



## **TENDER DOCUMENT**

### **Procurement and Implementation of Centralized Endpoint Management / Remote Monitoring & Management (RMM) Solution**

Tender No: KFC/IT/Tender/01/2025-26  
Date of Issue: 14.01.2026

**KERALA FINANCIAL CORPORATION**  
(Incorporated under the State Financial Corporations Act, 1951)  
Vellayambalam, Thiruvananthapuram – 695033  
Website: <https://www.kfc.org>

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## **DATA SHEET/ SCHEDULE OF EVENTS**

<b>Particulars</b>	<b>Details</b>
Name of the Organization	Kerala Financial Corporation (KFC)
Type of the Organization	State Financial Corporation
Tender Ref. No.	KFC/IT/Tender/01/2025-26
Project Name & Description of Work	Implementation of Centralized Endpoint Management / RMM Solution for 350 Endpoints
Date of Issue	09.01.2026
Document Download	Available at <a href="https://www.kfc.org">https://www.kfc.org</a> under Tender menu
Bid Submission Mode	Hard Copy / Physical Submission in Two-Cover System (Technical & Financial)
Last Date for Submission	28.01.2026 up to 04.00 PM
Technical Bid Opening Date	29.01.2026 at 03.00 PM
Financial Bid Opening Date	29.01.2026 at 04.00 PM
Contact Person	Shri. Adarsh R, Deputy General Manager (IT)
Address for Submission	IT Department, Kerala Financial Corporation, Head Office, Vellayambalam, Thiruvananthapuram – 695033
Contact Details	Ph: 0471-2737521/ 595

Note: Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid.

### **Notice Inviting E- Tender**

This tender is an e-Tender and is being published in [www.kfc.org](http://www.kfc.org) for the Procurement and Implementation of Centralized Endpoint Management / Remote Monitoring & Management (RMM) Solution for Kerala Financial Corporation. The tender documents may be downloaded from the official website : <https://www.kfc.org>.

Applications shall be submitted as hard copy tenders submitted in sealed covers, in 2 cover system (Technical and Commercial separately). Bidders must ensure that their applications are complete in all respects, as per the instructions provided in the tender document, and submitted on or before the closing date and time.

Bidders are advised to regularly visit the website <https://www.kfc.org> for any updates or amendments to the tender document or notice, if any, until the deadline for bid submission. Failure to review such updates shall not absolve the applicant of their responsibility to submit a complete and compliant application, including all updates, if any.

Incomplete applications will be liable for rejection.

The Kerala Financial Corporation (KFC) reserves the right to verify the particulars furnished by the bidder independently. If any information provided by the bidder is found to be incorrect or misleading at any stage, the bidder shall be debarred from participating in this tender and any future tenders or works of KFC.

The Managing Director, KFC, reserves the right to reject any or all applications without assigning any reason.

Thiruvananthapuram  
14-01-2026

UMESH N S K IAS  
MANAGING DIRECTOR  
Kerala Financial Corporation

## 1. INTRODUCTION

### 1.1 About Kerala Financial Corporation

Kerala Financial Corporation (KFC), incorporated under the State Financial Corporations Act of 1951, is a public sector enterprise under the administrative control of Government of Kerala with the objective of promoting Industrialization of the State by extending financial assistance to Micro, Small and Medium Enterprises in the manufacturing and service sectors. The financial assistance is provided in the form of term loans, working capital loans and special schemes. The organizational structure of the Corporation consists of 24 Branch Offices across Kerala with its Head Quarters at Thiruvananthapuram and Zonal Offices at Kozhikode, Ernakulam & Kollam

### 1.2 Objective of Tender

KFC intends to select a competent bidder to supply, install, implement, and maintain a centralized Remote Monitoring & Management (RMM) solution. The solution must provide an "All-in-One" capability similar to industry standards, covering Remote Access, Patch Management, Automation, and Ticketing/Alerting for approximately 350 endpoint devices geographically distributed across Kerala.

## 2. INSTRUCTIONS TO BIDDERS

### 2.1 Submission of Bids

The tender shall be submitted in a Two-Cover System in sealed envelopes:

- **Cover A (Technical Bid):** Shall contain the Technical Specification compliance, Eligibility documents, OEM Authorization, and Un-priced Bill of Material. No pricing information should be in this cover.
- **Cover B (Financial Bid):** Shall contain the Price Bid strictly as per Annexure III.

Both covers must be placed in a larger outer envelope super-scribed with "Tender for RMM Solution - Ref: KFC/IT/Tender/01/2025-26" and addressed to the Deputy General Manager (IT).

### 2.2 Eligibility Criteria (Pre-Qualification)

Bidders failing to meet the following criteria will be disqualified:

1. **Legal Entity:** The bidder must be a registered company/partnership firm/LLP in India with a valid GSTIN and PAN.
2. **OEM Authorization:** The bidder must be the Original Equipment Manufacturer (OEM) or a legally Authorized Partner (MAF) of the proposed RMM solution. A valid Manufacturer Authorization Form (MAF) specific to this tender must be submitted.
3. **Experience:** The bidder must have successfully implemented a similar RMM or Endpoint Management solution in at least one Govt. Department, PSU, or Bank/Financial Institution in the last 3 years.

4. **Blacklisting:** The bidder must not be blacklisted by any State/Central Govt. body or PSU.

### **3. SCOPE OF WORK & TECHNICAL SPECIFICATIONS**

The proposed solution should be cloud-based (SaaS) to minimize infrastructure overhead and enable seamless remote management of roaming users, with the capability to manage 350 endpoints. The quantity of 350 is indicative. The RMM tool licensing is Unlimited Endpoints model, once pay the per-technician license fee, that technician can manage an unlimited number of devices (endpoints). On-premises solutions will not be considered. The software must meet the following functional requirements:

#### **3.1 Core RMM Capabilities**

- **Dashboard:** A unified, "single pane of glass" dashboard visualizing the health, status, and performance of all 350 workstations/servers.
- **Remote Access:** Secure, unattended remote access to endpoints (Windows/Mac/Linux) with features like file transfer, multi-monitor support, and session recording. Access must be secured via 2FA/MFA.
- **Background Management:** Ability to access Command Prompt (CMD), PowerShell, Task Manager, and Services Registry on the endpoint without interrupting the end-user.

#### **3.2 Patch Management & Automation**

- **OS Patching:** Automated scanning and deployment of updates for Windows, macOS, and Linux.
- **Third-Party Patching:** Native support for patching common applications (Adobe, Chrome, Zoom, Java, etc.).
- **IT Automation:** Ability to create and schedule IT automation profiles (e.g., create a restore point, delete temp files, reboot, run scripts) to run at specific times or upon specific triggers.
- **Scripting:** Support for PowerShell, VB Script, Batch, and Shell scripts with a library of pre-built scripts.

#### **3.3 Monitoring & Alerting**

- **Real-time Monitoring:** Monitor CPU, RAM, Disk Space, Online/Offline status, and Bandwidth.
- **Custom Thresholds:** Configurable alerts (e.g., "Alert if Disk Space < 10%").
- **Notification:** Alerts sent via Email, SMS, or Mobile App to IT Admin.
- **Network Discovery:** Capability to scan the network to identify new or unauthorized devices (IoT, Printers, Unmanaged laptops).

#### **3.4 Inventory & Reporting**

- **Asset Management:** Automatic collection of hardware (Serial No, Make, Model, RAM, HDD) and software inventory (Installed apps, versions).
- **Reporting:** Granular reports for Executive Summary, Patch Compliance, Hardware Inventory, and System Health.

### 3.5 Security & Extras

- **Security Integration:** Ability to monitor status of existing Antivirus/Firewall.
- **PSA/Ticketing (Optional but Preferred):** Built-in ticketing system or seamless integration with standard Helpdesk tools to convert alerts into tickets automatically.

## 4. GENERAL TERMS & CONDITIONS

**4.1 Contract Period:** The contract shall be valid for a period of one year, and renewal for subsequent years will be based on satisfactory performance and mutually agreed rates.

**4.2 Implementation Timeline:** The solution must be fully deployed, configured, and tested within 15 Days from the date of the Work Order.

**4.3 Payment Terms:** Payment will be made Annually upon submission of invoice.

### 4.4 Penalties / SLA:

Penalties are applicable for SLA violations:

- **Uptime:** <99.9% uptime will attract a penalty (typically 1% of quarterly payment for every 1% drop).
- **Support:** Failure to resolve critical issues within 4 hours will attract liquidated damages as defined in the SLA section.

**4.5 Data Privacy:** The successful bidder must sign a Non-Disclosure Agreement (NDA). No KFC data (Official data like files, user credentials, customer data etc) shall be stored or mined by the vendor.

**4.6 Rights:** KFC reserves the right to reject any tender without assigning reasons and to increase/decrease the number of licenses (Endpoints) on a pro-rata basis.

## 5. Award of Contract (AOC)

- Conditional bids or incomplete submissions will be rejected.
- The contract shall be awarded to the technically qualified and commercially responsive lowest bidder. KFC reserves the right to reject any or all bids without assigning reasons.
- The Managing Director of KFC reserves the right to modify the quantity of items or select specific items from the bid.

## 6. Indemnification

The vendor shall indemnify and hold harmless KFC from any losses,

claims, or damages arising from data breaches, software vulnerabilities, or any negligence on the part of the vendor or its personnel.

### **7. Termination of Contract:**

KFC may terminate the contract, in whole or in part, in the event of a material breach of contract, insolvency of the vendor, continued failure to meet SLA parameters, or any security violations. Additionally, KFC reserves the right to terminate the contract at any time in case of unsatisfactory performance.

### **Address for Submission of Tenders**

Deputy General Manager (IT)  
Kerala Financial Corporation  
Head Office, Vellayambalam  
Thiruvananthapuram – 695033

UMESH N

S K IAS  
MANAGING DIRECTOR  
14-01-2026

**Annexure I****TECHNICAL COMPLIANCE SHEET**

(To be submitted in Cover A)

<b>Sl. No.</b>	<b>Feature</b>	<b>Requirement Description</b>	<b>Compliance (Yes/No)</b>	<b>Remarks/Deviations</b>
1	Architecture	Cloud-based / Centralized Management Console.		
2	License Model	Per Technician - Unlimited Endpoints or Per Endpoint		
3	Remote Control	Secure remote access (Unattended & Attended).		
4	Patching	Automated Windows & 3rd Party Software Patching.		
5	Automation	Script execution (PowerShell/CMD) & Task Automation.		
6	Monitoring	CPU, RAM, Disk, Network Traffic & Service Monitoring.		
7	Alerting	Email/SMS alerts based on thresholds.		
8	Discovery	Network scanning and asset inventory collection.		
9	Mobile App	Mobile App for Admins to monitor on the go.		
10	Hosting Location	The SaaS data shall be hosted in data centers located within India. However, RMM solutions hosted on major global cloud service providers such as AWS or Azure shall also be acceptable, provided they are compliant with GDPR and ISO 27001 standards and fully adhere to applicable Indian data privacy and protection laws.		

**Annexure – II****TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head )

To

Date:

The Managing Director  
Kerala Financial Corporation  
Vellayambalam,  
Thiruvananthapuram – 695033  
Ph: 0471- 2737500

Sub: Acceptance of Terms & Conditions of Tender (Ref:  
KFC/IT/Tender/01/2025-26)

Dear Sir,

1. We hereby certify that we have read the entire terms and conditions of the tender documents for the "Procurement of RMM Solution".
2. We confirm that our company is not blacklisted by any Government Department or PSU.
3. We agree to abide by the scope of work and payment terms mentioned in the tender.
4. We confirm that the solution offered (Brand/Model:  
\_\_\_\_\_) meets all technical specifications.

Yours Faithfully,

(Signature of Authorized Signatory with Seal)

**Annexure – III****FINANCIAL BID**

(To be submitted in a SEPARATE SEALED COVER - Cover B)

Name of Work :

Procurement and Implementation of Centralized Endpoint Management / RMM Solution

<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty (Endpoints)</b>	<b>Unit Rate per Endpoint per Year (₹)</b>	<b>Total Annual Cost (₹)</b>
1	Annual Subscription/License Charges Centralized RMM Solution (SaaS/On-Prem) including Remote Access, Patch Management, and Monitoring features.	350		
2	Implementation & One-time Setup(Installation, Policy Configuration, Agent Deployment)	1 (Lumpsum)		
A	Total Base Price (1+2)			
B	GST @ _____ %			
C	Grand Total (A + B)			₹

**DECLARATION**

1. We hereby certify that the rates quoted above are firm and final for the recurring annual charges and are inclusive of all applicable taxes.
2. The quoted prices shall remain valid for each annual contract period as per the tender conditions.
3. We have carefully examined all the terms and conditions of the tender and agree to abide by the same.
- 4.

Signature of Authorized Signatory with Seal

Place: \_\_\_\_\_

Date: \_\_\_\_\_