



KERALA REAL ESTATE REGULATORY AUTHORITY

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Notice Inviting Expression of Interest

Digitization of Physical Records, Document Management, and Related Services for Kerala Real Estate Regulatory Authority (K-RERA)

In KRERA, a substantial volume of records relating to disposed cases, closed files, and other administrative documents is currently maintained in hard copy. Digitization and digitalization of these records is essential for efficient record preservation, easy retrieval, improved accessibility, secure storage, and long-term archival management. The Authority, therefore, intends to engage a competent service provider for the digitization of physical records and implementation of a document management solution.

Objective

The objective of this EOI is to identify capable startups/service providers with experience in document digitization and records management to undertake the following:

1. Digitization of physical records and files.
2. Digital archival and storage.
3. Indexing and metadata creation.
4. Implementation of a Document Management System (DMS).
5. Search and retrieval mechanisms.
6. Digital backup and preservation services.
7. Record management and related support services.

Scope of Work

The selected service provider shall undertake the following activities:

Document Assessment and Preparation

1. Physical verification and assessment of records.
2. Sorting, classification, and preparation of documents for scanning.
3. Removal of bindings, clips, and other obstructions where necessary.

Digitization Services

1. High-resolution scanning of files, registers, case records, and documents.
2. Support for documents of various sizes and formats.
3. Image enhancement and quality assurance.
4. Creation of searchable PDF/A or equivalent archival formats.

Indexing and Metadata Creation

1. File-level and document-level indexing.
2. Creation of metadata fields as specified by K-RERA.
3. Tagging and categorization for efficient retrieval.

Optical Character Recognition (OCR)

1. OCR processing of scanned documents.
2. Searchable text generation for document retrieval.
3. Support for English and Malayalam documents.

Document Management System

The proposed DMS should include:

1. Role-based access control.
2. Document upload and download.
3. Advanced search and filtering.
4. Metadata management.
5. Audit trail and activity logs.
6. Version control.
7. Workflow support (if applicable).
8. Backup and recovery mechanisms.
9. Secure archival storage.

Digital Backup and Preservation

1. Secure digital backup of digitized records.
2. Archival storage and retention mechanisms.
3. Periodic backup management.
4. Data integrity and security controls.

Training and Support

1. User training for K-RERA officials.
2. Technical support during implementation.
3. Documentation and user manuals.

Technical Requirements

The proposed solution should:

1. Be web-based and scalable.
2. Support secure authentication and authorization.
3. Comply with prevailing Government security guidelines.
4. Provide audit logging and monitoring features.
5. Support integration with existing systems, if required.
6. Ensure data confidentiality and privacy.
7. Facilitate easy migration and future scalability.

The DMS shall support both the digitized legacy records and all future records generated by K-RERA, enabling centralized storage, indexing, retrieval, and lifecycle Management.

The records proposed for digitization presently include, but are not limited to:

- Project Registration Files – Approximately 570 files
- Real Estate Agent Registration Files – Approximately 130 files
- Complaint Case Files – Approximately 2,350 files
- Other administrative records and files, as identified by K-RERA during implementation.