Courier Management System - KSRTC

The proposed solution should enhance operational efficiency,improve customer experience, and support KSRTC's courier operations with advanced features and capabilities.

Scope of Work and Requirements

The CMS solution must include the following key functionalities:

1. Order Management

- Order entry and tracking through manual input, barcode scanning, or API integration.

- Maintenance of order history for reference and reporting.

- Support for multi-stop routing and customizable order forms.

2. Tracking and Notifications

- Real-time package tracking for customers and internal teams.

- GPS-based live driver tracking.

- Automatic notifications via SMS, email, or app alerts regarding delivery status updates.

3. Financial Management

- Automated invoice generation based on delivery parameters like distance and weight.

- Integration with multiple payment methods and accounting software.

- Delivery cost calculation based on route optimization and additional services.

4. Customer Experience Enhancements

- Self-service portal for booking deliveries, tracking shipments, and viewing order history.

- Customer profiles to store preferences and past orders.

- Live chat support and FAQ/knowledge base for self-service options.

5. Driver Operations

- Mobile dispatching of tasks and routes to drivers via an app.

- Proof of delivery (POD) through digital signatures or photographs.

- Offline mode support for areas with poor connectivity.

6. Reporting & Analytics

-Operational reporting on delivery times, driver performance, costs, etc.

- Financial reporting to track revenue, expenses, and profitability metrics.

- Customer insights analysis to identify behavior patterns and optimize services.

7. Integration Capabilities

- ERP/CRM integration for seamless business operations.

- Third-party logistics (3PL)integration with e-commerce platforms like Shopify or Amazon.

8. Security & Scalability

- Multi-level security layers with encryption and access control mechanisms.

- Scalability to support over 500 users and hubs.

9. Additional Features

- Cloud-based solution with white-labelling options.

- Mobile app availability for last-mile delivery operations.

- Real-time tracking with automatic rerouting in case of breakdowns.

- Pre-built dashboards offering actionable insights.

Project Timeline

The selected bidder must ensure that the CMS solution is fully operational within 30 days from the date of awarding the work, including deployment, testing, training, and go-live readiness.

Eligibility Criteria

- The bidder must provide a ready-to-go-live application that meets all the requirements mentioned above.

- The solution should be scalable, secure, and customizable to KSRTC's specific needs.

The EOI process

Kerala Startup Mission is approached by various Government Departments for the development of mobile and web applications. These requests are met through a facilitation deviced by KSUM. Kerala Startup Mission facilitates the entire process by helping departments to finalise technical specifications, circulating the same among startups, initial technical assessment and short listing for the committee to take final decision.

Following are the steps involved:

1. Call for Expression of Interest among startups incubated/registered with KSUM
2. Submission of EOI (in the link provided by KSUM).
3. KSUM to organize interaction with the Department for clarifying doubts and queries of interested startups.
4. Technical Proposals are then obtained from startups who have submitted the interest.
5. Technical proposals are then evaluated.
6. Startups who qualify the technical evaluation are then asked to submit the financial proposal.
7. L1 among the startups is identified by the method of Quality and Cost Based Selection (QCBS) wherein 70% marks for the technical proposal and 30% for the financial proposal.
8. The L1 startup is then recommended to the Department.
9. KSUM ensures that the startup delivers the product to the Department and the Department is satisfied with the work.
10. The payment is made directly by the department to the startup after signing an Agreement.
11. The Department is also expected to do the Security auditing of the application developed by the startup through CERT-K and also to host the application in the State Data Center

Eligibility for Startup to participate in the EOI:

The startup has to be registered with Kerala Startup Mission and Startup India.