall remain firm and valid until successful completion of the Contract.
- 6) If the bidder quotes Zero or not quoted for any item in the BOQ, then the Rate/value against the item shall be taken as Zero.
- 7) KIAL shall be entitled to deduct at source any tax as may be required by the laws in force in India and shall furnish to the contractor a certificate in the prescribed form.
- 8) The amount under Sl. No. 2 (Quarterly Rate) will be used to calculate post-implementation maintenance payments for 3 years (12 quarters).
- 9) Evaluation will be done on Total Quoted Amount (A + B).

Annexure-I

### Bill of Quantity

Name of Work: Design, Development, Implementation and Maintenance of Cargo Management Software (CMS) including Mobile Application at Kannur Airport

Sl. No.	Description of Item	Unit	Qty	Quoted Rate (INR) Exclusive of GST	Quoted Amount (INR) Exclusive of GST
<b>A. SOFTWARE DESIGN &amp; DEVELOPMENT</b>					
AI	Design, Development and Implementation of CMS including Web	Lump Sum	1		

Sl. No.	Description of Item	Unit	Qty	Quoted Rate (INR) Exclusive of GST	Quoted Amount (INR) Exclusive of GST
	Application, Mobile Application (Android/iOS), Payment Gateway Integration, Customer/User Modules, etc., as per scope of work				
<b>B. POST-IMPLEMENTATION SUPPORT &amp; MAINTENANCE (3 YEARS)</b>					
B1	Maintenance charges for First Year	Per Quarter	4		
B2	Maintenance charges for Second Year	Per Quarter	4		
B3	Maintenance charges for Third Year	Per Quarter	4		
<b>TOTAL QUOTED AMOUNT (A + B)</b>					

Annexure-II

**BIDDER DETAILS**

Sl. No.	Particulars	To be filled in by the bidder

1	Name of the Agency	
2	Details of Tender Fee	
	(i) Amount	Rs 5900/-
	(ii) UTR No	
	(iii) Date	
3	Details of EMD	Rs 50000/-
	(i) Amount	
	(ii) UTR No	
	(iii) Date	
4	Date of Registration of the agency	
5	Detailed office address of the Agency with Office Telephone Number, Mobile Number, E Mail Address, and name of the contact person	
6	Company's Kerala Office Address (if the company is not head quartered in Kerala)	
7	PAN/TAN Number (copy also to be enclosed)	
8	GST Number (Copy also to be enclosed)	
9	Whether the firm is blacklisted by any organisation or any criminal case is registered against the firm or its owner/partner anywhere in India. (An undertaking is as per Annexure VI to attached in this regard)	

10	Details of experience in Similar Application Design and Maintenance.	
11	Experience in dealing with Govt./other organisations.  (Indicate the names of the organisations and attach copies of experience certificates/work completion certificates issued by those organisations)	
12	Whether Un-conditional Acceptance Letter (as per Annexure- III), duly signed, in token of acceptance of the terms and conditions, is attached?	
13	Whether agency profile is attached?	
14	Documentary proof to support the claim that the Bidder shall be either OEM or authorized dealer of the OEM (Manufacturer Authorization Form to be submitted). Dealer shall submit the Copy of the authorized dealership certificate issued by the OEM.	
<div style="text-align: right; margin-right: 100px;"> Signature of the authorized Person  Full Name:  Seal: </div> <div> Date:   Place </div>		

**UNCONDITIONAL ACCEPTANCE LETTER**  
(Duly filled, scanned copy to be submitted in Cover-1)

To

The Managing Director,  
Kannur International Airport limited (KIAL),  
Mattannur, Kannur District  
KERALA STATE – 670708

**SUB:- Acceptance of Terms & Conditions of Tender**

Name of work: Design, Development , Installation, Configuration, Testing & Commissioning of Cargo Management Software including 3 year Maintenance at Kannur International Airport Limited

Tender No: KIAL/IT-02/2025

Dear Sir,

1. The tender document for the works mentioned above have been sold to me/us by KIAL and I / we hereby certify that I / we have read the entire terms and conditions of the tender document available in the website [www.tenderskerala.gov.in](http://www.tenderskerala.gov.in) which shall form part of the contract agreement and I/ we shall abide by the conditions /clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions of KIAL's tender document in its entirety for the above works and in case we have put forth any conditions same may be treated as withdrawn.
3. After unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks/conditions (except unconditional rebate on price, if any). In case the provision of the tender is found violated after opening the tender submitted, I agree that the tender shall be liable to be rejected.
4. That, I have not paid and will not pay any bribe to any officer of KIAL for awarding this contract at any stage during its execution or at the time of payment of bills. "That, if any officer of KIAL asks for bribe/ gratification, I will immediately report it to the appropriate authority in KIAL".
5. Conditions of contract for Design, Development , Installation, Configuration, Testing & Commissioning of Cargo Management Software including 3 year Maintenance at Kannur International Airport Limited have been read by me and same is acceptable unconditionally.

Yours faithfully,

AUTHORIZED SIGNATURE	:
NAME OF THE SIGNATORY	:
NAME & ADDRESS OF THE TENDERER	:
OFFICIAL SEAL & Date	:



TENDER COST & EMD SUBMISSION: Compliance Statement  
(This Compliance statement duly filled, along with the scanned copies of the documents to be submitted in Cover-1:)

SL No	DOCUMENTS	Payment Ref#, Date and Issued Bank
01	Tender Cost / Fee : Rs 5900/- (Rupees Five thousand nine hundred only)	
02	EMD (Earnest Money Deposit) : Rs. 50,000/- (Rupees Fifty Thousand only)	

AUTHORIZED SIGNATURE :

NAME OF THE SIGNATORY :

NAME & ADDRESS OF THE BIDDER :

OFFICIAL SEAL & Date :

**Pre-Bid Qualification Documents: Compliance Statement**  
(Scanned copy of this Compliance statement duly filled, along with the copies of the documents to be submitted in Cover-2)

SL No	DOCUMENTS	Status	BID Page no.
01	Duly filled and signed Bidder Details (Annexure II)		
02	Self-attested copy of Certificates of Incorporation/ Partnership Deeds or any other valid document issued by the respective Registrar of firms/companies		
03	Copy of PAN card & proof of GST Registration		
04	Experience Certificates from minimum 3 Organisations		
	Work order /agreement showing minimum 2 years of experience as on 31st March 2025 in the field of software design, Development and maintenance.		
	Audited Balance Sheets and Profit & Loss Statements, certified by a Chartered Accountant for proving the turn over criteria		
	Certificate from the HR department along with the list of technical staff and designations.		
	Client Completion Certificates or Go-Live Letters mentioning the project scope, client sector, and successful implementation for proving the SL no. V of Eligibility criteria.		
	Recent Telephone Bill / Electricity Bill / Property Tax Receipt / Lease Agreement or equivalent as address proof.		
05	Attested copy of relevant documents showing that the firm has minimum three years' experience in providing similar services. (the Name & address of the Clients need to be enclosed)		
06	Undertaking for not having been Black Listed (Annexure-VI)		
07	Signed unconditional acceptance letter (as per Annexure III)		
08	Signed Compliance Statement regarding Tender Cost and EMD (as per Annexure V)		
09	Signed Certificate of Undertaking for Warranty (as per Annexure VIII)		

AUTHORIZED SIGNATURE :  
NAME OF THE SIGNATORY :  
NAME & ADDRESS OF THE BIDDER :  
OFFICIAL SEAL & DATE :

\*Note: Ambiguous statements & incomplete supporting documents for vital tender requirements may attract the risk of rejection without further reference.

**UNDERTAKING FOR NOT BEEN BLACKLISTED**

(Duly filled in the letter head of the bidder, scanned copy to be submitted in Cover-2)

Sub: Tender for Design, Development , Installation, Configuration, Testing & Commissioning of Cargo Management Software including 3 year Maintenance at Kannur International Airport Limited

We do hereby undertake that our firm or its partners or Directors have not been blacklisted or any case is pending or any complaint regarding irregularities is pending in India or abroad, by any Organization or any Indian State/Central Governments Departments or Public Sector undertaking of India

Date:

Signature of bidder with seal

**Certificate of Undertaking for Maintenance Service**  
(duly filled copy to be submitted in Cover-1)

To  
The Managing Director,  
Kannur International Airport limited (KIAL),  
Kannur International Airport P O  
Mattannur, Kannur District 670708  
KERALA

**SUB:- Certificate of Satisfactory Repair/Service during the 3 years Maintenance period**

**NAME OF WORK:** Design, Development , Installation, Configuration, Testing & Commissioning of Cargo Management Software including 3 year Maintenance at Kannur International Airport Limited

**Tender No:** KIAL/TDR/IT-02/2025

- a. With reference to the application developed at Kannur Airport , we hereby undertake that all the software used shall be original software only.
- b. We hereby undertake to provide service support as per the requirement of the 3 years from the certified date of completion of the work.
- c. If during the specified period the software developed found to be defective, the same shall be rectified immediately by us at the site at our risk and cost and abide by the decision of your office.
- d. In case of any failure, Kannur Airport has full right to adjust the Security Deposit in lieu of Repairing charges.

Yours faithfully,

AUTHORIZED SIGNATURE :

NAME OF THE SIGNATORY :

NAME & ADDRESS OF THE BIDDER :

OFFICIAL SEAL & DATE :