

**Delhi Transport Corporation  
(Govt. of NCT of Delhi)  
I.P. Estate, New Delhi -110002**

**Notice Inviting Tender**

Dy. Chief General Manager (IT), DTC for and on behalf of Delhi Transport Corporation (DTC) invites online tender from experienced and reputed bidders for the following work:

<b>Name of the Work</b>	<b>EMD Amount</b>	<b>Last date and Time of Submission</b>
Engagement of Project Management Consultant (PMC) to Pilot the Tender for "Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC".	Rs.1,44,500/- (Rupees One Lakh Forty Four Thousand Five Hundred only)	07.04.2022 at 15:00 hrs.

**Note** – Original EMD document should reach to Dy. Manager (Tender Cell), Room No.207, Delhi Transport Corporation, IP Estate, New Delhi 110002 on or before the date and time of submission of the bid (i.e. by **1500 hrs.** on **07.04.2022**) without which the proposals shall be rejected as non-responsive.

For more details and RFP document visit Delhi Govt. e-procurement portal:

<https://govtprocurement.delhi.gov.in> or DTC's website: <http://dtc.nic.in/>

**Dy. Chief General Manager (IT), DTC**



**Request for Proposal  
For  
Engagement of Project Management Consultant (PMC)  
to  
Pilot the Tender  
of  
Selection of an Implementing Agency (IA)  
for  
Preparation of SRS/FRS, Design, Develop,  
Testing, Implementation, Training & Maintenance  
of  
Enterprise Resource Planning (ERP) with e-Office,  
digitization of records to be used in ERP,  
computerization of entire functioning of DTC**

**By  
Delhi Transport Corporation  
(Govt. of NCT of Delhi)  
IT Department, IP Estate  
New Delhi – 110002  
Tel Nos.: - 011 21401245  
E-mail: [dcgmit@dtc.nic.in](mailto:dcgmit@dtc.nic.in)  
Official Website: <http://dtc.nic.in/>**

**Tender Document Number: DTC/IT(HQ)/ERP/2022/01**

**March'2022**

## INDEX

<b>S. No.</b>	<b>Particulars</b>	<b>Page Nos.</b>
1.	Table- Important Information / Time schedule of Bid	<a href="#">4</a>
2.	Introduction/Background	<a href="#">5-7</a>
3.	Scope of Work	<a href="#">7-9</a>
4.	Eligibility Criteria	<a href="#">9-10</a>
5.	General Terms and Conditions	<a href="#">10-14</a>
6.	Responsibility and Standards of Performance of the Consultant	<a href="#">14</a>
7.	Payment Terms	<a href="#">15</a>
8.	Time Line and Penalty	<a href="#">15-16</a>
9.	Formats for Bidders	<a href="#">17-23</a>

**1. Table- Important Information / Time schedule of Bid**

#	Information	Details
1.	Project Name/ Name of Work	<b>Request for Proposal for Engagement of Project Management Consultant (PMC) to Pilot the Tender of “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training &amp; Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC”</b>
2.	Tender Reference No.	DTC/IT(HQ)/ERP/2022/01
3.	Ministry/Division	Delhi Transport Corporation, Government of NCT of Delhi
4.	Procuring Entity and Agency Name	<b>Delhi Transport Corporation, (Govt. of NCT of Delhi), IT Department, IP Estate, New Delhi – 110002</b>
5.	Procurement Method	Open e-tender
6.	Mode of Tendering	e-tender through e-procurement portal of GNCTD at ( <a href="https://govtprocurement.delhi.gov.in">https://govtprocurement.delhi.gov.in</a> ) and DTC’s official website
7.	EMD Amount	An EMD of Rs.1,44,500/- (Rupees One Lakh Forty Four Thousand Five Hundred only)_in the form of Demand Draft/Banker’s Cheque or Fixed Deposit Receipt, from any of the Scheduled Banks only drawn in favour of “ <b>Delhi Transport Corporation</b> ” is to be submitted in original and should reach to Dy. Manager(Tender Cell), Room No.207, Delhi Transport Corporation, IP Estate, New Delhi 110002 on or before the date and time of submission of the bid (i.e. by <b>1500 hrs. on 07.04.2022</b> ) without which the proposals shall be rejected as non-responsive.
8.	Last Date for submission of written queries for clarification	Bidders may send their queries (If any) at Email <a href="mailto:dcgmit@dtc.nic.in">dcgmit@dtc.nic.in</a> by <b>21.03.2022</b> .
9.	Pre-bid meeting - Date, time, and venue	Pre-Bid conference will be held on <b>23.03.2022 at 1500 hrs.</b> in the Conference Room of Delhi Transport Corporation, HQs, IP state, New Delhi – 110002 (In case Video Conference meeting will be organized then meeting link will be uploaded on e-Procurement portal and DTC website)
10.	Date of ‘Replies to Queries’	‘Replies to Queries’ will be uploaded on ( <a href="https://govtprocurement.delhi.gov.in">https://govtprocurement.delhi.gov.in</a> ) and DTC’s official website <a href="http://dtc.nic.in">dtc.nic.in</a> by <b>28.03.2022</b>
11.	Date and Time, Venue for opening of Technical bid	<b>07.04.2022 at 15.30 hrs.</b> at Dy. Manager(Tender Cell), Room No.207, Delhi Transport Corporation, HQs, IP state, New Delhi – 110002.
12.	Date and Time for opening of Commercial Bid	The technically qualified bidders will be intimated subsequently.
13.	Estimated Project Cost	Rs.72.25 Lakhs (Excl. GST)
14.	Contact details	Dy.CGM(IT), Delhi Transport Corporation, HQs, IP state, New Delhi – 110002 Tele No.011-21401245 E-mail id <a href="mailto:dcgmit@dtc.nic.in">dcgmit@dtc.nic.in</a>

## 2. Introduction / Background

Govt. of India took over the management of the undertaking by passing the Delhi Road Transport Laws (Amendment) Act, in 1971. It took over the assets and liabilities from the erstwhile Delhi Transport Undertaking (DTU) operated by the Municipal Corporation of Delhi till 2nd Nov, 1971. Thus the DTC was set up in 1971. In section 22 of the Road Transport Corporation Act, 1950, following objectives were laid down for the DTC:

- To provide or secure or promote an efficient, economical, reliable and properly coordinated system the road transport in Union Territory of Delhi and any extended area.
- In doing so, it shall act on business principles.
- To achieve a high level operational efficiency.
- To charge fares not exceeding those prescribed by the State Under Section 43(1)(i) of the Motor Vehicle Act, 1939.
- To attain financial self-sufficiency.

DTC which was functioning under the administrative control of Govt. of India, was finally taken over by Govt. of NCT, Delhi on 05.08.1996.

Delhi Transport Corporation is operating 35 depots with 3744 buses, 10726 drivers, 15726 conductors and 2917 allied staff. The operation and maintenance of buses are being carried out from these depots headed by a Depot Manager. Depots are further divided into four regions e.g. North, East, West and South headed by Regional Managers.

Following are the main departments: -

- i. Operation Wing (Functioning of depot, Functioning of Regional Office & FCMS)
- ii. Traffic Department (Schedule & Planning of Buses etc.)
- iii. Personnel Department (All HRM activities)
- iv. Administration Department (Policy Matters)
- v. Finance Department
- vi. Strategic Business Unit (SBU) (Procurement, CAMC of buses etc.)
- vii. Civil Department
- viii. Publicity Department
- ix. Law Department
- x. Estate Department
- xi. Mechanical Department
- xii. Central Control Room(CCR) & Central Complaint Cell (CCC)
- xiii. Monitoring Cell
- xiv. R&D Cell
- xv. Training School

- xvi. Payroll Section
- xvii. PF Section
- xviii. Pension Cell
- xix. Purchase Department (MS-1)
- xx. Staff Car Section (R&I)
- xxi. Public Relation (PR)
- xxii. Industrial Relation (IR)
- xxiii. Security Department
- xxiv. Road Safety Cell (RSC) etc.

Entire functioning of DTC is to be computerized after implementing ERP (Enterprise Resource Planning) with e-Office and following areas/modules are to be computerized/ digitized under ERP project to be integrated for operation from a single platform (Web based Solution with Mobile Apps): -

- i. Recruitment and Posting
- ii. Employee Management (Transfer & Posting)
- iii. Buses Management
- iv. Scheduling & Planning (like Route etc.)
- v. Inventory Management
- vi. Financial Management (Accounts, Payroll, PF, Pension, Purchase & Billing)
- vii. Operation Management
- viii. Repair & Maintenance Management
- ix. Court Cases Management
- x. Workflow Management
- xi. Policy Matters
- xii. Trainings
- xiii. Public utility services/software management
- xiv. Integration/upgradation of all existing software's
- xv. Marketing/Publicity
- xvi. Reporting Tool/Dashboard etc.

The details of the present IT Projects are as under:

- i. IP-CCTV & AVTS System
- ii. Depot Operation System.
- iii. 'One Delhi'/ 'Chartr App' System.
- iv. Recruitment Portals (Driver & all staff)
- v. Online Bus Pass System
- vi. E-Learning System
- vii. Complaint Management System (CMS) Mobile App.
- viii. Online Delhi - Kathmandu Bus Booking Portal
- ix. HRMS (Partial)

- x. Payroll +PF +Pension (Existing software + to be developed IFMS software)
- xi. PoS machine system of Pass Sections
- xii. Biometric System (\* New machines to be inducted)
- xiii. AFCS system (\* New system to be implemented)

The Delhi Transport Corporation (Govt. of NCT of Delhi) invite bids to engage Project Management Consultant (PMC) to pilot the tender for **“Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC”**.

### 3. Scope of Work

The objective of this tender is to engage PMC to prepare tender document, bid management activities & finalization of tender for implementation of ERP with e-office in DTC. The activities which a PMC will perform *inter-alia* are as under: -

- i. To study the present system entirely and existing softwares.
- ii. Liaise with DTC authorities and carry out study to identify the ERP based solutions requirements at DTC and incorporation of all the existing modules working in the corporation.
- iii. The ERP based Solution requirements at DTC to include all the departments and other modules by the consultant during study.
- iv. To inspect various branches of DTC, and collecting the data available with DTC and Various Branches and analyzing the same. And then prepare the tender document for the ERP based Solution requirements at DTC.
- v. Suggest appropriate specification for ERP based Solution.
- vi. Preparation of Tender, Tender Bill of Quantity (BOQ) and Commercial Format, Specifications, Estimated Cost, etc. for the ERP based Solution at DTC.
- vii. Preparation of guidelines, qualification criteria, timelines, etc. for ERP based Solution at DTC.
- viii. Providing Project Management Services required during the delivery, development, installation and commissioning of the ERP based solution by the Successful Vendor.
- ix. To evolve / develop the scope of work for integrated ERP so as to ensure that entire functioning of DTC is computerized in a best possible manner, besides to optimize the production (i.e. KMs production of DTC buses in a qualitative manner) improving operations & monitoring of buses, improving revenue models, improving the efficiency of various departments using contemporary / AI technologies etc.

- x. To determine the estimated cost of the Project based on the technology to be used and volume of the work to be digitized/computerized with full justification.
- xi. Other technical parameters are also to be suggested like eligibility / selection criteria for the firms, which software technology platform to be used for implementing ERP and computerizing entire functioning of DTC, which type of cloud will be safe, secure, sustainable and suitable for such type of sensitive and voluminous work. The requirement of the cloud capacity/size is also to be estimated based on the volume of the work.
- xii. The PMC is required to submit a Detailed Project Report (DPR) of the ERP Project with the expected rates before starting the tendering process.
- xiii. To prepare the Tender Document/ [Request for Proposal – (RFP)] for implementing “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC” along with Hosting Services (Data Center/ Disaster Recovery Center) as per requirement of DTC.
- xiv. To prepare Bid Invitation Notice/ NIT.
- xv. To organize Pre-Bid Meeting.
- xvi. Consequent to the Pre Bid Meeting, preparation of ‘Replies to the queries’ received from the prospective bidders through mail, letters & in the Pre-Bid Meeting before freezing of the Tender Document.
- xvii. To remain present at the time of opening of Bids.
- xviii. To do the complete evaluation of Tender Bids including Technical & Financial evaluation and submission of final evaluation report with justification for determination of reasonableness of the L-1 quoted prices to the competent authority for approval / further action.
- xix. To prepare Letters of Acceptance (LoA), Work Order, Agreement, etc. for “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC”.
- xx. After Commissioning and before Roll out of Project in all Depots/Units by IA, PMC will organize the User Acceptance Test (UAT) of the system.
- xxi. To undertake all activities as indicated above at the PMC’s expenses without cost escalation (i.e. without additional cost to Delhi Transport Corporation, GNCT of Delhi), in the event of annulling of the tender/ retendering due to any reason.
- xxii. GFR, CVC guidelines, directions of Government of NCT of Delhi & Meity must be followed.
- xxiii. To deploy a team of the following minimum number of Management/Technical Experts for carrying out all above mentioned activities:



S. No.	Type of Consultant	Resource Category	Minimum Quantity
1	Consultant with 10 years and < 15 years' experience (Management Profile)	Management Profile	One
2	Consultant with 6 years and < 10 years' experience (Management Profile)	Management Profile	One
3	Consultant with 6 years and < 10 years' experience (Technology Profile)	Technology Profile	One
4	Consultant with 3 years and < 6 years' experience (Technology Profile)	Technology Profile	One

\*Details of such experts be provided to DTC after the issuance of Work Order with their Name, Designation, Contact Details, Nature of Work, Responsibility etc. in the PMU (Project Management Unit).

- xxiv. To perform any other activity related to 'Bid Process Management' till Final completion as per requirements & directions of DTC.

#### 4. Eligibility Criteria

The invitation for response is open to all Consultancy Firms who fulfills the eligibility criteria as specified below: -

S. No.	Eligibility Criteria	Document Proof to be submitted
1	The bidder should be duly registered company registered under Indian Companies Act, 1956 <b>OR</b> A partnership firm registered under Indian Partnership Act, 1932 <b>OR</b> A company registered under the Limited Liability Partnership (LLP), Act, 2008 <b>OR</b> Any Government/ PSU body or a society registered under Societies Registration Act, 1860 and who have its registered office in India.	Certificate of Incorporation/ Registration.
2	The firm should have valid GST Registration no.	Self-Certified copies of certificate.
3	Average Turn-over of the firm related to General Consultancy work should be minimum Rs.25 Lakh during last three Financial Year 2018-19, 2019-20 & 2020-21.	Certificate from CA firm.
4	<b>Experience:</b> Experience of having successfully completed similar works (ERP or complete computerization of any organization) in any Government/ PSU body, during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following: -  a. Three similar completed works costing not less than the amount equal to 40% of the estimated cost.  <b>OR</b>	Certified copies of the Work Orders & Completion certificates as the case may be.

	<p>b. Two similar completed works costing not less than the amount equal to 50% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>c. One similar completed work costing not less than the amount equal to 80% of the estimated cost.</p>	
5	<p>Technical Manpower strength of the Company as per following details:</p> <ol style="list-style-type: none"> <li>1. Consultant with 10 years and &lt; 15 years' experience (Management Profile)</li> <li>2. Consultant with 6 years and &lt; 10 years' experience (Management Profile)</li> <li>3. Consultant with 6 years and &lt; 10 years' experience (Technology Profile)</li> <li>4. Consultant with 3 years and &lt; 6 years' experience (Technology Profile)</li> </ol>	<p>Self-certificate from HR Department along with CVs be submitted for the 4 Management/Technical Experts as per required experience</p>

**Technical Qualification Criteria:** Bidders who meet the eligibility criteria would be considered as qualified to move to the next stage of financial evaluation.

**Commercial Bid Evaluation:** The Financial Bids of technically qualified bidders will be opened on e-procurement portal, on the date prescribed subsequently. The bidder should quote their prices only as per the financial bid format. Any conditional bid would be rejected.

## 5. General Terms and Conditions

### 5.1 Earnest Money Deposit (EMD):

- a. An EMD of Rs.1,44,500/- (Rupees One Lakh Forty Four Thousand Five Hundred only) in the form of Bank Guarantee/Demand Draft/Banker's Cheque or Fixed Deposit Receipt, from any of the Scheduled Banks only drawn in favour of "Delhi Transport Corporation" is to be submitted on or before last date of bid submission without which the proposals shall be rejected as non-responsive.
- b. EMD shall be exempted for MSE firms.
- c. No interest shall be payable by DTC on EMD.
- d. The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract with successful bidder.
- e. In case of the Selected Bidder, EMD shall be retained till the selected bidder submits Performance Security as per relevant clause.
- f. In the following circumstances EMD shall be forfeited by DTC:
  - i. If the firm does not start the work as per stipulated timelines or withdraws its bids during the period of Bid validity or prior to award of work.
  - ii. If a Bidder engages in a corrupt practice, fraudulent practice,

coercive/collusive practice, undesirable practice or restrictive practice.

- iii. In case Selected Bidder fails to submit / furnish the Performance Security within the prescribed timeline of document.
- iv. In case the Selected Bidder, commits any breach thereof prior to furnishing the Performance Security.

## **5.2 Performance Security**

- a. The selected PMC will be required to furnish performance security @ 3% of contract value in the form of Bank Guarantee/ Bank Draft / Bankers cheque in favor of "Delhi Transport Corporation" issued by any Nationalized/ Scheduled Commercial Bank payable at Delhi within 15 days from the date of award of contract.
- b. All charges whatsoever such as premium, commission, etc. with respect to the Performance Security shall be borne by the selected PMC.
- c. If the selected PMC fails or neglects to observe or perform any of his obligations under the contract, the Performance Security furnished by the PMC shall be forfeited by DTC.
- d. In case of any extension of contract, the selected PMC shall be liable to suitably extend the validity of the Performance Security.
- e. The Performance Security may be discharged/ returned by DTC upon being satisfied that all the obligations of the selected PMC have been completed successfully.
- f. No interest shall be payable on the Performance Security. Validity period of Performance Security should be up to 60 days beyond the period of contract i.e. upto 19 months from the issuance of the Work Order and shall be extended by the PMC in case of revision of timelines due to retender etc. as per clause 3(xxi).
- g. DTC shall also be entitled to make recoveries from the bills of selected PMC or from Performance Security, or from any other amount due to PMC.

## **5.3 Instructions to bidder about the tender**

- a) A prospective Bidder requiring any clarification on the tender document may submit their queries, via email to id [dcgmit@dtc.nic.in](mailto:dcgmit@dtc.nic.in) on or before **21.03.2022**.
- b) DTC will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The representatives of the bidders may attend the pre-bid meeting at their own cost. Date, Time and Venue for the Pre-Bid Meeting is given in above Table-Important Information / Time schedule of Bid.

- c) This tender is being issued with no financial commitment.
- d) The queries should necessarily be submitted in the following format:

<b>REQUEST FOR CLARIFICATION</b>			
Name and Address of the Organization submitting request			
Name and Position of Person submitting request			
Contact Details of the Organization / Authorized Representative			
Tel: Mobile: Fax:			
Email:			
S. No.	Tender Document Reference (Section No., Page No.)	Content of the Tender requiring clarification	Clarification Sought
1			
2			

#### **5.4 Submission, Receipt and Opening of Proposal**

- a) The bids shall be submitted in sealed cover to the designated address of Tender Cell of DTC on or before the stipulated date & time.
- b) The bid document shall contain no interlineations or overwriting.
- c) An authorized representative of the PMC shall initial/sign all pages of the bid document.
- d) A letter of authorization of Authorized signatory is also to be submitted along with bid document.
- e) All the pages of the bid document should be numbered.

#### **5.5 Validity of Bid**

- a) PMC's proposal shall be valid for a period of 120 days after the opening date. The proposals with shorter validity period shall be rejected by the DTC as non-responsive proposal.
- b) Prior to the expiry of the period of validity of the proposal, Delhi Transport Corporation may request the PMC to extend the proposal validity period for an additional specified period of time. PMC may refuse the request and such refusal shall be treated as withdrawal of the proposal.

## 5.6 DTC's right to terminate the process:

DTC may terminate this PMC engagement process at any time and without assigning any reason.

## 5.7 Force Majeure

Neither Party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the Parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

### Measures to be taken:

- a) A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- c) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- d) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Delhi Transport Corporation, shall either:  
Demobilize  
**or**  
Continue with the Services to the extent possible, in which case the PMC shall continue to be paid proportionately and on pro rata basis, under the terms of this Contract.
- e) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause 5.9.

## **5.8 Suspension**

The “Delhi Transport Corporation” may, by written notice of suspension to the PMC, suspend all payments to the PMC hereunder if the Consultant firm fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the PMC to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt.

## **5.9 Arbitration**

All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. In the event of any dispute or difference arising out of or in any way relating to or concerning these presents or effects of these presents, the same shall be referred to the sole arbitrator to be appointed by the Managing Director, Delhi Transport Corporation, Government of NCT of Delhi. Any litigation arising out of this contract shall be filed only in the Courts at Delhi, India.

## **6. Responsibility and Standards of Performance of the PMC**

- i. The PMC shall perform the Services and carry out their obligations as above with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The PMC shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the “Delhi Transport Corporation, GNCT of Delhi, and shall at all times support and safeguard the legitimate interests of Delhi Transport Corporation, GNCT of Delhi in any dealings with Third parties.
- ii. The PMC shall be accountable for any advice and for any service rendered to Delhi Transport Corporation, GNCT of Delhi keeping in view norms of ethical business professionalism etc.
- iii. The PMC must act, all times, in the interest of Delhi Transport Corporation, GNCT of Delhi and render any advice/ service with professional integrity.
- iv. The PMC must keep in view transparency, competitiveness, economy, efficiency and equal opportunity to all prospective bidders, while rendering any advice/ service to Delhi Transport Corporation, GNCT of Delhi in regard with matters related to selection of technology and determination of design and specification, mode of tendering, bid eligibility criteria, tender notification, bid evaluation etc.

## 7. Payment Terms

- a) The payments in respect of the Services of PMC shall be made as follows:
- i. **On submission and acceptance of the Detailed Project Report (DPR) / draft RFP for IA:** 10% of Consultancy Fee + GST.
  - ii. **On publishing the final RFP / Tender Document for IA:** 10% of Consultancy Fee + GST.
  - iii. **On issuance of Work Order and signing of agreement with the successful bidder (IA):** 10% of Consultancy Fee + GST.
  - iv. **After Commissioning, successful User Acceptance Test (UAT) & Roll-out of the system by IA:** Remaining 20% of Consultancy Fee + GST.
  - v. **After completion of 12 months of monitoring of the project from date of issuance of Work Order to IA:** Remaining 50% of Consultancy Fee + GST.
- b) Payments will be made after deduction of any penalty etc.
- c) Statutory deductions as per law or any other Order issued by Government/Statutory Body on the subject from time to time shall be made by DTC.
- d) PMC shall not claim payment against pending services or incomplete stages of work.
- e) In case of change in rate due to change in Taxes/Duties the rate shall be applicable on pro-rata basis based on actual Nos. of applicable days.
- f) The PMC shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released as per the work related milestones achieved and as per the specified percentage.

## 8. TimeLine and Penalty

S. No.	Key Milestone	Deliverable	Indicative Timelines
1	Issue of Work Order/Letter of Award to PMC	NA	T
2	Requirement gathering & work assessment for IA	After Requirement gathering & work assessment, presentation to be given before Committee/DTC	T+ 0.5 Month
3	Submission of the Project Report & Gap	Detailed Project Report and submission of draft RFP for	T+2 Month

	Analysis Document for preparing RFP document of the Project & cost estimation, NIT & Draft RFP for IA	engaging IA for ERP and computerization of entire functioning of DTC	
4	Publishing the final RFP Tender Document after approval of DTC	Publishing the final RFP Tender Document	T + 2.5 Months
5	Pre-bid Meeting & Response to bidder queries, Proposal evaluation.	Response to bidder queries & Bids Evaluation Report (Technical & Financial)	T + 4.5 Months
6	Issuance of work order and signing of agreement with the successful bidder (IA) after approval of DTC	Issuance of work order and signing of agreement with the successful bidder (IA)	T+ 5 Months
7	Monitoring of the project from date of issuance of Work Order to IA	Monitoring of the ERP project after issuance of Work Order to IA	12 months after issuance of Work Order
8	After Commissioning and before Roll out of Project in all Depots/Units by IA, PMC will organize the User Acceptance Test (UAT) of the system	UAT document of the system for its successful implementation	To be conducted after successful commissioning

***\*Penalty:*** DPR and draft RFP for the “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC” will be submitted within 8 weeks from the date of issuance of the work order. A penalty of Rs. 5,000/- shall be levied for each day’s delay. In case delay is more than 30 days, the work awarded to the selected consultant may be cancelled and Performance bank guarantee will be forfeited partly or fully as the MD, DTC decides.



**9. Formats for PMC**

**(On PMC Letter Head)**  
**Format-1 - Covering Letter**

To,  
Dy. Chief General Manager-(IT)  
Delhi Transport Corporation,  
I.T Deptt., I.P. Estate, New Delhi-110 002.

**Reference: Tender for Engagement of Project Management Consultant (PMC) to Pilot the Tender of “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC”**

Sir,

1. This is to notify you that our company intends to submit a proposal in response to the DTC Tender no. \_\_\_\_\_ dated \_\_\_\_\_.
2. Primary and Secondary contact information for our company are as under:

	<b>Primary Contact</b>	<b>Secondary Contact</b>
<b>Name:</b>		
<b>Title:</b>		
<b>Company Name:</b>		
<b>Address:</b>		
<b>Phone</b>		
<b>Mobile:</b>		
<b>E-Mail</b>		

3. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered are true, accurate, verifiable and complete. The response includes all information necessary to ensure that the statements therein do not in whole or in part mislead DTC in its short listing process.
4. We fully understand and agree to comply that verification, if any of the information provided here is found to be misleading the short listing process or unduly favors our company in the short listing process, we are liable to be dismissed from the selection process.

5. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.
6. This response to tender is valid for 120 days from the last date of submission of bids.
7. The proposal contains \_\_number of pages duly numbered and signed by the authorized signatory.

Duly authorized to sign the tender response for and on behalf of (Firm name),

Yours sincerely,

**(Signature)**

**Authorized Representative**

**Name:**

**Designation:**

**Name of the Company:**

**Address:**

**Date:**

**(Seal/Stamp of PMC)**

(On PMC Letter Head)

**Format-2 Certificate to Authorize Signatories**

DTC Tender Reference no.----- dated -----

I, \_\_\_\_\_, certify that I am the Company Secretary or \_\_\_\_\_ of \_\_\_\_\_, and that who signed the above response is authorized to bind corporation/ company by authority of its governing body.

(Signature)

Authorized Representative

(PMC Firm Seal)

Date:

-----  
**Format-3 Undertaking of Blacklisting**

To,

Dy. Chief General Manager-(IT)  
Delhi Transport Corporation,  
I.T Deptt, I.P. Estate, New Delhi-110002.

**Reference: Tender for Engagement of Project Management Consultant (PMC) to Pilot the Tender of "Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC"**

Tender Reference no.-----

This is to certify that <<COMPANY NAME>> hasn't been blacklisted by any State/Central Government/PSU/ Autonomous Body (Under Any government law) in India as on last date of submission of the Bid.

(Signature)

Authorized Representative  
(Company Seal & Stamp)

(On PMC Letter Head)  
**Format-4 Organizational Details**

**1. Organizational Details**

<b>Details of the Organization</b>	
<b>Name</b>	
<b>Nature of business in India</b>	
<b>Date of Incorporation</b>	
<b>Date of Commencement of Business</b>	
<b>Address of the Headquarters</b>	
<b>Address of the Registered Office in India</b>	
<b>Other Relevant Information</b>	
<b>Mandatory Supporting Documents:</b> <b>(a) Certificate of Incorporation from Registrar of Companies (ROC)</b>	

**2. Financial Strength Details**

<b>S. No.</b>	<b>Financial Information</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>
1	Total Revenue (in INR)			
2	Total Revenue in General Consultancy work(in INR)			
3	Profit Before Tax (in INR)			
4	Other Relevant Information			
<b>Mandatory Supporting Documents:</b> CA certificate of Turnover. <i>*In Case of two or more PMC firms will quote same rates then the PMC with more Turn Over will be given preference.</i>				

**3. Consultancy Experience for last 3 years**

<b>Bid Specific Consultancy experience</b>	
<b>General Information</b>	
<b>Name of the project</b>	
<b>Client for which the project was executed</b>	

<b>Name and contact details of the client</b>	
<b>Project Details</b>	
<b>Description of the project</b>	
<b>Scope of services</b>	
<b>Other Details</b>	
<b>Total cost of the project</b>	
<b>Total cost of the services provided by the bidder</b>	
<b>Duration of the project (no. of months, start date, completion date, current status)</b>	
<b>Other Relevant Information</b>	
<b>Mandatory Supporting Documents:</b> a) Copy of the Work Order issued by the client and a certificate to indicate the successful completion of the projects/ under process.	

**(Signature)**

**Authorized Representative**

**(PMC Firm Seal)**

**Date:**

(On PMC Letter Head)  
**Format-5: Tender T&C Acceptance Letter**

To,

Dy. Chief General Manager-(IT)  
Delhi Transport Corporation,  
I.T Deptt, I.P. Estate, New Delhi-110002.

**Reference: Tender for Engagement of Project Management Consultant (PMC) to Pilot the Tender of “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC”**

Tender Reference no.-----

Sir/Madam,

1. I/ We have downloaded/obtained the tender document(s) for the above mentioned ‘Tender / Work’ from the web site(s) namely:-  
<https://govtprocurement.delhi.gov.in/nicgep/app>
2. I/We hereby certify that I/We have read entire terms and conditions of the tender documents, which form part of the Contract Agreement and I/We shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of abovementioned tender document(s) / corrigendum(s) in totality/entirely and without any additional terms and conditions.
5. In case any provisions of this tender are found violated, your department/ organization shall be at liberty to reject this tender / bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/ right against dept. in satisfaction of this condition.

(Signature)

**Authorized Representative  
(Company Seal & Stamp)**

(On PMC Letter Head)  
**Format-6 - PROFORMA FOR FINANCIAL BID**

To,

**Dy. Chief General Manager-(IT)**  
**Delhi Transport Corporation,**  
**I.T Deptt, I.P. Estate, New Delhi-110002.**

**Reference: Tender for Engagement of Project Management Consultant (PMC) to Pilot the Tender of “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC”**

**DTC Tender Reference no.----- dated -----**

Sir,

In reference to the above captioned tender of DTC, following is our financials for working as a PMC for implementation of the project of ERP with e-office, digitization of records to be used in ERP, computerization of entire functioning of DTC: -

<b>S. No.</b>	<b>Description of Work</b>	<b>Financial Bid (inclusive of GST) (In INR)</b>
1.	Project Management Consultancy (PMC) charges to Pilot the Tender for “Selection of an Implementing Agency (IA) for Preparation of SRS/FRS, Design, Develop, Testing, Implementation, Training & Maintenance of Enterprise Resource Planning (ERP) with e-Office, digitization of records to be used in ERP, computerization of entire functioning of DTC” as per defined Scope of Work etc.	Rs._____-/-
	GST	Rs._____-/-
	<b>Total</b>	Rs._____-/- (i.e. Rupees -- ----)

**\* In Case of two or more PMC firms will quote same rates then the PMC with more Turn Over will be given preference.**

**(Signature)**  
**Authorized Representative**  
**(PMC Firm Seal)**