കേരള സാമൂഹ്യ സുരക്ഷാ മിഷൻ

നമ്പർ : **KSSM/923/2026-DEO8** തിരുവനന്തപുരം

തീയതി : 18-09-2026

നോട്ടീസ് – താൽപര്യപത്രം ക്ഷണിയ്ക്കുന്നു (EOI)

വിഷയം: **Comprehensive portal for Disability Information Management System** പദ്ധതിയുടെ നിർവഹണത്തിനായി ഏജൻസികളെ കണ്ടെത്തൽ - സംബന്ധിച്ച്

സാമൂഹ്യനീതി വകുപ്പ് - ഏകീകൃത ഡിജിറ്റൽ പരിസ്ഥിതി സംവിധാനം സൃഷ്ടിച്ചുകൊണ്ട് കേരളത്തിലെ ഡിസെബിലിറ്റി സേവന മേഖലയിൽ വിപ്ലവകരമായ മാറ്റങ്ങൾ വരുത്തുക എന്ന ലക്ഷ്യത്തോടെ നടപ്പിലാക്കുന്ന പദ്ധതിയാണ് Comprehensive portal for Disability Information Management System. എല്ലാ ഭിന്നശേഷിക്കാർക്കും സുതാര്യവും കാര്യക്ഷമവും ആക്സസ് ചെയ്യാവുന്നതുമായ ഒരു പ്ലാറ്റ്ഫോം സൃഷ്ടിക്കുന്നതിനായിട്ടാണ് Comprehensive portal for Disability Information Management System പോർട്ടൽ വിഭാവനം ചെയ്തിരിക്കുന്നത്. Comprehensive portal for Disability Information Management System പദ്ധതിയുടെ നിർവഹണത്തിനായി ഏജൻസികളിൽ നിന്നും താൽപര്യപത്രം ക്ഷണിയ്ക്കുന്നു.

1. **പ്രവർത്തനങ്ങളുടെ സംക്ഷിപ്ത രൂപം** : Comprehensive portal for Disability Information Management System പദ്ധതിയുടെ നിർവഹണം

2. **സമർപ്പിക്കേണ്ട അവസാന തീയതി : 26-09-2026**

3. **സമർപ്പിക്കേണ്ട രീതി** : ടെക്നിക്കൽ ബിഡ്, ഫിനാൻഷ്യൽ ബിഡ് എന്നിവ വെവ്വേറെ മുദ്ര വച്ച കവറുകളിൽ താളെ നൽകിയിട്ടുള്ള വിലാസത്തിൽ നേരിട്ട് സമർപ്പിക്കേണ്ടതാണ്.

4. EOI യുടെ മറ്റ് വിവരങ്ങൾ ചുവടെ ചേർക്കുന്നു.

Sl. No.	Milestone	Date & Time
1	Publication/Release of EOI	18-09-2026
2	Last date for queries/doubts	**25-09-2026**
3	Last date for submission of EOI	**26-09-2026**
4	Opening of EOI responses	**28-09-2026**

5	Technical evaluation	**28-09-2026**
6	Declaration of shortlisted agencies	To be announced
7	Subsequent selection process, if applicable	To be announced

EOI യുമായി ബന്ധപ്പെട്ട മറ്റ് വിവരങ്ങൾ ,EOI ഡോക്യുമെൻറ് എന്നിവ ഓഫീസ് നിന്ന് പ്രവർത്തന സമയങ്ങളിലും , വെബ്സൈറ്റ് നിന്നും ലഭ്യമകുന്നതാണ് , EOI മായി ബന്ധപ്പെട്ട സംശയ നിവാരണം നടത്തുന്നതിലേയ്ക്കായി താൽപര്യമുള്ള ഏജൻസികൾ **25-09-2026** 4 മണിയ്ക്ക് മുൻപായി **keralasid@gmail.com** എന്ന ഈമെയിലും ,നേരിട്ട് ഓഫീസ് മുഖാന്തിരം സേവനം ഉപയോഗിക്കാവുന്നതാണ് .

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STATE INITIATIVE ON DISABILITIES (SID)
KERALA SOCIAL SECURITY MISSION (KSSM)
SOCIAL JUSTICE DEPARTMENT
GOVERNMENT OF KERALA

EXPRESSION OF INTEREST (EOI)

EXPRESSION OF INTEREST FOR IDENTIFICATION OF AGENCIES FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND TECHNICAL SUPPORT OF

COMPREHENSIVE PORTAL FOR DISABILITY INFORMATION MANAGEMENT SYSTEM

Ref. No.: KSSM/923/2026-DEO8
Date: (18-09-2026)

Issued by
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&
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CONTENTS

1. Acronyms and Definitions
2. EOI Document Details
3. Background and Introduction
4. Vision and Objectives of **CPDIMS**
5. Guiding Principles
6. Scope of the EOI
7. Scope of Work
8. Functional and Technical Requirements
9. Component-wise Implementation Requirements
10. Architecture and Technology Requirements
11. Data Management and Governance
12. Cyber security, Privacy and Compliance
13. Accessibility and Multilingual Requirements
14. Integration and Interoperability
15. Mobile and Field Operations
16. Project Management and Implementation Methodology
17. Capacity Building, Training and Change Management
18. Deliverables
19. Post-Implementation Support and Maintenance
20. Ownership, Intellectual Property and Source Code
21. Agency Eligibility Criteria
22. Documents to be Submitted
23. Format of EOI Response
24. Evaluation and Short listing Methodology
25. Indicative Financial Proposal
26. EOI Submission Procedure
27. Timeline

28. General Terms and Conditions
29. Confidentiality and Data Protection
30. Right of KSSM/SID
31. Declaration by the Applicant
32. Annexure

1. ACRONYMS AND DEFINITIONS

Acronym	Expansion
AI	Artificial Intelligence
API	Application Programming Interface
CERT-In	Indian Computer Emergency Response Team
DB	Database
DEIC	District Early Intervention Centre
DFK	Digital University Kerala
DPDP Act	Digital Personal Data Protection Act, 2023, as applicable
EOI	Expression of Interest
GIS	Geographic Information System
ICP	Individual Care Plan
IEC	Information, Education and Communication
K-DIMS	Kerala Disability Information Management System
KSSM	Kerala Social Security Mission
KSDC	Kerala State Data Centre
LSGI	Local Self Government Institution
MIU	Mobile Intervention Unit
NGO	Non-Governmental Organisation
PwD	Person with Disability
QA	Quality Assurance

QA	Quality Assurance
RBAC	Role-Based Access Control
SJD	Social Justice Department
SID	State Initiative on Disabilities
SRS	Software Requirement Specification
UAT	User Acceptance Testing
UI	User Interface
UX	User Experience
VAPT	Vulnerability Assessment and Penetration Testing
CPDIMS	Comprehensive portal for disability information management system earlier official documents ,GO named as K-DIMS

2. EOI DOCUMENT DETAILS

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1	Publication/Release of EOI	18-09-2026
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KSSM/SID reserves the right to modify the above schedule through appropriate notification.

3. BACKGROUND AND INTRODUCTION

The Department of Social Justice, Government of Kerala, through its various institutions and implementing agencies, is responsible for the planning, implementation, monitoring and coordination of a wide range of programmes relating to disability prevention, early identification, early intervention, rehabilitation, social security, inclusion, empowerment and rights of Persons with Disabilities (PwDs).

The services are delivered through a diverse network comprising the Directorate of Social Justice, Kerala Social Security Mission, State Initiative on Disabilities, district offices, early intervention centres, rehabilitation institutions, hospitals, Local Self Government Institutions, educational institutions, Non-Governmental Organisations, professionals, field functionaries and other service providers.

Over the years, multiple programme-specific applications, databases and manual information systems have evolved to support individual schemes and services. Consequently, disability-related information is currently distributed across different systems, institutional records and programme databases.

Such fragmentation can result in:

- duplication of beneficiary records;
- inconsistent beneficiary information;
- difficulty in maintaining longitudinal service histories;
- limited interoperability between systems;
- fragmented programme monitoring;
- difficulty in tracking referrals and service utilization;
- duplication of data collection;
- limited real-time information for administrators;
- difficulty in evidence-based planning;
- inadequate visibility of available disability services;
- challenges in identifying service gaps geographically; and
- limited capacity for integrated and life-course-based disability management.

In this context, the Government proposes to establish the COMPREHENSIVE PORTAL FOR DISABILITY INFORMATION MANAGEMENT SYSTEM as a unified digital platform for disability information management, service coordination, monitoring and governance.

CPDIMS is envisaged as a **State-level, secure, accessible, scalable and interoperable digital public infrastructure for disability governance and service delivery**.

The proposed platform shall progressively support beneficiary registration, centralized beneficiary information, service mapping, early identification and intervention, rehabilitation, case management, field-level data collection, referral management, welfare and service convergence, institutional information, monitoring, analytics, reporting and integration with approved Government systems.

4. VISION AND OBJECTIVES OF CPDIMS

4.1 Vision

To establish a **unified, inclusive, secure and evidence-based digital ecosystem for disability governance in Keralam**, enabling timely access to services and strengthening planning, coordination, monitoring and accountability.

4.2 Objectives

The principal objectives of **CPDIMS** are to:

1. establish a centralized and validated disability information repository;
2. create a State-level beneficiary registry;
3. facilitate unique identification and deduplication of beneficiaries;
4. enable multi-channel beneficiary registration;
5. maintain longitudinal service and intervention records;
6. strengthen early identification and intervention;
7. facilitate rehabilitation and case management;

8. improve referral and follow-up mechanisms;
9. establish a comprehensive disability service and institution directory;
10. support mobile-based field data collection;
11. improve programme convergence and service coordination;
12. provide district and State-level dashboards;
13. facilitate evidence-based planning and policymaking;
14. improve data quality and accountability;
15. enable secure interoperability with approved Government systems;
16. provide accessible Malayalam and English interfaces;
17. establish a scalable technical foundation for future modules; and
18. enable future use of advanced analytics and decision-support tools, subject to Government approval and applicable legal and ethical safeguards.

5. GUIDING PRINCIPLES

CPDIMS shall be designed and implemented based on the following principles:

- Rights-based approach
- Person-centred service delivery
- Life-course approach
- Universal accessibility
- Privacy and confidentiality
- Data minimization
- Security by design
- Interoperability by design
- Once-only data collection, wherever feasible
- Evidence-based decision-making
- Scalability and sustainability
- Open standards and avoidance of unnecessary vendor lock-in
- User-centric design
- Inclusive digital service delivery

- Accountability and auditability

6. SCOPE OF THE EOI

This EOI is intended to identify agencies having demonstrated technical, organizational and professional capability to undertake the **design, development, testing, deployment, implementation and technical support of Phase-I of CPDIMS** The selected agency shall undertake end-to-end activities including, as applicable:

- Requirement Analysis And Validation;
- SRS Refinement;
- System Architecture;
- Database Architecture;
- UI/UX Design;
- Web Portal Development;
- Mobile Application/Tool Development;
- Backend And API Development;
- Centralized Beneficiary Registry;
- Beneficiary Registration;
- Service Directory;
- Early Intervention Module;
- Basic Case Management;
- Individual Care Plan;
- Field Data Collection;
- Dashboards And Reporting;
- Integration With Approved Existing Systems;
- Data Migration And Cleansing;
- Testing And Quality Assurance;
- Cyber Security And VAPT;
- Deployment At KSDC Or Approved Government Infrastructure;

- Training;
- Documentation;
- Pilot Implementation;
- UAT;
- Rollout Support; And
- Technical Support And Maintenance.

7. SCOPE OF WORK

The selected agency shall follow an **end-to-end, user-centric and scalable approach** for **CPDIMS** Phase-I.

The proposed solution shall establish the foundational digital architecture for a State-level disability information management ecosystem integrating:

- Beneficiary Registration;
- Centralized Beneficiary Management;
- Unique Beneficiary Identification;
- Service Mapping;
- Early Intervention;
- Rehabilitation;
- Case Management;
- Field Data Collection;
- Monitoring;
- Reporting;
- Data Analytics;
- Approved System Integrations; And
- Future Extensibility.

The system shall be modular and capable of incorporating additional disability-related programmes and services in subsequent phases without requiring fundamental redevelopment of the core platform.

8. FUNCTIONAL AND TECHNICAL REQUIREMENTS

8.1 Centralized Disability Information Database

The system shall:

- Establish A Centralized And Structured Disability Information Database;
- Provide A Controlled And Authoritative Repository For Disability-Related Information;
- Support Structured Master Data Management;
- Support Flexible And Scalable Database Architecture;
- Support Data Validation And Quality Checks;
- Provide Mechanisms For Check Duplication;
- Maintain Historical Changes Where Required;
- Support Secure Backup And Recovery;
- maintain audit trails;
- implement role-based access controls;
- support data archival and retention policies;
- support approved data exchange through APIs; and
- be capable of deployment within KSDC or another Government-approved hosting environment.

8.2 Beneficiary Registry

The system shall provide a State-level beneficiary registry supporting:

Registration channels

- Self-Registration;
- Guardian-Assisted Registration;
- Deics/Reics;
- Hospitals;
- Rehabilitation Institutions;
- Field Personnel;

- Surveys;
- Authorized Service Centres;
- Other Government-Authorized Agencies.

Registry functions

- Beneficiary Profile Creation;
- Unique K-Dims Beneficiary Id;
- Identity Verification Mechanisms;
- Deduplication;
- Record Verification;
- Profile Updating;
- Beneficiary Status Management;
- Guardian/Caregiver Information;
- Contact Information;
- Demographic Information;
- Disability-Related Information;
- Service History;
- Referral History;
- Consent/Preferences, Where Applicable;
- Document Management, Where Approved; And
- Complete Audit Trail.

The system shall be designed so that the **CPDIMS** ID can function as a **platform-level identifier** without unnecessarily replacing legally established identifiers issued under other Government systems.

8.3 Multi-Source Data On boarding

The platform shall support on boarding of data from:

- Existing Departmental Databases;
- Programme Databases;

- Institutional Records;
- Approved Surveys;
- Field Enumeration;
- Authorized Service Providers;
- Government Systems;
- Future Apis;
- Approved Bulk Data Upload Mechanisms.

All imported data shall be subjected to appropriate validation, cleansing, mapping and check duplication processes.

8.4 Service and Institution Directory

The system shall provide a searchable directory covering, as applicable:

- Early Intervention Centres;
- Rehabilitation Centres;
- Deics;
- Reics;
- Mobile Intervention Units;
- Autism Services;
- Hospitals;
- Rehabilitation Professionals;
- Therapy Services;
- Assistive Device Services;
- Educational Services;
- Special Schools;
- Special Anganwadis;
- Disability-Related Institutions;
- Ngos;
- Service Providers;
- Government Schemes And Programmes; And

- Other Approved Disability-Related Services.

Search shall support, where applicable:

- District;
- Local Body;
- Geographical Area;
- Service Category;
- Disability Category;
- Age Group;
- Institution Type; And
- Service Availability.

8.5 Early Intervention Module

Phase-I shall establish a foundational Early Intervention Module covering:

- Child Registration;
- Developmental Screening;
- Assessment Records;
- Functional Assessment;
- Referral;
- Intervention Planning;
- Individual Care Plans;
- Therapy Records;
- Rehabilitation Interventions;
- Follow-Up;
- Review;
- Progress Tracking;
- Service Utilization;
- Missed Follow-Up Identification; And
- Longitudinal Record Maintenance.

The system shall support controlled access by authorized professionals and service providers.

8.6 Basic Case Management

The case management component shall support:

- Case Creation;
- Beneficiary Assessment;
- Identification Of Needs;
- Individual Care Plan;
- Intervention Planning;
- Referral;
- Referral Acceptance/Status;
- Service Delivery Records;
- Follow-Up;
- Review;
- Case Status;
- Closure/Transfer;
- Reassessment; And
- Longitudinal Case History.

The system should support configurable workflows so that additional case-management processes can be introduced in subsequent phases.

8.7 Individual Care Plan

The system shall provide functionality for creation and maintenance of an Individual Care Plan, including, as applicable:

- Identified Needs;
- Goals;
- Interventions;
- Responsible Professional/Service;

- Frequency;
- Expected Outcomes;
- Review Date;
- Progress;
- Modifications; And
- Closure/Transition.

8.8 Mobile-Based Field Data Collection

The mobile application/tool shall support authorized field personnel for:

- Beneficiary Identification;
- Registration;
- Household Survey;
- Community-Level Enumeration;
- Field Verification;
- Assessment;
- Data Collection;
- Document/Photo Capture, Where Specifically Approved;
- Location Capture, Where Approved;
- Supervisor Verification;
- Correction Workflows;
- Offline Data Collection;
- Secure Synchronization;
- Duplicate Detection;
- Validation; And
- Status Tracking.

The application shall support **offline-first functionality** for areas with limited connectivity.

8.9 Workflow and Task Management

The system should support configurable workflows for:

- Registration Verification;
- Referral;
- Assessment;
- Service Assignment;
- Follow-Up;
- Approval;
- Data Correction;
- Grievance/Referral Escalation, Where Included;
- Field Verification; And
- Administrative Review.

Notifications may be provided through approved channels such as:

- in-system notifications;
- SMS;
- email;
- other Government-approved communication channels.

8.10 Dashboards and Reporting

The system shall provide role-specific dashboards.

State-level dashboard

The State dashboard should provide:

- Total Registered Beneficiaries;
- Demographic Distribution;
- Disability-Related Indicators;
- District-Wise Distribution;
- Service Availability;
- Service Utilization;

- Intervention Status;
- Referral Status;
- Centre Performance;
- Field Activity;
- Programme Indicators;
- Trends;
- Pending Cases;
- Geographic Analysis;
- Kpis; And
- Downloadable Reports.

District-level dashboard

District dashboards shall provide appropriate district-level:

- Beneficiary Statistics;
- Service Information;
- Pending Referrals;
- Intervention Status;
- Field Activities;
- Centre-Level Performance;
- Follow-Up Status; And
- Programme Indicators.

Reports shall support appropriate export formats such as PDF, Excel/CSV or other approved formats, subject to access permissions.

8.11 Role-Based Access Control

The system shall implement granular RBAC for:

- Beneficiaries;
- Guardians;
- Professionals;

- Therapists;
- Centre Staff;
- Field Personnel;
- Supervisors;
- District Officials;
- State Officials;
- Programme Administrators;
- System Administrators; And
- Other Authorized Users.

Access shall follow the principle of **least privilege**.

Sensitive information shall only be accessible to authorized users based on role, organizational hierarchy and legitimate purpose.

8.12 Accessibility

The portal and mobile application shall comply with applicable Government accessibility requirements and recognized accessibility standards.

The solution shall incorporate, as applicable:

- Keyboard Accessibility;
- Screen-Reader Compatibility;
- Appropriate Contrast;
- Scalable Text;
- Accessible Forms;
- Meaningful Labels;
- Accessible Error Messages;
- Alternative Text;
- Accessible Navigation;
- Appropriate Focus Management;
- Accessible Tables;

- Responsive Design;
- Disability-Friendly Interaction Mechanisms.

The agency shall conduct accessibility testing involving appropriate accessibility experts/users wherever required.

8.13 Multilingual Interface

The platform shall support at minimum:

- **Malayalam**
- **English**

The architecture shall allow addition of other languages in future without fundamental redevelopment.

All user-facing labels, forms, notifications and relevant content shall be capable of translation through a controlled content-management mechanism.

9. COMPONENT-WISE IMPLEMENTATION REQUIREMENTS

COMPONENT 1 – SOFTWARE DEVELOPMENT AND PROJECT MANAGEMENT

The agency shall undertake:

- Requirement Analysis;
- Stakeholder Consultation;
- Srs Refinement;
- Business Process Mapping;
- System Architecture;
- Database Design;
- Ui/Ux Design;
- Web Development;
- Mobile Development;
- Backend Development;

- Api Development;
- Registry Development;
- Service Directory;
- Early Intervention Module;
- Case Management;
- Icp;
- Field Data Collection;
- Dashboards;
- Reporting;
- Integration;
- Security;
- Testing;
- Deployment;
- Documentation;
- Training;
- Uat;
- Pilot Implementation;
- Rollout Support; And
- Project Management.

Minimum indicative project team

The agency shall provide appropriately qualified personnel including, as required:

- Project Manager;
- Business Analyst;
- System Architect;
- Database Architect/Engineer;
- UI/UX Designer;
- Front-end Developer;
- Back-end Developer;

- Mobile Application Developer;
- DevOps/Cloud Engineer;
- QA/Test Engineer;
- Cybersecurity professional;
- Data/Migration specialist;
- Technical Support personnel; and
- other domain/technical experts as required.

10. COMPONENT 2 – INFRASTRUCTURE, SECURITY AND TECHNICAL SERVICES

The agency shall undertake:

- Infrastructure Assessment;
- Ksdc Deployment Planning;
- Server/Environment Configuration;
- Database Configuration;
- Storage Configuration;
- Backup Configuration;
- Disaster Recovery Planning;
- Application Deployment;
- Monitoring;
- Logging;
- Performance Testing;
- Load Testing;
- Security Hardening;
- Vapt;
- Vulnerability Remediation;
- Security Audit Coordination;
- Api Security;
- Access-Control Implementation;

- System Documentation.

Where security audit is required, it shall be undertaken through an appropriately authorized/empanelled agency as per applicable Government requirements.

11. COMPONENT 3 – DATA MIGRATION AND DATA QUALITY

Where existing datasets are provided by KSSM/SID or other authorized Government agencies, the selected agency shall undertake:

- Data Profiling;
- Data Mapping;
- Data Cleansing;
- Format Conversion;
- Duplicate Identification;
- Data Validation;
- Migration Testing;
- Migration;
- Reconciliation;
- Migration Verification; And
- Migration Documentation.

No existing data shall be altered, deleted or migrated without documented authorization.

12. COMPONENT 4 – IEC, TRAINING AND FIELD SUPPORT

The agency shall undertake:

- Stakeholder Workshops;
- Master Trainer Training;
- End-User Training;
- District-Level Orientation;
- Field-Level Training;

- User Manuals;
- Administrator Manuals;
- Technical Manuals;
- Quick-Reference Guides;
- Training Videos/Materials Where Required;
- Awareness/Iec Material;
- Pilot Support;
- Uat Support;
- Field Visits;
- Troubleshooting; And
- Implementation Support.

13. ARCHITECTURE AND TECHNOLOGY REQUIREMENTS

The proposed architecture shall be:

- Modular;
- Scalable;
- Secure;
- Interoperable;
- Maintainable;
- Api-Enabled;
- Responsive;
- Cloud/Ksdc Compatible;
- Capable Of Horizontal Scaling Where Required;
- Designed To Avoid Unnecessary Vendor Lock-In.

The solution shall preferably use established and sustainable technologies and open standards.

The agency shall provide:

- Application Architecture;

- Logical Architecture;
- Physical Architecture;
- Database Architecture;
- Api Architecture;
- Security Architecture;
- Deployment Architecture;
- Data-Flow Diagrams;
- Integration Architecture;
- Disaster Recovery Architecture.

Technology choices shall be documented and justified.

14. DATA MANAGEMENT AND GOVERNANCE

The implementation shall establish appropriate data governance mechanisms covering:

- Data Ownership;
- Data Classification;
- Data Quality;
- Data Validation;
- Master Data;
- Metadata;
- Data Access;
- Data Retention;
- Archival;
- Correction;
- Audit;
- Data Sharing;
- Data Exchange;
- Data Security.

The system shall maintain appropriate audit trails for:

- Creation;
- Modification;
- Deletion;
- Access;
- Approval;
- Data Migration; And
- Administrative Actions.

15. CYBERSECURITY, PRIVACY AND COMPLIANCE

The system shall incorporate **security and privacy by design**.

The agency shall ensure compliance with applicable:

- Government Of Kerala IT Policies;
- Cybersecurity Requirements;
- Data Protection And Privacy Laws;
- Government Digital Service Standards;
- Accessibility Requirements;
- Hosting And Security Requirements;
- Applicable CERT-In Requirements; And
- Other Government Instructions In Force From Time To Time.

Security measures shall include, as applicable:

- Encryption In Transit;
- Encryption At Rest;
- Secure Authentication;
- Strong Password Policies;
- Multi-Factor Authentication For Privileged Users Where Required;
- Rbac;

- Session Management;
- Secure Api Authentication;
- Audit Logs;
- Intrusion Monitoring;
- Vulnerability Management;
- Secure Backup;
- Disaster Recovery;
- Secure Development Practices;
- Secure Coding;
- Periodic Security Testing.

The agency shall not use beneficiary data for commercial, marketing, profiling or other unauthorized purposes.

16. API AND SYSTEM INTEGRATION

K-DIMS shall be designed as an interoperable platform.

Integration shall be undertaken with approved systems subject to:

- Availability Of Apis/Data;
- Technical Feasibility;
- Government Authorization;
- Applicable Data-Sharing Arrangements;
- Security Requirements; And
- Legal/Privacy Requirements.

Potential integrations may include:

- Suneethi;
- Sugamyam;
- SNAC/LLC;
- KSSM/SID Applications;
- Social Justice Department Systems;

- Other Approved Government Platforms.

The agency shall provide:

- API Documentation;
- Authentication Mechanisms;
- Data Mapping;
- Integration Specifications;
- Error Handling;
- Logging;
- Monitoring;
- Version Management.

The architecture shall support future integration with appropriate Government platforms, including DigiLocker or other approved digital public infrastructure, subject to technical feasibility and authorization.

17. MOBILE AND FIELD OPERATIONS

The field application shall support:

- Secure Login;
- Role-Based Functionality;
- Beneficiary Search;
- New Registration;
- Field Verification;
- Assessment;
- Survey Forms;
- Offline Storage;
- Synchronization;
- Supervisor Approval;
- Duplicate Checking;
- Data Validation;

- Synchronization Status;
- Error Handling.

Offline data shall be securely stored on the device and protected against unauthorized access.

18. TESTING AND QUALITY ASSURANCE

The agency shall establish a comprehensive testing framework covering:

- unit testing;
- integration testing;
- system testing;
- regression testing;
- usability testing;
- accessibility testing;
- performance testing;
- load/stress testing;
- security testing;
- API testing;
- mobile testing;
- browser/device compatibility testing;
- disaster recovery testing, where applicable;
- UAT.

Test cases, test results, defect logs and closure reports shall be documented.

19. USER ACCEPTANCE TESTING

KSSM/SID and authorized stakeholders shall conduct UAT based on approved requirements.

The selected agency shall:

- Prepare UAT Environment;

- Support Test-Case Development;
- Provide Test Data;
- Demonstrate Functionality;
- Record Defects;
- Rectify Defects;
- Conduct Regression Testing;
- Support UAT Closure.

Production deployment shall be undertaken only after obtaining the required approval.

20. PROJECT MANAGEMENT AND IMPLEMENTATION METHODOLOGY

The agency shall submit a detailed implementation methodology.

The proposed Phase-I implementation period is **six months**, subject to final approval and contractual conditions.

Indicative implementation stages:

Stage 1 – Inception and Requirement Validation

- Project Initiation;
- Stakeholder Consultation;
- Requirement Validation;
- Process Mapping.

Stage 2 – Architecture and UI/UX

- System Architecture;
- Database Design;
- Ui/Ux Prototypes;
- Technical Specifications.

Stage 3 – Development

- Portal;
- Registry;
- Mobile Application;
- Early Intervention;
- Case Management;
- Service Directory;
- Dashboards;
- Apis.

Stage 4 – Data Migration and Integration

- Data Cleansing;
- Migration;
- Integration;
- Validation.

Stage 5 – Testing and Security

- functional testing;
- performance testing;
- accessibility testing;
- VAPT/security audit;
- remediation.

Stage 6 – Pilot, UAT and Rollout

- pilot implementation;
- UAT;
- training;
- stabilization;
- commissioning.

A detailed Gantt chart shall be submitted by the selected agency.

21. CAPACITY BUILDING AND CHANGE MANAGEMENT

The agency shall prepare a structured capacity-building plan covering:

- State-Level Administrators;
- District-Level Officials;
- Service Providers;
- Professionals;
- Field Personnel;
- System Administrators;
- Master Trainers.

Training shall include both functional and operational aspects.

The agency shall provide training materials and maintain records of training conducted.

22. EXPECTED DELIVERABLES

The selected agency shall deliver, at minimum:

- Project inception report.
- Approved/refined SRS.
- Business process documentation.
- System architecture document.
- Database architecture/design.
- API and integration specifications.
- UI/UX designs and prototypes.
- Functional **CPDIMS**web portal.
- Mobile field data collection application/tool.
- Centralized beneficiary registry.
- Beneficiary registration module.
- Service/institution directory.
- Early Intervention Module.

- Basic Case Management Module.
- Individual Care Plan functionality.
- Field data collection and offline synchronization.
- Role-based access control.
- State and district dashboards.
- Reporting system.
- Approved integrations/APIs.
- Data migration and cleansing outputs, wherever applicable.
- Accessibility and multilingual implementation.
- Testing reports.
- UAT report.
- VAPT/security audit report, as applicable.
- Vulnerability remediation report.
- Deployment and commissioning report.
- User manuals.
- Administrator manuals.
- Technical documentation.
- API documentation.
- Database documentation.
- Deployment documentation.
- Backup and recovery documentation.
- Training materials.
- Master Trainer training.
- End-user training.
- IEC materials.
- Pilot implementation report.
- Final implementation report.
- Source code and build/deployment artefacts.
- Configuration documentation.

- Technical support and maintenance during the stipulated period.

23. POST-IMPLEMENTATION SUPPORT AND MAINTENANCE

The agency shall provide technical support during the period specified in the subsequent procurement/contract.

Support shall include:

- Application Support;
- Bug Fixing;
- Security Patches;
- Performance Monitoring;
- Database Support;
- Api/Integration Support;
- Mobile Application Support;
- User Support;
- Issue Tracking;
- Incident Management.

The subsequent procurement document may specify:

- Service Level Agreements;
- Severity Levels;
- Response Time;
- Resolution Time;
- Uptime Requirements;
- Escalation Matrix;
- Support Hours;
- Maintenance Windows;
- Penalties/Service Credits, Where Applicable.

24. BUSINESS CONTINUITY, BACKUP AND DISASTER RECOVERY

The solution shall incorporate appropriate:

- Backup Mechanisms;
- Restoration Procedures;
- Disaster Recovery Procedures;
- Recovery Objectives;
- System Monitoring;
- Business Continuity Arrangements.

The agency shall prepare a Disaster Recovery and Business Continuity document appropriate to the Government hosting environment.

25. OWNERSHIP, INTELLECTUAL PROPERTY AND SOURCE CODE

The **Directorate of Social Justice, Government of Kerala, shall be the sole owner and custodian of CPDIMS and all Government beneficiary data and information.**

The Government shall retain ownership of:

- Beneficiary Data;
- Databases;
- Application Software Developed Specifically For K-Dims;
- Source Code;
- Apis;
- System Documentation;
- Technical Specifications;
- Workflows;
- Configurations;
- Digital Assets;
- Reports;
- Dashboards;
- Data Models;

- Government-Funded Customizations;
- Future Enhancements Developed Under The Contract.

The selected agency shall not claim proprietary ownership over Government-funded K-DIMS components.

The agency shall not:

- sell;
- license;
- commercially exploit;
- disclose;
- transfer;
- reproduce for unauthorized purposes; or
- use Government beneficiary data

without written authorization from the competent authority.

All required source code, deployment scripts, configuration information, database scripts, technical documentation and other necessary technical artefacts shall be handed over to the Government.

The solution shall be designed to minimize vendor lock-in and ensure that the Government can appoint another agency for future maintenance or enhancement.

26. AGENCY ELIGIBILITY CRITERIA

The eligibility criteria shall be directly related to the technical nature and complexity of K-DIMS.

An agency responding to the EOI shall satisfy the following minimum requirements:

26.1 Legal Status

The agency shall be:

- a legally registered entity in India; and

- authorized to undertake software/application development and related technology services.

26.2 Minimum Experience

The agency shall have a minimum of **five years of experience in software/application development, digital platform development, IT implementation or related technology services**.

26.3 Government/Social Sector Experience

The agency should have demonstrated experience in executing software/digital transformation projects for:

- Central Government;
- State Government;
- Government departments;
- Government agencies;
- public sector institutions;
- statutory bodies; or
- large-scale social sector programmes.

26.4 Relevant Project Experience

Preference may be given to agencies having demonstrated experience in one or more of the following:

- Citizen-Centric Digital Platforms;
- Beneficiary Management Systems;
- Health/Social Protection Systems;
- Disability-Related Systems;
- Rehabilitation Systems;
- Case Management;
- Field Data Collection;

- Mobile Applications;
- Large-Scale Databases;
- Government Dashboards;
- Data Integration;
- Multilingual Applications;
- Accessible Digital Platforms.

26.5 Financial Capacity

The agency shall demonstrate financial stability through audited financial statements for the preceding three financial years.

The minimum annual turnover/net-worth requirements, if any, shall be specified by KSSM/SID in accordance with applicable procurement rules and the estimated value of the subsequent procurement.

26.6 Technical Team

The agency shall demonstrate availability/access to suitably Qualified Personnel In:

- Project Management;
- Business Analysis;
- Software Architecture;
- Database Management;
- Ui/Ux;
- Web Development;
- Mobile Development;
- Devops;
- Cybersecurity;
- Qa/Testing;
- Data Migration;
- Technical Support.

26.7 Non-Debarment

The agency shall submit a declaration that it is not presently:

- Blacklisted;
- Debarred;
- Suspended From Government Procurement; Or
- Prohibited From Participating In Government Tenders

by the Government of India, Government of Kerala or any competent authority, subject to applicable rules.

27. DOCUMENTS TO BE SUBMITTED

The EOI response shall include:

- Certificate of incorporation/registration.
- PAN.
- GST registration, where applicable.
- Relevant statutory registrations.
- Organizational profile.
- Details of promoters/management, where applicable.
- Audited financial statements for the preceding three years.
- Relevant project experience.
- Government project experience.
- Completion/work-order certificates wherever available.
- Client references.
- Details of proposed technical team.
- CVs of key personnel.
- Technology capability statement.
- Cybersecurity capability statement.
- Accessibility capability statement.
- Proposed implementation methodology.

- Indicative project plan.
- Relevant certifications, if any.
- Non-blacklisting declaration.
- Declaration regarding data confidentiality.
- Declaration regarding source-code/IP ownership.
- Any other document required by KSSM/SID.

28. FORMAT FOR SUBMISSION OF EOI RESPONSE

28.1 Organization Particulars

a. Name of organization

b. Legal name

c. Legal status

d. Registration number and date

e. Registered office

f. Corporate/branch office details

g. Contact person

h. Designation

i. Telephone/mobile number

j. Email

k. Website

l. PAN

m. GST number

28.2 Organization Profile

Provide:

- History;
- Years Of Operation;
- Organizational Structure;
- Key Areas Of Expertise;

- Technical Capabilities;
- Geographical Presence;
- Government Sector Experience;
- Social-Sector Experience.

28.3 Relevant Experience

Provide details in the following format:

Sl. No.	Client/Department	Project	Scope	Year	Project Value	Status	Contact Reference

Preference should be given to projects demonstrating capability in large-scale beneficiary, social-sector, health, rehabilitation, disability or Government digital systems.

28.4 Technical Capability

The agency shall describe:

- Software Development Capability;
- Database Capability;
- Mobile Development;
- Api/Integration Capability;
- Cybersecurity;
- Devops;
- Data Migration;
- Analytics;
- Accessibility;
- Multilingual Technology;
- Project Management.

28.5 Proposed Technical Team

Position	Name	Qualification	Experience	Relevant Experience

28.6 Proposed Technical Approach

The agency shall provide a concise technical approach covering:

1. Understanding Of **CPDIMS**;
2. Proposed Architecture;
3. Implementation Methodology;
4. Data Migration Approach;
5. Integration Strategy;
6. Mobile/Offline Strategy;
7. Security Approach;
8. Accessibility Approach;
9. Testing Approach;
10. Deployment Strategy;
11. Training Approach;
12. Support Strategy;
13. Risk Management.

29. EVALUATION AND SHORTLISTING

EOI responses shall be evaluated by a committee constituted by the competent authority.

The evaluation may consider:

Evaluation Area	Indicative Weight
Organizational capability and experience	15
Relevant Government/digital platform experience	20
Relevant beneficiary/social-sector experience	15
Technical capability and proposed approach, additional	20

Technical capability and proposed approach ,additional service offer	20
Proposed project team	10
Cybersecurity, data protection and accessibility capability	10
Financial and organizational stability	10
Total	**100**

KSSM/SID may modify the weightages and minimum qualifying score in the final EOI document in accordance with applicable Government procurement procedures.

Only agencies meeting the prescribed minimum qualifying criteria may be shortlisted.

Shortlisted agencies may subsequently be invited to participate in a detailed RFP/procurement process.

30. PRESENTATION / TECHNICAL INTERACTION

KSSM/SID may require shortlisted agencies to make a technical presentation/demonstration covering:

- Understanding Of **CPDIMS**;
- Proposed Architecture;
- Beneficiary Registry;
- Field Application;
- Early Intervention;
- Case Management;
- Dashboards;
- Integration;
- Security;
- Accessibility;
- Implementation Methodology.

The presentation shall not substitute for documentary evidence submitted with the EOI.

31. INDICATIVE FINANCIAL PROPOSAL

If KSSM/SID requires an indicative financial proposal at the EOI stage, the agency may be required to submit an indicative cost structure covering:

- Software Development;
- Mobile Application;
- Infrastructure/Deployment Support;
- Data Migration;
- Integration;
- Security/Vapt;
- Training;
- Documentation;
- Field Support;
- Maintenance/Support;
- Applicable Taxes And Duties.

The financial proposal shall not be construed as a final commercial offer unless expressly stated in the subsequent procurement document.

32. EOI SUBMISSION PROCEDURE

The EOI shall be submitted to:

Executive Director, Kerala Social Security Mission & Project Director, SID
Kerala Social Security Mission
Poojappura, Thiruvananthapuram – 695012

The EOI shall be submitted in the manner specified in the EOI notification.

Where physical submission is prescribed:

- Technical EOI shall be enclosed in a sealed envelope;

- Financial/indicative financial proposal, if required, shall be enclosed separately;
- both envelopes shall be placed inside one sealed outer envelope.

The outer envelope shall be clearly superscribed:

"EXPRESSION OF INTEREST (EOI) – DESIGN, DEVELOPMENT AND IMPLEMENTATION OF COMPREHENSIVE PORTAL FOR DISABILITY INFORMATION MANAGEMENT SYSTEM – PHASE-I"

EOIs received after the prescribed deadline shall be dealt with as per applicable procurement rules.

33. CONFIDENTIALITY

All information relating to beneficiaries, Government systems, databases, technical architecture, security arrangements and programme operations shall be treated as confidential.

The agency shall ensure that:

- Beneficiary Information Is Not Disclosed To Unauthorized Persons;
- Data Is Not Copied For Unauthorized Purposes;
- Data Is Not Used For Commercial Purposes;
- Access Is Provided Only To Authorized Personnel;
- Employees/Subcontractors Are Bound By Confidentiality Obligations.

34. SUBCONTRACTING

The agency shall disclose any proposed subcontracting arrangement.

Critical functions relating to:

- Beneficiary Data;
- Database Administration;
- Cyber security;
- Source Code;

- Hosting;
- System Administration

shall not be subcontracted without prior written approval of KSSM/SID.

The principal agency shall remain fully responsible for the performance of any approved subcontractor.

35. INTELLECTUAL PROPERTY AND VENDOR LOCK-IN

The proposed architecture shall avoid unnecessary dependence on proprietary technologies that could restrict future Government operation or migration.

The agency shall disclose:

- Proprietary Components;
- Third-Party Software;
- Open-Source Components;
- Applicable Licensing Requirements;
- Recurring Licence Costs;
- Dependency On External Platforms.

Any third-party component incorporated into **CPDIMS** shall be identified and appropriately documented.

36. RISK MANAGEMENT

The agency shall identify and propose mitigation measures for:

- Data Quality;
- Duplicate Beneficiaries;
- Cybersecurity;
- Privacy;
- System Downtime;
- Infrastructure Failure;
- Integration Failure;

- Data Migration;
- User Adoption;
- Field Connectivity;
- Scalability;
- Vendor Dependency;
- Operational Continuity;
- Disaster Recovery.

A risk register shall be maintained during implementation.

37. MONITORING AND GOVERNANCE

KSSM/SID shall establish appropriate project governance mechanisms.

The agency shall participate in:

- Project Review Meetings;
- Technical Review Meetings;
- Stakeholder Consultations;
- Progress Reviews;
- Demonstrations;
- Uat Meetings;
- Security Reviews;
- Implementation Reviews.

The agency shall submit periodic progress reports containing:

- Activities Completed;
- Milestones Achieved;
- Issues;
- Risks;
- Dependencies;
- Pending Decisions;
- Resource Deployment;

- Planned Activities.

38. GOVERNMENT DATA AND SYSTEM ACCESS

Any access to Government databases, systems or beneficiary information shall be provided only after authorization.

The agency shall not independently obtain, copy or access data from any Government system.

Data exchange shall occur only through approved mechanisms.

39. FUTURE EXPANSION

The Phase-I architecture shall provide a foundation for future modules, which may include:

- Comprehensive Rehabilitation Management;
- Assistive Device Management;
- Disability Certificate-Related Integrations;
- Welfare Scheme Convergence;
- Employment And Skill Development;
- Education Support;
- Institutional Management;
- Grievance Management;
- Caregiver Support;
- Independent Living;
- Social Participation;
- Advanced Analytics;
- Gis-Based Service-Gap Analysis;
- Predictive Analytics;
- Ai-Assisted Decision Support, Subject To Government Approval;
- Comprehensive Life-Course Disability Management.

Future modules shall be capable of being added without major architectural

redesign.

40. IMPORTANT PRINCIPLE REGARDING AI AND ANALYTICS

CPDIMS shall be designed to support future AI and advanced analytics capabilities; however, no AI-based decision affecting entitlement, eligibility, diagnosis, rehabilitation planning or access to Government services shall be implemented without specific Government approval, appropriate validation, human oversight, privacy safeguards and applicable legal/ethical compliance.

41. RIGHT OF KSSM/SID TO ACCEPT OR REJECT

KSSM/SID reserves the right to:

- Accept Or Reject Any Or All Eois;
- Cancel Or Modify The EOI Process;
- Seek Clarifications;
- Verify Submitted Information;
- Seek Additional Documents;
- Modify The Scope;
- Amend Timelines;
- Shortlist Agencies;
- Invite Shortlisted Agencies For Further Procurement.

No applicant shall have a claim for compensation merely by participating in the EOI process.

42. DISCLAIMER

This EOI is intended primarily for identification and assessment of agencies capable of undertaking **CPDIMS** Phase-I.

Submission of an EOI shall not create any right or guarantee for award of a contract.

The final scope, commercial terms, payment conditions, service levels,

implementation obligations and contractual conditions shall be governed by the subsequent procurement document and agreement, wherever applicable.

43. DECLARATION BY THE APPLICANT

The applicant shall certify that:

1. the information submitted is true and correct;
2. the agency possesses the stated experience and capability;
3. the agency has disclosed relevant Government projects;
4. the agency is not debarred/blacklisted, as applicable;
5. the agency shall maintain confidentiality;
6. the agency shall comply with applicable Government requirements;
7. the agency shall protect Government and beneficiary data;
8. the agency shall not commercially exploit beneficiary information;
9. the agency accepts the ownership principles specified in this EOI; and
10. the agency understands that submission of an EOI does not guarantee award of a contract

44. Additional Requirements and Conditions for Phase I Development of CPDIMS earlier named as K-DIMS

1. Strictly Time-Bound Development of Phase I

The selected agency shall undertake the **design, development, testing, deployment and commissioning of K-DIMS Phase I strictly within the approved Phase I scope and stipulated implementation period**. The agency shall be responsible for delivering the complete and functional Phase I product within the time schedule specified in the EOI/approved project plan. The assignment shall be treated as a **time-bound development project**, and the selected agency shall deploy adequate technical, functional and project-management resources to ensure timely completion of all approved deliverables.

2. Dedicated Project Development Team

The selected agency shall constitute and deploy a **dedicated project team exclusively responsible for the development and implementation of K-DIMS Phase I**. The team shall include appropriate technical, functional, UI/UX, development, database, testing/quality-assurance and project-management resources required for successful completion of the assignment. The agency shall ensure continuity of the core team throughout the development period and shall nominate a responsible Project Manager/Team Lead who will be the primary point of coordination with the Directorate of Social Justice and other authorized stakeholders.

3. Continuous Monitoring of Development and Implementation

The development of the portal shall be subject to **continuous technical, functional and administrative monitoring** by the Directorate of Social Justice through the designated project-management and monitoring mechanism. The selected agency shall provide regular progress updates, development demonstrations, milestone-wise deliverables and documentation to facilitate review and monitoring. The agency shall incorporate approved observations and modifications arising from such reviews within the agreed Phase I scope and shall maintain a clear record of requirements, development status, testing, issues and resolution.

4. Mandatory First-Stage Process Flow Diagram

As an essential first-stage deliverable, the agency shall submit a **comprehensive process-flow diagram/workflow diagram for K-DIMS Phase I before commencing full-scale development**. The diagram shall clearly demonstrate the proposed user journeys, information flow, beneficiary registration process, data validation and verification, deduplication, unique-ID generation, early-identification and intervention workflow, field-level data collection, referral and case-management processes, system interfaces, approval/verification stages, dashboards and relevant integrations proposed under Phase I.

The first-stage flow diagram shall be reviewed and approved by the Directorate of

Social Justice/authorized committee before proceeding to the corresponding development stage. The flow diagram shall serve as a **functional reference document for subsequent UI/UX design, software development, testing and User Acceptance Testing (UAT)**. Any subsequent changes shall be incorporated only through the approved requirement/change-management process.

5. Compliance with the Phase I SRS

The **detailed Software Requirement Specification (SRS) prepared by Digital University Kerala** shall constitute the principal technical and functional reference for the development of K-DIMS Phase I. The selected agency shall examine and comply with the Phase I requirements, functional specifications, workflows, interfaces, data requirements, technical requirements and deliverables contained in the approved SRS.

The SRS shall not be treated merely as a background reference. **The activities and deliverables specifically identified as part of Phase I in the SRS shall form an integral part of the Phase I development requirements**, subject to the final requirements approved by the Directorate of Social Justice.

6. EOI and SRS to be Treated as Integral Documents

The **EOI document, including its eligibility conditions, technical requirements, scope of work, evaluation criteria and other stipulated conditions, together with the approved Phase I SRS prepared by Digital University Kerala, shall be treated as integral and complementary documents for the selection and implementation of K-DIMS Phase I**.

The agency shall be required to comply with the requirements contained in both documents. In the event of any apparent inconsistency or ambiguity between the documents, the matter shall be referred to the Directorate of Social Justice/competent authority for clarification and the decision of the competent authority shall be final for the purpose of implementation.

7. Phase I Scope to Remain Clearly Defined

The selected agency shall undertake **only the approved Phase I scope** under the present EOI. The broader Phase II and Phase III components described in the overall K-DIMS roadmap shall not automatically form part of the contractual deliverables of the present assignment.

The Phase I development shall primarily establish the **foundational digital architecture, centralized beneficiary registry, early intervention functionality, mobile field data collection, approved integrations, data migration/cleansing/deduplication, dashboards, multilingual and accessibility-compliant interfaces and other Phase I deliverables** specified in the EOI and SRS. The Phase II and Phase III requirements may be taken up separately based on subsequent requirements, approvals and Government decisions. The Phase I proposal itself identifies the later phases as subject to further requirement gathering and approval.

8. Additional Value-Added Offer by the Agency

Agencies may submit an **additional value-added technical proposal** along with their response to the EOI, identifying additional features, technological improvements, process improvements, interoperability provisions, usability enhancements, accessibility features, monitoring mechanisms, security enhancements or other innovations that can strengthen the implementation of K-DIMS Phase I.

Such additional proposals shall be **directly relevant to and compatible with the Phase I objectives and architecture** and shall not alter the core scope or delay the stipulated completion of Phase I.

9. Consideration of Additional Offer in Technical Evaluation

A technically relevant and feasible **value-added proposal submitted by the agency within the Phase I framework may be considered as an additional parameter under the technical evaluation/evaluation criteria specified in the EOI**. The evaluation shall be based on clearly defined and objective criteria to be

incorporated in the EOI, such as relevance to Phase I, technical feasibility, scalability, interoperability, accessibility, security, usability, sustainability and potential improvement in service delivery.

The submission of an additional offer shall **not be treated as a substitute for any mandatory requirement** of the EOI or SRS. All mandatory Phase I requirements shall be fully addressed irrespective of whether the agency proposes any additional feature or innovation.

10. No Dilution of Mandatory Phase I Deliverables

Any additional feature or value-added proposal offered by an agency shall not result in the omission, dilution or postponement of any mandatory Phase I requirement. The agency shall first demonstrate its capacity to deliver **all stipulated Phase I components within the approved timeline**. Additional features shall be considered only to the extent that they are technically feasible and can be accommodated without compromising the quality, security, accessibility, interoperability or timely completion of the approved Phase I deliverables.

11. Detailed Development Plan and Milestone-Based Delivery

The selected agency shall submit, at the commencement of the project, a **detailed implementation and development plan** covering requirement validation, process-flow finalization, UI/UX design, development, integration, data migration/cleansing, testing, security testing, accessibility testing, UAT, pilot implementation, deployment and stabilization.

The development shall be undertaken through clearly identifiable milestones, with each milestone having defined outputs and deliverables. The Directorate/authorized committee shall have the right to review the progress and deliverables at each major stage.

12. Demonstration and Review at Each Major Stage

The selected agency shall provide **periodic demonstrations of the developed modules and workflows** to the Directorate of Social Justice/authorized committee.

The demonstration shall cover the actual functioning of the system rather than only presentation material or prototype screens.

The agency shall incorporate approved corrections and refinements identified during the review process, provided that such changes fall within the approved Phase I requirements.

13. Testing, Validation and Acceptance

The selected agency shall undertake comprehensive testing before final deployment, including:

- Functional testing
- Integration testing
- Security testing
- Accessibility testing
- Performance and load testing
- Data validation
- User Acceptance Testing (UAT)
- Deployment validation
- Stabilization testing

The Phase I product shall be considered complete only after successful completion of the prescribed testing and **acceptance by the competent authority/designated committee**. These requirements are consistent with the testing and quality-assurance framework already identified in the proposal.

14. Final Product Within the Stipulated Period

The selected agency shall be required to deliver the **complete, tested, documented and deployable Phase I K-DIMS product within the stipulated implementation period**. The final product shall include all approved Phase I modules, integrations, dashboards, databases, mobile components, documentation and associated technical deliverables specified in the EOI and SRS.

The agency shall not consider development of the software alone as completion of the assignment. **Deployment, integration, testing, UAT, documentation, training and go-live support required for Phase I shall form part of the final delivery**, as applicable to the approved scope. The proposal itself states that the Phase I cost encompasses software development, UI/UX, testing, deployment, integration support, documentation, training and project management.

15. Monitoring of Portal and Relevant Workflows

The K-DIMS Phase I architecture shall provide appropriate **monitoring and tracking mechanisms for the workflows and services included within the approved Phase I scope**. The system shall enable authorized officials to monitor beneficiary registration, data collection, verification, early-intervention activities, referrals, field operations, system transactions and other approved Phase I processes through appropriate dashboards and reports.

Where any **court-related/guardianship-related workflow or monitoring requirement** is specifically included in the approved Phase I requirements, the same shall be developed in accordance with the approved workflow and data-access provisions. Any functionality beyond the approved Phase I scope shall require separate approval.

16. Data Migration, Cleansing and Deduplication

Where existing disability-related data is made available by the Directorate or authorized departments, the selected agency shall undertake the required **data migration, cleansing, standardization, validation and deduplication activities** as specified under Phase I. The objective shall be to establish a reliable baseline dataset for the centralized beneficiary registry. This is already identified as one of the Phase I deliverables in the proposal.

17. Accessibility and Multilingual Requirements

The Phase I product shall comply with the accessibility and multilingual requirements specified in the EOI and SRS. The platform shall support **Malayalam**

and English and shall incorporate appropriate accessibility provisions, including screen-reader compatibility, keyboard accessibility, high-contrast options and mobile-responsive interfaces, as specified in the Phase I proposal.

18. Integration and Interoperability

The selected agency shall develop the required **API and integration framework** specified for Phase I and shall provide integration readiness/actual integration with the systems identified in the approved requirements, including Suneethi, Sugamyam and SNAC/LLC, wherever technically and administratively feasible and approved.

The architecture shall follow modular and API-first principles to enable future expansion without requiring fundamental redevelopment of the Phase I platform.

19. Ownership, Documentation and Knowledge Transfer

The selected agency shall provide complete technical and functional documentation relating to the Phase I system, including approved workflows, system architecture, database structure as applicable, API documentation, user manuals, administrator manuals, deployment documentation, testing reports and other relevant project documents.

The agency shall also provide necessary **knowledge transfer and training** to designated officials and users of the Directorate/authorized institutions to facilitate effective operation and management of the system.

20. Warranty and Post-Go-Live Support

The selected agency shall provide the warranty and support services specified in the approved EOI/contract. The Phase I proposal provides for a **one-year warranty and support period following successful completion and go-live**, including bug fixing, corrective maintenance, security updates, performance optimization and technical support.

21. Responsibility for Timely Completion

The selected agency shall be fully responsible for mobilizing the required manpower, technical resources and project-management arrangements necessary for completion of Phase I within the stipulated timeline. **Insufficient deployment of resources shall not be accepted as a justification for delay in delivery.**

Any anticipated risk affecting the approved timeline shall be brought to the notice of the KSSM-SID immediately, together with a corrective action plan.

ANNEXURE I

ORGANIZATION PARTICULARS

1. Name of Organization:
2. Legal Name:
3. Legal Status:
4. Registration No.:
5. Date of Registration:
6. Registered Office:
7. Contact Person:
8. Designation:
9. Telephone:
10. Mobile:
11. Email:
12. Website:
13. PAN:
14. GST:

ANNEXURE II

RELEVANT PROJECT EXPERIENCE

Sl. No.	Client	Project Name	Project Description	Period	Contract Value	Role of Agency	Status

ANNEXURE III

GOVERNMENT PROJECT EXPERIENCE

Sl. No.	Government Department/Agency	Project	Scope	Year	Value	Completion Status	Contact

ANNEXURE IV

KEY PERSONNEL

Sl. No.	Position	Name	Qualification	Years of Experience	Relevant Experience

ANNEXURE V

FINANCIAL CAPABILITY

Financial Year	Turnover	Net Worth	Profit/Loss
FY 2023–24			
FY 2024–25			
FY 2025–26			

Audited financial statements shall be enclosed.

ANNEXURE VI

DECLARATION OF NON-BLACKLISTING

We hereby declare that our organization has not been blacklisted/debarred/suspended by any competent Government authority, except as specifically disclosed below:

Details, if any: _____

Authorized Signatory:

Name:

Designation:

Organization:

Date:

Place:

Seal:

ANNEXURE VII

DECLARATION REGARDING DATA CONFIDENTIALITY AND OWNERSHIP

We hereby acknowledge that all Government data, beneficiary information, databases, system documentation and other information provided or generated in connection with **CPDIMS** shall remain under the ownership/control of the Government as specified in the EOI and subsequent agreement.

We undertake not to use, disclose, reproduce, transfer or commercially exploit such information except as authorized by the competent authority.

Authorized Signatory:

Name:

Designation:

Organization:

Date:

Place:

Seal:

ANNEXURE VIII

PROPOSED TECHNICAL APPROACH

The agency shall provide a concise technical note covering:

1. Understanding of **CPDIMS**;

2. Proposed solution architecture;
3. Beneficiary registry approach;
4. Data migration approach;
5. Mobile/offline approach;
6. Early intervention approach;
7. Case management approach;
8. Integration approach;
9. Cyber security approach;
10. Accessibility approach;
11. Multilingual approach;
12. Testing and QA approach;
13. Deployment approach;
14. Training approach;
15. Support and maintenance approach;
16. Scalability and future expansion;
17. Risk management.

ANNEXURE IX

INDICATIVE IMPLEMENTATION PLAN

Phase 1	**Major Activities**	**Indicative Duration**
Stage 1	Inception & requirement validation	Month 1
Stage 2	Architecture & UI/UX	Month 1–2
Stage 3	Core development	Month 2–4
Stage 4	Integration & migration	Month 4–5
Stage 5	Testing & security	Month 5
Stage 6	Pilot, UAT & deployment	Month 6 or March 1 , which ever is earlier

The final implementation plan shall be submitted by the selected agency.

ANNEXURE X

ISSUED BY

Executive Director

Kerala Social Security Mission

&

Project Director

State Initiative on Disabilities (SID)

Kerala Social Security Mission

Poojappura, Thiruvananthapuram – 695012

Kerala

Phone: 0471-2341200

Email: keralasid@gmail.com

Digitally signed by
DEEPA G NAIR
Date: 18-09-2026
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AD KSSM

18-09-2026