

Bid Corrigendum

GEM/2026/B/8005655-C3

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. **OPTION CLAUSE 25%** : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider
2. Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.
3. Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address
As per RFP
As per RFP
As per RFP
As per RFP
As per RFP
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4. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
5. Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)
6. **Consortium:** In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid.
7. **AVAILABILITY OF OFFICE OF SERVICE PROVIDER:** An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
8. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
9. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
10. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
11. Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of MD DTC
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of

contract.

12. Bidders can also submit the EMD with Account Payee Demand Draft in favour of MD DTC payable at New Delhi.
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Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
13. Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C MD DTC
.
The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date
14. Bidders can also submit the EMD with Banker's Cheque in favour of MD DTC payable at New Delhi
.
Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
15. Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of MD DTC payable at New Delhi
.
After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.
16. File Attachment [Click here to view the file.](#)
17. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.

8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

Corrigendum-1

Tender No: DTC/RFP-ITD/2609/01 (GEM/2026/B/8005655)

Selection of Service Provider for Development, Customisation, Implementation, Operation & Maintenance of BMS Software and Mobile Apps for Contract Management and Monitoring of Operation of Electric & CNG or other Fuelled Buses of DTC & DoT

S. No.	Clause No.	Existing Clause	Modified Clause												
1.	NIT, Page 2	The Bid document can be downloaded from the GeM Portal from 8 th September 2026. The EMD amount of Rs.1,10,00,000/- (Rs One Crore Ten Lakh only) shall be submitted, in the form of Bank Guarantee/Demand Draft/FDR as per details given in RFP and in original to Manager(IT), Delhi Transport Corporation HQ, IP Estate, New Delhi -110002, so as to reach on or before 1200 hours on 6 th October 2026 (“Proposal Due Date for submission of e-tender”) without which the proposals shall be rejected as non-responsive.	The Bid document can be downloaded from the GeM Portal from 8 th September 2026. The EMD amount of Rs.1,10,00,000/- (Rupees One Crore Ten Lakh only) shall be submitted, in the form of Bank Guarantee/Demand Draft/FDR as per details given in RFP and in original to Manager(IT), Delhi Transport Corporation HQ, IP Estate, New Delhi -110002, so as to reach on or before 1200 hours on 15th October 2026 (“Proposal Due Date for submission of e-tender”) without which the proposals shall be rejected as non-responsive.												
	Data Sheet, Page 6	<table><tr><td>9</td><td>Last Date & Time for submission of bids</td><td>6th October 2026 (Tuesday) up to 1200 Hrs</td></tr><tr><td>10</td><td>Date, Time & Venue for opening of Technical Bids</td><td>6th October 2026 (Tuesday) at 1200 Hrs at Dy. Manager(Tender Cell), Room No. 207, DelhiTransport Corporation, Head Quarters, IP Estate, New Delhi – 110002</td></tr></table>	9	Last Date & Time for submission of bids	6 th October 2026 (Tuesday) up to 1200 Hrs	10	Date, Time & Venue for opening of Technical Bids	6 th October 2026 (Tuesday) at 1200 Hrs at Dy. Manager(Tender Cell), Room No. 207, DelhiTransport Corporation, Head Quarters, IP Estate, New Delhi – 110002	<table><tr><td>9</td><td>Last Date & Time for submission of bids</td><td>15th October 2026 (Thursday) up to 1500 Hrs.</td></tr><tr><td>10</td><td>Date, Time & Venue for opening of Technical Bids</td><td>16th October 2026 (Friday) at 1500 Hrs at Dy. Manager(Tender Cell), Room No. 207, Delhi Transport Corporation, Head Quarters, IP Estate, New Delhi – 110002</td></tr></table>	9	Last Date & Time for submission of bids	15th October 2026 (Thursday) up to 1500 Hrs.	10	Date, Time & Venue for opening of Technical Bids	16th October 2026 (Friday) at 1500 Hrs at Dy. Manager(Tender Cell), Room No. 207, Delhi Transport Corporation, Head Quarters, IP Estate, New Delhi – 110002
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2.	Clause 2.9.12,S.No.3 – Net Worth (Pg. 21)	Description: The bidder should have positive net worth for last five (5) years as of March 31 st , 2025 Documentary Evidence: Duly certified statement from the auditor for the last 5 financial years as per format “Form 3”.	Description: The bidder should have positive net worth for last three (3) years as of March 31st, 2026 . Documentary Evidence: Duly certified statement from the auditor for the last 3 financial years as per format “Form 3”.												
3.	Clause 2.9.12, S.No.5 – Certification (Page 22)	Description: The Bidder should have a valid minimum CMMI Level 3 or higher, and ISO 9001:2015 certificate or higher at least for last 3 years as on last date of submission of the bid.	Description The Bidder should have a valid CMMI Level 3 or higher, AND/OR ISO 9001:2015 certificate or higher as on last date of submission of the bid.												
4.	Clause 2.9.12, S.No.6 – Support Centre / Office in Delhi NCR (Page 23)	Description: The bidder shall have a dedicated Support Centre/Office within Delhi NCR for project coordination, technical support, operations and grievance resolution.	Description: The bidder shall have /establish a dedicated Support Centre/Office in Delhi-NCR within 30 days of issue of the Contract Order for project coordination, technical support, operations and grievance resolution.												

Corrigendum-1

Tender No: DTC/RFP-ITD/2609/01 (GEM/2026/B/8005655)

Selection of Service Provider for Development, Customisation, Implementation, Operation & Maintenance of BMS Software and Mobile Apps for Contract Management and Monitoring of Operation of Electric & CNG or other Fuelled Buses of DTC & DoT

S. No.	Clause No.	Existing Clause	Modified Clause
5.	Section 4, Clause 4.13, S.No.9 – Data Backup Facility (Page 42)	Data Backup Facility: Vendor shall maintain operational data always live during the entire contract period except tracking data for last 1-month on live server. The data to be provided immediately as and when requested by DTC, for any particular instance, or as a whole.	Data Backup Facility: Vendor shall maintain all operational & historic data live for five years including following: 1. Tracking data shall be kept live for last 90 days & archived, thereafter, and 2. Panic Button instance video, including alerts related to passenger / women safety (15 seconds before and after pressing the button) except false alarms as certified by DTC for last 30 days and 3. All buses CCTVs live streaming data from buses device (mNVR etc.) including Playback option only. All data except CCTV streaming data is to be stored in archive for the entire project duration and is to be provided immediately as and when requested by DTC, for any particular instance, or as a whole.
6.	Section 4, 4.13(29)(i) Database management system, Pg. 45	Full function, RDBMS supporting SQL.	Full function, RDBMS as the primary database in standard non-proprietary database formats supporting SQL etc.
7.	Form-8, Point 3 Proposed Approach for BMS (Page 86)	Spare-part delivery management Plan for hardware components related to the solution	Form -8 Para 3, 8th Bullet point be treated as deleted.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
1	Clause 2.2 (3)(b) – Consortium of Firms (Page 12)	"The total number of consortium members cannot exceed two, including the lead bidder of the consortium."	The scope combines BMS software, cloud hosting, AFCS/CCTV/CAN integrations, AI analytics and on-site manpower across 52+ depots. We request DTC to permit a consortium of up to three (03) members (Lead + two members) to allow specialist firms to participate jointly.	As per RFP
2	Clause 2.2 (3)(b)(vi) (Page 12); Glossary S.No. 12 (Page 7–8); Form 5, Points 7 & 8 (Page 82); Clause 2.13.1 (ii) (Page 28)	2.2 (3)(b)(vi): "Lead member shall be liable for the entire scope of work and risks involved thereof whereas the non-lead member shall be liable for their own scope of work for which they are responsible along with lead member." / Glossary 12: "The consortium members shall be jointly and severally responsible for the performance of all obligations under the contract unless otherwise specified in the tender document." / Form 5, Point 8: "The financial liability of the consortium members ... shall not be limited so as to restrict or limit the liabilities of any of the members."	The liability of the non-lead member is stated differently in the RFP. Clause 2.2 (3)(b)(vi) limits the non-lead member's liability to its own scope of work, whereas Glossary S.No. 12 and Points 7 and 8 of the Consortium Agreement format (Form 5) make all members jointly and severally liable, without limit, for the entire Contract. Kindly confirm: (a) that, as specifically provided in Clause 2.2 (3)(b)(vi), the Lead Member shall be liable for the entire scope of work, and the liability of the non-lead member shall be limited to its own scope of work as defined in the Consortium Agreement / MoU; (b) that Points 7 and 8 of Form 5 may be modified accordingly, and that DTC will not proceed against the non-lead member for obligations outside its defined scope; (c) that the EMD and Performance Security may be furnished by the Lead Member on behalf of the consortium; (d) that, in the event of replacement of the Lead Member under Clause 2.13.1 (ii), the non-lead member shall not be required to assume the Lead Member's scope or liabilities.	As per RFP
3	Clause 2.9.7 (ii), (iv), (vi) (Page 19); Clause 2.9.8, 2.9.9 (Page 19–20); Clause 2.9.11, 2.9.12 (Page 20–23); Form-8, Point 5 (Page 86)	2.9.7 (ii): "The Bidders' technical solution will be evaluated as per the requirements and evaluation criteria as spelt out in the tender document." / 2.9.12, S.No. 8: "Understanding of the objectives of the assignment ... Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference" / Form-8: "The TEC shall record its observations in the Software Readiness Matrix and certify the technical compliance of the offered solution."	The RFP does not state the technical evaluation methodology. Clause 2.9.12 lists eligibility criteria, and its S.No. 8 (Solution Demonstration) refers to qualitative parameters ("the extent to which...") that are normally scored, but no marks, weightages or minimum qualifying score are specified, while the award is on L-1 basis (Clause 2.9.14). Kindly clarify: (a) whether technical evaluation is on a pass / fail (qualified / not qualified) basis for each criterion in Clause 2.9.12, or whether marks will be awarded — if marks are to be awarded, kindly publish the marking scheme, weightages and minimum qualifying score; (b) how the parameters "Understanding of the objectives" and "Completeness and responsiveness" under Clause 2.9.12, S.No. 8, and the Software Readiness Matrix under Form-8, will be assessed, and the criteria for declaring a module "not available" or a demonstration "not satisfactory" (see also S. No. 10); (c) the sequence of evaluation — preliminary examination, eligibility, demonstration and reference checks — and whether all bidders meeting the eligibility criteria will be invited for demonstration; (d) that the result of technical evaluation, with reasons for disqualification, will be communicated to all bidders on GeM before opening of commercial bids; (e) what will be treated as a "deviation" under Clause 2.9.7 (vi), since the Tender Evaluation Committee (TEC) may reject proposals on that basis without assigning reasons.	As per RFP. Clarification: Technical qualification shall be assessed against the eligibility/evaluation requirements specified in Clause 2.9.12 and the prescribed solution demonstration/readiness requirements as per Form 8 by all bidders meeting the eligibility criteria.

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
4	Clause 2.9.12, S.No. 2 – Turnover (Page 21)	"The bidder should have an average annual turnover of at least INR 15 Crores in last 3 financial years 2023-24, 2024-25 & 2025-26."	Since payments are on a per-bus-per-month basis spread over 60 months, the annual contract value is a fraction of the total. We request that the average annual turnover requirement be reduced to ₹5 Crore. We further request that relaxation of prior turnover be extended to MSEs and DPIIT-recognised Start-ups in line with Government of India public procurement instructions for Start-ups and MSEs.	As per RFP
5	Clause 2.9.12, S.No. 3 – Net Worth (Page 21)	"The bidder should have positive net worth for last five (5) years as of March 31st, 2025" (Applicable to: Sole Bidder / all Consortium members)	(a) Kindly confirm whether the reference date is 31.03.2025 or 31.03.2026, since the turnover criterion covers FY 2025-26. (b) We request that the positive net worth requirement for the last three (03) financial years be applied, and that in case of a consortium it be met by the Lead Member, or by the consortium jointly.	Refer corrigendum-1. S.No.2
6	Clause 2.9.12, S.No. 5 – Certification (Page 22)	"The Bidder should have a valid minimum CMMI Level 3 or higher, and ISO 9001:2015 certificate or higher atleast for last 3 years as on last date of submission of the bid"	(a) We request DTC to accept a CMMI Level 3 (or higher) certificate that is valid as on the last date of bid submission, without the three-year continuity requirement. (b) Alternatively, for MSEs / Start-ups, kindly accept ISO 9001:2015 together with ISO/IEC 27001 in lieu of CMMI Level 3.	Refer corrigendum-1. S.No.3
7	Clause 2.9.12, S.No. 6 – Experience (Page 22)	"One single project with minimum fleet size of 1000 buses" with features of "real-time live streaming / CCTV surveillance CCTV monitoring, Real-time GPS-based tracking of buses Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, Fleet performance & incident monitoring, Data collection & reporting etc."	We request the following: (a) Accept up to three (03) projects whose cumulative fleet size is at least 1,000 buses, OR one single project of at least 500 buses. (b) Clarify whether all listed features must exist in the same project, or whether the list (ending with "etc.") is indicative, so that a project with GPS/AVLS, scheduling, control-room monitoring and reporting qualifies. (c) Confirm that transit management platforms deployed for metro, intercity/interstate bus or other public transport operators qualify. (d) Confirm that projects executed outside India are acceptable with client certificates endorsed as per Clause 2.8.7.	As per RFP
8	Clause 2.9.12, S.No. 6 (Page 22); Form 4 – Relevant Experience (Page 79–80); Clause 2.9.7 (iv) (Page 19)	2.9.12, S.No. 6: "...in the last 5 years (as on the last date of bid submission) as per following criteria: 'One single project with minimum fleet size of 1000 buses'" / Documentary evidence: "Work Order + Completion Certificates from the client; OR Work Order + Phase Completion Certificate (for ongoing projects) from the client" / 2.9.7 (iv): "DTC reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be considered during the evaluation process."	In addition to the relaxations requested at S. No. 7 above, kindly clarify how work experience will be evaluated: (a) how the fleet size of 1,000 buses will be counted — buses covered by the work order / contract, or buses live on the system at any point in time — and whether buses added in successive phases or extensions of the same contract will be counted together; (b) the reckoning of "last 5 years" — whether a project qualifies if it was awarded, went live, was completed, or was in operation at any time during the five years preceding the last date of bid submission; (c) for ongoing projects, what constitutes a "Phase Completion Certificate", and whether a Go-Live certificate or a client certificate of satisfactory ongoing operation is acceptable; (d) where the work order / client certificate does not state the fleet size, features or value, whether a certificate from the bidder's statutory auditor / CA, or a self-declaration as per the note to Form 4 supported by client correspondence, is acceptable; (e) whether experience gained as a consortium / JV member, sub-contractor or technology / software OEM partner in a qualifying project will be accepted and, if so, whether the full fleet size or only the bidder's share of scope will be considered; (f) whether experience of the bidder's parent, subsidiary or group company will be considered, since Clause 2.9.12 excludes such entities expressly only for turnover and net worth; (g) whether projects for private transport operators / concessionaires, and not only Government / PSU clients, qualify; (h) the parameters of the reference check under Clause 2.9.7 (iv), and whether the bidder will be given an opportunity to respond to any adverse feedback before it is considered.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
9	Clause 2.9.12, S.No. 7 – Key Resources (Page 22–23); Clause 4.14 (c) (Page 51–52)	"Project Manager: Computer Science Engineering Graduate with MBA having minimum 10 years of experience on implementation of large scale software projects" / "BMS Expert: Computer Science Engineering Graduate with minimum 10 years of experience on implementation of large scale software projects." / "MIS reporting Expert & Data Scientist: Computer Science Engineering Graduate with minimum 3 years work experience in MIS reporting and data science."	The BMS scope goes beyond software development and involves integration with on-board ITS equipment (AIS-140 VTS, CAN-TCU, VHMD, CCTV/NVR), electric-bus battery, charging and vehicle-health data, and depot / fleet operations. Engineers from Electronics & Communication, Electrical & Electronics, Instrumentation, Mechanical and Automobile Engineering disciplines who have the prescribed experience in implementing large-scale software / ITS / transport-technology projects bring domain expertise directly relevant to this scope. Restricting eligibility to Computer Science Engineering graduates would exclude such experienced professionals. We note that Clause 4.14 (c)(1) itself accepts a graduate in "Engineering or equivalent" for the deployed Project Manager. We therefore request that: (a) for the Project Manager and BMS Expert, a B.E. / B.Tech in Computer Science, Information Technology, Electronics & Communication, Electrical & Electronics, Electronics & Instrumentation, Mechanical or Automobile Engineering, or MCA / M.Sc. (CS / IT), be accepted, subject to the prescribed years of experience in implementing large-scale software / ITS / transport-technology projects; (b) for the MIS Reporting Expert & Data Scientist, a graduate in any engineering discipline, or a post-graduate in Data Science, Statistics, Mathematics or Computer Applications, be accepted, subject to the prescribed three (03) years' experience in MIS reporting and data science, consistent with Clause 4.14 (c)(3); (c) the same equivalence be applied to the System Analyst qualification under Clause 4.14 (c)(2); (d) DTC may kindly confirm whether these personnel must be on the bidder's payroll on the bid submission date, or whether personnel committed through a signed consent letter are acceptable.	As per RFP Clarification: Required personnel as per RFP must be on the bidder's payroll on the bid submission date.
10	Clause 2.9.12, S.No. 8 – Solution Demonstration (Page 23); Form-8, Point 5 (Page 86–87)	"BMS functionality and implementation plan as per Scope of Work to be shown & explained through their existing BMS software before DTC for taking decision of technical qualification." / "DTC reserves the right to declare a bid technically non-responsive if any essential module is not available..."	Kindly clarify: (a) the date, duration and mode (in-person / VC) of the demonstration; (b) which of the 10 modules in Form-8 are treated as "essential"; (c) whether modules identified by the bidder as requiring customisation will be accepted, given the implementation timeline under Section 5 (see also S. No. 43); (d) whether demonstration on the bidder's existing deployment with sample / masked data is acceptable. Whether the demonstration is pass / fail or scored, and its assessment criteria, are addressed at S. No. 3 above.	As per RFP. Clarification: The demonstration of all modules as specified in Form-8 with sample data is to be given physically before the DTC TEC.
11	Clause 2.9.12, S.No. 10 – Support Centre / Office in Delhi NCR (Page 23)	"The bidder shall have a dedicated Support Centre/Office within Delhi NCR..." (Documentary proof: Rent Agreement, Electricity Bill etc.)	We request DTC to accept an undertaking at bid stage to establish the Delhi NCR Support Centre within 30 days of issue of the Letter of Award (LoA), so that bidders not currently located in Delhi NCR can participate.	Refer corrigendum-1. S.No.4
12	Clause 2.9.13 (xi) (Page 24); Clause 2.9.14 – Award Criteria (Page 25); Clause 2.9.18 (ii) (Page 26); Form 15, Notes (Page 98–99)	2.9.13 (xi): "For the purpose of evaluation of commercial bids, DTC shall make appropriate assumptions as mentioned below to arrive at a common bid price for all the bidders." / 2.9.14 (i): "Method for evaluation of selection of successful bidder and award of contract to bidder shall be on L-1 basis." / Form 15, Note 2: "X shall be the price quoted by the bidder on per bus per month basis in the Price Breakup sheet / RA rate (calculated as Gross Rate), whichever is lowest." / Note 4: "The price quoted in the System in bid/ RA shall prevail for calculation of L-1 bidder."	Kindly clarify the commercial evaluation methodology: (a) Clause 2.9.13 (xi) refers to assumptions "as mentioned below" for arriving at a common bid price, but no such assumptions are stated; kindly confirm that the evaluated bid price shall be the per-bus-per-month rate (X, inclusive of GST) multiplied by the tentative 684,710 bus-months in Form 15, and that no other loading or assumption will be applied; (b) whether a Reverse Auction will be conducted on GeM and, if so, its rules — start price, bid decrement, duration / auto-extension, and whether the H-1 bidder will be excluded from the RA; (c) the role of the percentage breakup in Form 15 — whether it is used only for reference (Note (vi)) or will be checked for consistency, and the consequence of any mismatch between the breakup and the rate quoted on GeM; (d) whether any abnormally-low-bid assessment will be applied, given the fixed manpower, hosting and licensing obligations, and the procedure for seeking justification from the L-1 bidder; (e) the tie-breaking method if two or more bidders quote the same rate; (f) whether purchase preference under the Public Procurement (Preference to Make in India) Order and the Public Procurement Policy for MSEs will apply to this tender, and the declarations / local-content certificates required to claim it.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
13	Clause 2.9.13 (xiii) (Page 24); Form 14, Point 2 (Page 95); Clause 6.5 (Page 58)	2.9.13 (xiii): "Any subsequent increase in the tax rates or introduction of new tax will be paid by DTC." / Form 14: "any variation in tax apart from GST will be reimbursed by the DTC" / 6.5: "The Selected Bidder shall be responsible for payment of all other applicable taxes..."	The three clauses are inconsistent. Kindly confirm that any change in the GST rate or introduction of any new tax / levy after the bid due date shall be to DTC's account and adjusted in the per-bus-per-month rate accordingly.	As per RFP Clarification: Any change in the GST rate or introduction of any new tax / levy after the bid due date shall be to DTC's account and adjusted in the per-bus-per-month rate accordingly.
14	Clause 2.9.17 – Performance Security (Page 25)	"...performance security @ 5% of Contract Order Value in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee..."	Kindly permit submission of Performance Security as an e-Bank Guarantee or Insurance Surety Bond, as permitted under Government of India procurement rules. Please also confirm whether the Performance Security percentage is relaxed for MSEs as per applicable GeM provisions.	As per RFP
15	Clause 2.12 – Exit Management Schedule (Page 27–28); Clause 4.13 (39)(g) (Page 50); MSA Clause 23 (Page 67)	2.12 (i): "Upon expiry or termination of the Contract, the Service Provider shall ensure smooth and seamless transition of services to DTC or its nominated agency/vendor without disruption and without any additional cost to DTC." / 4.13 (39)(g): "Vendor shall provide full knowledge transfer and technical support for transition with mandatory parallel-run support to DTC or its successor vendor for 90 days." / 2.12 (v): "No payment shall be made for services not rendered or not meeting contractual requirements during the exit period."	The RFP does not state whether the 90-day parallel run falls within the last 90 days of the Contract Period or after its expiry / termination. If it extends beyond the Contract Period, the Service Provider would continue to incur manpower, hosting and licence costs without payment. Kindly confirm: (a) that the exit / parallel-run period shall fall within the Contract Period, commencing at least 90 days before expiry, with DTC appointing the successor agency in time; (b) that any exit or parallel-run support provided after expiry or termination (including termination for convenience) shall be paid at the contracted per-bus-per-month rate for the buses operational on BMS, pro-rata for the period; (c) that the Service Provider's exit obligations shall be limited to transfer of data, configurations, reports and documentation, and grant of the perpetual licence in object-code form, as per S. No. 37, with the successor agency responsible for its own infrastructure, licences and deployment; (d) whether an Exit Management Plan is to be submitted and, if so, by when.	As per RFP. Clarification: 90-day parallel run may fall within the last 90 days of the Contract Period or after its expiry / termination. For billing, the applicable quantity shall be the actual number of eligible buses operational on the BMS during the respective billing month, subject to the maximum/approved bus quantity under the applicable Concessionaire Agreement and DTC certification.
16	Clause 2.13.2 – Termination for Convenience (Page 28)	"DTC may at any time terminate the Contract for any reason by giving the Service Provider a notice of termination by giving 30 days' prior written notice..."	As no payment is made during the Implementation Phase and all implementation cost is recovered only through monthly O&M payments, we request that, on termination for convenience, DTC pay for (a) services rendered till the date of termination and (b) the unamortised implementation cost and non-cancellable licence / cloud commitments, on a pro-rata basis.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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17	Clause 2.16 – Liquidated Damages (Page 30); Section 7, S.No. 1 (Page 58)	"...liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract order value." / SLA: "₹10,000 per day of delay and ₹5,000 per depot per day for rollout delay"	Kindly confirm (a) that the SLA penalties for implementation delay in Section 7, S.No. 1 are the Liquidated Damages referred to in Clause 2.16 and will not be levied twice; (b) that the overall cap of 10% of the contract order value applies to them; and (c) whether LD is computed per completed week (Clause 2.16) or per day (Section 7, S.No. 1), since the two provisions differ.	As per RFP. Clarification: SLA penalties for implementation phase & Operation phase are separate.
18	Limitation of Liability – Clause 2.16 (Page 30); Section 7, Note (a) (Page 59); MSA Clause 18 – Indemnity (Page 66)	2.16 (a): "...subject to a limit of 10% of the total contract order value." / Section 7, Note (a): "Maximum penalty: 20% of total monthly billed amount of all buses." / MSA 18 (a): "The Service Provider shall indemnify and keep DTC indemnified against claims, losses, liabilities and reasonable costs arising from intellectual property infringement or unauthorised use of third-party software/components..."	The RFP caps Liquidated Damages (10% of the contract value) and monthly SLA penalties (20% of the monthly billing), but neither the RFP nor the MSA contains a limitation-of-liability clause. The Service Provider's aggregate liability, including indemnities, damages and recoveries, is therefore unlimited, which is not insurable and is not in line with standard Government of India IT / SaaS contracts. We request that a limitation-of-liability clause be incorporated in the MSA providing that: (a) the aggregate liability of the Service Provider under or in connection with the Contract, whether in contract, tort or otherwise, shall not exceed the total contract value; (b) neither Party shall be liable to the other for any indirect, incidental, special or consequential loss, including loss of profit, revenue, goodwill or anticipated savings; (c) the above limitation shall not apply to liability arising from fraud, wilful misconduct, or the indemnity for third-party IPR infringement; (d) LD and SLA penalties shall count towards, and not be in addition to, the aggregate cap.	As per RFP
19	Clause 2.18 – Dispute Resolution and Jurisdiction (Page 30); MSA Clause 31 (Page 68); Form 5, Point 10 (Page 82)	2.18 (a): "...If the dispute is not resolved within thirty (30) days, the matter shall be referred to the Managing Director, DTC." / 2.18 (b): "In case the dispute remains unresolved, the decision of the competent courts at Delhi shall be final and binding on the parties."	The dispute-resolution mechanism provides for amicable consultation and reference to the Managing Director, DTC, followed directly by litigation. For a technology services contract of over five years, involving bus-wise payment computation and SLA deductions, we request: (a) a time limit (e.g. 30 days) within which the Managing Director, DTC will decide a referred dispute; (b) that disputes not resolved at that stage be referred to mediation under the Mediation Act, 2023 and, failing settlement, to arbitration by a sole arbitrator under the Arbitration and Conciliation Act, 1996, with the seat and venue of arbitration at New Delhi, before recourse to the courts at Delhi; (c) that, while any dispute is pending, the Service Provider shall continue to perform its obligations and DTC shall continue to release undisputed payments.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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20	Clause 3.7 – Existing System Understanding & Integration (Page 33)	"...the Bus Management System (BMS) and its components are already in existence within DTC. The Service Provider shall be required to study, understand, adopt, import previous data, integrate, upgrade, and enhance the existing system..."	Kindly share: (a) the name of the existing BMS vendor and whether DTC owns the source code; (b) the technology stack, database and hosting of the existing system; (c) the volume, period and formats of historical data to be migrated; (d) whether the existing vendor is contractually bound to support data handover and transition. Considering the implementation timeline under Section 5, the integrations required across all depots, and the Form-8 requirement to demonstrate an existing, production-ready BMS, upgrading the existing codebase or developing new software within the timeline is not feasible. We therefore request DTC to confirm that: (e) the existing system may be replaced by the Service Provider's ready-to-deploy BMS platform, with the Service Provider's scope limited to migration of historical data (in formats provided by DTC), mapping of existing masters and business rules, and continuity of operations during transition; and (f) the words "no claim for redevelopment" in Clause 3.7 shall not be construed as an obligation to upgrade, modify or take over the existing codebase. The licensing framework for the platform is addressed at S. No. 37.	As per RFP. Clarification: Details of existing BMS of DTC will be shared with the successful bidder.
21	Section 4 – Scope of Work: Detailed Functional Requirements (Page 34–56); Clause 2.8.1 (i), (v) (Page 15–16); Clause 4.19 (a)(2), (b)(2) (Page 55); Section 5, S.No. 2 (Page 56)	Section 4: "Scope of services for BMS should contain but not limited to following..." / 2.8.1 (i): "...the requirements and diagrams that are included in the tender document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by DTC." / 4.19 (a)(2): "...vis-à-vis the FRS & SRS signed off for Project)..."	Section 4 describes the BMS mainly through report names, alert types and business-rule headings, and states that the scope is "not limited to" these items. Detailed functional requirements — user roles, workflows, key screens, data fields, validations, approval hierarchies and outputs — are not specified for the core modules, namely Depot Management, Crew Management, Operations / Duty Management, Incident Management, Contract Management & Billing, Dashboards / MIS and User Roles & Access. An open-ended scope, read with no-cost changes under Clause 4.13 (32) and the obligation under Clause 2.8.1 (v) to revise the solution at no extra cost, makes the deliverables difficult to define and may lead to differences during UAT and COD. Clear specifications are in the interest of both DTC and the Service Provider. We therefore request: (a) that DTC publish, through corrigendum, a detailed module-wise Functional Requirement Specification (FRS) / feature list for each module, including user roles, workflows, key screens, business rules, approval levels and reports; (b) alternatively, that DTC confirm that the FRS / SRS prepared by the Service Provider and signed off by DTC at the BMS Functionality Report milestone (Section 5, S.No. 2) shall form the complete and binding scope baseline for UAT, COD and SLA measurement, and that any requirement beyond the signed-off FRS / SRS shall be handled as a change request in accordance with S. No. 39; (c) that the phrase "but not limited to" in Section 4 be read as limited to functionalities reasonably inferable from the RFP and the signed-off FRS / SRS; (d) that module-wise UAT acceptance criteria and test scenarios be defined in the FRS. Module-specific clarifications are sought at S. No. 22, 23 and 31.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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22	Section 4 – Scope of Work: Depot & Crew Management – Clause 4.1 (ii)(b), (d) (Page 34); Clause 4.2 (Page 35); Clause 4.8, 4.9, 4.10 (Page 38–39); Form-8, Module 2 (Page 87)	4.1 (ii)(d): "Scheduling allocating Buses Drivers and Conductors 20 minutes before Schedule Out shed time." / 4.8: "p. No of Duties per day q. no of conductor in single duties r. no of Drivers in single duties s. No of Duties Hours" / 4.2: "AI-based crew scheduling" / Form-8: "Vehicle Outshedding, Vehicle Inshedding, Duty Allocation, Driver/Conductor/ETM Mapping, Duty Modification, Vehicle Replacement, KM Approval Workflow, Way Bill Entry"	The RFP does not define a Depot Management module or a Crew Management module as such; related functions appear only as scattered items in the stakeholder obligations, business rules, responsibility matrix, report list and Form-8 demonstration matrix. Kindly specify the required features, including: (a) Depot Management — whether the scope is limited to duty allocation, outshedding / inshedding, vehicle replacement, KM closure and waybill entry, or also includes depot yard / parking management, daily bus availability and spare-bus status, workshop / maintenance job cards, e-bus charging-bay scheduling and depot inventory, and whether maintenance of concessionaire buses is to be recorded in BMS; (b) Crew Management — whether the scope is limited to crew master data and driver / conductor / ETM mapping, or also includes crew rostering, attendance, leave, rest-period and duty-hour compliance, driving licence / badge validity alerts, training records, infraction history and payroll inputs; and whether it covers staff of DTC, of concessionaires, or both; (c) whether duty schedules and crew rosters are to be prepared in BMS (including AI-based crew scheduling under Clause 4.2), or will be provided by DTC's Traffic Department / depots and only allocated and tracked in BMS; (d) whether integration with any existing HR / ERP / attendance system of DTC is required.	As per RFP
23	Section 4 – Scope of Work: Incident Management – Clause 4.7 (Page 38); Clause 4.9, S.No. 8 (Page 39); Clause 4.13 (28) (Page 45); Clause 4.17 (Page 54); Form-8, Module 4 (Page 87)	4.17 (1): "The depot staff shall enter all incidents related to BMS in IRMS Dashboard or through Chatbot. The service provider will provide technical support for reported incident..." / 4.9: "Lodging & closing of breakdown and accident incidents in real time by Workshop Section and details of Accidents to be entered by Road Safety Cell" / Form-8, Module 4 – Incident & Alert Management System (IRMS): "Accident Reporting, Breakdown Reporting, Route Deviation, Overspeed, Panic Alert, GPS Failure, ITS Tamper Alert, Bunching Alert, Mobile App Incident Reporting"	The term "IRMS" is used in Clauses 4.13 (28) and 4.17 for a technical helpdesk / ticketing system for BMS-related issues, while in Form-8 (Module 4) the same term covers operational incidents such as accidents, breakdowns, panic alerts and route deviations. Kindly clarify: (a) whether two distinct modules are required — (i) an ITIL-based technical helpdesk for BMS issues, and (ii) an Operational Incident Management module for bus incidents; (b) for operational incidents, the incident categories, severity levels, mandatory data fields (e.g. location, injuries, police / FIR details, photographs, bus damage), workflow and escalation matrix (depot → region → HQ / Road Safety Cell), closure and turnaround-time rules, and linkage to concessionaire penalties and reports under Clause 4.10 (p), (q) and (r); (c) whether panic-button alerts require a live response workflow at the OCC, including two-way communication and coordination with police / emergency services, or only alerting, acknowledgement and logging in BMS; (d) the users who will lodge, update, verify and close incidents at each stage.	Understanding is correct.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
24	Clause 4.1 (i), (iii)(d), (e), (j) (Page 34); Clause 4.13 (10) (Page 42); Section 5, S.No. 3 (Page 56)	4.13 (10): "It shall be the responsibility of the Vendor to capture real-time data directly from AIS-140 compliant GPS devices installed in Electric and CNG OR OTHER FUELED Buses from respective concessionaire." / 4.1 (iii)(j): "Integration of pre fitted ITS system (i.e. CAN-TCU/VTS & VHMD, Camera Feed, driver behaviour monitoring) with BMS." / Section 5: "Liaison with the Concessionaires for obtaining CAN/GPS data using their Raw Data or APIs etc."	The fleet comprises buses of different OEMs fitted with On-Board Units (OBUs) — AIS-140 VTS, CAN-TCU, VHMD and CCTV/NVR — supplied by different ITS providers using different communication protocols and data formats. Real-time integration will require unification of these heterogeneous devices and ITS platforms at cloud level. Kindly clarify / confirm: (a) whether direct device-level (OBU) integration is mandatory, or whether integration through the concessionaires' / ITS providers' servers via API (cloud-to-cloud) will be treated as compliant; (b) the scheme-wise and concessionaire-wise list of bus OEMs, ITS providers (VTS, CAN-TCU, VHMD, CCTV), charger management system (charger CMS) providers, device makes / models and communication protocols, which may kindly be shared at the pre-bid stage; (c) that DTC will direct the concessionaires and their ITS providers to configure the OBUs to transmit real-time data to the IP address and port designated by the Service Provider, and / or provide whitelisted IP and port access, API credentials and live CCTV stream access, within a defined timeline and at no cost to the Service Provider (any data / API access charges levied by ITS providers shall be borne by the concessionaire); (d) that the concessionaires / ITS providers will share the protocol documents, CAN parameter definitions, device-to-bus mapping (IMEI / device ID to registration number) and CCTV stream access details; (e) that sharing of such real-time data and access is an obligation of the concessionaires under their respective Concessionaire Agreements and Clause 4.1 (i) of this RFP, and will be enforced by DTC; (f) that supply, installation, configuration, firmware upgrade and maintenance of OBUs shall remain outside the Service Provider's scope.	As per RFP
25	Clause 4.1 (i)(a) and (ii)(a) (Page 34); Section 5, S.No. 3 (Page 56); Section 6.2 (Page 57); Section 7, S.No. 1, 5 & 8 (Page 58–59)	4.1 (i)(a) – Obligation of Concessionaire: "Provide GPS data, CAN data (SOC, Odometer, etc.) and ITS data including IP-CCTV Camera, Panic Buttons, and two-way communication to BMS." / 4.1 (ii)(a) – Obligation of DTC: "Provide support in data collection from e-bus operators and execution of the BMS Project." / SLA: API & Integration Availability ≥99.5% – ₹50,000 per day; Real-time data availability – ₹5,000/day	Real-time data flow depends on active mobile data connectivity (SIM data plans) on the OBUs. It has been observed across transit agencies that data recharges of on-board SIMs are frequently not maintained, resulting in loss of data. Kindly confirm: (a) that the concessionaire / ITS provider shall be responsible, at its own cost, for keeping the OBUs and their SIM data connectivity active and functional throughout the Contract Period; (b) the minimum information to be provided by each concessionaire (device list, device-to-bus mapping, protocol documents, IP / port configuration, API credentials, CCTV stream access) and the timeline for providing it — we suggest within two (02) weeks from the date of LoA; (c) the mechanism by which DTC will enforce provision of data where a concessionaire fails to provide the minimum required information or where connectivity lapses; (d) that any delay in implementation or COD attributable to non-provision of the minimum required information, device configuration or data connectivity shall entitle the Service Provider to a corresponding extension of time, without Liquidated Damages or rollout-delay penalties; (e) that the cost of such delay shall not be borne by the Service Provider — we request that COD be declared for the depots / buses whose data is available, with remaining buses onboarded as and when data is received, and that the affected buses be excluded from operational SLAs (data availability, API availability, billing accuracy) during the period of non-availability; (f) that buses configured on the BMS whose data is unavailable for reasons attributable to the concessionaire shall be treated as billable under Section 6.2.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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26	Clause 4.1 (i), (iii)(j) (Page 34); Clause 2.9.12, S.No. 6 (Page 22); Form-8, Module 3 (Page 87)	2.9.12, S.No. 6: "real-time live streaming / CCTV surveillance CCTV monitoring" / 4.1 (iii)(j): "Camera Feed" / Form-8: "Live CCTV, Video Playback"	Kindly clarify: (a) number of CCTV cameras per bus; (b) whether video is recorded on the on-board NVR / concessionaire's ITS cloud with BMS only pulling live streams on demand; (c) the number of concurrent live streams required at OCC and depots; (d) the video retention period, if any, to be maintained on the BMS cloud. Video storage and streaming bandwidth significantly affect cloud sizing.	Refer corrigendum-1. S.No.5
27	Clause 4.1 (iii)(l) (Page 35); Clause 4.13 (16) (Page 42); Section 7, S.No. 5 (Page 58); Form 15 (Page 98)	"The BMS shall be fully integrated with AFCS..." / SLA: "GPS, CAN, ITS, AFCS, NCMC and other APIs operational"	Kindly (a) share the details of the existing AFCS / ETM system and its vendor, and confirm availability of documented APIs; and (b) define the scope of NCMC integration, which appears in the SLA and Form 15 but not in the Scope of Work.	Please refer reply in point no. 20 above
28	Clause 4.3 – Passenger Intelligence (Page 36)	"Stop-wise boarding and alighting analytics... Passenger heat maps"	Stop-wise alighting data requires APC or tap-in/tap-out ticketing. Kindly confirm whether an Automatic Passenger Counting (APC) system is installed on the buses, the data sources DTC will provide, and that passenger analytics derived from available ticketing (ETM/AFCS) data will be treated as compliant where APC is not installed.	As per RFP. Clarification: Passenger Intelligence shall include demand forecasting, stop-wise boarding/alighting analytics, route-wise load analysis, peak/event demand prediction and passenger heat maps. The solution shall use the passenger data sources made available through the identified systems/integrations; detailed data-source mapping shall be finalised during customization.
29	Clause 4.4 – Open Transit Data, Interoperability & Delhi Transport Stack Integration (Page 36)	"...shall automatically generate, maintain and publish standardized static and real-time transit data, including GTFS Static and GTFS-Real time feeds... seamless integration with the Delhi Transport Stack, One Delhi App, ONDC..."	Kindly share the API specifications of the Delhi Transport Stack, One Delhi App and ONDC interfaces, and confirm that integration effort at the other end will be provided by the respective agencies. Publication and synchronisation of the GTFS Static and GTFS-Realtime feeds are addressed at S. No. 30.	As per RFP. Clarification: Available API/interface specifications and relevant integration information shall be shared with the selected Service Provider during implementation /customization.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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30	Clause 4.4 – GTFS Static & GTFS-Realtime Feeds (Page 36); Clause 4.13 (11) (Page 42); MSA Clause 7 (b), 13 (a) (Page 63, 65)	4.4: "The BMS shall function as the master operational data source and shall automatically generate, maintain and publish standardized static and real-time transit data, including GTFS Static and GTFS-Realtime feeds, from the approved operational database without manual intervention." / "All transit data shall remain the exclusive property of DTC and shall be shared only with authorized systems in accordance with the directions of DTC." / 4.13 (11): "All data generated, collected, processed, stored or published through the BMS, including transit data, feeds ... shall be the sole and exclusive property of DTC."	GTFS is referred to only in Clause 4.4 (and in the MSA summary of scope). The RFP requires the BMS to generate and publish GTFS Static and GTFS-Realtime feeds, but does not specify to whom the feeds are to be made available, the feed specifications, publication and synchronisation with map / journey-planning platforms, or the respective responsibilities of DTC and the Service Provider. Kindly clarify / confirm: (a) whether the Service Provider is required to make the GTFS Static and GTFS-Realtime feeds available to third parties (e.g. journey-planner and app developers, One Delhi App, ONDC network participants, researchers) through public or registered endpoints, and whether access is to be open or controlled through API keys under a DTC-approved data-sharing policy / licence; (b) whether the Service Provider is required to publish the feeds to, and keep them continuously synchronised with, Google Maps (Google Transit) and other map / journey-planning platforms (e.g. Apple Maps, Mappls, Moovit), including onboarding, validation against each platform's quality requirements, error resolution and feed-health monitoring; (c) that DTC, as the transit agency and owner of the data, will execute the data-sharing / partner agreements with such platforms and hold the partner accounts in its name, with the Service Provider providing technical support for onboarding and ongoing synchronisation; (d) the GTFS-Realtime feed types required (Vehicle Positions, Trip Updates / ETA and Service Alerts), the required refresh interval, and whether any GTFS extensions (e.g. fares, occupancy) are required; (e) the relationship with the existing Delhi Open Transit Data (OTD) platform, through which GTFS / GTFS-Realtime feeds for Delhi buses are understood to be presently published — whether the BMS feeds are to replace it, feed into it, or run in parallel — and whether existing agency, route, stop and trip identifiers must be retained to avoid disruption of existing third-party listings; (f) the approval workflow for publishing schedule changes (e.g. validation by the Traffic Department before each static feed release), and that the Service Provider shall not be responsible for errors in schedules / master data approved by DTC, or for the time taken by third-party platforms to review and publish the feeds; (g) the SLA, if any, applicable to feed availability and freshness, with outages or display issues on third-party platforms excluded.	As per RFP. Clarification: Detailed requirement and relevant integration information shall be shared with the selected Service Provider during implementation/customization
31	Section 4 – Scope of Work: Contract Management & Billing – Clause 4.11 (Page 40–41); Clause 4.12 (Page 41)	"The system shall be capable of handling multiple concessionaire contracts simultaneously, each having distinct SLA parameters, KPI definitions, Penalty structures, Payment terms..." / 4.12: "Auto generation of proposal note along with Show Cause notice by the BMS system for making payment of actual KMs operated and levying damages/ infraction as per SLA."	Kindly provide a detailed feature list for the Contract Management and bill-processing modules (Clauses 4.11 and 4.12).	As per RFP Clarification: The Contract Management System shall support multiple concessionaires, configurable contract/SLA/KPI/penalty/payment rules, automated compliance monitoring, penalty computation, billing, deductions and audit trails. The bill-processing module shall support DTC/DoT bill submission, entry, payment notes, show-cause/proposal notes, actual-KM/damage processing and depot/regional/HQ workflows.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
32	Clause 4.13 (3) (Page 41)	"User logins shall be OTP based and SMSs are to be sent to the users for successful login."	Kindly confirm (a) whether OTP via authenticator app / e-mail, or trusted-device login with periodic SMS OTP, is acceptable for frequent users; and (b) whether the "successful login" SMS may be replaced by an in-app / e-mail notification. Regarding the cost of SMS / OTP messages, please refer to S. No. 33.	As per RFP
33	Clause 4.13 (3), (40) (Page 41, 50); Clause 2.9.13 (xv) (Page 24–25); Clause 4.7 (Page 38); Clause 4.16 (d) (Page 53); Form 15 – Percentage Breakup, S.No. 5 (Page 98)	2.9.13 (xv): "...Map license, SMS/OTP/Notification charges." / 4.13 (3): "User logins shall be OTP based and SMSs are to be sent to the users for successful login." / 4.16 (d): "...configurable alerts and automated escalation through dashboard, SMS, email and/or mobile application for key operational exceptions ... and other business rules specified by DTC." / 4.13 (40): "...SMS/OTP gateway ... should all stand in the name of DTC from the outset." / Form 15: "Security Compliance, Audit & Cyber Security, SMS/OTP charges"	SMS, WhatsApp and similar notifications are charged by third-party gateway / platform providers on every message sent. As per the RFP, these charges are to be included in the fixed per-bus-per-month rate, while the number of users, the use cases and the frequency of notifications are not defined, and alerts may be configured by DTC for "other business rules" at any time during the Contract Period. The message volume, and therefore the cost, cannot be estimated by bidders and will vary with DTC's configuration. WhatsApp notifications are not mentioned in the RFP. Kindly clarify / confirm: (a) the use cases for which SMS notifications are required (e.g. login OTP, successful-login SMS, operational alerts under Clauses 4.7 and 4.16 (d), show-cause notices to concessionaires, report dispatch, IRMS ticket updates), the recipient categories and the estimated monthly volume for each; (b) whether WhatsApp Business notifications are required and, if so, for which use cases; (c) since the SMS / OTP gateway account is to stand in DTC's name (Clause 4.13 (40)), we request that SMS and WhatsApp charges be paid by DTC directly to the gateway / platform provider, or reimbursed to the Service Provider on actuals against the provider's invoices, and be excluded from the per-bus-per-month rate and from the Form 15 breakup; (d) alternatively, if DTC requires these charges to be included in the quoted rate, DTC may kindly specify the maximum monthly volume of SMS / WhatsApp messages to be covered, with messages beyond this volume reimbursed on actuals; (e) that DTC, as the principal entity, will complete TRAI DLT registration (entity, sender headers and message templates) and WhatsApp Business account verification in its name, and that the time taken for these approvals shall be excluded from the implementation timelines; (f) that e-mail, dashboard and in-app push notifications, which carry no per-message charge, will be the default channels for operational alerts, with SMS / WhatsApp limited to OTP and critical alerts (e.g. panic, accident) to designated officers.	As per RFP
34	Clause 4.13 (9), (29) (Page 42, 45); Clause 4.6 (Page 37); Clause 4.13 (37)(vii) (Page 48); Clause 4.18 (iv) (Page 54); Clause 4.19 (b)(1) (Page 55)	4.13 (9): "Vendor shall maintain operational data always live during the entire contract period except tracking data for last 1-month on live server." / 4.13 (29)(viii): "Shall maintain historic data for 5 years. This period should be configurable based on DTC's requirement." / 4.6: "Total details of the selected vehicle with second to second data..." / 4.13 (37)(vii): "...frequency of 5 secs or to be finalized after discussing with DTC during customization phase." / 4.13 (29)(i): "Full function, RDBMS supporting SQL."	At a 5-second frequency, GPS and CAN telemetry for up to 14,000 buses can amount to about 240 million location records per day, excluding CCTV. Storage, retention and database requirements therefore significantly affect cloud cost, but are unclear: Clause 4.13 (9) keeps only one month of tracking data on the live server, Clause 4.13 (29) requires five years of historic data (configurable by DTC), and Clause 4.6 refers to "second to second" data while Clause 4.13 (37)(vii) specifies 5 seconds. Kindly clarify / confirm: (a) that the system is to be designed for a data-capture frequency of 5 seconds, as per Clause 4.13 (37)(vii), and that the "second to second" movement report under Clause 4.6 will be generated from data at that frequency; (b) the retention period for each data class — raw GPS / CAN telemetry, trip and operational data, billing and audit data, transaction logs and CCTV clips — in live (online) storage and in archive storage, and the acceptable retrieval time for archived data (e.g. history replay of a bus older than one month); (c) that any increase in retention period beyond that specified at the bid stage, if exercised by DTC under Clause 4.13 (29)(viii), will be treated as a change in scope; (d) that, in addition to an RDBMS supporting SQL, the use of time-series / NoSQL databases and object storage for high-volume telemetry is acceptable; (e) that open-source database and operating-system software, with enterprise support from the Service Provider or a managed cloud service, will satisfy the "enterprise level annual support" requirement of Clause 4.19 (b)(1).	Refer reply in point no. 26 above.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
35	Clause 4.13 (12), (15) (Page 42); Clause 4.9, S.No. 6 (Page 39); Clause 4.13 (40) (Page 50); Section 7, S.No. 4 (Page 58); Form-8, Module 9 (Page 87)	4.13 (12): "Web application software must be Smart Phone (android & i-phone) Responsive..." / 4.13 (15): "Mobile App to be provided for Officers / Checking staff also for lodging complaints by Officers and issuing Challans by checking staff..." / 4.9: "...entry in the mobile app by workshop team" / Form-8: "Mobile Apps for Driver/Depot/OCC, Push Notifications, OTP Login" / SLA, S.No. 4: "Android & iOS Mobile Apps uptime" – ≥99.0% per calendar month	The Scope of Work (Section 4) does not specify the mobile applications required, their user roles or their functionalities. Mobile apps are referred to only in Clause 4.13 (15) (Officers / Checking staff), Clause 4.9 (workshop team) and the Form-8 demonstration matrix (Driver / Depot / OCC); a Conductor app is not mentioned anywhere in the RFP. Kindly clarify: (a) the complete list of mobile apps required — e.g. Driver, Conductor, Depot Manager / Depot Control Room, Workshop, Officers / Checking Staff and OCC — and whether these are to be separate apps or role-based modules within a single app; (b) the functional requirements of each app (e.g. duty roster and trip start / end for drivers; duty, waybill and ETM mapping for conductors; outshedding / inshedding, L1 / L2 KM closure, infraction, breakdown and accident lodging for depot users; complaints and challans for checking staff), and whether offline data capture with later synchronisation is required; (c) whether native apps on both Android and iOS are required for every role, or whether native Android apps together with the smartphone-responsive web application under Clause 4.13 (12) will be accepted for iOS users; (d) the approximate number of users of each app, including drivers and conductors; (e) whether smartphones / handheld devices for drivers, conductors, workshop and checking staff will be provided by DTC / concessionaires, and the minimum Android / iOS versions to be supported; (f) whether drivers employed by concessionaires will be mandated by DTC to use the Driver app; (g) the language requirement (English / Hindi); (h) that time taken by Google Play Store / Apple App Store for review and approval under DTC's developer accounts (Clause 4.13 (40)) shall be excluded from the implementation timelines.	As per RFP
36	Clause 4.13 (18), (40) (Page 43, 50); Clause 2.9.13 (xv) (Page 24–25)	4.13 (18): "Any third party software, maps etc. required for the BMS software shall be provided by the vendor to DTC with perpetual license, mapping license etc." / 4.13 (40): "The cloud (DC/DR) account, SSL certificates, map license ... should all stand in the name of DTC from the outset." / 2.9.13 (xv): "...Map license, SMS/OTP/Notification charges."	Commercial digital-map and location services (e.g. Google Maps Platform, Mappls) are licensed on a subscription / usage basis — charged per map load, geocoding, routing or distance request — and are not available on a perpetual licence. Usage, and therefore cost, depends on the number of users, dashboards, mobile-app sessions and API calls configured by DTC, which cannot be estimated at the bid stage. Kindly clarify / confirm: (a) whether DTC has a preferred map provider (e.g. Google Maps, Mappls / MapmyIndia, Bhuvan), or whether the Service Provider may propose one, including open-source maps (OpenStreetMap) with self-hosted map tiles; (b) that a subscription / usage-based map licence in DTC's name for the Contract Period will satisfy Clause 4.13 (18), in place of a perpetual licence; (c) that map / location API usage charges be paid by DTC directly to the provider, or reimbursed on actuals against the provider's invoices, and be excluded from the per-bus-per-month rate — or, alternatively, that DTC specify the expected monthly usage to be covered in the quoted rate; (d) whether any compliance requirement under the Government of India guidelines on geospatial data applies to the base map to be used.	Please refer rely in point no. 96

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
37	Clause 4.13 (20), (21), read with Clause 4.13 (7), (11), (19) (Page 42–43); Clause 4.13 (39)(b)–(d) (Page 49); Glossary S.No. 6, 23 & 45 (Page 7–10); Clause 2.12 (iii) (Page 27); MSA Clause 13 (Page 65); Form 15 – Percentage Breakup, S.No. 1 (Page 97)	4.13 (20): "...the Service Provider shall grant to DTC a perpetual, irrevocable, non-exclusive, royalty-free and transferable licence to use, host, operate, modify and enhance such software... The Service Provider shall deliver ... the complete source code..." / 4.13 (19): "Provide standard commercial off the shelf (COTS) software encouraging use of non-proprietary items." / 4.13 (7): "Web application software and mobile apps must be designed, developed, customized, deployed, operated and maintained specifically for DTC..." / Form 15: "BMS Software including Mobile Applications Usage Rights / License"	The RFP requires (i) an existing, production-ready BMS to be demonstrated at the bid stage (Form-8), (ii) go-live across all depots within the implementation timeline, and (iii) payment only as a monthly per-bus charge, with the software priced as "Usage Rights / License" in Form 15. These requirements can be met only by deploying an existing, mature platform offered as a service (Software-as-a-Service), in the same manner in which enterprise software is licensed to Government departments in India and abroad; they cannot be met by developing new bespoke software. However, Clauses 4.13 (7), (11), (20), (21) and 4.13 (39) require transfer of source code and a transferable licence to modify the platform, which is not compatible with a subscription platform whose IPR (including patents) belongs to the bidder and is licensed to multiple clients. Consistent with Clause 4.13 (19), we request DTC to adopt the following IPR framework: (a) Platform IP — the bidder's pre-existing platform (core software, mobile app framework, AI models, algorithms and generic improvements) shall remain the IPR of the bidder / its licensor and shall be treated as COTS software, on the same footing as Third Party Systems (Glossary S.No. 45), and not as Bespoke Software (Glossary S.No. 6); (b) DTC IP — all DTC data, transit data, reports, dashboards, KPIs, configurations, business rules and documentation developed exclusively for DTC shall be the exclusive property of DTC; (c) Licence — DTC shall have a non-exclusive right to use the platform, without any additional licence fee, for DTC / DoT operations throughout the Contract Period and any extension, the cost of which is included in the per-bus-per-month rate; (d) Continuity — the platform source code shall be deposited with an independent escrow agent, verified periodically, and released to DTC, together with a licence for DTC (and its nominated O&M agency under confidentiality) to use and maintain the platform for DTC's own operations, only on the bidder's insolvency, termination for the bidder's default, or discontinuation of support; (e) Exit — on expiry, the Service Provider shall provide complete data export in open formats, 90-day parallel run, GTFS / API continuity and knowledge transfer under Clause 2.12, and DTC shall receive a perpetual, non-transferable licence to use the platform version prevailing at expiry, in deployable object-code form, for its internal operations, thereby meeting Clause 4.13 (21); maintenance, bug fixes, security patches, version upgrades and technical support for the platform after expiry shall be provided, at DTC's option, under an Annual Maintenance Contract (AMC) at an annual charge (e.g. a fixed percentage of the last year's contract value), for which a provision may kindly be added in the commercial bid format (Form 15), or as mutually agreed; alternatively, DTC may continue the complete subscription service at a mutually agreed rate; (f) the "complete source code" handover under Clauses 2.12 (iii), 4.13 (11), (20), (21) and 4.13 (39) shall not apply to the platform, DTC's rights in the platform being secured through the escrow arrangement under (d) and the licence under (e), and the items under (b) being handed over in open / native formats; (g) DTC may kindly confirm that, where the platform is owned by an OEM / licensor other than the bidder, it will be treated as Third Party / COTS software under Clause 4.13 (39)(c), requiring a licence in DTC's name but not delivery of source code.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
38	Clause 4.13 (24) (Page 43); Glossary S.No. 24 (Page 9); Clause 3.6 (c), (d) (Page 33); Clause 4.4 (Page 36); Clause 4.14 (b)(xv) (Page 51)	Glossary 24: "...seamless integration of the Bus Management System (BMS) Software and Mobile Applications with all existing and future systems identified by DTC and/or DoT during the Contract Period." / 3.6 (d): "No additional payment shall be admissible on account of scaling-up of buses, depots, users, database size, hosting resources, reports, interfaces, APIs or other BMS functionalities..." / 4.4: "...scalable to support future transport technologies and Mobility-as-a-Service (MaaS) initiatives..."	As drafted, integration with all future systems that DTC / DoT may identify during the Contract Period is included in the quoted per-bus-per-month rate, without any defined limit. Bidders can price only the systems and scope known at the bid stage. Integration of any new system — e.g. new ITS / on-board devices, Automatic Passenger Counting, additional CCTV analytics, new ticketing platforms, MaaS or passenger-facing applications — would have to be delivered across the entire fleet and would increase manpower, cloud compute, storage, bandwidth, licence and O&M costs on a recurring basis for the remaining Contract Period. We therefore request that: (a) integration at no additional cost be limited to the systems specifically named in the RFP as on the bid due date (AIS-140 GPS / VTS, CAN, ITS / CCTV, charger data via the charger management system, AFCS / ETM, Delhi Transport Stack, One Delhi App, ONDC, existing online Bus Pass System and GTFS / GTFS-RT publishing); (b) enhancements at no additional cost be restricted to the BMS functional scope defined in Section 4 (configuration changes, reports, dashboards and minor modifications), within the change-request effort pool requested at S. No. 39; (c) integration of any new system, device, data stream or application not identified in the RFP, or any enhancement that materially increases manpower, hosting resources or recurring third-party costs, be treated as a change in scope through a Change Control Note, with the one-time cost (at the man-day rate requested at S. No. 39) and the consequent revision of the per-bus-per-month rate mutually agreed or assessed by DTC's Experts' Committee under Clause 4.19 (a)(7); (d) DTC may kindly confirm that "no additional payment on scaling-up" under Clause 3.6 (d) applies to growth in fleet, depots and users for the existing scope, and not to new functionality or new integrations.	Please refer reply in point no. 20, 28, 29 & 31 above
39	Clause 4.13 (32) – Change Request (Page 46); Clause 4.19 (a)(7), (b)(2)–(3) (Page 55)	"Any change, modification, enhancement, configuration, integration, report, or functionality required by DTC during the contract period shall be implemented by the Service Provider without any additional cost to DTC." / 4.19 (a)(7): "...any additional effort required ... will be validated and approved by DTC or DTC appointed independent Experts' Committee."	Unlimited no-cost change requests over 5+ years cannot be priced. We request (a) a defined annual pool of change-request effort (e.g. 300 person-days per year) included in the quoted rate, and (b) changes beyond this pool be paid at a man-day rate, for which a provision may kindly be added in the commercial bid format (Form 15). Integration of new systems not envisaged in the RFP is addressed at S. No. 38. Kindly also reconcile Clause 4.13 (32) with Clause 4.19 (a)(7).	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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40	Clause 4.13 (39)(b) (Page 49); Clause 4.13 (6), (40) (Page 42, 50); Clause 4.19 (c) (Page 56)	4.13 (6): "Vendor will be responsible for secured hosting of the Web Based Application Software on its MeitY empaneled Cloud and backup at Data Recovery (DR) Center..." / 4.13 (40): "The cloud (DC/DR) account ... should all stand in the name of DTC from the outset." / 4.13 (39)(b): "The Service Provider shall compile, deploy and demonstrate the delivered source code as fully functional on infrastructure nominated by DTC... Successful independent build-and-deployment verification shall be a condition precedent to the declaration of the Commercial Operation Date (COD)/Go-Live..."	Clause 4.13 (6) requires hosting on the Vendor's MeitY-empanelled cloud, whereas Clause 4.13 (40) requires the cloud account to stand in DTC's name; the two are inconsistent. For a SaaS-based solution (S. No. 37), we request: (a) that the BMS be hosted as a dedicated, logically isolated DTC instance on a MeitY-empanelled cloud in India (DC and DR), contracted and managed by the Service Provider as per Clause 4.13 (6), with DTC given administrative read / audit access, real-time monitoring dashboards and unrestricted data export at all times; (b) alternatively, if DTC requires the cloud account in its own name, that the platform be deployed in DTC's account as containerised / object-code images managed by the Service Provider, without platform source code, with the cloud cost billed directly to DTC or reimbursed on actuals (see S. No. 41); (c) that the independent build-and-deployment verification under Clause 4.13 (39)(b) be satisfied by deployment of the platform in containerised / object-code form on the nominated infrastructure, with the platform source code verified by the escrow agent; (d) that DTC confirm whether it will provide the verification infrastructure, and that the first verification may be carried out within 90 days after COD rather than as a condition precedent to COD, given the implementation timeline under Section 5 (see S. No. 43).	As per RFP
41	Clause 4.13 (40) (Page 50); Clause 4.16 (b) (Page 53)	"The cloud (DC/DR) account, SSL certificates, map license, SMS/OTP gateway, the business intelligence platform licenses, and the Google Play Store & Apple App Store developer accounts ... should all stand in the name of DTC from the outset." / "The power BI license cost shall be borne by the Selected Service Provider"	Kindly clarify the mechanism for procurement and billing where accounts / licences stand in DTC's name but costs are borne by the Service Provider (e.g. whether DTC procures cloud on GeM and recovers cost, or the Service Provider pays the provider directly on DTC's account). For the hosting model, please refer to S. No. 40; for SMS / WhatsApp charges, please refer to S. No. 33. Please also confirm the number of Power BI users and licence type (Pro / Premium capacity).	As per RFP. Clarification: Selected Service Provider is responsible to pay the provider directly on DTC's account
42	Clause 4.15 – Operations Control Centre (OCC), Kashmere Gate (Page 53)	"Bidder will setup Operations Control Centre..."	Kindly clarify the scope of OCC setup: whether hardware (video wall, operator workstations, network, UPS, furniture) is to be supplied by the Service Provider or DTC. If by the Service Provider, please provide the specifications and quantity, and add a corresponding provision in the commercial bid format (Form 15).	As per RFP. Clarification: The Service Provider shall set up/support the OCC at Kashmere Gate for live fleet monitoring, incident management, escalation, device monitoring and operator GUI as specified in the RFP. Any hardware /infrastructure required for the solution shall be provided/managed as per the scope by DTC.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
43	Section 5 – Project Timelines, S.No. 2 to 5 (Page 56); MSA Annexure D (Page 72); Glossary S.No. 22 (Page 9); Clause 2.10 (a) (Page 26)	S.No. 2: "BMS Functionality Report & Implementation plan submission" – T + 2 weeks / S.No. 3: "Liaison with the Concessionaires for obtaining CAN/GPS data using their Raw Data or APIs etc. & Implementation of BMS" – T + 4 weeks / S.No. 4: "Implementation of BMS as per defined ATC/Scope of Work in one DTC Depot & Conducting UAT by the committee for acceptance of the BMS" – T + 6 weeks / S.No. 5: "COD to be declared after successful conduction of UAT and rollout of BMS in all depots" – T + 8 weeks / Glossary 22: Implementation Phase includes "...security audit by a CERT-In empanelled Information Security Auditing Organisation, training, commissioning..."	As per Section 5, after UAT in one pilot depot at T + 6 weeks, rollout in the remaining 51 of the 52 depots (24 DTC and 28 Cluster depots, with approx. 6,269 to 7,680 buses of multiple OEMs and ITS providers) is to be completed within the next two (02) weeks, i.e. by T + 8 weeks. Rollout in each depot requires OBU / ITS integration with the respective concessionaire, geofence survey of stops, terminals and depot, master data (buses, crew, routes, duties) upload, user creation and training of depot, control room and workshop staff. Completing this for about 25 depots per week is not practically achievable. Further, the CERT-In security audit, which is included in the Implementation Phase, by itself normally requires 4–6 weeks including re-testing. We therefore request DTC to revise the milestones as follows: (a) T + 2 weeks – DTC and concessionaires to furnish master data, Concessionaire Agreements, existing BMS data, and OBU / API / IP-port access (DTC / concessionaire milestone, as also requested at S. No. 25); (b) T + 4 weeks – BMS Functionality Report (FRS / SRS) and Implementation Plan, based on the inputs so received; (c) T + 8 weeks – pilot implementation and UAT in one DTC depot and one Cluster depot, covering electric and CNG buses and at least two ITS providers; (d) T + 12 weeks – rollout Phase-1 in approximately 50% of depots (two regions); (e) T + 16 weeks – rollout Phase-2 in the remaining depots and declaration of COD; (f) CERT-In security audit certificate within 90 days of COD, with the application hosted after a VAPT / safe-to-host assessment in the interim; (g) advanced AI, passenger intelligence and BI analytics modules (Clauses 4.2, 4.3 and 4.16) to be rolled out in phases within six (06) months of COD, as these require historical operational data. Consequently, the Implementation Phase under Clause 2.10 (a) may kindly be revised from two (02) months to four (04) months, with the O&M Phase of sixty (60) months commencing from COD.	As per RFP
44	Section 5, S.No. 4 & 5 (Page 56); Section 6.1 (Page 56–57); Section 7, S.No. 1 (Page 58); Clause 2.16 (Page 30)	"Implementation of BMS ... in one DTC Depot & Conducting UAT by the committee for acceptance of the BMS" / "COD to be declared after successful conduction of UAT and rollout of BMS in all depots" / SLA: "₹10,000 per day of delay and ₹5,000 per depot per day for rollout delay" / "Note: The implementation plan may vary as per discretion of DTC."	In continuation of S. No. 43 above, kindly confirm: (a) that the milestone timelines shall be reckoned from the later of the LoA date or the date on which DTC and the concessionaires furnish the inputs required for the respective milestone (master data, device / API access, Concessionaire Agreements, existing system data); (b) the time within which the DTC UAT Committee will conduct UAT and communicate acceptance or observations — we request seven (07) working days, failing which the milestone may be deemed accepted; (c) that COD may be declared depot-wise / region-wise as rollout is completed and UAT accepted, with monthly payment commencing for the buses in those depots, instead of a single COD after rollout in all depots; (d) that Liquidated Damages and the rollout-delay penalty of ₹5,000 per depot per day shall be applied only against the revised timelines, and only for depots where all DTC / concessionaire inputs were made available in time; (e) that any change in the implementation plan at DTC's discretion (Note to Section 5) shall be accompanied by a corresponding extension of time.	As per RFP. Clarification: Available API/interface specifications and relevant integration information shall be shared with the selected Service Provider during implementation/customization. The bidder shall be responsible for designing and implementing the required integrations within the scope as per RFP.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
45	Section 5 – Project Timelines, S.No. 5 (Page 56); Form 15 (Page 97)	"COD to be declared after successful conduction of UAT and rollout of BMS in all depots" – "T + 8 weeks (to be started from 01.11.2026 tentatively)"	With bid opening on 06.10.2026 followed by demonstration, technical evaluation, commercial opening and RA, the LoA is unlikely before end-October 2026. Kindly confirm that COD shall be reckoned from the LoA date (not a fixed date of 01.11.2026), as per the revised milestones requested at S. No. 43 above, and that the bus-month schedule in Form 15 will shift accordingly.	Understanding is correct.
46	Section 6.1 – Commencement of Payments (Page 56–57)	"No payment, mobilization advance, implementation charges or retrospective payment shall be admissible for any period prior to the Commercial Operation Date (COD)/Go-Live."	We request provision of a one-time implementation milestone payment (e.g. 10% of first-year value on COD), or an interest-bearing mobilisation advance against a Bank Guarantee, to offset implementation cost, manpower deployment from Day 15, cloud and security audit costs incurred before COD.	As per RFP
47	Section 6.2 – Monthly Billing (Page 57)	"The monthly payment shall be based solely on the actual number of buses operational on the Bus Management System (BMS) during the respective billing month..."	Kindly clarify (a) the definition of a bus "operational on BMS" (e.g. bus reporting GPS data on at least one day / X days in the month) and whether payment is pro-rata for part months; (b) whether buses off-road for maintenance but configured on BMS are billable. Since manpower and hosting costs are fixed, we request a minimum billable fleet of 80% of the bus numbers in the Form 15 schedule for each month.	As per RFP
48	Section 7 – General Conditions 3 & 4 (Page 58); Glossary S.No. 30 (Page 9); Section 7, S.No. 7, 12 & 13 and Note (b) (Page 59)	General Condition 4: "Planned Downtime shall be permitted only with prior written approval of DTC and shall not exceed the limits specified in the Contract." / SLA, S.No. 7: "Critical ≤2 hrs; Major ≤4 hrs; Minor ≤24 hrs" / SLA, S.No. 12: "₹20,000 for delayed or inaccurate per report"	Several terms required to measure the SLAs are not defined. Kindly clarify / confirm: (a) the permissible planned downtime — General Condition 4 refers to "limits specified in the Contract", but no limit is specified; we request up to 8 hours per month, scheduled between 00:00 and 05:00 hrs with two working days' notice as per Glossary S.No. 30, excluded from the availability calculation; (b) the definitions of Critical, Major and Minor incidents for SLA S.No. 7, and whether resolution time is measured from logging of the ticket in IRMS to restoration of service (including by workaround), with the permanent fix tracked separately; (c) what constitutes an "inaccurate" report under SLA S.No. 12, and that reports affected by incorrect source data from DTC / concessionaires shall be excluded; (d) the monitoring tool and method for measuring availability and response time under Note (b), and that the Service Provider will have access to the same logs and an opportunity to reconcile them before penalties are levied; (e) a stabilisation / hyper-care period of 90 days after COD during which SLAs are measured and reported but penalties are not levied; (f) whether the 24x7 helpdesk under SLA S.No. 13 requires telephone support round the clock, or whether 24x7 ticketing with telephone support during business hours and on-call escalation for critical incidents is acceptable.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
49	Section 7 – SLA, S.No. 5 (Page 58)	SLA, S.No. 5 – API & Integration Availability: "GPS, CAN, ITS, AFCS, NCMC and other APIs operational" – ≥99.5% – ₹50,000 per day	Availability of GPS/CAN/ITS/AFCS feeds depends on concessionaires' and third-party systems outside the Service Provider's control. Kindly confirm that this SLA shall be measured only at the Service Provider's API endpoints / ingestion layer, and that outages of upstream systems shall be excluded. This is in addition to the request at S. No. 25 (e).	Understanding is correct.
50	Section 7 – SLA, S.No. 8, 9 (Page 59)	"₹50,000 per data loss" / "₹5,00,000 per security breach"	Kindly define "data loss" and "security breach" (e.g. loss of data at rest in BMS vs non-receipt of data from devices) and confirm that these penalties are within the overall cap of 20% of monthly billing.	Understanding is correct.
51	Section 7 – Note (c) (Page 59)	"Repeated breach (3 consecutive months): Termination/action as per contract"	Kindly clarify whether "repeated breach" refers to breach of the same SLA parameter for three consecutive months, and confirm that termination will follow the 30-day cure-notice process under Clause 2.13.1.	As per RFP
52	Form-8, Point 3 (Page 86)	"Spare-part delivery management Plan for hardware components related to the solution"	Kindly confirm whether any hardware is in the Service Provider's scope. If none (other than OCC, subject to S. No. 42 above), this item may be deleted.	Refer corrigendum-1. S.No.7
53	General – Section 1, Data Sheet, S.No. 4 (Page 6); Clause 2.7.3 (v) (Page 15)	"The tender is available and downloadable on GeM portal: https://gem.gov.in and DTC website https://dtdc.delhi.gov.in/ " / "Any such corrigendum shall be deemed to be incorporated into this tender."	Kindly confirm that in case of any conflict between the GeM bid document / ATC and this RFP (including corrigenda and replies to pre-bid queries), the RFP shall prevail.	As per RFP. Clarification: RFP document shall prevail.
54	Section 2, Cl. 2.9.10(ii), Pg. 20 read with GeM Bid Document GEM/2026/B/8005655, Bid Details, Pg. 1 and Pg. 3	RFP, Cl. 2.9.10(ii), Pg. 20: "EMD shall be exempted for the MSEs, Start Ups etc. as per GeM GTC." GeM Bid Document, Pg. 1: "MSE Relaxation for Years of Experience and Turnover: No" "Start-up Relaxation for Years of Experience and Turnover: No" GeM Bid Document, Pg. 3: "MSE Purchase Preference: No"	DTC is requested to delete Cl. 2.9.10(ii) and to confirm that the full EMD of ₹1,10,00,000 shall be furnished by all bidders without exemption, consistent with the MSE and Start-up parameters already set to 'No' in the GeM bid document. Justification: DTC has itself configured this bid with MSE and Start-up relaxations set to 'No' and MSE Purchase Preference set to 'No', having regard to the scale and criticality of the assignment. Retaining an EMD exemption at Cl. 2.9.10(ii) is inconsistent with that configuration. The EMD of ₹1,10,00,000 has been fixed by reference to a contract of five years and two months covering up to approximately 14,000 buses and 90 or more depots (Cl. 3.6, Pg. 33), and serves as the primary safeguard against withdrawal of bids and failure to furnish Performance Security under Cl. 2.9.10(vi), Pg. 20. Exempting a class of bidders from that safeguard on a mission-critical assignment dilutes it and encourages non-serious participation. This is particularly relevant because the BMS will support concessionaire contract monitoring, automated billing/penalty computation and fleet operations across the existing and future DTC/DoT fleet.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
55	Section 2, Cl. 2.9.14 (Award Criteria), Pg. 25 read with GeM Bid Document GEM/2026/B/8005655, Bid Details, Pg. 2 and Form 15, Pg. 97-99	Clause 2.9.14 – Award Criteria: i. Method for evaluation of selection of successful bidder and award of contract to bidder shall be on L-1 basis. ii. The Bid having the lowest commercial quote as per L-1 calculation in Financial bid shall be termed as the L-1. iii. The bidder whose bid has secured the “L-1” may be considered as accepted bid. iv. DTC is not bound to accept the evaluated bid or any bid and reserves the right to accept any bid, wholly or in part. Further, as per GeM Bid Document: “Bid to RA enabled – Yes”; “RA Qualification Rule – H1-Highest Priced Bid Elimination”; and “Evaluation Method – Total value wise evaluation.”	DTC is requested to remove with the Reverse Auction for this procurement and to determine L-1 on the basis of the sealed financial bids submitted on GeM, and accordingly to set "Bid to RA enabled" to "No" in the GeM bid document by corrigendum. Justification: The commercial bid under Form 15 is a single per-bus-per-month rate applied to a tentative 684,710 bus months, so a small reduction in the rate has a disproportionate effect on contract value while the cost of delivery remains unchanged. The cost base is substantially fixed and volume-independent — self-funded implementation with no payment before COD, cloud DC/DR sized for approximately 14,000 buses, BI licences, CERT-In audit, unlimited free change requests and eight deployed IT Experts — and cannot be compressed through successive rounds of bidding down. A rate arrived at through auction pressure rather than costed assessment leads to compromise in the quality of the solution, infrastructure provisioned, manpower deployed and support sustained over a five-year-two-month term, which would directly affect DTC's operations.	As per RFP
56	RFP Page 25 – Clause 2.9.14, Award Criteria; GeM Bid Document Page 2 – Bid to RA enabled / Evaluation Method	Clause 2.9.14 – Award Criteria: i. Method for evaluation of selection of successful bidder and award of contract to bidder shall be on L-1 basis. ii. The Bid having the lowest commercial quote as per L-1 calculation in Financial bid shall be termed as the L-1. iii. The bidder whose bid has secured the “L-1” may be considered as accepted bid. iv. DTC is not bound to accept the evaluated bid or any bid and reserves the right to accept any bid, wholly or in part. Further, as per GeM Bid Document: “Bid to RA enabled – Yes”; “RA Qualification Rule – H1-Highest Priced Bid Elimination”; and “Evaluation Method – Total value wise evaluation.”	Request for adoption of QCBS (70:30) instead of L-1 / price-based Reverse Auction: We request DTC to kindly amend the evaluation methodology from L-1 with Reverse Auction to Quality and Cost Based Selection (QCBS), with 70% weightage for Technical Evaluation and 30% weightage for Financial Evaluation, and accordingly disable Reverse Auction for this procurement. A detailed technical scoring framework may be prescribed covering relevant BMS/ITMS experience, proposed solution architecture, existing BMS functionality/demo, AI/ML capabilities, system integration methodology, scalability, cybersecurity, cloud/DC-DR architecture, implementation methodology and strength/experience of proposed key resources. Suggested Amendment: “The selection of the Successful Bidder shall be based on Quality and Cost Based Selection (QCBS), with Technical Score having 70% weightage and Financial Score having 30% weightage. Only bidders achieving the prescribed minimum technical qualifying score shall be considered for financial evaluation. The bidder obtaining the highest combined QCBS score shall be considered for award of the Contract. Reverse Auction shall not be applicable.” Justification: The present procurement is not a standard or commoditized IT service where bidders can be differentiated principally on price. The Scope of Work requires development, customization, integration and five-year O&M of a mission-critical AI-enabled Bus Management System covering an ultimate fleet of approximately 14,000 buses and 90 or more depots, integration with GPS/CAN/ITS/CCTV/AFCS/charging systems, automated concessionaire billing and SLA computation, AI/ML analytics, mobile applications, cloud-based DC/DR, cybersecurity, source-code handover, data migration and deployment of specialized resources. The quality of architecture, scalability, cybersecurity, integration capability, implementation methodology and domain experience will therefore have a direct bearing on operational continuity, accuracy of concessionaire payments/penalties and long-term reliability of DTC's bus operations. Selection purely through L-1 followed by price reduction through RA may disproportionately emphasize the lowest price and may encourage aggressive under-quoting for a complex five-year technology engagement. A 70:30 QCBS methodology would provide a more balanced evaluation by giving appropriate importance to technical capability while retaining significant commercial competition.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
57	RFP Pages 12–13 – Clause 2.2(b), Consortium of Firms; corresponding consortium references/fo rms throughout the RFP	Clause 2.2(b) – Consortium of Firms: “Bids can be submitted by a consortium of firms. The total number of consortium members cannot exceed two, including the lead bidder of the consortium. The consortium must provide the details of formation of the consortium, percentage of stake of each consortium member and the role of each member of the consortium, with reference to this project. The roles, responsibilities and scope of work shall be distributed among the consortium members in such a way that the lead bidder shall be responsible for works, which are estimated to be at least 51% and the highest percentage share, of total value of contract. The roles and responsibilities of each member of consortium shall be clearly mentioned in joint bidding agreement. A legally valid Consortium Agreement/Memorandum of Understanding (MoU) shall be submitted along with the bid, clearly defining the roles, responsibilities, and percentage participation of each member. DTC reserves the right to suggest role re-allocation, if it finds that the role and responsibilities allocated to each consortium member does not commensurate with qualifications and capability of that partner.” The clause thereafter stipulates detailed requirements relating to consortium membership, responsibility, MoU, lead member authorization and liability.	Request for removal of Consortium participation and permitting bidding through a Single/Sole Bidder only: We request DTC to kindly delete Clause 2.2(b) – Consortium of Firms and all corresponding consortium-related provisions, forms, Power of Attorney requirements, eligibility treatment and references throughout the RFP, and permit participation through a Single/Sole Bidder only. Suggested Amendment to Clause 2.2: “Bids shall be submitted by a Sole Bidder only. The Sole Bidder shall be the Service Provider and shall have the requisite technical, financial, operational and manpower capability to undertake and remain responsible for the entire Scope of Work under the Contract. Consortium/JV participation shall not be permitted.” Necessary consequential amendments may accordingly be made in Technical Eligibility Criteria, Forms 5, 7 and 13 and other clauses referring to consortium members. Justification: The RFP primarily envisages appointment of a single Service Provider accountable for an integrated BMS platform throughout its complete lifecycle, covering design, development, customization, system integration, cloud hosting, cybersecurity, data management, AI/ML functionality, concessionaire contract/SLA management, deployment, operations and maintenance. The system will operate as DTC’s master operational platform and will process critical operational information and concessionaire billing/penalty calculations across the fleet. In such an environment, a clear single-point responsibility for application performance, cybersecurity, data integrity, system integration, SLA compliance, source-code management and O&M is operationally important. Permitting consortium participation can create split contractual interfaces and dependencies between consortium members for interconnected software, integrations and support functions, which may complicate accountability during incidents, integration failures, security events and SLA enforcement. Considering that the eligibility requirements themselves are reasonable for established system integrators/BMS service providers—including average turnover of INR 15 Crores and experience of one project involving minimum fleet size of 1,000 buses—the scope can reasonably be executed by a technically and financially competent Sole Bidder. Accordingly, restricting participation to a Single/Sole Bidder would provide DTC with unified contractual accountability, streamlined governance and clear ownership of end-to-end system performance throughout the Contract Period.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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58	Section 2, Cl. 2.9.10(i), Pg. 20 and Cl. 2.9.17(i), Pg. 25 read with GeM Bid Document, EMD Detail, note (c), Pg. 3	RFP, Clause 2.9.10(i) – Earnest Money Deposit (EMD), Page 20: "The Bid Security (EMD) shall be furnished in Indian National Rupees (INR) only. The Bidders must deposit an earnest money of Rs. 1,10,00,000/- (Rupees One Crore Ten Lakh Only) by means of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or Banker's Cheque drawn in favour of MD, DTC, IP Estate, New Delhi-110002." RFP, Clause 2.9.17(i) – Performance Security, Page 25: "The selected bidder will be required to furnish performance security @ 5% of Contract Order Value in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in favour of "Managing Director, Delhi Transport Corporation" on any Nationalized/ Scheduled Commercial Bank payable at Delhi." GeM Bid Document, EMD Detail, Note (c), Page 3: "Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond."	DTC is requested to expressly permit an Insurance Surety Bond issued by an IRDAI-registered insurer as an acceptable instrument for both the Earnest Money Deposit and the Performance Security, in line with the GeM provision at Pg. 3, and to issue a corrigendum amending Cl. 2.9.10(i) and Cl. 2.9.17(i) accordingly. Justification: The GeM bid document already permits a surety bond for EMD, but the RFP's list of permitted instruments at Cl. 2.9.10(i) does not include it, and the Performance Security list at Cl. 2.9.17(i) likewise omits it. Insurance Surety Bonds are an accepted substitute for bank guarantees in public procurement and release bank credit lines, which is material where the EMD is ₹1,10,00,000 and the Performance Security is 5% of Contract Order Value held for 64 months. The clarification is also important because the selected bidder must keep the Performance Security valid beyond the contract period while simultaneously funding cloud, software and manpower obligations under the per-bus-per-month model.	As per RFP
59	Section 2, Cl. 2.9.12, S.No. 2 (Turnover), Pg. 21 read with GeM Bid Document, Bid Details, Pg. 1	RFP, Cl. 2.9.12 S.No. 2, Pg. 21: "The bidder should have an average annual turnover of at least INR 15 Crores in last 3 financial years 2023-24, 2024-25 & 2025-26." GeM Bid Document, Pg. 1: "Minimum Average Annual Turnover of the bidder (For 3 Years): 1500 Lakh (s)"	DTC is requested to enhance the criterion at Cl. 2.9.12, S.No. 2 to a minimum average annual turnover of ₹100 Crore in the last three financial years, and to amend the corresponding GeM parameter "Minimum Average Annual Turnover of the bidder (For 3 Years)" from 1500 Lakh(s) to 10000 Lakh(s) by corrigendum. Suggested Amendment: "The bidder should have an average annual turnover of at least INR 100 Crores in last 3 financial years 2023-24, 2024-25 & 2025-26." Justification: In a multi-year OPEX engagement the accepted basis for financial eligibility is the annualised value of the contract, benchmarked at one to two times that value. The present threshold does not meet even the lower end of that norm. The commercial construct under Form 15, Pg. 97-98, is a per-bus-per-month rate applied to 684,710 tentative bus months over 62 months of O&M, so annual billing under this Contract will substantially exceed ₹15 Crore - a bidder may therefore qualify whose entire annual revenue is smaller than the revenue this single contract would generate. The cost profile is also heavily front-loaded: no payment is admissible during the Implementation Phase (Cl. 2.10 Note (i), Pg. 26 and Cl. 6.1, Pg. 57), during which the Service Provider must self-fund development, cloud DC/DR sized for approximately 14,000 buses, BI licences, CERT-In audit and eight deployed IT Experts, and must thereafter carry Performance Security of 5% for 64 months, SLA exposure of 20% of monthly billing and LD of up to 10% of contract order value. An entity of ₹15 Crore average turnover lacks the balance-sheet depth to absorb that profile, and its failure would put continuity of monitoring, concessionaire billing and penalty computation across 52 depots at risk. A threshold of ₹100 Crore keeps the criterion within the ordinary 1x–2x band for OPEX contracts of this duration while remaining open to a wide field of established system integrators.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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60	Section 2, Cl. 2.9.12, S.No. 1 (Registration Status), Pg. 21 read with Cl. 4.13(23), Pg. 43 and Cl. 2.10, Pg. 26	RFP, Clause 2.9.12, S.No. 1 – Registration Status, Page 21: “The bidder should have been in operations for the last three (03) years as on the date of publishing of tender notice (including name change/ mergers or acquisitions).” RFP, Clause 4.13(23), Page 43: “The design life period of the system shall be at least 10 years in terms of selected technology, future upgrades, security considerations, scalability and future upgrades in-case required after completion of contract period.”	DTC is requested to enhance the criterion so that the bidder must have been in continuous operation for at least ten (10) years as on the date of publishing of the tender notice, evidenced by the Certificate of Incorporation/Registration. Justification: The contract runs for five years and two months and may be extended by up to two further years under Cl. 2.10 Note (ii), Pg. 26-27, and the system is required to have a design life of at least ten years. An entity that has been in operation for only three years has not demonstrated the institutional continuity, governance and going-concern track record needed to sustain a mission-critical system that will govern concessionaire billing and performance adjustments across 52 depots and up to approximately 14,000 buses. The eligibility floor should correspond to the horizon over which DTC will depend on the Service Provider. The requested operating-history threshold is intended to align bidder institutional continuity with DTC's long-term dependence on the platform, data, integrations and operational support.	As per RFP
61	Section 2, Cl. 2.9.12, S.No. 5 (Certification) , Pg. 22	RFP, Clause 2.9.12, S.No. 5 – Certification, Page 22:“The Bidder should have a valid minimum CMMI Level 3 or higher, and ISO 9001:2015 certificate or higher at least for last 3 years as on last date of submission of the bid.”Documentary Evidence:“Copy of valid certificate issued to the Bidding Organization by respective issuing authority.”Applicable to:“Sole Bidder / In case of Consortium – any of the Consortium member.”	DTC is requested to (a) enhance the requirement to a valid CMMI Level 5 appraisal; and (b) provide that the appraisal must be independently verifiable in the CMMI Institute's Published Appraisal Results (PARS) directory on the CMMI Institute website as on the last date of bid submission, in the name of the bidding entity and covering the organisational unit that will execute this project, with the PARS record or link to be submitted with the bid. Justification: Two issues arise. First, CMMI Level 3 denotes a defined process capability only, whereas this assignment involves an AI-enabled system computing concessionaire penalties and payments (Cl. 4.11 and 4.12, Pg. 40-41), where quantitative process management and defect prediction are directly relevant; CMMI Level 5 is the appropriate maturity level. Second, acceptance of a mere 'copy of valid certificate' permits reliance on appraisals that cannot be independently verified, or on appraisals of a different organisational unit or legal entity from the bidding entity. All genuine CMMI appraisals are published by the CMMI Institute (ISACA) in its Published Appraisal Results System (PARS), which records the appraised organisational unit, the maturity level and the appraisal expiry date. The maturity requirement is directly connected to controlled software development, configuration management, security, change management and defect management across the BMS lifecycle.	Please refer reply in point no.6 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
62	Section 2, Cl. 2.9.12, S.No. 6 (Experience), Pg. 22	RFP, Clause 2.9.12, S.No. 6 – Experience, Page 22: “The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring, Real-time GPS-based tracking of buses • Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, • Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: “One single project with minimum fleet size of 1000 buses” Documentary Evidence: “Work Order + Completion Certificates from the client; OR Work Order + Phase Completion Certificate (for ongoing projects) from the client. As per format ‘Form 4’.” Applicable to: “Sole bidder or In case of Consortium – any Consortium member.”	DTC is requested to delete ‘Intelligent Traffic Management System (ITMS)’ from Cl. 2.9.12 S.No. 6, and to confirm that the qualifying experience shall be limited to Bus Operation Management Software / Intelligent Transport Management System for bus fleet operations, with the single qualifying project of minimum 1,000 buses to be a bus operations project. Justification: An Intelligent Traffic Management System is a distinct domain concerned with signal control, junction management, enforcement and traffic flow on the road network. It is not a bus operations system and does not involve duty allocation, trip-wise kilometre closure, waybill and ETM reconciliation, concessionaire SLA/KPI computation or automated bill and penalty processing, which constitute the core of this scope under Cl. 4.9 to 4.12, Pg. 38-41. Retaining ITMS within the qualifying description would admit bidders with no bus-operations or concessionaire contract management capability, contrary to the requirement at Cl. 2.9.12 S.No. 8, Pg. 23, that the bidder demonstrate an existing BMS. The qualifying experience should therefore test capability in the same operational workflows that the selected bidder will actually be required to configure and run for DTC.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
63	Section 2, Cl. 2.9.12, S.No. 8 (Solution demonstration), Pg. 23 read with Form 8, para 5 and the Module-wise Demonstration & Software Readiness Matrix, Pg. 86-87	RFP, Clause 2.9.12, S.No. 8 – Solution Demonstration, Page 23: "Understanding of the objectives of the assignment: The extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Statement/Scope of Work. Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference. (The demo to be presented covering all points as per Form-8) This could be in the form of a write-up & Presentation elaborating the development, customisation, implementation, support and maintenance, roll out methodology to be adopted for this project as per Form-8. BMS functionality and implementation plan as per Scope of Work to be shown & explained through their existing BMS software before DTC for taking decision of technical qualification." Form 8, Para 5 – Module-wise Demonstration & Software Readiness Matrix, Pages 86-87: "The following is the Module-wise Demonstration & Software Readiness Matrix. The Bidder shall demonstrate its existing Bus Management System (BMS) software before the Technical Evaluation Committee (TEC) to establish that the offered solution is an existing, operational, mature and production-ready software meeting the requirements of this RFP. The Bidder shall demonstrate all the functional modules listed below and clearly identify any functionality requiring customization or fresh development. The TEC may seek additional demonstrations, supporting documents, customer references or proof of successful deployment to verify the functionality and maturity of the offered solution. The TEC shall record its observations in the Software Readiness Matrix and certify the technical compliance of the offered solution. DTC reserves the right to declare a bid technically non-responsive if any essential module is not available or the Bidder fails to satisfactorily demonstrate the required functionality." Modules listed in the Matrix: (1) Master Data Management; (2) Fleet Operations & Resource Management; (3) Live Fleet Monitoring & OCC; (4) Incident & Alert Management System (IRMS); (5) Contract Management & SLA/KPI Engine; (6) Automated Violation, Penalty & Billing Management; (7) Dashboards, MIS & Business Analytics; (8) System Integration & Data Exchange; (9) GIS, Geofencing & Mobile Applications; and (10) System Administration, Security & Scalability.	DTC is requested to clarify, before the bid due date, (a) DTC is requested to confirm that the Bidder may demonstrate its existing standard/COTS Bus Management System product at the demonstration stage to establish the functional capability of the offered solution against the Scope of Work, and that such demonstration on the Bidder's standard product shall be treated as satisfying the requirement at Cl. 2.9.12, S.No. 8 and Form 8, Para 5 to demonstrate "existing, operational, mature and production-ready software", notwithstanding that project-specific configuration, customisation and integration for DTC will be carried out during the Implementation Phase. (b) which of the ten modules in the Software Readiness Matrix are treated as 'essential' for the purpose of declaring a bid non-responsive; (c) the indicative date, venue, mode (physical or VC), duration and notice period for the demonstration, and the number of bidder representatives permitted; (d) the evaluation checklist or criteria against which the TEC will record its observations; (d) that functionality identified by the bidder as requiring customisation, in compliance with Form 8, shall not by itself render the bid non-responsive; Justification: The demonstration is a pass/fail gate on technical qualification, but the RFP does not state what is expected of the bidder at that demonstration. It does not identify which of the ten modules at Pg. 86-87 are 'essential'; it does not prescribe the date, venue, mode, duration or notice period; it does not state the evaluation checklist or the basis on which the TEC will record 'satisfactory' demonstration; and it does not say whether functionality honestly declared as 'requiring customization' counts against the bidder, even though Form 8 expressly requires such functionality to be identified. Bidders also carry confidentiality obligations to existing clients whose live systems would otherwise have to be shown. Because the demo is itself a technical-qualification gate, the evaluation method should be objectively knowable before bidders prepare and price the proposed BMS customisation plan.	Please refer reply in point no. 3 & 10 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
64	Glossary of Terms, item 10 (Commercial Operation Date / Go-Live), Pg. 7 read with Section 5, Milestones 5 and 6, Pg. 56; Cl. 2.10(b), Pg. 26; Cl. 3.3, Pg. 31-32 and Cl. 3.6, Pg. 33	RFP, Glossary item 10, Pg. 7: "Commercial Operation Date (COD)/ Go-Live 'Commercial Operation Date (COD)' shall mean the date on which the Bus Management System (BMS) Software, Mobile Applications, and all associated modules, interfaces, integrations, infrastructure, and services have been successfully implemented, tested, commissioned, accepted by DTC/DoT, and certified by the DTC as being ready for full-scale operational use in accordance with the requirements of the Contract." RFP, Section 5, Milestone 5, Pg. 56: "COD to be declared after successful conduction of UAT and rollout of BMS in all depots — T + 8 weeks" RFP, Section 5, Milestone 6, Pg. 56: "Roll-out in newly inducted buses as and when put in operation — Immediately after induction and operation of buses in depots" RFP, Section 5, Project Timelines & Milestones, Page 56: "T + 4 weeks: Liaison with concessionaires for CAN/GPS data and implementation of BMS; T + 6 weeks: Implementation in one DTC Depot and conducting UAT; T + 8 weeks: COD to be declared after successful conduction of UAT and rollout of BMS in all depots." RFP, Clause 4.1 – Obligation of BMS Software Service Provider, Page 34: "The vendor shall obtain real-time GPS data, CAN data, ITS data including IP-CCTV Camera, Panic Buttons and two-way communication from respective concessionaires... and integrate pre-fitted ITS systems including CAN-TCU/VTS & VHMD, Camera Feed and driver behaviour monitoring with BMS."	DTC is requested to clarify and confirm the following: (a) Implementation timeline: DTC is requested to extend the Implementation Phase from eight (8) weeks to a minimum of four (4) months from the date of issuance of the Work Order, and to revise Milestones 1 to 5 at Pg. 56 correspondingly. Justification: The Scope of Work requires bespoke development and customisation across ten functional modules, integration with GPS, CAN, ITS, IP-CCTV, AFCS/ETM, NCMC and charging systems, migration from the existing BMS under Cl. 3.7, Pg. 33, a CERT-In security audit under Cl. 4.13(8), Pg. 42, independent build-and-deployment verification under Cl. 4.13(39)(b), Pg. 49, UAT, training and rollout across 52 depots. It further requires liaison and data onboarding with multiple separate concessionaires, each with its own hardware, protocols and points of contact, over which the Service Provider has no contractual control. Eight weeks is not a realistic period for these activities, and an unachievable timeline attracts LD under Section 7 for delay that is structural rather than performance-related. (b) Concessionaire details: DTC is requested to share, at or before the pre-bid meeting, the total number of concessionaires presently operating under the GCC arrangement, along with their names, the number of buses allotted to each, the depots to which each is allocated, and the make/model of the ITS, GPS, CAN and IP-CCTV hardware fitted in each concessionaire's fleet. Justification: Cl. 4.1, Pg. 34, places the obligation to obtain GPS, CAN, ITS and camera data on the Service Provider, to be sourced from the respective concessionaires. The integration effort, the number of distinct interfaces to be built and the time required for onboarding are all a direct function of the number of concessionaires and the diversity of hardware deployed. This information is presently not available in the RFP and is necessary for both technical sizing and commercial pricing. (c) Minimum guaranteed volume: DTC is requested to provide a minimum guarantee of 5,000 buses per billing month for the purpose of monthly billing under Cl. 6.2, Pg. 57, such floor to apply in particular in the event of a pandemic, lockdown, government restriction or any other event materially reducing fleet operations. Justification: The Service Provider bears the entire cost of development, cloud DC/DR infrastructure sized for approximately 14,000 buses, BI licences and eight deployed IT Experts as a fixed monthly cost, but recovers only against buses certified as operational. These fixed costs continue irrespective of fleet utilisation. During the COVID-19 period bus operations across the country were suspended or drastically curtailed for extended periods; in such an event the Service Provider's revenue would fall to a fraction of its unchanged cost base. A defined volume floor allows this risk to be priced transparently rather than through an unquantified contingency in the quoted rate. (d) COD / Go-Live and commencement of billing: DTC is requested to confirm that COD/Go-Live shall be declared, and monthly billing shall commence, upon successful UAT acceptance of the BMS with a first batch of a minimum of 500 buses onboarded; that COD shall not be contingent upon onboarding of all buses, all depots or the total, ultimate or future fleet strength; that onboarding of subsequently inducted buses and depots falls under Milestone 6 and shall neither defer COD nor attract Liquidated Damages; and to amend the Glossary definition at Pg. 7 accordingly by corrigendum. Justification: COD is the single event that triggers all payment	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
			under Cl. 6.1, Pg. 57. The Glossary defines it by reference to "full-scale operational use" and Milestone 5 requires "rollout of BMS in all depots", while the fleet and depot count are expressly progressive — Cl. 3.6, Pg. 33, contemplates expansion to approximately 14,000 buses and 90 or more depots. If COD is read as requiring the ultimate fleet or depot count to be live, COD can never be certified and no payment would ever become due, notwithstanding that Milestone 6 separately provides for rollout to newly inducted buses on an ongoing basis. Linking COD to UAT acceptance with a defined first batch gives both parties an objective, verifiable trigger. (e) SIM connectivity in buses: DTC is requested to confirm that the SIM cards, data connectivity and associated recurring telecom charges for the GPS/ITS/CAN devices and IP-CCTV systems fitted in the buses are within the scope of the respective concessionaires, and are not within the scope or cost of the BMS Service Provider. Justification: Cl. 4.1, Pg. 34, requires the Service Provider to obtain data from pre-fitted ITS systems supplied and maintained by the concessionaires. The in-bus devices and their connectivity are part of the concessionaire's own hardware obligation under the GCC arrangement. Form 15, Pg. 98, contains no price head for in-bus hardware or telecom connectivity. (f) Video Management System for in-bus cameras: DTC is requested to confirm that the Video Management System (VMS) for the in-bus IP-CCTV cameras, including the on-board recording, storage and streaming platform, shall be provided by the concessionaire or its hardware OEM, and that the BMS Service Provider's scope is limited to integration with, and receipt of feed from, such system through the interfaces made available by the concessionaire/OEM. Justification: The in-bus cameras and their associated recording and streaming infrastructure are pre-fitted concessionaire hardware under Cl. 4.1, Pg. 34. The Service Provider does not supply, own or control that hardware and cannot warrant the performance of a proprietary OEM video platform. No hardware or video-platform cost appears in the Form 15 price breakup heads at Pg. 98.	
65	Section 2, Cl. 2.9.12, S.No. 2 (Turnover), Pg. 21 read with Form 3, Pg. 78 and GeM Bid Document GEM/2026/B/8005655, Bid Details & Note 1, Pg. 1 and Pg. 3	RFP, Cl. 2.9.12 S.No. 2, Pg. 21: "The bidder should have an average annual turnover of at least INR 15 Crores in last 3 financial years 2023-24, 2024-25 & 2025-26." GeM Bid Document, Note 1, Pg. 3: "The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document."	DTC is requested to confirm that the financial years specified in the RFP, i.e. FY 2023-24, FY 2024-25 and FY 2025-26, shall be considered for the turnover criterion. Further, considering that the bid is due shortly after closure of FY 2025-26, DTC is requested to permit a CA/Statutory Auditor certificate based on provisional financial statements for FY 2025-26 where the audited financial statements for FY 2025-26 are not yet finalized, together with audited financial statements for FY 2023-24 and FY 2024-25. Justification: The RFP expressly fixes the three-year assessment period as FY 2023-24 to FY 2025-26 and Form 3 at Page 78 uses the same three financial years. The GeM condition also refers to the three years ending 31 March of the previous financial year, which for this September 2026 bid is consistent with FY 2023-24 to FY 2025-26. The practical clarification required is therefore documentary: FY 2025-26 may still be under statutory audit for some bidders. Allowing a CA/Statutory Auditor certificate based on provisional FY 2025-26 figures will maintain the stated financial-year window while avoiding exclusion solely due to timing of audit finalisation.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
66	Section 2, Cl. 2.9.12, S.No. 3 (Net worth), Pg. 21 read with Form 3, Pg. 78	RFP, Cl. 2.9.12 S.No. 3, Pg. 21: "The bidder should have positive net worth for last five (5) years as of March 31st, 2025" Documentary Evidence column, Pg. 21: "Duly certified statement from the auditor for the last 5 financial years as per format 'Form 3'." Form 3, Pg. 78, provides columns for only three years: "2023-24 2024-25 2025-26"	DTC is requested to confirm the exact five financial years for which positive net worth is to be certified, and to issue a corrected Form 3 with five year-columns, or permit bidders to add the additional columns to Form 3. Justification: Three inconsistencies arise on the same criterion. (a) The cut-off is stated as 31.03.2025 while the turnover criterion runs up to FY 2025-26; (b) five financial years are to be certified but Form 3 has only three year-columns; (c) it is unclear whether the five years end 31.03.2025 or 31.03.2026. A corrected format will also prevent otherwise eligible bidders from being rejected for a documentary inconsistency created by the prescribed form itself.	Please refer reply in point no. 5 above
67	Section 2, Cl. 2.2.3(b) (Consortium of Firms), Pg. 12 and GeM Bid Document, Buyer Added Bid Specific Terms, Cl. 6 (Consortium), Pg. 6	RFP, Clause 2.2.3(b) – Consortium of Firms, Page 12: "Bids can be submitted by a consortium of firms. The total number of consortium members cannot exceed two, including the lead bidder of the consortium. The consortium must provide the details of formation of the consortium, percentage of stake of each consortium member and the role of each member of the consortium, with reference to this project. The roles, responsibilities and scope of work shall be distributed among the consortium members in such a way that the lead bidder shall be responsible for works, which are estimated to be at least 51% and the highest percentage share, of total value of contract. The roles and responsibilities of each member of consortium shall be clearly mentioned in joint bidding agreement. A legally valid Consortium Agreement/Memorandum of Understanding (MoU) shall be submitted along with the bid, clearly defining the roles, responsibilities, and percentage participation of each member. DTC reserves the right to suggest role re-allocation, if it finds that the role and responsibilities allocated to each consortium member does not commensurate with qualifications and capability of that partner." RFP, Clause 2.2.3(b)(vi), Page 12: "Lead member shall be liable for the entire scope of work and risks involved thereof whereas the non-lead member shall be liable for their own scope of work for which they are responsible along with lead member." GeM Bid Document, Buyer Added Bid Specific Terms, Clause 6 – Consortium, Page 6: "Consortium: In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid."	DTC is requested to confirm that Cl. 2.2.3(b)(vi) of the RFP governs the allocation of liability between consortium members, and that the Form 5 MoU may be executed on that basis without being treated as a deviation. Justification: The RFP prescribes differentiated liability (lead member for the whole, non-lead member for its own scope) while the GeM ATC imposes equal responsibility on every member. This materially affects the non-lead member's risk assessment and the drafting of the Form 5 MoU. Clear precedence is necessary because consortium scope allocation under the RFP directly affects delivery responsibility for BMS software, integrations, cloud, manpower and O&M.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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68	Section 2, Cl. 2.9.12, S.No. 7 (Key Resources), Pg. 22-23 read with Section 4, Cl. 4.14(c) (Qualification & Competency), Pg. 51-52	RFP, Clause 2.9.12, S.No. 7 – Key Resources, Pages 22-23: "The bidder shall have at least following manpower: Project Manager: Computer Science Engineering Graduate with MBA having minimum 10 years of experience on implementation of large scale software projects BMS Expert: Computer Science Engineering Graduate with minimum 10 years of experience on implementation of large scale software projects. MIS reporting Expert & Data Scientist: Computer Science Engineering Graduate with minimum 3 years work experience in MIS reporting and data science. Note: The above manpower requirement pertains to the Bidder's organizational capability and shall be separate and distinct from the manpower to be deployed on-site or for project execution as specified in the Scope of Work." Documentary Evidence: "Signed Resume certified by Company HR." Applicable to: "Sole bidder or In case of Consortium – any Consortium member." RFP, Clause 4.14(c)(1) – Qualification & Competency, Project Manager, Page 51: "• MBA & Graduate in Computer Science, Information Technology, Computer Applications, Engineering or equivalent. • Minimum 10 years' experience in IT systems, project management, MIS or enterprise software operations. • Proven experience in managing technology projects and stakeholder coordination. • Strong analytical, reporting and communication skills."	DTC is requested to confirm that the wider qualification set at Cl. 4.14(c) applies to both the eligibility criterion and the deployed personnel, and to clarify whether the 'BMS Expert' under Cl. 2.9.12 S.No. 7 is an organisational-capability resource over and above the eight IT Experts to be deployed under Cl. 4.14. Justification: Cl. 2.9.12 requires the Project Manager to be a Computer Science Engineering graduate, while Cl. 4.14(c) permits IT, Computer Applications, Engineering or equivalent. A 'BMS Expert' is required at Cl. 2.9.12 but does not appear in the eight-person deployment structure at Cl. 4.14(a), Pg. 50. The same resource categories support day-to-day MIS, analytics, route/duty management and BMS operations under Clause 4.14, so eligibility and deployment qualifications should not conflict.	As per RFP
69	Section 2, Cl. 2.9.12, Note (i) and (ii), Pg. 23 read with Cl. 2.9.11, Pg. 20-21 and Form 2, Pg. 77	RFP, Clause 2.9.11(ii), Pages 20-21: "An indicative format for the Technical-Qualification Proposal is as follows:" with columns "S. No Criteria Technical-qualification Criteria description Supporting Document Response (Yes / No) Reference in Response to Technical-Qualification Bid (Section # and Page #)." RFP, Clause 2.9.12, Note, Page 23: "i. All self-certificates shall be duly signed and stamped by authorized signatory of the bidder firm unless specified otherwise the bids shall not be considered for further evaluation. ii. DTC reserves the right to independently verify the documentary evidences including self-certifications submitted by the bidder along with bid." Form 2 – Technical Bid Checklist, Page 77: "The Bidder is required to fill relevant information in the format given below. The technical qualification bid must contain documentary evidences and supporting information to enable DTC to evaluate the eligibility of the Bidder without ambiguity."	DTC is requested to confirm that technical evaluation is on a qualify / do-not-qualify basis with no marking scheme, and that all bidders meeting the ten criteria at Cl. 2.9.12 and successfully completing the Form 8 demonstration shall be declared technically qualified. Justification: The technical evaluation is framed on a Yes/No response basis and the RFP does not prescribe any marks, weightages or minimum qualifying technical score anywhere in Section 2 or Section 9. Bidders need certainty on whether technical evaluation is pass/fail. A clear pass/fail basis is particularly important because the tender separately requires a live BMS demonstration but provides no technical scoring matrix.	Please refer reply in point no. 3 & 10 above

DTC BMS RFP – Pre-Bid Replies to Queries

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70	Section 2, Cl. 2.9.10(vii), Pg. 20 and Cl. 1 Data Sheet, S.No. 5, Pg. 6 and GeM Bid Document, Buyer Added Bid Specific Terms, Cl. 12, 13 and 14, Pg. 6-7 read with GeM Disclaimer item 4, Pg. 8	RFP, Cl. 2.9.10(vii), Pg. 20: "The original EMD shall be submitted at the Manager (IT), DTC HQs, IP Estate, New Delhi- 110002 on or before the bid submission end date." GeM Bid Document, ATC Cl. 12, Pg. 7: "Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date." GeM Disclaimer, item 4, Pg. 8: "Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders."	DTC is requested to confirm that submission of the original EMD is only required in physical form within five days of the Bid End / Bid Opening date and as permitted on GeM, shall be treated as compliant, and that no bid shall be rejected on this ground. Justification: The RFP requires the original EMD instrument to be physically received on or before the bid due date, while the GeM ATC and the GeM Disclaimer allow five days after bid end/opening. A bid could be rejected as non-responsive under the RFP for something expressly permitted on the portal, and the NIT at Pg. 2 states the consequence is rejection. The clarification will remove the risk of a technically compliant online bid being rejected only because of differing physical-delivery timelines between the RFP and GeM conditions.	As per RFP
71	Section 1, Data Sheet, S.No. 5 and S.No. 13, Pg. 6	RFP, Section 1 – Data Sheet, S.No. 5 – Earnest Money Deposit, Page 6: "EMD of Rs. 1,10,00,000/- (Rupees One Crore Ten Lakh only), in the form of Bank Guarantee/Demand Draft/Fixed Deposit Receipt issued by an Indian Nationalized / Scheduled Bank and drawn in favour of MD, DTC payable at Delhi, valid for 225 days from the date of submission of bid in original should reach to Manager(IT) Delhi Transport Corporation, IP Estate, New Delhi 110002 before or on the bid submission date." RFP, Section 1 – Data Sheet, S.No. 13 – Bid Validity, Page 6: "Bid Validity: 180 days."	DTC is requested to confirm the intended EMD validity, and whether an EMD valid for 180 days plus a claim period of 45 days (i.e. expiry on the 225th day) is acceptable. Justification: EMD validity of 225 days exceeds bid validity of 180 days by 45 days. Bank Guarantee commission and FDR lock-in are priced on tenure, and the mismatch is material where the EMD is ₹1.10 Crore. The validity period should be expressed unambiguously so bidders can procure the correct EMD instrument without avoidable extension cost or rejection risk.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
72	Section 2, Cl. 2.9.17(i) and (vi), Pg. 25-26 and GeM Bid Document, ePBG Detail, Pg. 2-3	RFP, Clause 2.9.17(i) – Performance Security, Page 25: "The selected bidder will be required to furnish performance security @ 5% of Contract Order Value in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in favour of "Managing Director, Delhi Transport Corporation" on any Nationalized/ Scheduled Commercial Bank payable at Delhi." RFP, Clause 2.9.17(vi), Page 26: "The Performance Security may be discharged/ returned by DTC after satisfied due performance & obligations of the selected bidder as per the contract T&C. However, no interest shall be payable by DTC on the Performance Security. Validity period of Performance Security should be up to 60 days beyond period of contract." GeM Bid Document, ePBG Detail, Pages 2-3: "ePBG Percentage(%): 5.00" "Duration of ePBG required (Months): 64."	DTC is requested to confirm the exact basis for computing the Performance Security, and whether it shall be the quoted per-bus-per-month rate (exclusive of GST) multiplied by the tentative 684,710 bus months. Justification: The payment mechanism is a per-bus-per-month rate applied to the actual number of eligible buses, which varies month to month, so the 'Contract Order Value' on which 5% is to be computed is not self-evident. It could be read as the quoted rate multiplied by the tentative 684,710 bus months at Form 15, Pg. 97-98, or as some other figure. The base value is commercially material because payments are variable by actual eligible bus count while the Performance Security is fixed upfront.	Understanding is correct.
73	Section 2, Cl. 2.16(a), Pg. 30 read with Section 7, SLA Note (a), Pg. 59	RFP, Clause 2.16(a) – Liquidated Damages, Page 30: "Time is the essence of the Agreement and the delivery dates are binding on the Service Provider. In the event of delay or any gross negligence in implementation of the project before scheduled Go-Live, for causes solely attributable to the Service Provider, in meeting the deliverables, DTC shall be entitled at its option to recover from the Service Provider as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract order value." RFP, Section 7 – SLA, S.No. 1, Page 58: "Implementation Milestones – Completion of all milestones including development, Customization, Integration, Testing, UAT and Go-Live as per approved timeline – Target/Standard: 100% adherence – Penalty: ₹10,000 per day of delay and ₹5,000 per depot per day for rollout delay – Measurement Level: HQ." RFP, Section 7 – SLA, Note (a), Page 59: "Maximum penalty: 20% of total monthly billed amount of all buses."	DTC is requested to clarify and harmonise the LD/SLA regime by confirming: (a) whether implementation LD is to accrue on a per-day basis as stated in Section 7 or on a completed-week/part-week basis as stated in Clause 2.16(a); (b) that no double recovery shall be made for the same underlying delay/event; (c) that delays attributable to DTC, concessionaires, third-party systems or other dependencies not attributable to the Service Provider shall be excluded; and (d) that the aggregate cumulative LD/penalty exposure under the Contract shall be capped at 10% of the total Contract Order Value. Justification: The current provisions use two different measurement periodicities for the same implementation delay and separately prescribe a 20% cap on monthly SLA penalties. The BMS scope is dependency-heavy: GPS/CAN/CCTV/charging feeds are to be supplied by concessionaires, DTC supplies master data and approvals, and multiple external integrations are required. A harmonised regime with attribution rules, no double recovery and a defined overall cap will preserve performance discipline while making the commercial risk measurable and proportionate to the actual scope controlled by the Service Provider.	Please refer reply in point no. 17 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
74	Section 2, Cl. 2.18, Pg. 30 and GeM Bid Document, Bid Details (Arbitration and Mediation Clause), Pg. 2	RFP, Clause 2.18 – Dispute Resolution and Jurisdiction, Page 30: “a. Any dispute arising out of or in connection with this Tender/Contract shall, in the first instance, be resolved amicably through mutual consultation between the parties. If the dispute is not resolved within thirty (30) days, the matter shall be referred to the Managing Director, DTC. b. In case the dispute remains unresolved, the decision of the competent courts at Delhi shall be final and binding on the parties. The courts at Delhi shall have exclusive jurisdiction over all matters arising out of or in connection with the Tender/Contract.” GeM Bid Document, Bid Details, Page 2: “Arbitration Clause: No” “Mediation Clause: No.”	DTC is requested to confirm that arbitration and mediation are not contemplated under this tender. DTC is further requested to consider providing an intermediate contractual dispute-resolution mechanism, such as a senior-level dispute resolution/conciliation committee, before either party approaches the competent courts at Delhi. Justification: The contract runs for five years and two months and involves recurring monthly per-bus billing, certification of eligible buses, SLA deductions, concessionaire billing computations, change control and recoveries from Performance Security. Many disputes that may arise during operations are technical or commercial matters capable of prompt administrative resolution. A defined escalation/conciliation stage would help preserve service continuity and avoid routine operational disputes immediately becoming litigation matters.	As per RFP
75	Section 10, Integrity Pact, Pg. 103-106 and GeM Bid Document, Buyer Added Bid Specific Terms, Cl. 5, Pg. 6	GeM Bid Document, ATC Cl. 5, Pg. 6: “Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid.” RFP, Section 10, Integrity Pact, Other Provisions (3), Pg. 106: “If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.”	DTC is requested to confirm the stamp-paper value (if any) for the Integrity Pact, or whether a signed and stamped scanned copy of Integrity Pact on Letter head uploaded with the bid suffices at bid stage. Justification: The Integrity Pact format does not state the stamp-paper value, the date to be entered, or whether DTC's counter-signature is to be obtained before upload. The RFP is silent on whether an unstamped but signed copy uploaded with the bid is sufficient at bid stage.	Understanding is correct.

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
76	Section 2, Cl. 2.10, Note (i), Pg. 26 read with Section 6, Cl. 6.1, Pg. 56-57	RFP, Clause 2.10 – Contract Period, Note (i), Page 26: "No payment shall be admissible during the Implementation Phase. Monthly O&M payments shall commence only from the Commercial Operation Date (COD)/Go-Live in accordance with the Payment Terms of the Contract." RFP, Clause 6.1 – Commencement of Payments, Pages 56-57: "The Contract shall become effective from the date of issuance of the Work Order/Letter of Award. However, no payment of any nature whatsoever shall be payable by DTC during the Implementation Phase. The Selected Bidder shall be responsible, at its own cost, for mobilization of resources, deployment of manpower, software development, customization, configuration, cloud/hosting infrastructure, integration with existing systems, testing, User Acceptance Testing (UAT), pilot implementation, commissioning, training and all other activities required for successful implementation of the BMS. The Selected Bidder shall become eligible for Operation & Maintenance (O&M) payments only from the Commercial Operation Date (COD)/Go-Live, which shall be declared by DTC after successful completion of the Implementation Phase, successful UAT and issuance of the COD/Go-Live Certificate. No payment, mobilization advance, implementation charges or retrospective payment shall be admissible for any period prior to the Commercial Operation Date (COD)/Go-Live."	DTC is requested to confirm that where COD is delayed for reasons not attributable to the Service Provider, (a) no Liquidated Damages shall be levied, and (b) the deployment cost of the eight IT Experts during such extended period shall be reimbursed or the Contract Period correspondingly extended. Justification: The Service Provider must fund development, customisation, cloud infrastructure set-up, integration, UAT, training and the deployment of eight IT Experts (deployable within 15 days of the Work Order under Cl. 4.14(d), Pg. 52) entirely from its own resources, with recovery only through a per-bus-per-month rate after COD. Where COD is delayed for reasons not attributable to the Service Provider — for example non-supply of data by concessionaires under Cl. 4.1(i), Pg. 34 — the carrying cost falls wholly on the Service Provider. The risk allocation should distinguish Service Provider delay from dependency delay because the implementation requires data, approvals and integration cooperation from DTC, concessionaires and external systems.	As per RFP
77	Section 6, Cl. 6.2, Pg. 57 read with Form 15, Notes (vi) and (vii), Pg. 99	RFP, Clause 6.2 – Monthly Billing, Page 57: "The Selected Bidder shall submit Depot wise monthly invoices to the IT Department, DTC Headquarters, on or before the 10th day of the succeeding month. The monthly payment shall be based solely on the actual number of buses operational on the Bus Management System (BMS) during the respective billing month, subject to the maximum number of buses covered under the applicable Concessionaire Agreement and allocated to the respective depots. No payment shall be admissible for any additional or extra buses deployed by the Concessionaire beyond the approved fleet size under the applicable Concessionaire Agreement, irrespective of whether such buses are operational on the BMS. The number of eligible buses shall be certified by DTC, and payment shall be made at the rates quoted by the Successful Bidder in the Financial Bid. Payment shall be released within 30 days from the date of receipt of complete and correct invoices, subject to verification of services, approval of the Competent Authority, and deduction of SLA penalties, statutory taxes and other recoveries as applicable." RFP, Form 15, Pages 97-98: "Tentative Bus Months (A): 684710."	DTC is requested to confirm whether any minimum guaranteed number of bus months or minimum monthly bus count will be assured, and if not, to consider providing a floor equal to the buses operational as on the Effective Date, so that fixed infrastructure and manpower costs can be recovered. Justification: The entire commercial construct rests on 684,710 tentative bus months derived from an induction plan that Form 15, Pg. 97, itself describes as tentative because "LoA is yet to be issued and may change accordingly." The Service Provider carries the full cost of development, cloud infrastructure sized for approximately 14,000 buses under Cl. 4.13(35)(viii), Pg. 47, and eight deployed IT Experts from day one, but recovers only against buses actually operational. If induction slips, the fixed cost base is unchanged while revenue falls. A volume floor or explicit no-guarantee statement is therefore necessary for bidders to price fixed cloud, licence and manpower costs transparently instead of embedding an unquantified contingency.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
78	Form 15, Commercial bid Format Split Sheet for GeM Portal, Pg. 97	RFP, Clause 3.2 – About Delhi Transport Corporation (DTC), Page 31: "DTC is presently operating bus services through 23 depots in Delhi and one depot in Noida, with a fleet of 2,782 Electric buses. Further, 28 Cluster Scheme depots, comprising 1,750 CNG buses and 1,737 Electric buses, have been brought under the responsibility of DTC. These depots are involved in the operation and maintenance of buses. Each depot is headed by a Depot Manager. The depots are further divided into East, West, North and South Regions, headed by Regional Managers. Accordingly, DTC is presently operating and monitoring bus services through 52 depots, comprising 24 DTC depots and 28 Cluster Scheme depots, with the fleet being progressively augmented through induction of additional Electric, CNG and other fuelled buses. The BMS under this RFP shall accordingly be capable of supporting the existing fleet as well as additional buses and depots inducted during the Contract Period." RFP, Clause 3.3 – Electric Buses Induction Plan, Page 31: "Delhi Transport Corporation currently has 6269 buses out of which 4519 are Electric buses and 1750 are CNG or other fuelled buses. Electric Buses have been hired for a period of 10 to 12 years. Indicative 14000 Electric/CNG Buses inducted/ to be inducted Schedule is as under." RFP, Form 15, Page 97 – first bus-month row: "S.No. 1 Year-Month: 26-Nov Existing no. of buses / Tentative induction / expiry: 7680 2800 e-buses under PME Drive1*: 0 3330 e-buses under PME Drive2*: 0 Cumulative No. of Buses: 7680."	DTC is requested to confirm the number of buses expected to be live on the BMS as on the COD, and to confirm that the 7,680 figure at Form 15 is used only for arriving at a common bid value for L-1 determination and carries no assurance of volume. Justification: Cl. 3.3 states the present fleet is 6,269 buses, whereas the bus-month computation at Form 15 begins with 7,680 buses in November 2026, which corresponds to 'Subtotal-1' in the induction table at Cl. 3.3, Pg. 31, including 3,980 buses shown as 'Induction Under Process'. Billing from month one on 7,680 buses is therefore not consistent with the buses that will actually be operational. The starting fleet assumption directly affects the tendered aggregate value and the Service Provider's recovery of fixed BMS, cloud and manpower cost.	As per RFP
79	Form 15, Pg. 97-98 and the GeM Excel upload 'financial price breakup - 1788775647.xlsx' read with Cl. 2.5(x) and (xi), Pg. 14	RFP, Form 15, Note (i), Pg. 98: "To be filled only on GeM portal" RFP, Form 15, Pg. 97: "In response to GeM Bid No....., I/We hereby submitting the Price Breakup in terms of percentage (%) only for future references of the quoted in Commercial Bid on GeM Portal only" RFP, Cl. 2.5(x), Pg. 14: "Technical Bid containing commercial details or any such hints/ calculations /extrapolations/ records." [is a ground for rejection]	DTC is requested to confirm that the Form 15 percentage breakup is to be uploaded only in the commercial/price envelope on GeM, and that it is not required in the technical envelope. Justification: Form 15 requires a percentage breakup across five heads. It is not stated whether this percentage sheet is to be uploaded in the technical envelope or the commercial envelope. Uploading it in the technical envelope risks rejection under Cl. 2.5(x); omitting it risks rejection under Cl. 2.9.13(x), Pg. 24. Commercial-envelope placement should be explicit because the RFP makes disclosure of price or price-related information in the technical bid a ground for rejection.	As per RFP. Clarification: It is to be uploaded with Financial bid only.

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
80	Section 2, Cl. 2.10, Note (ii), Pg. 26-27 and GeM Bid Document, Buyer Added Bid Specific Terms, Cl. 1 (Option Clause 25%), Pg. 5	RFP, Clause 2.10 – Contract Period, Note (ii), Pages 26-27: "DTC may, at its sole discretion, extend the O&M Phase on the same rates, terms & Conditions, on a yearly basis or part thereof maximum up to 2 more years, for the period during which buses under the GCC Contract continue to be operated by DTC, subject to satisfactory performance of the BMS." GeM Bid Document, Buyer Added Bid Specific Terms, Clause 1 – Option Clause 25%, Page 5: "OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration. For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider."	DTC is requested to confirm the maximum aggregate contract duration inclusive of all extensions and the Option Clause, and to confirm that any extension shall be on the same per-bus-per-month rate. Justification: The RFP permits extension of up to two years beyond the five-year two-month term, while the GeM Option Clause independently permits a 25% variation in quantity or duration. Whether these operate cumulatively (potentially extending the term well beyond seven years and two months) is unclear and affects long-term cost assumptions. The maximum duration should be stated as one definitive ceiling so bidders can size long-term licences, cloud commitments, manpower cost and Performance Security tenure consistently.	As per RFP
81	Section 3, Cl. 3.7 (Existing System Understanding & Integration), Pg. 33	RFP, Cl. 3.7(a), Pg. 33: "The Service Provider is to understand that the Bus Management System (BMS) and its components are already in existence within DTC. The Service Provider shall be required to study, understand, adopt, import previous data, integrate, upgrade, and enhance the existing system as per the requirements of DTC with no claim for redevelopment and no additional payment." RFP, Cl. 3.7(b), Pg. 33: "No claim shall be made for redevelopment of the system from scratch in its new BMS, and all efforts towards modification, integration, migration, or improvement of the existing system shall be deemed to be included in the scope of work and covered within the quoted cost."	DTC is requested to share, at or before the pre-bid meeting, (a) the existing BMS technology stack and architecture; (b) database schema and historical data volumes to be migrated; (c) whether DTC holds the source code and data of the existing system and this will be provided to successful bidder; (d) the extent of transition support obligated from the incumbent vendor. Justification: Bidders are required to adopt, migrate and enhance an existing system without any information on its technology stack, database schema, data volumes, API availability, source-code ownership or the incumbent's exit obligations. The migration effort cannot be estimated, yet it is expressly non-claimable after award. This information is necessary to estimate data migration, interface redevelopment, cut-over planning and business continuity effort within the two-month implementation phase.	Please refer reply in point no. 20 above

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
82	Section 4, Cl. 4.13(20) (Pre-existing / Proprietary Software of the Service Provider), Pg. 43	RFP, Clause 4.13(20) – Pre-existing / Proprietary Software of the Service Provider, Page 43: "Where the solution deployed for DTC is based upon any pre-existing, proprietary or platform software of the Service Provider, the Service Provider shall grant to DTC a perpetual, irrevocable, non-exclusive, royalty-free and transferable licence to use, host, operate, modify and enhance such software for the purposes of DTC and the Department of Transport, GNCTD, and to permit any third party engaged by DTC to do so on its behalf. Such licence shall survive the expiry or termination of the Contract for any cause whatsoever and shall not be contingent upon any further payment. The Service Provider shall deliver, along with such licence, the complete source code, build scripts, database schema, configuration files and technical documentation necessary for independent deployment of the software by DTC. The Service Provider shall ensure that DTC shall have the uninterrupted right to use, operate, maintain, modify, integrate and access the BMS Software and Mobile Application, including all customised modules, configurations, interfaces, databases and related documentation developed or configured specifically for DTC under this Contract."	DTC is requested to consider modifying Cl. 4.13(20) so that (a) DTC's ownership and source-code rights extend to all modules developed or customised for DTC, consistent with Cl. 4.13(39)(b); and (b) in respect of the Service Provider's pre-existing platform, DTC is granted a perpetual, irrevocable, royalty-free licence to use, host and operate the software for DTC and DoT purposes, with the platform source code placed in a tripartite Software Escrow Agreement releasable to DTC on defined trigger events including expiry, termination, insolvency or failure to support. Justification: This requires the Service Provider to surrender the complete source code of its own pre-existing commercial platform — an asset developed at its cost and licensed to other clients — on a perpetual, royalty-free and transferable basis. Cl. 2.9.12 S.No. 8, Pg. 23, simultaneously requires the bidder to demonstrate an existing, production-ready BMS, so the clause bears on every credible bidder. The requirement is materially wider than that at Cl. 4.13(39)(b), Pg. 49, which correctly limits DTC's ownership to what is developed or customised specifically for DTC. A balanced treatment of background IP and project-specific customisation will still give DTC operational continuity and source-code access for DTC-developed components without transferring unrelated reusable platform IP.	As per RFP
83	Section 4, Cl. 4.13(39)(b) (Independent Build & Deployment Verification), Pg. 49	RFP, Cl. 4.13(39)(b), Pg. 49: "Independent Build & Deployment Verification: The delivery of source code shall not by itself constitute compliance. The Service Provider shall compile, deploy and demonstrate the delivered source code as fully functional on infrastructure nominated by DTC, in the presence of officers designated by DTC, using only the code, scripts and documentation so delivered. Successful independent build-and-deployment verification shall be a condition precedent to the declaration of the Commercial Operation Date (COD)/Go-Live, and shall be repeated annually and at exit."	DTC is requested to confirm (a) who shall provide and bear the cost of the DTC-nominated verification infrastructure; (b) the acceptance criteria and the maximum period within which DTC shall complete verification; and (c) that any delay in COD attributable to non-availability of such infrastructure or to DTC's verification process shall not attract Liquidated Damages. Justification: Making a full independent build-and-deploy verification a condition precedent to COD adds a discrete activity inside a two-month Implementation Phase in which no payment is admissible, and requires DTC-nominated infrastructure to be provisioned and available in time. The clause does not state who provides that infrastructure, the acceptance criteria, or the timeline for DTC to complete verification. The verification process should therefore have defined DTC dependencies and acceptance timelines so an administrative delay does not postpone COD and the commencement of all payments.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
84	Section 4, Cl. 4.13(40), Pg. 50 read with Cl. 4.16(b), Pg. 53	RFP, Cl. 4.13(40), Pg. 50: "The cloud (DC/DR) account, SSL certificates, map license, SMS/OTP gateway, the business intelligence platform licenses, and the Google Play Store & Apple App Store developer accounts under which the mobile applications are published should all stand in the name of DTC from the outset."	DTC is requested to confirm: (a) whether the recurring subscription/licence charges for the cloud DC/DR account, SSL certificates, map licence, SMS/OTP gateway, BI platform licences and mobile-app publishing accounts are to be borne by the Service Provider throughout the Contract Period; (b) that DTC shall provide all organisational documents, authorisations and approvals required for opening and operating such accounts in DTC's name; (c) the timeline within which DTC will provide such inputs/approvals; and (d) that any COD delay attributable to non-availability of DTC-owned accounts, credentials or approvals shall be excluded from LD. Justification: Clause 4.13(40) requires these accounts to stand in DTC's name from the outset, while other provisions place the associated recurring costs on the Service Provider and provide no payment before COD. Account creation and activation therefore require coordinated actions by both parties within the eight-week implementation timeline. Clear allocation of cost, ownership, credentials, renewal responsibility and dependency timelines is necessary to prevent avoidable delay and to ensure the accounts remain under DTC control as intended by the RFP.	As per RFP
85	Section 4, Cl. 4.16(b) (Enterprise Business Intelligence), Pg. 53	RFP, Clause 4.16 – Enterprise Business Intelligence (BI) & Decision Support System, Page 53: "a. The Selected Service Provider (SSP) shall design, develop, customize, deploy, integrate, operate and maintain an Enterprise Business Intelligence (BI) and Decision Support System using Microsoft Power BI or an equivalent enterprise-grade BI platform, fully integrated with BMS and all relevant data sources. b. The BI system shall provide role-based, real-time/near-real-time and historical dashboards, KPIs, drill-down reports, depot-wise/operator-wise performance analysis, fleet health monitoring, trend analysis and management reports for Depot Managers, Regional Managers, Dy. CGMs, CGMs, Executive Directors, MD and other authorized officers of DTC/DoT. The power BI license cost shall be borne by the Selected Service Provider (SSP)."	DTC is requested to specify the number of BI users to be licensed — separately for report authors and report viewers — and to confirm whether per-user or capacity-based licensing is required, and whether this number is fixed for the Contract Period. Justification: BI platform licensing is priced per named user or per capacity unit. The RFP does not state the number of BI users, the split between viewers and authors, or whether capacity-based licensing (e.g. Power BI Premium/Fabric capacity) is expected. Without this, the licence cost cannot be priced into the per-bus-per-month rate. The clarification is essential because BI licensing is a recurring fixed cost that must be embedded in the single per-bus-per-month rate for the entire contract.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
86	Section 4, Cl. 4.19(c)(4), Pg. 56 and GeM Bid Document, Technical Specifications — 'Deployment of core team', Pg. 4	RFP, Clause 4.19(c) – Cloud DC Operations and Administration, Item 4, Page 56: "The Bidder shall provide comprehensive onsite support 24 x 7 x 365 basis to ensure system availability of 99.5% for the BMS at the Cloud Data Centre." RFP, Clause 4.19(c), Item 5, Page 56: "The Bidder shall commit to provide all necessary manpower resources onsite to resolve any issues/incidents and carry out required changes, optimizations and modification." RFP, Clause 4.14(a) – Deployment Requirement, Page 50: "The Service Provider shall deploy minimum of eight (08) IT Experts for supporting the Bus Management System (BMS) operations across DTC, as per the following deployment structure:" [1 Project Manager, 1 MIS Expert, 4 System Analysts and 2 Data Scientists]. GeM Bid Document, Technical Specifications, Page 4: "Deployment of core team: Offsite."	DTC is requested to confirm that the onsite requirement is limited to the eight IT Experts at Cl. 4.14 working DTC office hours, and that 24x7x365 support at Cl. 4.19(c)(4) and the 24x7 IRMS at Cl. 4.13(5), Pg. 42, may be delivered remotely from the Service Provider's support centre. Justification: The GeM specification records the core team as Offsite, whereas Cl. 4.14 requires eight named IT Experts to be deployed at DTC HQ, four Regional Offices, the Traffic Department and the Operation Wing, and Cl. 4.19(c)(4) requires comprehensive onsite support on a 24x7x365 basis. The manning implications of a genuine 24x7x365 onsite requirement differ materially from an eight-person day-shift deployment. Clarifying the support model will ensure bidders price the correct staffing pattern while still meeting the 24x7 availability and incident-resolution SLAs.	As per RFP. Clarification: The eight (8) onsite IT Experts shall be deployed Monday to Saturday during normal working hours. In addition, 24x7 support services shall be mandatory from the bidder's support centre/NOC, including remote support, with suitable shift/roster arrangements. All eight onsite IT Experts are not required to remain physically present 24x7.
87	Section 4, Cl. 4.14(a) and (f), Pg. 50 and Pg. 52	RFP, Cl. 4.14(f), Pg. 52: "The cost of deployment of all eight (08) IT Experts shall be deemed to be included in the per bus per month service charges quoted by the bidder. No separate payment shall be admissible by DTC on this account." RFP, Cl. 4.14(d), Pg. 52: "The manpower shall be deployed within 15 days from the date of issuance of Work Order or as directed by DTC."	DTC is requested to confirm whether deployment of the eight IT Experts is required from the 15th day after the Work Order or from COD, and if the former, whether the Implementation-Phase manpower cost will be reimbursed or otherwise compensated. Justification: The eight IT Experts are to be deployed within 15 days of the Work Order, i.e. during the Implementation Phase in which Cl. 6.1, Pg. 57, admits no payment of any nature. The manpower cost for the Implementation Phase is therefore unrecovered, and if COD is delayed for reasons outside the Service Provider's control the exposure grows. The commencement date must align with the no-payment-before-COD provision so the mandatory deployment cost is either explicitly included in the bidder's implementation pricing assumption or compensated through an agreed mechanism.	As per RFP
88	Section 4, Cl. 4.14(h) (Scalability of IT Experts), Pg. 52	RFP, Cl. 4.14(h), Pg. 52: "DTC may require augmentation, redistribution or redeployment of the IT Experts based on operational requirements during the contract period. The deployed manpower shall support all existing and future BMS-related operational locations and departments of DTC. No additional financial implication shall arise beyond the rates quoted by the bidder unless specifically approved by DTC through a separate contractual provision."	DTC is requested to confirm that the base deployment obligation is limited to the minimum eight (08) IT Experts specified under Clause 4.14(a); redistribution/redeployment of those eight resources may be directed by DTC without additional cost; and any augmentation beyond eight resources shall be implemented only through a separate contractual/Change Control provision with mutually agreed commercial terms. Justification: The per-bus-per-month commercial rate includes the cost of the eight specified IT Experts, whereas Clause 4.14(h) permits "augmentation" without defining an upper limit, role mix, deployment period or locations. Since manpower is a fixed recurring cost independent of actual monthly bus volumes, an open-ended augmentation obligation cannot be reliably priced. Defining eight as the base included deployment and treating incremental resources through Change Control aligns manpower cost with the scope actually ordered by DTC.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
89	Section 4, Cl. 4.13(32) (Change Request / Change Management), Pg. 46 read with Cl. 4.19(b)(2) and (3), Pg. 55	RFP, Cl. 4.13(32)(i), Pg. 46: "Any change, modification, enhancement, configuration, integration, report, or functionality required by DTC during the contract period shall be implemented by the Service Provider without any additional cost to DTC." RFP, Cl. 4.19(b)(3), Pg. 55: "It is clarified that changes in software and other infrastructure required because of any legislative, administrative, policy changes in the business process and workflow shall not constitute change of 'Scope of Work'. The changes, if any, shall therefore fall under the CCN."	DTC is requested to confirm the interplay between the two clauses, and to consider providing an annual pool of change-request effort (for example a stated number of person-days per contract year) within the quoted rate, with effort beyond that pool handled through a CCN at agreed rates. Justification: Cl. 4.13(32) makes every change free of cost without limit, while Cl. 4.19(b)(2)-(3) contemplates a Change Control Note mechanism. An unlimited free-change obligation over a five-year-two-month term, including integrations with future third-party systems, is not capable of being priced. A defined included effort pool plus CCN mechanism would allow normal operational refinements while preserving a fair mechanism for material new scope and future integrations.	As per RFP
90	Section 7, SLA S.No. 1 (Implementation Milestones), Pg. 58 read with Cl. 3.5 (List of existing Bus Depots), Pg. 32-33	RFP, Section 7, SLA S.No. 1, Pg. 58: "Implementation Milestones — Completion of all milestones including development, Customization, Integration, Testing, UAT and Go-Live as per approved timeline — 100% adherence — ₹10,000 per day of delay and ₹5,000 per depot per day for rollout delay"	DTC is requested to confirm (a) that the depot-wise penalty applies only to depots not rolled out and not to all depots; (b) that the aggregate cap under Section 7 Note (a) and the 10% cap at Cl. 2.16(a), Pg. 30, apply to implementation LD; and (c) that delays attributable to DTC or to concessionaires shall be excluded. Justification: With 52 depots presently in operation under Cl. 3.5, Pg. 32-33, and up to 90 or more depots contemplated under Cl. 3.6, Pg. 33, a depot-wise penalty of ₹5,000 per depot per day amounts to ₹2.60 Lakh per day at the present depot count and ₹4.50 Lakh per day at 90 depots, in addition to ₹10,000 per day. The rollout is dependent on DTC master data and on concessionaire data feeds under Cl. 4.1, Pg. 34. Attribution is critical because depot rollout depends on DTC master data, concessionaire interfaces and operational readiness outside the Service Provider's sole control.	As per RFP
91	Section 4, Cl. 4.13(9), Pg. 42 read with Cl. 4.13(29)(viii), Pg. 45	RFP, Cl. 4.13(9), Pg. 42: "Data Backup Facility: Vendor shall maintain operational data always live during the entire contract period except tracking data for last 1-month on live server." RFP, Cl. 4.13(29)(viii), Pg. 45: "Shall maintain historic data for 5 years. This period should be configurable based on DTC's requirement."	DTC is requested to confirm the retention period separately for (a) raw GPS/CAN telemetry, (b) CCTV/video footage, and (c) transactional and reporting data, and to confirm the permitted use of archival/cold storage tiers for data beyond the live-retention window. We understand that it is for 1 month in live-environment and afterwards in archival for 5 years excluding CCTV camera footage. Please confirm. Justification: The two clauses read differently on data retention. Cl. 4.13(9) appears to require all operational data live for the whole contract period with only one month of tracking data on the live server, while Cl. 4.13(29)(viii) requires five years of historic data. Storage sizing for second-by-second GPS and CAN telemetry across up to 14,000 buses is highly sensitive to the retention policy and directly drives cloud cost. The retention classes and storage tiers should be specified because telemetry, video and transactional data have materially different volume and retrieval characteristics and directly determine cloud sizing.	Refer Corrigendum-1 S.No.5

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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92	Section 4, Cl. 4.15 (Operations Control Centre, Kashmere Gate), Pg. 53	RFP, Clause 4.15 – Operations Control Centre (OCC), Kashmere Gate, Page 53: "Operations Control Centre will act as a live hub to manage and monitor Buses operation related data which will be viewable through a centralized web application. Activities at the control centre will comprise of monitoring services, DTC personnel will be trained to oversee the Operations Control Centre by the vendor. Bidder will setup Operations Control Centre and following, not limited to, will be the requirement at CC: • Overall Monitoring of the project. • Incident management with defined escalation procedures, activities to include monitoring health of all components (Bus hardware, software etc.) of BMS project through automatic check system. • Complaint lodging, escalation may be allowed from OCC but resolution from Service Providers site. • Resolve all issue related BMS arise due to software/ integration / BMS infrastructure etc. • The OCC shall be capable of running in standalone mode, failure in one component shall not result into disruption to entire system. • The OCC shall have the facility to monitor all bus devices, report incidents, alerts and facilitate incident management. • Service provider shall provide user friendly GUI interface for operators to access BMS system, monitor the operations at run time, provide insightful statistical information for accounting, administrative functions etc."	DTC is requested to confirm that the OCC premises and all physical infrastructure — video wall, workstations, display systems, LAN, internet, UPS and furniture — shall be provided by DTC, and that the Service Provider's scope at Cl. 4.15 is limited to the software, GUI, monitoring configuration, incident-management workflow and operator training. Justification: The clause requires the bidder to 'setup' the OCC but does not state whether the physical premises, video wall, workstations, display systems, network connectivity, UPS and furniture are within the Service Provider's scope or are to be provided by DTC. Cl. 2.11(vi), Pg. 27, states that DTC will provide seating space and basic office infrastructure free of cost during implementation, which suggests DTC provides the facility. No hardware appears in the Form 15 price breakup heads at Pg. 98. The clarification is necessary to distinguish software/OCC enablement from physical command-centre infrastructure, which is not separately identified in the commercial price heads.	Please refer reply in point no.42 above
93	Section 4, Cl. 4.13(18) and Cl. 4.13(19), Pg. 43	RFP, Cl. 4.13(18), Pg. 43: "Any third party software, maps etc. required for the BMS software shall be provided by the vendor to DTC with perpetual license, mapping license etc." RFP, Cl. 4.13(19), Pg. 43: "Provide standard commercial off the shelf (COTS) software encouraging use of non-proprietary items." RFP, Cl. 4.13(39)(c), Pg. 49: "The Service Provider shall provide perpetual, irrevocable, royalty-free license to DTC. Such licenses shall be in the name of DTC and remain valid beyond the contract period."	DTC is requested to confirm that the perpetual-licence requirement shall apply to software/components that are commercially available on a perpetual-licence basis. For subscription-, consumption- or transaction-based third-party services (including mapping/geocoding, SMS/OTP, cloud and similar services), DTC is requested to permit licences/subscriptions for the Contract Period in DTC's name, with full administrative access and orderly handover/continuity arrangements at exit. Justification: The RFP itself contemplates cloud hosting, map licences, SMS/OTP services and other recurring third-party services as part of the solution and requires the relevant accounts to stand in DTC's name under Clause 4.13(40). Such services are ordinarily consumed for a defined subscription/usage period rather than acquired as perpetual source-code licences. Distinguishing perpetual software licences from recurring services will preserve DTC's continuity and anti-lock-in objectives while keeping the licensing requirement commercially implementable.	Please refer reply in point no. 41 & 82 above and 229 below

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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94	Section 2, Cl. 2.8.6 (Site Visits by Bidder), Pg. 16-17 read with Cl. 2.17 Note, Pg. 30	RFP, Clause 2.8.6 – Site Visits by Bidder, Pages 16-17: "The Bidder may visit and examine site, at a time to be agreed with DTC (and obtain for himself on his own responsibility all information that may be necessary for preparing the Bid document). The visit may not be used to raise questions or seek clarification; such matters must be submitted in writing. The costs of visiting the site(s) shall be at Bidder's own expense." RFP, Clause 2.17 – Integrity Pact, Note, Page 30: "Prospective Bidders may visit IT Department, DTC HQs for any further information/clarification regarding this bid document on prior appointment during working hours till the date of technical bid submission."	DTC is requested to arrange, at or shortly after the pre-bid meeting, a demonstration of the existing BMS and a visit to one representative depot and to the OCC at Kashmere Gate, and to confirm the procedure for seeking an appointment. Justification: Bidders would benefit materially from a walkthrough of the existing BMS and of a representative depot's daily workflow, given the migration obligation at Cl. 3.7, Pg. 33. The two clauses read differently on whether clarifications may be sought during such a visit. A structured walkthrough will materially improve bidders' ability to estimate migration, integration, depot workflow and OCC configuration effort under the stated fixed commercial model.	Please refer reply in point no. 20 above
95	Section 1, Data Sheet, S.No. 6 and S.No. 8, Pg. 6 read with Cl. 2.7.3(vi), Pg. 15	RFP, Cl. 1 Data Sheet S.No. 8, Pg. 6: "Corrigendum (If any) Published on 22nd September 2026 (Tuesday) by 1500 hrs." RFP, Cl. 1 Data Sheet S.No. 9, Pg. 6: "Last Date & Time for submission of bids: 6th October 2026 (Tuesday) up to 1200 hrs." RFP, Cl. 2.7.3(vi), Pg. 15: "In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DTC may, at its discretion, extend the last date for the receipt of Proposals."	DTC is requested to consider extending the bid due date by three to four weeks from the date of publication of the corrigendum and the replies to pre-bid queries, so that bidders may reflect the clarifications in their submissions. Justification: Only 14 days separate the scheduled corrigendum of 22.09.2026 from the bid due date of 06.10.2026. Where the corrigendum modifies eligibility criteria, the commercial format or the scalability and IPR provisions, bidders will need to re-obtain auditor certificates, client certificates, board approvals and bank guarantees within that window. The requested period is intended to allow bidders to incorporate any material pre-bid changes into client certificates, auditor documents, solution design, partner commitments and commercial pricing.	As per RFP
96	Section 4, Clause 4.13 – Other Terms and Conditions for the Vendor, Pages 42–50; Clause 39(c) – COTS / Third-Party Software, Page 49; Clause 40, Page 50	Clause 39(c) – COTS / Third-Party Software: "In case any Commercial Off-The-Shelf (COTS) or third-party software is used: • The Service Provider shall provide perpetual, irrevocable, royalty-free license to DTC. • Such licenses shall be in the name of DTC and remain valid beyond the contract period. • No restriction shall be imposed on DTC for continued usage post contract." Clause 40: "The cloud (DC/DR) account, SSL certificates, map license, SMS/OTP gateway, the business intelligence platform licenses, and the Google Play Store & Apple App Store developer accounts under which the mobile applications are published should all stand in the name of DTC from the outset."	DTC is requested to clarify that the bidder may propose suitable industry-standard COTS / third-party products, platforms, mapping solutions, BI tools and allied technologies meeting or exceeding the functional and technical requirements of the RFP, without restriction to any particular OEM/product, subject to compliance with applicable licensing and ownership requirements. Further, wherever a perpetual licence is technically not available due to OEM/cloud/SaaS licensing models, DTC is requested to permit equivalent subscription/enterprise licensing valid for the Contract Period and any mandatory transition/exit period or bespoke development of BI Tool related functionalities. Justification: The proposed BMS requires integration of cloud, maps, BI, API management, security and other enterprise-grade technologies. Licensing models for such products vary materially across OEMs and several cloud/SaaS platforms are inherently subscription-based. Permitting equivalent industry-standard licensing models will preserve technical compliance and continuity while enabling competitive and commercially optimized solutions.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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97	Section 4, Clauses 4.1, 4.4 and 4.13, Pages 34–47; Section 7 – SLA, Pages 58–59	Clause 4.1 – Obligation of BMS Software Service Provider: The vendor shall obtain real-time GPS data, CAN data, ITS data including IP-CCTV Camera, Panic Buttons and two-way communication from respective concessionaires; obtain charging data directly / through API; integrate pre-fitted ITS systems including CAN-TCU/VTS & VHMD, Camera Feed and driver behaviour monitoring with BMS. Section 7 – SLA: "API & Integration Availability – GPS, CAN, ITS, AFCS, NCMC and other APIs operational – ≥99.5% availability – ₹50,000/day."	DTC is requested to provide, before commencement of implementation, the available API/interface specifications, sample payloads, protocols, authentication mechanism, field/data dictionaries, frequency of data exchange, interface ownership, testing environment and nominated point of contact for all existing systems proposed to be integrated, including GPS, CAN, ITS, CCTV, charging systems, and other third-party/concessionaire systems. DTC is further requested to confirm that implementation delays or SLA failures attributable to non-availability, delayed readiness, incomplete documentation, change of interface or downtime of DTC/concessionaire/third-party systems shall not be attributable to the Service Provider. Justification: Integration is a critical dependency of the BMS and the bidder does not control the source systems or APIs of DTC, concessionaires and other third parties. Availability of complete interface documentation and clear dependency ownership is essential for reliable integration, accurate sizing and adherence to the two-month implementation schedule and subsequent 99.5% API availability SLA.	Please refer reply in point no. 29 & 44 above
98	Glossary – COD/Go-Live, Page 7; Clause 2.10 – Contract Period, Pages 26–27; Section 5 – Project Timelines & Milestones, Page 56; Section 6 – Payment Terms, Pages 56–58	COD / Go-Live: "Commercial Operation Date (COD) shall mean the date on which the Bus Management System (BMS) Software, Mobile Applications, and all associated modules, interfaces, integrations, infrastructure, and services have been successfully implemented, tested, commissioned, accepted by DTC/DoT, and certified by the DTC as being ready for full-scale operational use in accordance with the requirements of the Contract." Payment provision: No payment is admissible during the Implementation Phase and O&M payments commence only from COD/Go-Live.	DTC is requested to specify the detailed and objective acceptance criteria for declaration of COD/Go-Live, including the minimum modules, integrations, UAT scenarios, data migration, depot coverage, bus coverage and security-audit requirements that must be completed. DTC is also requested to confirm that Go-Live shall not be withheld due to pending activities or external dependencies that do not materially affect core BMS operations and which are attributable to DTC, concessionaires or third-party systems. Justification: Go-Live is the trigger for commencement of all O&M payments, while no payment is admissible during the Implementation Phase. Objective and measurable acceptance criteria are therefore necessary to avoid ambiguity in certification, ensure predictable cash flow and distinguish bidder-controlled implementation activities from dependencies outside the Service Provider's control.	As per RFP
99	Clause 2.10 – Contract Period, Pages 26–27; Section 5 – Project Timelines, Page 56; Section 6 – Payment Terms, Pages 56–58; Section 7 – SLA, Pages 58–59	The Implementation Phase is required to be completed within two (2) months from the Effective Date. No payment is admissible during this phase. Section 7 further prescribes penalties for delay in implementation milestones and depot rollout.	DTC is requested to confirm that where any milestone, UAT, integration, data migration, security audit, approval or Go-Live activity is delayed due to dependencies attributable to DTC, DoT, concessionaires, source-system owners, third-party agencies or delayed availability of required data/APIs/access/approvals, the corresponding implementation timeline shall be extended on a day-for-day basis and no LD/SLA penalty shall apply for such period. Justification: The two-month implementation schedule includes multiple activities dependent on external stakeholders, including master data, APIs, concessionaire systems, infrastructure access, UAT and approvals. It would be commercially and operationally equitable for delays outside the Service Provider's reasonable control to be excluded from the implementation timeline and related penalty computation.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

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100	Section 7 – Service Level Agreement, Pages 58–59	The SLA requires, inter alia: Application Availability ≥99%; Cloud Infrastructure Availability ≥99.5%; API & Integration Availability ≥99.5%; 100% compliance for incident management, data management, security and manpower deployment. Note: "Maximum penalty: 20% of total monthly billed amount of all buses."	DTC is requested to confirm that no SLA penalty, LD or adverse SLA measurement shall be applied for downtime, delay, data non-availability, API/interface failure or service degradation attributable to DTC, DoT, concessionaires, telecom/network providers, cloud/OEM dependencies outside the Service Provider's control, source systems, external applications/APIs, approved planned downtime or Force Majeure. Such periods may kindly be excluded from SLA computation. Justification: The BMS depends on continuous data and services from several external systems, including GPS, CAN, ITS, AFCS, NCMC, CCTV and charging systems. Since the Service Provider does not control the availability or performance of these external dependencies, SLA penalties should apply only where the failure is directly attributable to the Service Provider. This will ensure fair and objective SLA administration while preserving accountability for bidder-controlled components.	As per RFP
101	Clause 2.9.13 – Commercial Bid Evaluation, Pages 23–25; Form 15 – Commercial Bid Format, Pages 97–99	"Prices quoted indicating total price for all the deliverables and services must be fixed and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever." Form 15 further provides that quoted rates shall remain unchanged for the entire Contract Agreement.	DTC is requested to consider allowing suitable annual price escalation/indexation for recurring O&M components, particularly manpower, cloud infrastructure, software subscriptions/licenses and other recurring services, based on an appropriate Government-notified index or mutually defined escalation formula after completion of the first year of O&M. Justification: The Contract extends for five years and two months, with a possibility of further extension, while recurring manpower, cloud, cybersecurity and software-support costs are exposed to inflation, statutory wage revisions and OEM/subscription increases. A reasonable predefined escalation mechanism would reduce the need for bidders to front-load future inflation risk into present pricing and may result in more competitive and sustainable commercial bids for DTC.	As per RFP
102	Clause 4.13(6), Page 42; Clause 4.13(35) – DC/DR related requirements, Pages 46–47; Clause 3.6 – Scalability, Page 33	Clause 4.13(6): "Vendor will be responsible for secured hosting of the Web Based Application Software on its MeitY empanelled Cloud and backup at Data Recovery (DR) Center with 99% uptime of server from final deployment & implementation date during the entire contract period. Cloud origin must be in India and shall be of NIC or MeitY empanelled." Clause 4.13(35)(viii): "The Cloud infrastructure shall be adequately sized for the ultimate fleet of around 14000 buses, data volume, applications and integrations envisaged under the RFP, including adequate CPU, memory, storage, backup and network capacity, with provision for scalability without degradation of system performance."	DTC is requested to provide indicative baseline sizing parameters for cloud/DC-DR infrastructure, including expected number of users, transactions, GPS/CAN data frequency, API throughput, CCTV/video processing requirements, data retention volumes, storage growth, backup retention, RPO/RTO, AI/ML compute workloads and expected concurrent usage. Justification: The Service Provider is required to size and commercially include complete MeitY-empanelled cloud DC/DR infrastructure for an ultimate fleet of approximately 14,000 buses. Without indicative workload and data-volume assumptions, different bidders may price materially different infrastructure capacities, affecting both bid comparability and long-term system performance. A common sizing baseline will ensure technically comparable and commercially transparent bids.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
103	Section 6 – Payment Terms, Pages 56–58; Form 15 – Commercial Bid Format, Page 99	“Monthly payment shall be based solely on the actual number of buses operational on BMS during the billing month, subject to the maximum number of buses covered under the applicable Concessionaire Agreement and allocated to the respective depots... Eligible buses shall be certified by DTC and paid at the rates quoted by the Successful Bidder.” Form 15 similarly provides that actual monthly payments shall be regulated based on actual number of eligible buses operational on BMS during the respective billing month, as certified by DTC.	DTC is requested to define the criteria for determining an “eligible/operational bus on BMS” for monthly billing, including whether a bus shall be treated as eligible based on onboarding/configuration, availability during any part of the month, active GPS/data integration, actual operational days, or any other defined criterion. DTC is also requested to specify the monthly certification cut-off, reconciliation process and mechanism for resolution of differences between bidder records and DTC-certified bus counts. Justification: The monthly service payment is directly linked to the number of eligible buses certified by DTC. A clear and objective definition and reconciliation mechanism is therefore essential for transparent billing, revenue predictability and avoidance of disputes arising from temporary breakdowns, maintenance, API/data interruptions or fleet deployment variations that may not be attributable to the BMS Service Provider.	As per RFP. Clarification: A bus that forms part of the approved fleet under the applicable Concessionaire Agreement and has been duly onboarded on the BMS shall be subject to the full monthly BMS service charge for each billing month in which the bus remains operational for any part of such billing month. However, where such bus remains continuously non-operational for the entire billing month due to breakdown, accident, preventive maintenance, charging downtime, workshop attention, or any other similar reason, the full monthly BMS service charge shall not be payable in respect of such bus for that billing month.
104	Section 4, Clause 4.13, S.No. 19, 20 & 21, Pages 43–44; Clause 39 – Data Ownership, Application Software & Intellectual Property Rights, Pages 49–50	S.No. 19: “Provide standard commercial off the shelf (COTS) software encouraging use of non-proprietary items.” S.No. 20 – Pre-existing / Proprietary Software of the Service Provider: “Where the solution deployed for DTC is based upon any pre-existing, proprietary or platform software of the Service Provider, the Service Provider shall grant to DTC a perpetual, irrevocable, non-exclusive, royalty-free and transferable licence to use, host, operate, modify and enhance such software for the purposes of DTC and the Department of Transport, GNCTD, and to permit any third party engaged by DTC to do so on its behalf. Such licence shall survive the expiry or termination of the Contract for any cause whatsoever and shall not be contingent upon any further payment. The Service Provider shall deliver, along with such licence, the complete source code, build scripts, database schema, configuration files and technical documentation necessary for independent deployment of the software by DTC.” Clause 39(b): “All application software and Mobile Apps, source code, configurations, workflows, APIs, dashboards, and related deliverables developed/customized specifically for DTC under this project shall be the exclusive property of DTC, including all Intellectual Property Rights (IPR).”	DTC is requested to clarify and amend the above provisions to distinguish between (i) pre-existing/proprietary/COTS product IP of the Service Provider/OEM and (ii) project-specific customizations, interfaces, configurations and developments carried out specifically for DTC. It is requested that the Service Provider/OEM shall retain ownership of all pre-existing/proprietary/COTS product source code, product architecture, libraries, frameworks, reusable components and background IP. DTC may be granted the necessary perpetual/irrevocable usage rights for continued operation of the deployed solution, whereas source code handover may be limited to the custom-developed modules, interfaces, configurations and project-specific enhancements created exclusively for DTC under this Contract. The bidder may demonstrate that the standard product provides the required BMS functionalities and may provide sufficient APIs, technical documentation, configuration information and support required for interoperability and continuity. Justification: The RFP itself encourages the use of standard COTS software, while simultaneously requiring complete source code and transferable modification rights over pre-existing/proprietary software. Mature BMS/ITMS platforms are developed over multiple projects and contain substantial proprietary product IP, reusable libraries, frameworks, algorithms and architectural components which cannot ordinarily be transferred without affecting the vendor/OEM's core intellectual property rights. At the same time, DTC's legitimate requirement for business continuity, avoidance of vendor lock-in and ownership of project-specific development can be fully protected by granting appropriate perpetual usage rights and handing over source code for DTC-specific customizations/interfaces. This distinction is standard and will enable participation by established product-based BMS/ITMS solution providers while safeguarding DTC's operational interests.	Please refer reply in point no. 82 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
105	Section 4, Clause 4.13, S.No. 21, Page 43; Clause 39(g) – Exit Management – IP & Data Handover, Page 50; Section 2, Clause 2.12 – Exit Management Schedule, Pages 27–28	Clause 4.13, S.No. 21: "The Service Provider shall, upon expiry, termination or completion of the Contract, transfer and hand over to DTC all necessary licenses, access credentials, source code & configuration files, technical documentation, databases, APIs/interfaces and other materials required for continued operation and maintenance of the BMS Software and Mobile Application, without any additional cost to DTC. The Service Provider shall not restrict, disable, suspend or otherwise prevent DTC from using the BMS Software and Mobile Application after expiry or termination of the Contract. The Service provider shall allow flexibility and configurability to allow the installed system to be easily modified to accommodate a multi-operator environment including the application of any government policies to be adhered to." Clause 39(g): "Complete data, software, source code, credentials, and system control shall be handed over to DTC or its nominated agency without additional cost. Vendor shall provide full knowledge transfer and technical support for transition with mandatory parallel-run support to DTC or its successor vendor for 90 days."	DTC is requested to clarify that the exit/termination handover requirement shall apply to DTC project data, DTC-specific source code/customizations, configurations, APIs/interfaces, deployment scripts, credentials, technical documentation and other project-specific materials required for continuity, while excluding the Service Provider's/OEM's pre-existing proprietary product source code, background IP, reusable libraries, frameworks and tools. For such proprietary/COTS components, the Service Provider may provide perpetual/irrevocable usage rights and necessary operational documentation sufficient to ensure uninterrupted use by DTC after expiry/termination. Justification: The requirement for complete business continuity and transition support is understood and accepted. However, mandatory transfer of all underlying proprietary product source code and background IP may conflict with established COTS/product licensing models and could restrict participation of mature technology/product providers. Segregating project-specific deliverables from pre-existing IP provides DTC with uninterrupted operational rights, data ownership, transition capability and protection against vendor lock-in without requiring transfer of the bidder/OEM's core intellectual property.	As per RFP
106	Section 5 – Project Timelines & Milestones, Page 56; Section 6.1 – Commencement of Payments, Pages 56–57; Section 7 – SLA, Pages 58–59	Section 5, Milestone 5: "COD to be declared after successful conduction of UAT and rollout of BMS in all depots – T + 8 weeks (to be started from 01.11.2026 tentatively)." The implementation plan further states: T+4 weeks: Liaison with concessionaires for CAN/GPS data and implementation of BMS; T+6 weeks: Implementation in one DTC Depot and conducting UAT; T+8 weeks: COD after successful UAT and rollout in all depots. Note: "The implementation plan may vary as per discretion of DTC."	DTC is requested to clarify that the T+8 week timeline for COD/Go-Live shall be counted from the Effective Date / actual date on which the required dependencies are made available to the Service Provider, and not from the tentative date of 01.11.2026 where the Work Order/LOA, required system access, master data, concessionaire coordination, APIs/interfaces, integration documentation or approvals are made available subsequently. Further, any delay attributable to DTC, DoT, concessionaires, third-party system owners, availability/readiness of GPS/CAN/ITS/AFCS/other APIs, UAT scheduling or approvals may kindly result in a corresponding extension of the affected milestone/COD timeline without levy of LD/SLA penalties. Justification: The T+8 week implementation period includes system study, concessionaire liaison, integration with multiple external systems, deployment in one depot, UAT and subsequent rollout across all depots. Several of these activities are dependent upon timely availability of DTC/concessionaire data, APIs, systems, access and approvals. Since Section 7 imposes implementation-related LD for delay, the milestone clock should operate from the actual availability of bidder-controllable conditions and exclude delays caused by external dependencies. This will ensure that the aggressive eight-week rollout remains measurable, achievable and fairly attributable.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
107	Section 4.13 – Other Terms and Conditions, Clause 36 (Subcontracting Restrictions); Page 47 and Section 8 – MSA, Clause 8(d); Page 64	"i. The Service Provider shall not subcontract or outsource any part of the Contract without prior written approval of DTC. d. The Service Provider shall not subcontract any part of the Contract without DTC's prior written approval and shall remain fully responsible for approved subcontractors."	Kindly confirm that procurement/use of OEM products, licensed software, MeitY-empanelled cloud/hosting, SMS/OTP and map services, BI platform licences, CERT-In empanelled audit agencies, manpower/facility services and other specialist services shall not be treated as prohibited sub-contracting. Sub-contractors identified in the bid should be deemed approved, the Service Provider remaining fully responsible for them, and any further approval should not be unreasonably withheld or delayed and be deemed granted if no reasoned objection is issued within fifteen (15) working days. Amendment Clause: <i>"i. The Service Provider shall not subcontract or outsource any material part of the Contract without prior written approval of DTC, which approval shall not be unreasonably withheld or delayed and shall be deemed granted if no reasoned objection is issued within fifteen (15) working days. Sub-contractors and technology partners identified in the Service Provider's bid shall be deemed approved.</i> <i>d. The Service Provider shall not subcontract any material part of the Contract without DTC's prior written approval (which shall not be unreasonably withheld or delayed and shall be deemed granted if no reasoned objection is issued within fifteen (15) working days) and shall remain fully responsible for approved subcontractors. "</i>	As per RFP
108	Section 2.13.2 – Termination for Convenience ; Page 28 and Section 8 – MSA, Clause 22(c) and (e); Page 67	"i. DTC may at any time terminate the Contract for any reason by giving the Service Provider a notice of termination by giving 30 days' prior written notice that refers to this clause. e. Termination shall not affect accrued rights, deductions, confidentiality, IP/data ownership, indemnity, audit or exit obligations."	The RFP requires the Service Provider to fund the entire development, customisation, cloud set-up and 8-person deployment during the Implementation Phase with no payment before COD, and thereafter recover its investment through per-bus monthly charges over five years. Termination for convenience (or for any reason not attributable to the Service Provider) at any time would therefore leave the investment unrecovered. Kindly (i) provide a notice period of at least ninety (90) days; and (ii) confirm that, upon termination for any reason whatsoever, DTC shall pay the Service Provider for all services rendered and costs incurred up to the effective date of termination, the unamortised implementation and set-up costs, all future costs already incurred or irrevocably committed solely for the Project (including licences, cloud commitments, sub-contracts and personnel), and reasonable demobilisation and exit costs, within thirty (30) days of certification. Amendment Clause: <i>"i. DTC may at any time terminate the Contract for any reason by giving the Service Provider a notice of termination by giving 30 days' prior written notice that refers to this clause.</i> <i>e. Termination shall not affect accrued rights, deductions, confidentiality, IP/data ownership, indemnity, audit or exit obligations.</i> <i>Upon termination of the Contract for any reason whatsoever, DTC shall pay the Service Provider, within thirty (30) days of certification, (i) all undisputed amounts accrued for services rendered up to the effective date of termination; (ii) the unamortised cost of development, customisation, implementation and set-up of the BMS; (iii) all future costs already incurred or irrevocably committed by the Service Provider solely for the Project, including licences, cloud/hosting commitments, sub-contracts and personnel; and (iv) reasonable demobilisation, handover and exit costs. Any deduction by DTC shall be limited to amounts finally determined to be due and shall be subject to the aggregate liability cap."</i>	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
109	Section 2.14 – Force Majeure, Clauses (a), (b) and (f); Page 29–30 and Section 8 – MSA, Clause 24; Page 67	“b) If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.f) If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.”	Kindly (i) make the 14-day notice requirement non-forfeiting where the event and its impact are otherwise demonstrable; (ii) expressly include pandemics, government/regulatory orders and lockdowns, telecom/internet and cloud-provider outages, large-scale cyber-attacks not caused by the Service Provider's breach, and non-availability of concessionaire GPS/CAN data or DTC inputs among Force Majeure events; (iii) provide a corresponding extension of time and relief from SLAs/LD; and (iv) confirm that on termination for Force Majeure the Service Provider shall be paid in accordance with the payment principles applicable to termination for convenience.Amendment Clause:“b) If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event. Delay in giving such notice shall not extinguish the affected party's relief except to the extent the other party is materially prejudiced by such delay. Force Majeure shall also include epidemics and pandemics, orders, restrictions or lockdowns imposed by any governmental authority, telecom, internet or cloud-provider outages, large-scale cyber-attacks not caused by the affected party's breach, and non-availability of concessionaire GPS/CAN data or DTC inputs, in each case beyond the reasonable control of the affected party. The affected party shall be entitled to a corresponding extension of time and relief from Service Levels and Liquidated Damages) If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.”	As per RFP
110	Section 2.16 – Liquidated Damages, Clause (a); Page 30; Section 7 – SLA, Note (a); Page 59 and Section 8 – MSA, Clause 11(c) and (e); Page 64	“a) Time is the essence of the Agreement and the delivery dates are binding on the Service Provider. In the event of delay or any gross negligence in implementation of the project before scheduled Go-Live, for causes solely attributable to the Service Provider, in meeting the deliverables, DTC shall be entitled at its option to recover from the Service Provider as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract order value. a. Maximum penalty: 20% of total monthly billed amount of all buses. c. The maximum SLA penalty shall be 20% of the total monthly billed amount of all buses.”	The RFP provides separate ceilings for implementation LD (10% of contract value), monthly SLA penalties (20% of monthly billing) and other recoveries, without an overall ceiling. Kindly confirm a single aggregate cap of 10% of the Contract Value across Liquidated Damages, SLA penalties/service credits, penalties for data security or other non-compliance, set-off, recoveries from the Performance Security and all other non-indemnity monetary liability of the Service Provider, with no duplicate recovery for the same event. LD/penalties should apply only to delay or failure solely attributable to the Service Provider and should exclude delay caused by DTC, DoT, concessionaires, third-party systems/APIs, unavailable data, approvals or access, and Force Majeure. The two-month implementation timeline (Section 5) is dependent on concessionaires providing GPS/CAN data and APIs; kindly confirm that delay on their part shall extend the milestone dates correspondingly. Amendment Clause: “a) Time is the essence of the Agreement and the delivery dates are binding on the Service Provider. In the event of delay or any gross negligence in implementation of the project before scheduled Go-Live, for causes solely attributable to the Service Provider, in meeting the deliverables, DTC shall be entitled at its option to recover from the Service Provider as agreed, liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract order value. The aggregate of all Liquidated Damages, SLA penalties or service credits, penalties for data security or other non-compliance, set-off, recoveries from the Performance Security and all other non-indemnity monetary liability of the Service Provider under or in connection with the Contract shall not exceed 10% of the Contract Value. No amount shall be recovered more than once for the same event. Liquidated damages and penalties shall not apply to delay or failure caused by DTC, DoT, the concessionaires, third-party systems or APIs, non-availability of data, approvals or access, or Force Majeure, and the milestone dates in Section 5 shall be extended correspondingly. a. Maximum penalty: 20% of total monthly billed amount of all buses, subject to the aggregate cap of 10% of the Contract Value applicable to all Liquidated Damages, SLA penalties and other non-indemnity liability under the Contract. c. The maximum SLA penalty shall be 20% of the total monthly billed amount of all buses, and the aggregate of all Liquidated Damages, SLA penalties and other non-indemnity monetary liability of the Service Provider under the Contract shall not exceed 10% of the Contract Value.”	As per RFP. For LD & SLA please refer reply in point no. 17 above.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
111	Section 4.13, Clause 11; Page 42; Section 4.13, Clause 39(b) (Ownership of Application Software and Mobile Apps); Page 49	"All data generated, collected, processed, stored or published through the BMS, including transit data, feeds, dashboards, KPIs, reports and datasets, along with the developed, customized, deployed BMS Software and Mobile Application specifically for DTC under this Contract, shall be the sole and exclusive property of DTC. b. Ownership of Application Software and Mobile Apps (Custom Developed): All application software and Mobile Apps, source code, configurations, workflows, APIs, dashboards, and related deliverables developed/customized specifically for DTC under this project shall be the exclusive property of DTC, including all Intellectual Property Rights (IPR)."	Kindly confirm that (i) ownership transfer is confined to bespoke, project-specific deliverables created exclusively for DTC and paid for under the Contract, and shall vest in DTC upon payment; (ii) the Service Provider's and its licensors' pre-existing and independently developed intellectual property, platforms, frameworks, tools, reusable components, libraries, accelerators, algorithms, AI/ML models and know-how ("Background IP") shall remain with their owners, with DTC receiving a licence to the extent necessary to use the BMS; and (iii) the Service Provider shall be free to use the general know-how, skills and experience gained in the Project. Ownership of DTC data is not disputed. Amendment Clause: "All data generated, collected, processed, stored or published through the BMS, including transit data, feeds, dashboards, KPIs, reports and datasets, along with the developed, customized, deployed BMS Software and Mobile Application specifically for DTC under this Contract bespoke BMS Software and Mobile Application developed exclusively for DTC and paid for under this Contract, shall be the sole and exclusive property of DTC upon payment therefor. Pre-existing and independently developed intellectual property of the Service Provider or its licensors, including platforms, frameworks, tools, reusable components, libraries, accelerators, algorithms, AI/ML models and know-how, shall remain the property of the Service Provider or the relevant licensor and shall be licensed to DTC to the extent necessary for the use of the BMS.b. Ownership of Application Software and Mobile Apps (Custom Developed): All application software and Mobile Apps, source code, configurations, workflows, APIs, dashboards, and related deliverables developed/customized specifically, DTC will own the license to the software and not the source code of the generated and developed product for DTC under this project shall be the exclusive property of DTC, including all Intellectual Property Rights (IPR), upon payment therefor, excluding any Background IP of the Service Provider or its licensors incorporated therein, which shall remain vested in its owner and be licensed to DTC to the extent necessary for the use of the BMS.	Please refer reply in point no. 82 above.

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
112	Section 4.13, Clause 20 (Pre-existing / Proprietary Software of the Service Provider) and Clause 21; Page 43; Section 4.13, Clause 39(d) (No Vendor Lock-in); Page 49 and Section 8 – MSA, Clause 13(d); Page 65	"20. Pre-existing / Proprietary Software of the Service Provider: Where the solution deployed for DTC is based upon any pre-existing, proprietary or platform software of the Service Provider, the Service Provider shall grant to DTC a perpetual, irrevocable, non-exclusive, royalty-free and transferable licence to use, host, operate, modify and enhance such software for the purposes of DTC and the Department of Transport, GNCTD, and to permit any third party engaged by DTC to do so on its behalf. Such licence shall survive the expiry or termination of the Contract for any cause whatsoever and shall not be contingent upon any further payment. The Service Provider shall deliver, along with such licence, the complete source code, build scripts, database schema, configuration files and technical documentation necessary for independent deployment of the software by DTC.d. No Vendor Lock-in: The system shall be designed in a manner that ensures no vendor lock-in. DTC or its nominated agency shall have full rights to: • Modify, enhance, or migrate the system • Engage any third party for further development or maintenance without requiring prior consent from the Service Provider."	The Service Provider's pre-existing BMS platform is the core commercial asset that enables the bid; delivery of its complete source code with a transferable right to modify and permit third-party use would amount to a free assignment of that platform. Kindly (i) limit the licence to a perpetual, non-exclusive, non-transferable (save to DTC's successor agency), royalty-free licence in object/executable form to use, host and operate the platform solely for the BMS for DTC/DoT, with modification/enhancement rights confined to the bespoke layer, configurations and APIs; (ii) replace delivery of platform source code with a source-code escrow arrangement with a mutually agreed escrow agent, releasable to DTC on insolvency of the Service Provider, cessation of support or termination for the Service Provider's default; (iii) confirm that DTC shall not sub-license, commercialise or use the platform for any purpose other than the BMS; and (iv) confirm that the vendor lock-in and third-party engagement rights apply to bespoke deliverables and DTC data, and to the platform only within the licence so granted. Amendment Clause: "20. Pre-existing / Proprietary Software of the Service Provider: Where the solution deployed for DTC is based upon any pre-existing, proprietary or platform software of the Service Provider, the Service Provider shall grant to DTC a perpetual, irrevocable, non-exclusive, royalty-free and transferable on-transferable licence to use, host, operate, modify and enhance such software and operate such software in object/executable form solely for the Bus Management System for the purposes of DTC and the Department of Transport, GNCTD, and to permit any third party engaged by DTC to do so on its behalf for the purposes of DTC only. The right to modify and enhance shall extend to the bespoke layer, configurations, workflows and APIs developed for DTC and not to the core pre-existing platform. DTC shall not sub-license, commercialise or use such software for any purpose other than the BMS. Such licence shall survive the expiry or termination of the Contract for any cause whatsoever and shall not be contingent upon any further payment. The Service Provider shall deliver, along with such licence, the complete source code, build scripts, database schema, configuration files and technical documentation necessary for independent deployment of the software by DTC.d. No Vendor Lock-in: The system shall be designed in a manner that ensures no vendor lock-in. DTC or its nominated agency shall have full rights to: • Modify, enhance, or migrate the system • Engage any third party for further development or maintenance without requiring prior consent from the Service Provider, in respect of the bespoke deliverables, DTC data and open interfaces; in respect of the Service Provider's pre-existing/proprietary software such rights shall be exercised within the scope of the licence granted under Clause 20."	Please refer reply in point no. 82 above.

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
113	Section 4.13, Clause 39(h) (Indemnity); Page 50; Section 4.14, Clause (i) (Employer-Employee Relationship); Page 52–53 and Section 8 – MSA, Clause 18 (Indemnity); Page 66	"h. Indemnity: The Service Provider shall indemnify DTC against any claims arising out of: • Intellectual Property infringement • Unauthorized use of third-party software/components The Service Provider shall indemnify and keep DTC indemnified against any claims, liabilities or proceedings, including claims for regularisation or absorption, arising in this regard. a. The Service Provider shall indemnify and keep DTC indemnified against claims, losses, liabilities and reasonable costs arising from intellectual property infringement or unauthorised use of third-party software/components, as expressly required by the RFP. c. The Service Provider shall promptly defend and settle any covered third-party claim, subject to DTC's right to participate in the defence."	The RFP and MSA contain no limitation of liability or exclusion of indirect/consequential loss. Kindly (i) confine the indemnities to direct third-party claims finally awarded or settled with the Service Provider's consent, to the extent caused by the Service Provider's infringement, breach, negligence or wilful misconduct, with exclusions for DTC-provided materials/specifications/data, DTC modifications, combinations not supplied or approved by the Service Provider, and personnel acting under DTC's functional direction; (ii) provide standard notice and defence-control protections; (iii) confirm that the aggregate liability of the Service Provider under all indemnities shall in every case be capped at 100% of the Contract Value; (iv) confirm that all other liability (including LD, SLA penalties, damages and recoveries) shall be capped in aggregate at 10% of the Contract Value; and (v) exclude indirect, consequential, special and punitive damages, loss of profit, revenue, business or data for both Parties, save for fraud or wilful misconduct finally adjudicated by a competent court or tribunal. Amendment Clause: "h. Indemnity: The Service Provider shall indemnify DTC against any direct third-party claims finally awarded by a competent court or tribunal or settled with the Service Provider's prior written consent, to the extent arising out of: • Intellectual Property infringement by the deliverables supplied by the Service Provider • Unauthorized use of third-party software/components by the Service Provider. This indemnity shall not apply to claims arising from DTC-provided materials, specifications or data, modifications not made or approved by the Service Provider, or combinations with items not supplied or approved by the Service Provider, and shall be subject to Clause 18 of the MSA. The Service Provider shall indemnify and keep DTC indemnified against any direct third-party claims, liabilities or proceedings, including claims for regularisation or absorption, arising in this regard, to the extent attributable to the Service Provider's breach of its obligations as employer and excluding claims arising from any act, direction or omission of DTC in respect of such personnel, and subject to Clause 18 of the MSA. a. The Service Provider shall indemnify and keep DTC indemnified against direct third-party claims, losses, liabilities and reasonable costs finally awarded or settled with the Service Provider's prior written consent, to the extent arising from intellectual property infringement by the deliverables supplied by the Service Provider or unauthorised use of third-party software/components by the Service Provider, as expressly required by the RFP. This indemnity shall not apply to claims arising from DTC-provided materials, specifications or data, modifications not made or approved by the Service Provider, or combinations with items not supplied or approved by the Service Provider. c. DTC shall promptly notify the Service Provider in writing of any claim and shall not admit liability or settle any claim without the Service Provider's prior written consent. The Service Provider shall promptly defend and settle any covered third-party claim, subject to DTC's right to participate in the defence at its own cost. d. Limitation of Liability: Notwithstanding anything to the contrary in the Contract, (i) the aggregate liability of the Service Provider under all indemnities under the Contract shall in every case not exceed 100% of the Contract Value; (ii) the aggregate liability of the Service Provider for all other claims under or in connection with the Contract, including Liquidated Damages, SLA penalties, service credits, damages, set-off and recoveries from the Performance Security, shall not exceed 10% of the Contract Value; (iii) neither Party shall be liable to the other for any indirect, consequential, special or punitive damages, or for loss of profit, revenue, business, goodwill or data, howsoever arising; and (iv) the foregoing limitations shall not apply to liability arising from fraud or wilful misconduct as finally adjudicated by a competent court or tribunal."	As per RFP
114	-	Storage - CCTV	We understand CCTV camera raw footage does not need to storage on cloud for 1 month and during entire contract period in archival mode. Please confirm.	Please refer reply in point no. 26 above.

DTC BMS RFP – Pre-Bid Replies to Queries

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115	Section 5, Milestone 5, Pg. 56 read with Cl. 6.1 (Commencement of Payments), Pg. 56-57 and Cl. 3.5 (List of existing Bus Depots), Pg. 32-33	RFP, Section 5, Project Timelines & Milestones, Milestone 5, Page 56: "COD to be declared after successful conduction of UAT and rollout of BMS in all depots — T + 8 weeks (to be started from 01.11.2026 tentatively)." RFP, Clause 6.1 – Commencement of Payments, Pages 56-57: "The Selected Bidder shall become eligible for Operation & Maintenance (O&M) payments only from the Commercial Operation Date (COD)/Go-Live, which shall be declared by DTC after successful completion of the Implementation Phase, successful UAT and issuance of the COD/Go-Live Certificate."	DTC is requested to permit a phase-wise / depot-wise declaration of COD, such that O&M billing commences in respect of the depots and buses that have been rolled out, tested and accepted by DTC, while rollout of the remaining depots continues under Milestone 6, and to amend Milestone 5, Pg. 56 and Cl. 6.1, Pg. 56-57 accordingly by corrigendum. Suggested Amendment: "COD shall be declared depot-wise upon successful UAT and acceptance of the BMS in respect of each depot. O&M payments shall become due in respect of the buses of the depots so accepted, with effect from the date of such acceptance." Justification: Under the present structure a single pending depot withholds the entire revenue stream, notwithstanding that DTC is already receiving the benefit of the system at every other depot. Rollout across 52 depots is dependent on DTC master data and on concessionaire data feeds under Cl. 4.1, Pg. 34, which are outside the Service Provider's control. A phase-wise COD allows DTC to begin deriving benefit from the system earlier and aligns payment with the service actually delivered, while Milestone 6, Pg. 56, already contemplates progressive onboarding of newly inducted buses.	As per RFP
116	Cl. 6.2 (Monthly Billing), Pg. 57	RFP, Clause 6.2 – Monthly Billing, Page 57: "The monthly payment shall be based solely on the actual number of buses operational on the Bus Management System (BMS) during the respective billing month, subject to the maximum number of buses covered under the applicable Concessionaire Agreement and allocated to the respective depots. ... The number of eligible buses shall be certified by DTC, and payment shall be made at the rates quoted by the Successful Bidder in the Financial Bid."	DTC is requested to confirm that where a bus forms part of the approved fleet under the applicable Concessionaire Agreement and has been onboarded on the BMS, but is temporarily non-operational during part of the billing month on account of breakdown, accident, preventive maintenance, charging downtime or workshop attention, the full monthly BMS service charge shall remain payable in respect of that bus for that month. Justification: The BMS continues to hold, process and report the master data, contract, duty, maintenance and incident records of such a bus throughout the month, and the cloud, licence and manpower cost attributable to it is incurred in full irrespective of whether it operated on any given day. The bus also continues to form part of the approved fleet under the Concessionaire Agreement. Pro-rating the charge by operational days would make the Service Provider's revenue contingent on fleet availability and maintenance performance, which are the concessionaire's obligations and outside the Service Provider's control.	Please refer reply in point no. 103 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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117	Section 7 – Service Level Agreement, Pg. 58-59	RFP, Section 7 – Service Level Agreement, Pages 58-59, prescribes separate per-day penalties for each service level, including: "Web Application Uptime — ₹50,000 per day" "DC and DR Availability — ₹10,000 per day" "Mobile Application Uptime — ₹25,000 per day" "API & Integration Availability — ₹50,000 per day" "Response Time — ₹2,000 per day" "Real-time Data Availability — ₹5,000 per day" "Helpdesk Availability — ₹5,000 per day"	DTC is requested to limit the penalty in respect of each individual SLA parameter to a maximum of 10% of the total monthly billed amount cumulatively, and to amend Section 7, Pg. 58-59 accordingly. Justification: A single underlying event, such as a cloud, network or telecom outage, can breach several of these parameters simultaneously, so the per-day exposure compounds across parameters and bears no reasonable relationship to the monthly value of the affected service. The Service Provider meanwhile carries significant recurring cost towards manpower, cloud infrastructure, application maintenance and support, all of which continue during the affected period. A per-parameter ceiling expressed as a percentage of monthly billing keeps each penalty proportionate to the consideration received while preserving the deterrent effect of every service level.	As per RFP
118	Cl. 4.19(b) – Annual Technology Support, Pg. 55 read with Section 7 – SLA, Pg. 58-59	RFP, Clause 4.19(b) – Annual Technology Support, Page 55: "The Bidder is mandatorily required to take enterprise level annual support for the entire contract duration: a. Operating System b. Application Licenses c. RDBMS etc."	DTC is requested to delete the words "enterprise level" from Cl. 4.19(b), Pg. 55, and to confirm that the Service Provider shall be responsible for procuring and maintaining support arrangements appropriate to the technology stack proposed, sufficient to meet the availability, performance and security service levels prescribed at Section 7, Pg. 58-59. Suggested Amendment: "The Bidder is required to maintain annual technology support for the entire contract duration in respect of the Operating System, Application Licenses, RDBMS and other components of the proposed stack, at a support level sufficient to meet the Service Levels prescribed under Section 7." Justification: "Enterprise level" is an OEM-specific commercial tier rather than a technical specification; its availability, naming and cost vary materially across OEMs, and several components of a modern stack are open-source or subscription-based and carry no such tier at all. The Service Provider remains fully accountable for availability, performance, patching and security under Section 7 and Cl. 4.13, and is best placed to select the support arrangement that delivers those outcomes. Tying the requirement to the service level rather than to an OEM label avoids recurring support cost that adds no measurable benefit to DTC.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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119	4.2 Artificial Intelligence (AI), Pg. 35 Pg. 48	§ AI-based monitoring of CCTV & Passenger count etc. vii. Real Time Reporting capability to transmit real time battery status/SOC of bus, location, Camera, Panic Button, Two-Way Communication, Breakdown, Accidents etc. for real time reporting to DTC management as per the agreed interval.	DTC is requested to confirm the following: (a) Passenger count: the passenger count requirement shall be met through API-based integration with the Automatic Passenger Counting (APC) hardware fitted in the buses, whereby the device or the concessionaire's ITS platform provides the passenger count figures directly to the BMS, and that the Service Provider shall not be required to derive passenger count through video analytics, image processing or AI/ML inference on the CCTV feed within the BMS. (b) Two-way communication: two-way communication shall be an optional feature, to be enabled subject to compatibility of the SIM and the in-bus device supplied by the concessionaire, and that it shall be delivered on a VoIP basis only, without any obligation on the Service Provider to provide GSM voice calling, telecom circuits or any telecom licence-bearing service. (c) Exclusion from COD: That neither of the above shall be clubbed with, or treated as a condition precedent to, the declaration of COD/Go-Live under the Glossary item 10, Pg. 7 and Milestone 5, Pg. 56, and that non-availability or partial availability of either feature, for reasons arising from concessionaire hardware, SIM or network limitations, shall neither defer COD nor attract Liquidated Damages or SLA penalty.	Please refer reply in point no. 28 above
120	Section 4, Cl. 4.13(5) (Back Office Management), Pg. 42 Section 7 – SLA (Helpdesk Availability), Pg. 58-59 and Form 15, Pg. 98	RFP, Clause 4.13(5), Page 42: "Back Office Management: 24X7 support services to DTC Users through automated ticket based IRMS." RFP, Section 7 – Service Level Agreement, Pages 58-59: "Helpdesk Availability — ₹5,000 per day."	DTC is requested to confirm that the 24x7 support requirement at Cl. 4.13(5), Pg. 42, shall be satisfied through a web-based and mobile-application-based ticket raising and tracking facility within the IRMS, available to DTC users at all times, with automated ticket generation, acknowledgement, escalation, status tracking and closure, together with email/SMS notification; and that no dedicated toll-free number, telephony infrastructure, IVR, call-centre seats or associated hardware is required to be provided by the Service Provider. Justification: The clause requires support to be delivered "through automated ticket based IRMS", which is a software-mediated channel. A web and mobile ticketing interface provides continuous 24x7 availability, an auditable record of every request, automatic escalation against defined response times and measurable reporting against the Helpdesk Availability service level at Section 7, Pg. 58-59 — none of which a voice channel provides as reliably.	As per RFP.

DTC BMS RFP – Pre-Bid Replies to Queries

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121	Section 4, Cl. 4.13(23), Pg. 43	The design life period of the system shall be at least 10 years in terms of selected technology, future upgrades, security considerations, scalability and future upgrades in-case required after completion of contract period.	DTC is requested to delete Cl. 4.13(23), Pg. 43, and to confirm that the Service Provider's obligations in respect of technology currency, security patching, upgrades and scalability shall subsist for the Contract Period and any extension thereof, and shall stand discharged on expiry or termination of the Contract and completion of the exit obligations.	As per RFP
122	-	GPS - Frequency	Please confirm the expected AIS-140 GPS reporting frequency for production sizing (including the stated 10-second frequency, if applicable) and provide the complete payload fields and expected payload size.	Please refer reply in point no. 20 above
123	-	General - Depot Details	Please provide the approximate number of bus stops, terminals, depots and route geofences to be created initially and the expected growth during the contract.	As per RFP.
124	-	General - CCTV Camera	Please provide the number of buses/cameras, concurrent CCTV streams, resolution/frame rate, retention requirement and whether BMS must store video or only integrate/display video from the existing CCTV platform.	Please refer reply in point no. 26 above
125	-	General - Chatbot	Please clarify whether the Assistant/Chatbot will be normal in-website or in-app based chatbot which will be primarily support incident registration, classification, assignment, status enquiry, escalation and closure, or only incident creation and status enquire related basic functions only.	As per RFP
126	-	General - Users	Please confirm the number of distinct mobile applications required and the user groups for each (Driver, Depot, OCC, Officer/Checking Staff, etc.).	As per RFP
127	-	General - Users	Please provide registered and peak concurrent mobile users for each user category and expected daily transactions.	As per RFP
128	-	General - Offline Mobile Application Features	Please confirm whether mobile applications require offline operation/data capture with subsequent synchronization for locations with intermittent connectivity.	As per RFP
129	Section 3 / Section 4 – Mobile Applications and User Access	Mobile apps are required for driver/depot/OCC users with OTP login, notifications and operational functions.	DTC may please specify minimum supported Android/iOS versions, device ownership/BYOD policy, expected device models, language/localisation requirements, accessibility requirements, offline-mode expectations and responsibility for mobile data connectivity. Device/OS limitations outside the declared support matrix should be excluded from SLA.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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130	Section 4 – Functional Scope / Automated Penalty & Show-Cause Workflows	BMS includes automatic violation detection, infraction/penalty calculation, show-cause/proposal notes and related workflows.	It may please be confirmed that system-generated penalties/infractions shall remain recommendations until approved by authorised DTC officials, with maker-checker/audit trail. The successful bidder should not bear financial/legal responsibility for DTC's final contractual decision against a concessionaire based on authorised business rules/data.	As per RFP
131	Section 4.9 / Contract Management & Billing Functional Scope, RFP Pages 38–39 and related functional requirements	BMS is expected to automate concessionaire contract rules, SLA/KPI/penalty computation, trip-wise KM verification, billing and payment-note generation.	DTC is requested to provide all current concessionaire agreements, amendments, SLA/KPI matrices, penalty rules, billing formulas, exceptions and sample approved bills before SRS sign-off. Bidder should not be liable for incorrect automated computation arising from incomplete, conflicting or subsequently changed contractual rules supplied by DTC.	Please refer reply in point no. 31 above
132	Section 4.17 – IRMS / Incident Workflow, RFP Page 54	IRMS includes incident workflow, assignment, resolution support and SLA compliance reporting with automated emails.	DTC is requested to provide the definitive incident categories, severity matrix, escalation hierarchy, assignment groups, communication channels and approval workflow. Changes to incident/SLA rules after Go-Live should be configuration changes only where supported by the agreed design; material workflow redevelopment should follow CCN.	As per RFP
133	Section 4.13 / Section 7 – Backup, Recovery & Data Loss, RFP Pages 41–50 & 58–59	Daily backup, recovery and zero-data-loss obligations are linked to SLA/penalties.	Kindly define backup types/frequency, retention schedule, immutable/offline backup requirement, restoration-test frequency and precise definition of 'data loss'. Zero data loss should be measured for data successfully received/committed by BMS and not for packets never received from upstream devices/networks.	Please refer reply in point no. 26 above
134	Section 4.13 Clause 40 – App Store Developer Accounts, RFP Page 50	Google Play Store and Apple App Store developer accounts for mobile applications shall stand in DTC's name.	It may please be confirmed that DTC shall create/own and provide timely authorised access to the developer accounts and complete all organisation verification, legal agreements and payment/KYC formalities. Delays in app-store review, DTC account verification or platform approval should be excluded from implementation/SLA timelines.	Please refer reply in point no. 41 above
135	Section 2.14 – Force Majeure, RFP Page 29 onwards	Performance may be suspended/excused to the extent impeded by Force Majeure.	It may please be confirmed that project milestones, SLA clocks and contractual timelines shall automatically extend for the actual period of Force Majeure and reasonable remobilisation. Please also clarify treatment of prolonged Force Majeure and unavoidable committed cloud/licence/manpower costs.	As per RFP
136	Page 59 - Reports & MIS	100% reporting compliance; Rs.20,000 delayed/inaccurate report.	Exclude delay/inaccuracy caused by unavailable/incorrect upstream data; define timelines from availability of complete source data.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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137	Page 59 - Incident Management	Critical <=2h, Major <=4h, Minor <=24h with incident penalties.	Classify controlled vs third-party incidents and pause SLA clock while awaiting DTC/third-party access, approvals, information, hardware or external resolution.	As per RFP
138	Page 59 - System Performance	Average web/mobile response <=3 seconds; Rs.2,000/day penalty.	Define server/client measurement, concurrency/load, test environment and network conditions; exclude user device/browser/DTC network/internet latency outside successful successful bidder control.	As per RFP
139	Page 58 - Cloud Infrastructure Availability	DC/DR >=99.5%; Rs.10,000/day penalty.	Apply penalty only to successful successful bidder-attributable failures; exclude MeitY cloud/ISP/underlying infrastructure failures and define measurement/exclusions.	As per RFP
140	Page 58 - Application Availability	Web uptime >=99%; Rs.50,000/day penalty.	Exclude planned/approved maintenance, DTC network/internet, cloud/government infrastructure, force majeure and third-party outages; define measurement methodology.	As per RFP
141	Page 59 - Security & Compliance	CERT-In/MeitY/Gol compliance; Rs.50,000 non-compliance and Rs.5 lakh security breach.	Define security breach; exclude attempted attacks, zero-days and DTC/third-party incidents not attributable to successful successful bidder negligence; levy after RCA.	As per RFP
142	Section 4.13 / Cloud DC-DR & Backup Requirements, RFP Pages 41–50	MeitY-empanelled India cloud, DC/DR, backup, restoration and 24x7 availability are required, but infrastructure sizing depends on recovery objectives.	DTC may please specify the required Recovery Point Objective (RPO), Recovery Time Objective (RTO), DR drill frequency, DR capacity percentage, failover/failback methodology and whether DR must be active-active or active-passive. These parameters are essential for uniform cloud sizing and commercial comparison.	As per RFP. Clarification: Recovery Point Objective (RPO) = 0, Recovery Time Objective (RTO) = 30 minutes DR = Active-Passive
143	Page 59 - Backup / Data Loss	Rs.10,000 per backup miss; Rs.50,000 per data loss.	Differentiate production failure, maintenance, archival restoration and third-party cloud incidents; allow reasonable restoration/cure before penalty.	As per RFP
144	Section 4.13, Pages 41-50 - Data Backup/Storage	Operational data is expected to remain available with extensive backup/storage obligations.	Define a retention/archival policy separating hot/online, archival/cold and backup data, including online retention, archival period, backup frequency and restoration SLA.	Please refer reply in point no. 26 above
145	Section 7, Pages 58-59 - Monthly penalty cap	Fixed daily/incident penalties have no clear overall monthly cap.	Total SLA penalties in any billing month should be capped at 10% of that month's invoice value, subject to specifically agreed exceptions such as proven fraud/wilful misconduct.	As per RFP
146	Section 7, Pages 58-59 - Overall penalty framework	Multiple SLA penalties may arise from one underlying incident.	Cap total monthly SLA penalties at 10% of the respective month's invoice; no cumulative penalties for same root cause; written notice, RCA review and cure period before levy.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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147	Section 4.14 / Section 7 – Manpower & SLA, RFP Pages 50–53 & 58–59	Onsite manpower obligations and 24x7 support requirements coexist with the manpower availability SLA.	DTC may please specify the normal working hours, weekly offs, holidays and shift requirements for each onsite role. It may also be confirmed that the 24x7 helpdesk/NOC obligation does not require all eight onsite IT Experts to remain physically present round-the-clock, and that shift/roster coverage may be adopted as appropriate.	Please refer reply in point no. 86 above
148	Section 4.15 – Operations Control Centre (OCC), RFP Page 53	The Operations Control Centre at Kashmere Gate requires live monitoring, incident management, escalation, device monitoring and operator GUI support.	DTC is requested to provide the detailed Bill of Quantities and responsibility matrix for OCC infrastructure, including video wall/display systems, operator workstations, servers, networking, UPS/power, furniture, civil/electrical works and internet/MPLS connectivity, clearly identifying items to be provided by DTC and by the successful bidder.	Please refer reply in point no. 42 above
149	Page 59 - Manpower Deployment	100% key-person availability; Rs.10,000/person/day.	Exclude approved replacement period, DTC redeployment, site/security-clearance delay and force majeure; levy only after contractual cure/replacement period.	As per RFP
150	Page 58 - Mobile Application Availability	Android/iOS uptime >=99%; Rs.25,000/day penalty.	Exclude app-store approvals, OS/platform changes, device-manufacturer issues and other third-party events; measure after successful publication/deployment.	As per RFP
151	Section 7 – API & Integration Availability SLA, RFP Pages 58–59	GPS, CAN, ITS, AFCS, NCMC and other integrated APIs are required to meet the prescribed availability targets.	It may please be confirmed that API/Integration Availability shall be measured only for the integration layer and APIs under the successful bidder's control. Availability of upstream GPS/CAN/ITS/AFCS/NCMC/OEM/concessionaire systems, source data and third-party APIs should be excluded where those systems are not supplied or controlled by the successful bidder.	Please refer reply in point no. 29 & 44 above
152	Section 7 – SLA, RFP Pages 58–59	Application, cloud, API/integration and other availability SLAs attract daily penalties under the RFP.	DTC is requested to provide an explicit SLA exclusion matrix covering approved planned maintenance, DTC network or power failure, telecom outage, cloud/OEM outage beyond bidder control, concessionaire API failure, third-party integration failure, force majeure and other external dependencies not attributable to the successful bidder.	As per RFP
153	Section 4.18 / Section 7 – Security & SLA, RFP Pages 54 & 58–59	Security breach/non-compliance may attract significant contractual penalties and termination consequences.	It may please be confirmed that security penalties shall apply only where the incident is demonstrably attributable to bidder-controlled BMS components and to negligence/non-compliance of the successful bidder. Incidents originating from DTC networks/users, third-party systems, cloud/OEM vulnerabilities outside bidder control, zero-day vulnerabilities or force majeure should be excluded subject to RCA.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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154	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35	Integration and data availability depend upon concessionaires and other stakeholders for GPS, CAN, ITS, charging, AFCS and related systems.	It may please be confirmed that delay, non-availability, incorrect data, API downtime, protocol changes or non-cooperation attributable to DTC, concessionaires, OEMs or other third parties shall be excluded from bidder SLA/LD and that the corresponding implementation or operational timeline shall be extended for the affected period.	As per RFP
155	Section 7, Pages 58-59 - Single root-cause principle	One incident can trigger multiple SLA heads.	One underlying incident should attract only one applicable SLA penalty and not multiple cumulative penalties across API/data/availability/incident/reporting/billing heads.	As per RFP
156	Section 7, Pages 58-59 - Third-party dependency exclusion	Several SLA parameters rely on external systems/data/approvals.	Explicitly exclude GPS, CAN, AFCS, NCMC, ITS, telecom, cloud, DTC approvals, concessionaires and other external dependencies from SLA/penalty computation while unavailable/deficient.	As per RFP
157	Page 59 - Data Management	Real-time availability, >=99% accuracy, zero data loss, daily backup.	Exclude GPS/SIM/telecom/power/CAN/device/upstream API failures. Define accuracy measurement, sampling, tolerance and reconciliation.	As per RFP
158	Page 58 - API & Integration Availability	GPS/CAN/ITS/AFCS/NCMC/ other APIs >=99.5%; Rs.50,000/day penalty.	Measure only APIs controlled by successful successful bidder. Exclude outage/latency/change/downtime of DTC, concessionaire, OEM and other third-party APIs.	As per RFP
159	Section 2.9.12, Pages 22-23, Point 6	Experience refers to modules including CCTV, real-time GPS, PIS, duty scheduling, incident monitoring and data collection.	Clarify whether all listed modules are mandatory or a specified minimum/substantial combination is sufficient; define the minimum qualifying module set.	As per RFP
160	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35; Section 5 – Project Timelines & Milestones, RFP Page 56	Successful Bidder is responsible for feeding/creation/updation of stops, duties, routes and fare/fare-stage data, whereas complete rollout/COD is stipulated within T+8 weeks.	Clarification is requested on whether the Successful Bidder must conduct a fresh physical/field survey of all DTC routes, route variants, bus stops, stop coordinates, fare stages and route/fare-stage mapping. If yes, provide the total routes, variants, stops, fare stages and approximate route kilometres. Further clarify whether survey, validation, digitisation, mapping and DTC approval must all be completed within the overall T+8 weeks (2 months). It is requested a separate agreed between DTC and the successful successful bidder survey timeline, and corresponding extension of COD without levy of LD or penalty for delay in DTC master data, field access, verification or approval.	Please refer reply in point no. 123 above
161	Section 5, Page 56 - commencement/dependencies	Implementation depends on LOA plus data, APIs, credentials, access, approvals and concessionaire coordination.	Confirm 'T' starts from LOA/Work Order together with availability of prerequisites; DTC/concessionaire/third-party delays should extend milestones without penalty.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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162	Section 5, Page 56; Section 7 SLA	T+2/T+4/T+6/T+8 week milestones and tentative COD 01.11.2026 are extremely tight for full rollout.	Reconsider to a phased implementation period (suggested minimum 16 weeks). Apply SLA after COD plus stabilization. T+ timeline should prevail over tentative calendar date.	As per RFP
163	Section 2.9.17 – Performance Security, RFP Page 25 onwards; Section 6.4 – LD & SLA Recoveries	Performance Security is 5% of Contract Order Value and DTC may recover LD/SLA/other dues from invoices and/or Performance Security.	Clarification is sought regarding the required validity/claim period of Performance Security for the full contract and extensions, the timeline for release after successful completion/exit, and whether the Performance Security value may be proportionately reduced after major implementation milestones or during later O&M years. Any invocation may please follow prior notice and contractual cure/dispute process except in cases expressly requiring immediate invocation.	As per RFP
164	Section 7, Pages 58-59 - General SLA	SLA penalties may be recovered from invoices/performance security.	Penalties should apply only to failures solely attributable to successful successful bidder. DTC/DoT/concessionaire/GPS/CAN/AFCS/NCMC /ITS/telecom/cloud/government/third-party events must be excluded.	As per RFP
165	Section 4.13 – Data Ownership / Confidentiality, RFP Pages 49–50	All project data is DTC property and Successful Bidder cannot retain data after termination except with written approval.	Kindly permit retention of minimum legally required billing, tax, audit and contractual records that do not contain operational/personal DTC data, subject to confidentiality and applicable law. Please define the certified data-deletion/return process at exit.	As per RFP
166	Section 4.13 Clause 40 – Accounts/Licences in DTC Name, RFP Page 50	Cloud DC/DR account, SSL certificates, map licence, SMS/OTP gateway, BI licences and Google/Apple developer accounts are required in DTC's name from outset.	Clarification is sought regarding the procurement/payment mechanism where OEM/cloud/SaaS providers require advance payment, minimum commitment, security deposit or direct customer KYC. DTC may please provide timely account/KYC/authorisation support and approve reimbursement/advance mechanism for consumption-based services procured in DTC's name.	As per RFP
167	Section 2.13.2 – Termination for Convenience, RFP Page 28	DTC may terminate the Contract for convenience by giving 30 days' prior written notice, followed by handover and knowledge transfer obligations.	It may please be confirmed that, upon termination for convenience not attributable to the successful successful bidder, DTC shall pay all undisputed dues for services performed up to termination, committed/non-cancellable third-party licence/cloud costs, approved transition costs and reasonable demobilisation costs. Please also clarify treatment of unrecovered implementation investment where no implementation payment is otherwise payable.	As per RFP
168	Section 6 – Payment Terms / Financial Bid, RFP Pages 56–58 & 97–99	Long-term per-bus pricing covers multiple years of services and several third-party/statutory cost components.	It may please be confirmed that any change in GST or any other statutory tax, levy, cess or government-imposed charge after bid submission shall be dealt with as per applicable law and shall not be required to be absorbed within the bidder's quoted base service rate.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
169	Section 6 – Payment Terms, RFP Pages 56–58	Payment is subject to verification, deductions and recoveries under the Contract.	It may please be confirmed that, in the event of an invoice dispute, the undisputed portion of the invoice shall be released within the contractual payment timeline and only the specifically disputed amount may be withheld until resolution.	As per RFP
170	Section 6 – Monthly Billing, RFP Pages 56–58	Eligible buses are to be certified by DTC for monthly payment.	DTC may please prescribe a fixed turnaround time for depot/HQ certification of monthly eligible buses and invoice verification, preferably within seven working days, so that the contractual payment timeline can be met without avoidable delay.	As per RFP
171	Section 6 – Payment Terms, RFP Pages 56–58	Monthly payment is based on the actual number of buses operational on BMS and certified by DTC.	DTC may please define 'bus operational on BMS' objectively. A bus for which the BMS platform/service remains available should continue to be treated as billable where the vehicle is temporarily off-road because of accident, workshop activity, maintenance, battery/vehicle failure, concessionaire action or any reason not attributable to the BMS successful bidder.	Please refer reply in point no. 103 above
172	Section 5 / Section 6 – Rollout & Payment, RFP Pages 56–58	COD is contemplated after rollout in all required depots, while no payment is made during implementation.	DTC may please permit phased/depot-wise COD and corresponding payment where a completed depot/phase is fully operational but overall rollout is delayed due to DTC, concessionaire, OEM or other third-party dependency not attributable to the successful bidder.	As per RFP
173	Section 5 / Section 6 – COD & Commencement of Payment, RFP Pages 56–58	Payments commence only after COD/Go-Live is declared by DTC.	DTC may please specify the maximum period, preferably seven working days, within which the COD/Go-Live certificate will be issued after successful UAT and completion of agreed rollout conditions.	As per RFP
174	Section 5 / Section 6 – UAT, COD & Payment, RFP Pages 56–58	COD and commencement of payment depend upon successful UAT and DTC acceptance/declaration.	DTC may please prescribe a maximum review/approval turnaround time for SRS, design, integrations, UAT results and other deliverables. Delays in DTC/committee approvals beyond the prescribed period should result in a corresponding extension of dependent project milestones without LD.	As per RFP
175	Section 6 – Payment Terms, RFP Pages 56–58	The successful bidder bears substantial fixed cloud, licence, manpower and support costs while monthly billing varies with the number of operational buses.	DTC may please consider a minimum committed monthly billing quantity or a fixed platform/manpower component so that fixed infrastructure, cloud, licence and manpower costs are not left unrecovered merely because of fleet reduction/non-operation for reasons unrelated to the BMS.	As per RFP
176	Section 2.10, Pages 26-27; Exit Management / Clause 39(g)	Contract is 5 years + 2 months whereas exit provides for a 90-day parallel run.	Clarify whether the 90-day parallel run is included or additional. If additional, specify payment for manpower, cloud, licences and support during transition.	Please refer reply in point no. 15 above

DTC BMS RFP – Pre-Bid Replies to Queries

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177	Section 3.6 & Section 6 – Scalability / Payment Terms, RFP Pages 33 & 56–58	Future buses and depots may be added while payment is structured on a per-bus-per-month basis.	It may please be confirmed that buses added beyond the tender baseline shall be paid at the accepted per-bus rate and that any new depot requiring additional onsite infrastructure, survey, integration or dedicated manpower will be addressed through mutually agreed commercial terms/change control.	As per RFP. Clarification: Buses added beyond the tender baseline quantity shall be paid for at the accepted per-bus-per-month rate or at a separately negotiated per-bus-per-month rate, as mutually agreed.
178	Page 59 - Billing Accuracy	100% accuracy; Rs.2,000 per missed accuracy.	Exclude errors/delays from GPS/odometer/trip closure, concessionaire data and DTC approvals; define measurement and reconciliation.	As per RFP
179	Section 4.16 – Enterprise BI & Decision Support System, RFP Pages 53–54	BI dashboards, KPIs, drill-downs, alerts, exports and configurable reports are required.	DTC is requested to provide the definitive list of mandatory Day-1 dashboards/reports/KPIs for UAT and distinguish them from future configurable reports. New dashboards/KPIs introduced after signed-off SRS that require new data models or integrations should follow Change Control.	As per RFP
180	Section 4.13 Clause 39 – Source Code Repository, RFP Page 49	Code must be maintained in a version-controlled repository owned by and continuously accessible to DTC.	Clarification is requested on whether DTC will provide the repository/tool and required DevSecOps infrastructure. If the successful bidder must procure it, specify required platform, user count, storage, CI/CD, code-scanning and retention requirements and confirm treatment of associated recurring licence cost.	As per RFP
181	Section 4.13 Clause 39 – Independent Build & Deployment Verification, RFP Page 49	Independent build/deployment verification is a condition precedent to COD and is repeated annually and at exit.	Kindly define who will perform/approve independent build verification, the test environment, maximum review TAT and acceptance criteria. Failure caused by DTC-nominated infrastructure, unavailable third-party binaries/licences or external repository access should not delay COD.	As per RFP
182	Section 4.19 – Application Software Maintenance, RFP Page 55	Version upgrades/patches require DTC approval and impact assessment.	Kindly prescribe a DTC approval TAT for critical security patches and mandatory OEM/cloud updates. Where emergency patches are necessary to address an actively exploited vulnerability, please permit an emergency change process with post-implementation reporting.	As per RFP
183	Section 4.19 – Application Software Maintenance, RFP Page 55	Successful Bidder must address bugs/gaps vis-à-vis signed-off FRS/SRS at no additional cost and implement changes/upgrades through controlled testing.	It may please be confirmed that defects is to be determined against the signed-off FRS/SRS and accepted UAT baseline. New business rules, changed interpretations or functionality not contained in the signed-off baseline should be processed as Change Requests and not classified as defects/bugs.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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184	Section 4.18 / Section 4.13 – Security Audit & CERT-In Compliance, RFP Pages 41–54	Security audits and compliance with applicable Government of India/MeitY/CERT-In requirements are required.	DTC may please specify whether VAPT/source-code audit is required before Go-Live and periodically thereafter, the required frequency, auditor eligibility, retest cycle and responsibility for audit fees. Audit timelines dependent on DTC-nominated/third-party auditors should not delay COD or attract successful bidder LD.	As per RFP
185	Section 4.13 – Source Code / Independent Build Verification, RFP Pages 49–50	Complete source code is to be maintained in a DTC-accessible repository, updated periodically and subjected to independent build/deployment verification.	DTC may please specify the repository platform, access/security model, branching and release process, nominated build infrastructure and verification procedure. Independent build verification should apply to DTC-specific deliverables and exclude proprietary third-party components for which source code is not legally available.	As per RFP
186	Section 5 – UAT/COD, RFP Page 56	COD is linked to successful UAT and rollout.	DTC may please classify UAT observations by severity. Minor, cosmetic or non-critical observations that do not prevent core business operation should not block COD and may be closed within a mutually agreed post-Go-Live period.	As per RFP
187	Section 4.9 – Responsibility Matrix, RFP Pages 38–39	Operational master creation, allocation and closure activities require DTC/depot participation and approvals.	DTC may please nominate the designated authority for approval of routes, stops, duties, schedules, vehicles, drivers/conductors and daily operational closures and prescribe an approval turnaround time. Delay beyond the specified TAT should extend the dependent implementation/operational timelines.	As per RFP
188	Section 4.3 – Passenger Intelligence, RFP Page 36	Passenger demand forecasting, boarding/alighting analytics, route load analysis, peak/event prediction and passenger heat maps are required.	DTC is requested to identify the authoritative source of passenger boarding/alighting data, such as AFCS/ETM/APC/NCMC, and specify its historical availability and accuracy. Where the underlying source is unavailable, incomplete or inaccurate, related passenger analytics should not attract bidder SLA/penalty.	Please refer reply in point no. 28 above
189	Section 4.2 – Artificial Intelligence (AI), RFP Pages 35–36	AI/ML scope includes ETA and delay prediction, scheduling, route/fleet/depot/crew/charging optimisation, anomaly detection and predictive-maintenance use cases.	DTC may please define objective acceptance criteria and minimum accuracy/precision thresholds separately for each AI/ML use case. In the absence of an agreed benchmark dataset and measurable acceptance criterion, AI outputs should be treated as advisory/decision-support functions and should not independently attract penalty.	As per RFP
190	Section 4.13 – Data Ownership, Application Software & IPR, RFP Pages 49–50	DTC ownership extends to software/mobile apps, source code, configurations, workflows, APIs, dashboards and other project-specific deliverables.	It may please be confirmed that the successful bidder's pre-existing products, frameworks, libraries, generic modules, algorithms, tools, know-how and other background intellectual property existing before this project shall remain the bidder's property, while DTC receives the rights/licence necessary to use and operate the DTC-specific solution.	Please refer reply in point no. 82 above

DTC BMS RFP – Pre-Bid Replies to Queries

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191	Section 4.2, Pages 35-36 - Artificial Intelligence	AI/ML requirements are broad and outcome-oriented.	Provide use-case-wise inputs, outputs, frequency, accuracy/performance benchmarks, integrations and UAT/acceptance methodology; alternatively finalize measurable criteria during SRS/customisation based on available data.	As per RFP
192	Section 5 – Project Timelines & Milestones, RFP Page 56	Implementation depends upon multiple DTC and third-party approvals, inputs and acceptance activities.	DTC may please consider deemed approval where no written observation is issued within seven working days of submission of a deliverable/UAT result, so that implementation and COD are not indefinitely delayed for reasons beyond the successful bidder's control.	As per RFP
193	Section 5 – Project Timelines & Milestones, RFP Page 56	UAT in one depot is scheduled at T+6 weeks and COD/rollout in all depots at T+8 weeks.	DTC is requested to provide/finalise the detailed UAT plan, objective acceptance criteria and test cases during SRS/implementation-plan sign-off. Requirements or test cases introduced after such sign-off should be handled through Change Control with corresponding effort and timeline adjustment.	As per RFP
194	Section 4.9 – Responsibility Matrix, RFP Pages 38–39	Master data for buses, routes, duties, stops, drivers, conductors and operational inputs is shared across stakeholders.	It may please be confirmed that correctness and completeness of master data supplied or approved by DTC/concessionaires shall remain with the relevant data owner and that SLA/penalties shall not apply to BMS outputs affected by incorrect, incomplete or delayed master data.	As per RFP
195	Page 58 - Implementation Milestones	Rs.10,000/day and Rs.5,000/depot/day rollout delay penalties.	Exclude delays caused by API/CAN/GPS data, access, master data, approvals and third parties; provide an agreed stabilization period after Go-Live.	As per RFP
196	Section 4.13, Page 49 onwards; Sections 5 & 6	DTC provides for custom software/source-code/IPR handover whereas implementation/development cost is borne upfront by Successful Bidder.	Provide a separate one-time Software Development, Customisation, Implementation & Source-Code/IPR Transfer Fee/milestone, or clarify the commercial recovery mechanism.	As per RFP
197	Section 4.1 / 4.9, Pages 34-39; Section 4.14, Pages 50-53	Stops/routes/duties/trips/master-data creation and regular updates may require dedicated survey/data manpower.	Clarify whether this is within the eight IT Experts or additional manpower. Specify volume/frequency, survey scope, manpower, deployment location, responsibilities and DTC reporting/approving authorities.	As per RFP
198	Section 2.7, Pages 14-15; Form 16, Page 100	Pre-bid query submission / meeting timeline.	Extend the last date for pre-bid queries and reschedule the pre-bid meeting to allow adequate review of this large and complex RFP.	As per RFP
199	Section 4.4 / 4.13 – Open APIs, Data Exchange & No Vendor Lock-in, RFP Pages 36 & 49–50	DTC provides for secure version-controlled APIs, unrestricted data access, open-format export and migration support.	Kindly define the mandatory data exchange standards/formats, API security standard, versioning/deprecation policy and expected external consumer count. New public/third-party API consumers added after Go-Live that materially increase load should be subject to capacity review and Change Control.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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200	Section 4.19 – ITIL Ticketing / Application Support, RFP Page 55	All tickets/issues/complaints/observations are to be maintained in an ITIL-compliant comprehensive ticketing solution.	Clarification is requested on whether DTC has an existing ITSM/ticketing platform to be integrated or the successful bidder must provide one. If successful bidder-provided, specify expected agent/user count, retention period, email/SMS integration, reporting requirements and whether licence cost is included in per-bus pricing.	As per RFP
201	Section 4.18 – Security Management, RFP Page 54	System provides for access control, authentication, encrypted storage, secure transfer, transaction logs and security reporting.	DTC may please specify whether integration with any existing DTC Identity Provider/SSO/Active Directory, SOC/SIEM, PAM, MFA, HSM/KMS or security monitoring platform is mandatory. If yes, please provide product details, interface documentation, licence responsibility and integration environment.	As per RFP
202	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	Replacement of a vacant prescribed resource is required within seven days.	Considering specialised skill requirements and normal recruitment/notice periods, DTC may please allow up to 30 days for permanent replacement of key resources, subject to deployment of an interim suitable resource and uninterrupted service continuity.	As per RFP
203	Section 4.1 / 4.15 – IP-CCTV / OCC, RFP Pages 34–35 & 53	System/OCC scope includes CCTV/device monitoring and related integrations.	Clarification is requested on whether BMS is required to ingest live video streams, recorded video, camera health/status or only event/metadata feeds. DTC may also provide camera count, resolution, FPS, codec, expected concurrent streams, retention requirement and existing VMS/NVR details for infrastructure sizing.	Please refer reply in point no. 26 & 28 above
204	Section 4.1 / 4.2 – Charging & AI Optimisation, RFP Pages 34–36	Charging data and charging optimisation are included in the BMS/AI scope.	DTC is requested to provide the number, make/model and protocol of chargers/CPO platforms, API availability, charging data fields and ownership/responsibility of charger integrations. Third-party charger/CPO API unavailability should be excluded from bidder SLA.	As per RFP
205	Section 3.3 / 3.4 / 3.6 – Fleet Induction & Scalability, RFP Pages 31–33	Future buses and changes in fleet composition are contemplated during the contract.	DTC is requested to provide a year-wise indicative fleet induction and retirement plan for Electric, CNG and other fuelled buses during the contract period to enable realistic cloud, licence, integration and manpower sizing.	As per RFP
206	Section 3.6 – Scalability, RFP Page 33	The solution is required to be scalable for current and future buses/depots.	DTC may please define the mandatory Day-1 design capacity and future scalability target in terms of buses, depots, concurrent users, API TPS and data volume. Infrastructure required beyond the stated baseline due to fleet/depot expansion should be commercially adjustable.	As per RFP
207	Section 4.13 – Other Terms & Conditions for Vendor, RFP Pages 41–50	Mapping, geofencing and location-based functions are required as part of BMS.	DTC may please specify the preferred/approved map platform, expected map/API transaction volume and licensing model. Alternatively, bidder-selected equivalent map services meeting functional, security and data-residency requirements may please be permitted.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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208	Section 4.4 – Open Transit Data / APIs, RFP Page 36	Multiple secure APIs and real-time integrations are envisaged.	DTC is requested to provide expected API transaction volumes, peak TPS, concurrent requests, GPS packet frequency, CAN data frequency and expected daily data volume so that all bidders can size infrastructure on a common and comparable basis.	As per RFP
209	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35	CAN and vehicle parameters are required from multiple bus/OEM/concessionaire ecosystems.	DTC is requested to provide the mandatory CAN parameter list for each bus/OEM category, including SOC, odometer, energy, battery and diagnostic parameters, and confirm that non-availability of any parameter from the OEM/concessionaire shall not be treated as bidder non-compliance.	As per RFP
210	Section 4.1 & Section 4.4 – Integrations / Interoperability, RFP Pages 34–36	The successful bidder is required to integrate multiple third-party systems/APIs.	It may please be confirmed that the successful bidder shall not be responsible for rectification, firmware modification, hardware replacement, calibration or configuration of devices/systems supplied and maintained by third parties. Bidder responsibility should be limited to BMS-side integration against approved interface specifications.	As per RFP
211	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35	BMS requires ingestion/integration of GPS, CAN, ITS and other vehicle data.	DTC is requested to provide bus-wise/concessionaire-wise details of existing GPS/VLTD, CAN gateway, ITS, AFCS/ETM, CCTV, panic button, charger and other devices, including make/model, protocol, data frequency, connectivity mode and current operational status for accurate solution and cloud sizing.	Please refer reply in point no. 44 above
212	Section 3.7 – Existing System Understanding & Integration, RFP Page 33	The successful bidder is required to understand and integrate with the existing systems and data sources of DTC/DoT and concessionaires.	DTC is requested to provide the complete list of existing applications, databases, APIs, OEM systems and concessionaire systems to be integrated, together with interface specifications, sample payloads, API documentation, authentication methods and availability of UAT/sandbox environments before commencement of the implementation timeline.	Please refer reply in point no. 20 & 44 above
213	Page 43 relevant system-life requirement; Section 2.10, Pages 26-27	System life is stated as at least 10 years whereas contract is 5 years + 2 months with maximum 2-year extension.	Confirm 10 years relates to architecture/scalability only and does not require recurring O&M/licences/cloud/manpower beyond the contractual period; post-contract services should be on agreed between DTC and the successful bidder commercials.	As per RFP
214	Section 4.4 – GTFS/GTFS-Realtime, RFP Page 36	Open transit data and GTFS/GTFS-Realtime interoperability is required.	Clarification is requested on whether DTC will provide an approved GTFS Static feed/master or whether the successful bidder is required to create it from raw route/stoppage data. If creation/field validation is required, DTC may please provide the number of routes/stops and the exact survey/validation scope.	As per RFP
215	Section 4.4 – Open Transit Data, Interoperability & Delhi Transport Stack Integration, RFP Page 36	System is required to support open architecture, GTFS/GTFS-Realtime, REST APIs and present/future integrations.	DTC may please specify the initial list of mandatory APIs/integrations for Go-Live. Any new integration or material API/protocol change introduced after signed-off SRS should be handled through Change Control with mutually agreed effort, commercial impact and timeline.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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216	Section 2.9.12, Page 22 – Certifications	The eligibility conditions prescribe CMMI Level 3 certification/appraisal and include conditions relating to its validity/age.	DTC is requested to clarify the acceptable validity position for the CMMI Level 3 appraisal. It is further requested that, where the bidder has already initiated the appraisal process, documentary evidence such as an engagement/assessment commitment from an authorised appraisal agency be accepted at bid stage, with the final CMMI Level 3 appraisal/certificate to be submitted before Go-Live or within another period approved by DTC.	Please refer reply in point no.6 above
217	Section 4.13 – Cloud Hosting in India / DC-DR, RFP Pages 41–50	Secure hosting on a MeitY-empanelled cloud in India with DC/DR, backup, monitoring and operational support is required.	DTC may please specify permitted cloud regions/locations, whether DC and DR must be on the same cloud provider or different providers, and whether managed PaaS/SaaS services may be used where data remains in India and security requirements are met.	As per RFP
218	Section 4.13 / Section 4.18 – Data Security & Applicable Data Protection Laws, RFP Pages 41–54	Successful Bidder must comply with applicable data-protection laws and secure personal/operational data.	Clarification is sought regarding DTC's and successful bidder's respective roles for personal data processing, including data-controller/data-fiduciary instructions, consent/notices where applicable, data-subject requests, breach coordination and retention. DTC may please provide the approved privacy policy/processing instructions for mobile-app users.	As per RFP
219	Section 4.18 – Security Management , RFP Page 54	Transaction logs shall record database changes, report access, edits, login/logout timestamps and be retained for minimum one year, configurable for further modification by DTC.	DTC may please specify the maximum log-retention period to be commercially sized. Any increase beyond the stated one-year baseline that materially increases storage/SIEM/cloud cost should be treated through Change Control.	Please refer reply in point no. 26 above
220	Section 4.13 Clause 39(h) – Indemnity, RFP Page 50	Successful Bidder indemnifies DTC against IP infringement and unauthorised use of third-party software/components.	It may please be confirmed that IP indemnity shall exclude infringement arising from DTC-provided specifications, DTC/third-party modifications, combinations not supplied/approved by the successful bidder, or continued use after successful bidder provides a compliant replacement/workaround. Bidder should have the right to control defence/settlement of third-party IP claims, subject to DTC approval.	As per RFP
221	Section 2.13.1 – Termination for Material Breach, RFP Pages 27–28	Material breach may lead to termination after notice/cure process.	Kindly define objective events constituting Material Breach and confirm that termination shall follow written notice, detailed reasons, reasonable opportunity to respond and the stated cure period. Failures caused by DTC/third-party dependencies or force majeure should not constitute successful bidder Material Breach.	As per RFP
222	Section 4.13 / 4.19 – Enhancements & Change Management , RFP Pages 41–50 & 54–56	The successful bidder is expected to maintain and enhance the system during the contract period.	It may please be confirmed that 'enhancement' does not imply unlimited fresh development at no additional cost. Legislative/policy changes requiring material redevelopment, new third-party integrations or additional infrastructure should be evaluated and implemented through the Change Control/CCN process.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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223	Section 4.13 / Section 4.19 – Documentation, Training & Knowledge Transfer, RFP Pages 41–56	RFP provides for detailed user manuals, technical documentation, training material, video tutorials, SOPs, hands-on training and continuous documentation updates.	DTC may please specify the number of users/batches, user categories, training locations, expected training days/hours, languages, train-the-trainer requirement and frequency of refresher training. Any substantial additional training beyond the stated baseline should be handled through Change Control.	As per RFP
224	Page 59 - Helpdesk Services	24x7 ITIL helpdesk; Rs.5,000/day.	Define staffing/shifts/channels/location/ticketing/measure ment; exclude resolution periods awaiting DTC/third-party access, information or action.	As per RFP
225	Sections 4.13, 4.14 Pages 50-53; 4.17 Page 54	24x7 IRMS technical support is required in addition to the eight IT Experts.	Clarify whether IRMS/helpdesk/maintenance manpower is within the eight or additional. If additional, specify role, quantity, shifts, qualifications, responsibilities, location and reporting authority.	As per RFP. Clarification: The eight (8) manpower resources specified in the RFP are not inclusive of the manpower required for IRMS/helpdesk/maintenance activities. The manpower for IRMS/helpdesk/maintenance shall be deployed in addition to the eight (8) resources, as required for effective service delivery and compliance with the scope of work and applicable SLAs. The detailed deployment requirements, including roles, quantity, shifts, qualifications, responsibilities, location and reporting arrangements, shall be finalized by DTC in accordance with operational requirements.
226	Section 4.2 – Artificial Intelligence (AI), RFP Pages 35–36	AI/ML models depend on historical and real-time operational data.	DTC is requested to provide details of historical datasets available for model training, including duration, completeness, consistency and quality. A mutually agreed model learning/stabilisation period should be allowed after sufficient production data becomes available before AI performance is formally assessed.	As per RFP
227	Section 4.13 – Portal/Mobile Responsiveness & Concurrent Users, RFP Pages 41–50	Portal and mobile applications are required for multiple categories of users.	DTC is requested to provide the expected total number of users, role-wise user counts, peak concurrent web users, peak concurrent mobile users and annual growth assumptions. Performance SLA should be measured only within the declared and approved design load.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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228	Section 4.16 – Enterprise BI & Decision Support System, RFP Pages 53–54	Enterprise BI platform, dashboards, KPIs, alerts, exports and associated licensing are included in bidder scope.	DTC is requested to provide the required number and type of BI licences/users, including developer/creator/viewer/concurrent/public-dashboard users, together with expected data refresh frequency, so that all bidders can size and price the BI solution consistently.	As per RFP
229	Section 4.13 – COTS / Third-Party Licences, RFP Pages 41–50	Third-party/COTS licences are required to be perpetual, irrevocable and in DTC's name.	Many cloud, SaaS, map, SMS, BI and security products are available only on subscription or consumption models. DTC may please permit industry-standard subscription licences for such services during the contract period, with continuity/transfer arrangements at exit, where the OEM does not offer perpetual licensing.	Please refer reply in point no. 96 above.
230	Form 5, Pages 81-83	Lead Member bears overall responsibility; consortium composition needs DTC consent.	Permit replacement/change of a non-lead consortium member with prior DTC approval/direction if that member fails or is unable to perform its assigned scope, so execution is not jeopardized.	As per RFP
231	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	Onsite resources are required to work under DTC functional control.	It may please be confirmed that DTC shall provide suitable office seating, electricity, network/internet access, access cards and basic workplace infrastructure at the designated DTC locations for the onsite team.	As per RFP
232	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	DTC has functional control and the bidder has administrative control over deployed manpower.	It may please be confirmed that substitution with equivalent or higher-qualified personnel shall be permitted with DTC approval and that approval/rejection of the proposed substitute will be communicated within a defined TAT, preferably five working days.	As per RFP
233	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	Eight IT Experts are prescribed for onsite BMS operations/support.	It may please be confirmed that the eight prescribed IT Experts constitute the fixed mandatory onsite manpower baseline and that any additional permanent manpower requested beyond this structure will be addressed through Change Request/commercial adjustment.	As per RFP
234	Section 4.15 – Operations Control Centre (OCC), RFP Page 53	OCC operations and monitoring are envisaged under the RFP.	Clarification is requested on whether OCC operational operators/dispatch personnel are to be provided by DTC or by the successful bidder. If bidder manpower is required in addition to Section 4.14 manpower, DTC may please specify the number, roles, shift pattern, qualifications and deployment location.	As per RFP
235	Section 4.13 - Back Office; Section 4.14, Pages 50-53	Back-office operations require continuous monitoring/data/support effort.	Specify number of back-office personnel, roles, qualifications, shifts, responsibilities, deployment location and reporting authority; clarify whether included in or additional to the eight IT Experts.	Please refer reply in point no. 225 above.
236	Section 8 – MSA, Audit, Access & Reporting; Section 4.13, RFP Pages 41–50 & 60–73	DTC and its authorised representatives have broad rights to audit systems, data, processes, records, reports and facilities, and the Successful Bidder must provide cooperation and rectify observations.	Kindly define the normal audit frequency, notice period, audit scope, maximum number of routine audits per year and responsibility for third-party audit costs. Material new requirements arising from audits that were not part of the RFP/signed-off SRS should be handled through Change Control.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
237	Section 4.13 / 4.18 – Security Audit & Security Management, RFP Pages 41–50 & 54	Security audit, CERT-In/MeitY compliance, encryption and security controls are required.	DTC may please specify the required security audits/certifications, audit frequency, scope and whether the CERT-In empanelled auditor will be nominated/paid by DTC or by the successful bidder. Material architecture changes arising from new audit requirements introduced after SRS should be handled through Change Control.	As per RFP
238	Section 4.13 – COTS / Third-Party / Open-Source Components, RFP Pages 49–50	A bill of materials and licence terms for third-party/open-source components are required.	It may please be confirmed that standard open-source software/components may be used subject to their applicable licence terms and security requirements, and that the successful bidder is not required to transfer ownership of or alter third-party/open-source licence rights.	Please refer reply in point no. 96 above.
239	Section 2.9.12, Page 21, Point 3; Form 3, Page 78	Net-worth period appears inconsistent: eligibility refers to five years whereas Form 3 refers to three years.	Clarify whether 3 years or 5 years is to be considered and align the eligibility clause and Form 3.	Please refer reply in point no. 5 above.
240	Section 2.13.4 – Suspension, RFP Page 29	The RFP permits DTC to direct temporary suspension of the Services, while compensation for losses arising from such suspension is restricted.	DTC may please define the maximum duration for which a suspension can continue. If a suspension extends beyond 30 days, or the successful bidder continues to incur unavoidable cloud, licence, infrastructure or manpower commitments during that period, such committed costs should be reimbursed and all affected implementation/contractual milestones should be extended correspondingly.	As per RFP
241	Section 4.19 – O&M / Change Management, RFP Pages 54–56	Changes, upgrades, enhancements and software change management are part of O&M.	DTC may please define the boundary between routine configuration/bug fixing and a Change Request. Any new module, material functionality, integration or workflow not expressly covered by the signed-off SRS should be subject to mutually agreed effort, commercial terms and timeline through CCN.	As per RFP
242	Section 4.13 – Other Terms & Conditions for Vendor, RFP Pages 41–50	SMS/OTP and related external services may be required for application operation.	DTC may please specify the estimated monthly SMS, OTP and notification volume. Usage materially exceeding the stated baseline due to DTC policy, additional users or expanded functionality should be treated as reimbursable or handled through Change Request.	As per RFP
243	Section 3.7 / Section 4.13 – Existing Data / Data Portability, RFP Pages 33 & 41–50	Existing system data may be required for continuity, reporting and analytics.	DTC may please specify the historical data migration requirement, including the number of years, approximate data volume, database/file formats, source systems and responsibility for data extraction, cleansing, de-duplication and validation. Cleansing and correction of legacy or third-party data should remain the responsibility of the respective data owner unless separately agreed.	Please refer reply in point no. 26 above.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
244	Clause 2.9.12: Technical Eligibility Criteria, Point 3: Net Worth, Page: 21	The bidder should have positive net worth for the last five (5) years as of March 31, 2025. Duly certified statement from the auditor for the last 5 financial years as per Form 3 is required.	Form 3 requires the bidder to provide Net-worth details for the last three financial years, i.e. FY 2023-24, FY 2024-25 and FY 2025-26. In order to maintain consistency between the eligibility criteria and Form 3, we request DTC to kindly consider aligning the net-worth requirement with the last three financial years. Proposed Clause: "The bidder should have positive net worth for the last three (3) years i.e. FY 2023-24, FY 2024-25 and FY 2025-26. Duly certified statement from the auditor for the last 3 financial years as per Form 3 is required."	Please refer reply in point no. 5 above.
245	Clause 2.9.12: Technical Eligibility Criteria, Point 5: Certification, Page: 22	The bidder should have a valid minimum CMMI Level 3 or higher and ISO 9001:2015 certificate or higher, at least for the last 3 years as on the last date of submission of the bid.	We request DTC to kindly consider adopting the criterion mentioned in the previous DTC RFP, in point 5 of Section 2: Eligibility Criteria i.e The Bidder should have a valid minimum CMMI Level 3 or higher and/or ISO 9001:2008 or higher certificate as on last date of submission of the bid" Proposed Clause: "The Bidder should have a valid minimum CMMI Level 3 or higher and/or ISO 9001:2015 or higher certificate as on last date of submission of the bid "	Please refer reply in point no.6 above
246	Clause 2.8.6 : Site Visits by Bidder, Page: 16	The Bidder may visit and examine site, at a time to be agreed with DTC (and obtain for himself on his own responsibility all information that may be necessary for preparing the Bid document) visit may not be used to raise questions or seek clarification; such matters must be submitted in writing. The costs of visiting the site(s) shall be at Bidder's own expense.	We request clarification on the procedure for arranging the site visit, including the request submission process, designated point of contact, and expected scheduling timeline. We also request confirmation of the scope of access and interactions permitted during the visit, including access to relevant operational areas, facilities, existing bus operations, contract management and monitoring processes, BMS/software systems, relevant infrastructure and interfaces, and interaction with DTC officials, as required for Bid preparation. Kindly also specify any restrictions, prior approvals, or other conditions applicable to the site visit.	As per RFP
247	Sec 3.7 Existing System Understanding & Integration, Page 33; Sec 4.1.iii.k , Page: 44	BMS and its components are "already in existence within DTC"; Service Provider to study, adopt, import previous data, integrate, upgrade & enhance with no claim for redevelopment and no additional payment.	Kindly provide details of the existing BMS, including its technology, database, data volumes, current vendor, available APIs/source code and licences, and present condition. Please also provide access to relevant system documentation or a walkthrough to enable bidders to assess the migration, integration and upgrade requirements.	Please refer reply in point no. 20 above.
248	Sec 4.13, Clause 32: Change Request / Change Management , Page 44	Any change, modification, enhancement, configuration, integration, report or functionality required by DTC during the contract shall be implemented WITHOUT any additional cost to DTC.	Kindly clarify the scope and limits of changes to be implemented at no additional cost under Clause 32. We request that a formal Change Control Note (CCN) mechanism be established for changes beyond the agreed baseline scope, including new modules, integrations, or changes exceeding a defined effort/man-day threshold, with such changes to be separately assessed and priced.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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249	Sec 4.1.i Obligation of Concessionaire, Page 34; Sec 5 Milestone 3, Page 56; Sec 7 SLA #5, Page 58	Concessionaire to provide GPS/CAN/ITS/IP-CCTV/panic-button/charger-API data; Service Provider to "liaise" for CAN/GPS data by T+4 weeks; API & Integration availability SLA of >=99.5% (Rs.50,000/day) sits on the Service Provider.	Kindly confirm whether DTC will ensure that all concessionaires/OEMs provide the required GPS, CAN, ITS, IP-CCTV, panic-button and charger/API data in defined formats, frequencies and quality standards, at no additional cost to the Service Provider. Please provide the applicable data specifications/samples and the list of relevant concessionaires/ITS/OEM vendors. Further, kindly clarify that the Milestone-3 timeline and applicable SLA penalties will be suitably relaxed where delays or non-availability of data arise due to third-party dependencies beyond the Service Provider's control.	Please refer reply in point no. 44 above.
250	Sec 4.1.ii.e, Page 34; Sec 4.1.iii.l - ETM/AFCS, Page 35	DTC obligation: "Data entry / AFCS API for ticketing data." BMS to be fully integrated with AFCS for ticketing-data sync, validation and revenue reconciliation.	Kindly confirm the availability and integration approach for the existing AFCS/ETM system, including the applicable API/interface specifications and relevant technical documentation.	Please refer reply in point no. 29 & 44 above.
251	Sec 4.1.iii.l : ETM issuance/allocation under AFCS, Page 35	BMS to provide issuance, allocation and management of ETMs and depot-/duty-wise mapping of ETMs to buses, drivers, conductors, with tracking of issuance/return/status/usage.	Please confirm the ETM devices are existing DTC/AFCS-operator hardware and that BMS scope is the software mapping, tracking and reconciliation layer only (no ETM hardware supply, procurement or maintenance by the Service Provider).	As per RFP
252	Sec 7 SLA #5, Page 58, Sec 4.19 O&M, Page 54-56	"GPS, CAN, ITS, AFCS, NCMC and other APIs operational" is part of the >=99.5% API & Integration SLA.	Kindly clarify whether the 99.5% API & Integration Availability SLA is applicable to the availability of the Service Provider's integration/interface only, with availability of external APIs or systems being outside the scope of the SLA.	As per RFP
253	Sec 4.1.i.a, Page 34; Sec 4.2 AI (CCTV & passenger count), Page 35-36	IP-CCTV camera feed, AI-based CCTV & passenger-count monitoring are within scope.	Please clarify whether BMS scope includes live video streaming and video storage/retention, or only camera-health, metadata and event clips. Please also provide the indicative number of cameras/streams, applicable video retention period and expected data volumes to enable bidders to assess the associated infrastructure and storage requirements on a consistent basis.	Please refer reply in point no. 26 above.
254	Sec 2.16 Liquidated Damages, Page 30; Sec 7 SLA General Conditions, Page 58-59	LD applies for delays "solely attributable to the Service Provider" (cap 10% of contract value); operational SLA penalties cap 20% of monthly billing; Repeated breach (3 consecutive months): Termination/action as per contract.	Kindly clarify whether the operational SLA penalties and repeated-breach provisions will apply only to the extent that the underlying non-performance is attributable to the Service Provider. Please also clarify the treatment of any service-level impact arising from dependencies or circumstances beyond the Service Provider's reasonable control.	As per RFP
255	Clause 4.13 - Data Ownership / App Store accounts, Page 65; Clause 4.13(40), Page 62	The RFP states that the cloud (DC/DR) account, SSL certificates, map licence, SMS/OTP gateway and mobile-app store developer accounts shall stand in DTC's name/ownership.	Kindly clarify the process and expected timeline for provision or creation of the DTC-owned Apple App Store and Google Play developer accounts required for publishing the mobile application, including whether any existing DTC accounts are to be used. This will enable bidders to appropriately plan the app publishing activities within the stipulated implementation timeline.	Please refer reply in point no. 41 above.

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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256	Clause 4.3 - Passenger Intelligence, Page.36	The Passenger Intelligence module (demand forecasting, boarding/alighting and load analytics, peak-hour and festival/event prediction, heat maps) depends on historical ridership and location data.	We kindly request DTC to confirm whether historical AFCS/ETM ticketing and GPS data will be provided to the selected Service Provider at contract commencement for developing the Passenger Intelligence models (Clause 4.3). If available, kindly indicate the duration of history (months/years) and the sharing format (API / raw dump / CSV).	Please refer reply in point no. 28 above.
257	Clause 3.6(a)-(d), Page 33 – Scalability	Fleet, depots, users, routes, integrations and locations may increase to 14,000 buses, 90 or more depots, 'or any higher number,' without change in rates or additional payment.	Please specify the maximum quantities included in the quoted price for buses, depots, users, routes, duties, APIs, transactions, storage and locations. Any requirement beyond these quantities should be payable at the quoted unit rate or handled through a paid Change Request.	Please refer reply in point no. 123 above.
258	Section 3.6(a),(d), Page 33; Section 6.2 (Monthly Billing), Page 57	3.6(d): "No additional payment shall be admissible on account of scaling-up of buses, depots, users, database size, hosting resources, reports, interfaces, APIs or other BMS functionalities up to the ultimate fleet and depot strength envisaged by DTC." 6.2: monthly payment "based solely on the actual number of buses operational on the Bus Management System (BMS) during the respective billing month".	These two provisions appear to conflict. Please confirm that the monthly O&M payment will scale at the quoted per-bus-per-month rate for every bus inducted and operational on the BMS up to the ultimate fleet of about 14,000 buses, and clarify what "no additional payment on account of scaling-up of buses" in 3.6(d) covers (e.g., only software, infrastructure and interface scaling, not the per-bus service charges).	Please refer reply in point no. 177 above.
259	Section 4, Page 34 – Overall Scope	Scope includes all existing and future buses, depots, terminals, regional offices, control centres and mobile users and is stated to be 'not limited to' listed requirements.	Please provide a final and exhaustive scope baseline/FRS before financial bidding. Any module, functionality, location, integration or user category not expressly identified in the RFP and approved FRS/SRS should be treated as a Change Request.	As per RFP
260	Section 4.2 (Artificial Intelligence), Pages 35-36	"The BMS shall incorporate Artificial Intelligence (AI) and Machine Learning capabilities including but not limited to the following:" (18 items listed, e.g., ETA prediction, schedule/route/fleet/crew/charging optimisation, predictive maintenance, battery degradation, chatbot, natural language query engine, AI-generated summaries).	No functional specifications, accuracy targets, data requirements or acceptance criteria are defined for these AI capabilities, and the list is open-ended. Please specify the deliverable definition and UAT/acceptance criteria for each AI capability, which items are in scope for COD/UAT (T+6 weeks) versus later phases, and what historical operational data DTC will provide for model training.	As per RFP
261	Section 4.4, Page 36; Section 4.1(l), Page 35; Section 4.13(16) and (24), Pages 42-43; Section 7 SLA S.No. 5, Page 58	Integration with AFCS/ETM, Automatic Passenger Counting, One Delhi App, ONDC, Passenger Information Systems, NCMC and "other present or future applications of DTC, DoT and Government agencies"; SLA S.No. 5 penalizes API availability including NCMC and other APIs at $\geq 99.5\%$.	Please list the specific systems/integrations in scope at COD versus post-COD, identify the responsible party and timeline for making third-party APIs available (AFCS/ETM, NCMC, One Delhi, ONDC), and confirm that the API-availability SLA and penalties apply only to APIs owned and operated by the Service Provider.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
262	Clause 4.13(16), Page 42 – Other Software/Applications	The software must integrate with AFCS, APC and other applications through APIs, without identifying systems or vendors.	Please provide the system-wise integration matrix, API availability, data format, frequency, historical data requirement and responsible third party. The bidder should not be liable for delays, cost or failure caused by unavailable or undocumented third-party APIs.	As per RFP
263	Section 4.13(17), Pages 42-43; Section 4.13(3), Page 41; Section 3.6, Page 33	Vendor shall carry out survey for taking latitudes and longitudes of all stops, terminals and depots and create geofences; software to support minimum 400 concurrent users; system to scale to about 14,000 buses and 90 or more depots.	Please indicate (a) the approximate number of bus stops and terminals to be surveyed and whether DTC's existing stop/depot master data with coordinates will be provided as the baseline, and (b) whether 400 concurrent users is the sizing basis even at the ultimate fleet of about 14,000 buses and 90+ depots, or the expected concurrency at ultimate scale.	Please refer reply in point no. 123 above.
264	Clause 4.13(18), Page 42 – Third-Party Software and Maps	All required third-party software and maps must be provided with perpetual licences.	Please specify the required products, editions, number of users and licence quantities. Commercial third-party providers may not offer perpetual or transferable licences. Subscription-based licences valid during the contract should therefore be acceptable, with post-contract licences procured directly by DTC.	Please refer reply in point no. 96 above.
265	Clause 4.13(20), Pages 42-43 – Pre-existing Proprietary Software	DTC is to receive perpetual, transferable rights and complete source code for the bidder's pre-existing platform.	It is requested that the bidder retain ownership and source code of its pre-existing platform, reusable modules, libraries, algorithms, AI models and background IP. DTC may receive a perpetual right to use the deployed version, while source-code transfer should be limited to DTC-specific custom development.	Please refer reply in point no. 82 above.
266	Clause 4.13(23)-(24), Page 43 – Ten-Year Design Life and Future Upgrades	The system must have a ten-year design life and accommodate future upgrades and applications even though the contract is for approximately five years.	Please clarify whether maintenance, licences, cloud services, security upgrades and support after the contract period are excluded. Any post-contract support or upgrade should be provided under a separately agreed contract.	As per RFP
267	Clause 4.13(26), Page 43 – Refresher Training	Vendor must provide training 'time to time' without defined quantity.	Please specify the number of initial and refresher training sessions, participants, locations and training days included in the scope. Training beyond the stated quantity should be conducted against an approved Change Request.	As per RFP
268	Clause 4.13(31), Pages 45-46 – Changes and Upgrades	Vendor must perform changes and upgrades requested by DTC without additional cost.	Please distinguish corrective maintenance, statutory/security patches and minor configuration changes from new development and functional enhancement. Only defects and minor changes within the signed FRS/SRS should be free of cost; new requirements should follow paid Change Control.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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269	Clause 4.13(32), Page 46 – Change Request/Change Management	Any change, modification, enhancement, integration, report or functionality required by DTC must be implemented without additional cost and within timelines specified by DTC.	This clause creates an unlimited and unquantifiable scope. It is requested that each Change Request be assessed for effort, cost, resources and timeline and implemented only after mutual approval. A defined annual pool of minor change effort may be included, beyond which additional payment should apply.	As per RFP
270	Clause 4.19(b)(2)-(3), Page 55 – Functional and Policy Changes	Even changes outside the signed FRS/SRS and changes arising from legislative, administrative or policy decisions are to be implemented without additional cost.	Please amend the clause so that statutory or policy-driven changes requiring development, new infrastructure, integration or licences are processed through a mutually agreed Change Request with appropriate commercial and timeline adjustments.	As per RFP
271	Clause 4.13(37), Page 47 – Reports	Bidder must prepare an exhaustive report list and develop 'any other required reports' within 15 days throughout the contract.	Please provide the mandatory report catalogue and formats before bidding. Ad-hoc reports should be limited to reports generated using existing data fields and reporting tools. Reports requiring new data, workflows, calculations or integrations should be handled as Change Requests.	As per RFP
272	Clause 4.14(b), Pages 50-51 – 'Any Other Work'	Deployed personnel may be assigned any other work relating to BMS, MIS, analytics, reporting or digital transformation.	Please confirm that deployed personnel will be used only for activities directly connected with this BMS contract. Work for unrelated DTC systems, projects or general digital-transformation initiatives should be outside the scope.	As per RFP
273	Clause 4.14(h), Page 52 – Manpower Augmentation	DTC may require augmentation, redistribution or redeployment of IT experts without additional financial implication.	Please confirm that the quoted price includes only the specified eight personnel. Any increase beyond eight personnel, additional shifts or new locations should be separately payable after mutual approval.	As per RFP
274	Clause 4.19(c), Page 55 – 24x7x365 On-site Support	Bidder must provide comprehensive on-site support and all necessary manpower 24x7x365, while Clause 4.14 specifies only eight personnel at particular offices.	Please provide the required shift-wise manpower and deployment locations. Please confirm whether 24x7 support may be delivered through a central remote helpdesk with on-call escalation, while the eight specified personnel work during normal DTC office hours.	Please refer reply in point no. 86 above
275	Section 4.15 (Operations Control Centre, Kashmere Gate), Page 53	"Bidder will setup Operations Control Centre" at Kashmere Gate.	Please clarify whether setting up the OCC includes physical infrastructure (civil/interior work, video wall or display hardware, operator workstations, LAN/networking) or is limited to BMS software, dashboards and monitoring tools, and who provides the OCC premises and hardware.	Please refer reply in point no. 42 above.
276	Clause 4.15, Page 53 – Monitoring Bus Hardware	OCC must monitor the health of all bus hardware and software components.	Please provide the complete list, make/model, quantity, protocol and API availability of bus hardware to be monitored. The BMS bidder's responsibility should be limited to monitoring data made available through documented interfaces and should exclude repair or maintenance of onboard equipment.	Please refer reply in point no. 42 above.

DTC BMS RFP – Pre-Bid Replies to Queries

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277	Clause 4.16, Pages 53-54 – BI Platform	BI licence costs are to be borne by the bidder, while DTC may add dashboards, KPIs, reports, filters and alerts without additional licensing or vendor dependency.	Please specify the number and type of creator, administrator, viewer and mobile licences, data-refresh frequency and user count. Additional licences or capacity requested later should be payable at actual cost.	As per RFP
278	Section 4.13(40), Page 50; Section 4.16(b), Page 53; Section 4.13(3), Page 41	Cloud DC/DR account, SSL certificates, map licence, SMS/OTP gateway, BI platform licences and app-store developer accounts to stand "in the name of DTC from the outset"; Power BI licence cost to be borne by the Service Provider; OTP-based logins with SMS to users.	Please confirm that all recurring costs (cloud hosting, SMS/OTP gateway usage, map licences, SSL certificates, app-store fees and BI licences) are to be borne by the Service Provider within the quoted per-bus rate, notwithstanding the accounts standing in DTC's name.	Please refer reply in point no.41 above.
279	Clause 4.13(3), Page 41 and Clause 3.6 – Users	System must support a minimum of 400 concurrent users, but future user growth is unlimited.	Please specify the number of named users and maximum concurrent users included in the base scope. Infrastructure and licence costs arising from concurrency beyond the stated limit should be separately payable.	As per RFP
280	Data, Storage and CCTV Requirements	The tender does not define GPS frequency, CCTV streaming volume, video retention, transaction volumes, historical-data migration or annual database growth.	Please provide sizing assumptions for GPS messages, CAN parameters, CCTV streams, ticket transactions, API calls, documents, backups and retention periods. Variance beyond the declared baseline should result in corresponding cloud-cost adjustment.	Please refer reply in point no. 26 above.
281	Mobile Applications – Clause 4.13(15) and Form 8	Mobile applications are mentioned for officers, checking staff, drivers, depot and OCC users, but workflows and user quantities are not defined.	Please provide an exhaustive mobile-app requirements document covering user roles, workflows, challan rules, offline operation, device compatibility, MDM, expected users and integrations. Any additional role or workflow added after FRS sign-off should follow Change Control.	As per RFP
282	Master Data – Clause 4.1	Vendor must create, update, delete and modify stops, routes, duties and fare stages as per DTC requirements.	Please provide the current number of records and expected monthly change volume. DTC should remain responsible for approving and providing authoritative master data; the bidder should only configure approved data and should not be responsible for determining routes, fares or operating policy.	Please refer reply in point no. 123 above.
283	UAT and Acceptance – Section 5	COD depends on successful UAT and DTC satisfaction, but test cases, approval timelines and deemed acceptance are not defined.	Please provide module-wise acceptance criteria and UAT timelines. Deliverables should be deemed accepted if DTC does not provide consolidated written observations within a defined period, such as seven working days.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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284	Scope Freeze and FRS/SRS Approval	Several requirements are to be finalised after award through consultation with DTC.	Please confirm that an agreed FRS/SRS, integration matrix, report catalogue, infrastructure sizing, user matrix and implementation plan will constitute the contractual scope baseline. Requirements beyond this baseline should be processed through Change Control.	As per RFP
285	Conflict Between Free Changes and Payment for Variations	Clause 4.13(32) requires all changes without cost, whereas Form 15 permits payment for increases/decreases in items based on quoted or assessed prices.	Please clarify the order of precedence and confirm that additional items, integrations, licences, manpower, infrastructure and functionality will be commercially assessed and paid as variations/Change Requests.	As per RFP
286	General Scope Interpretation	Multiple clauses use 'including but not limited to,' 'etc.,' 'as required by DTC,' 'future systems' and 'any other work.'	Please confirm that these expressions indicate the general nature of the requirement and shall not create unlimited obligations. The bidder's binding scope should be limited to the expressly quantified requirements and the mutually signed FRS/SRS.	As per RFP
287	Clause 2.9.12, Technical Eligibility, Item 5, Page 22 – CMMI and ISO Certification	The bidder must possess CMMI Level 3 or above and ISO 9001:2015 or above for the preceding three years. These organisational certifications are not a direct measure of BMS capability and may unnecessarily restrict eligible MSEs and start-ups.	Please remove the mandatory CMMI Level 3 requirement. A valid ISO 9001 certification or documented software-quality processes should be accepted, and the condition of holding the certification for three years should be deleted. Technical capability may instead be assessed through relevant experience, solution demonstration, methodology and qualified manpower.	Please refer reply in point no.6 above
288	Clause 2.9.12, Item 5 and Security Requirements under Sections 4 and 7	The RFP already provides solution-level security testing and compliance obligations. Requiring additional bidder-level security certifications that are not expressly connected with the proposed solution may restrict competition without improving implementation security.	Please confirm that no additional organisational certification such as ISO 27001, STQC or similar certification will be required unless expressly specified in the RFP. Solution security may be established through CERT-In-empanelled VAPT after implementation and before go-live. Any new certification introduced after bid submission should not affect eligibility and any related compliance cost should be mutually agreed.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
289	Section 2.9.10 (Earnest Money Deposit), Page 20; Proposal Data Sheet, Page 6	EMD of Rs. 1,10,00,000/- required as Bank Guarantee/DD/FDR, with the original to reach DTC HQ before bid submission. Clause 2.9.10(ii) states only: "EMD shall be exempted for the MSEs, Start Ups etc. as per GeM GTC." No further detail, eligibility conditions, or procedure is provided anywhere in the RFP.	Exemption from EMD for Micro and Small Enterprises and DPIIT-recognised Startups is Government of India policy under Rule 170(i) of the General Financial Rules, 2017, the Public Procurement Policy for MSEs Order, 2012, and the GeM General Terms and Conditions, all of which apply to this tender floated on the GeM portal. We request DTC to confirm and explicitly record, by way of reply to this pre-bid query and a corrigendum: (a) that Udyam-registered MSEs and DPIIT-recognised Startups are fully exempt from the EMD of Rs. 1.10 Crore for this tender; (b) the documents to be submitted in lieu (Udyam Registration Certificate and/or DPIIT recognition certificate, and whether a Bid Security Declaration is required, and in what format); (c) that exempt bidders need not submit the physical Bank Guarantee/DD/FDR at DTC HQ; and (d) how the exemption applies to a consortium - whether it suffices for one member or the lead member to hold the Udyam/DPIIT registration. In the absence of explicit confirmation, exempt bidders risk summary rejection under Clause 2.9.5/2.9.9 for non-submission of the physical EMD.	As per RFP
290	Clause 2.9.10(ii) – Applicability of EMD Exemption to Service Providers	This procurement is for software, IT and implementation services, but the RFP does not expressly confirm whether the EMD exemption applies to eligible service-sector MSEs and start-ups.	Please confirm that the EMD exemption applies to eligible MSE and start-up service providers offering software, IT/ITES and transit-technology services and is not restricted only to manufacturers or product suppliers.	As per RFP
291	Section 3.7 (Existing System Understanding & Integration), Page 33; Section 4.1(k), Page 35	"The Service Provider shall be required to study, understand, adopt, import previous data, integrate, upgrade, and enhance the existing system as per the requirements of DTC with no claim for redevelopment and no additional payment."	The RFP does not describe the existing BMS (technology stack, database, data volumes and formats, APIs, current vendor, documentation). Please share details/documentation of the existing system, the quantum and format of legacy data to be imported/migrated, and whether bidders may inspect the existing system before bid submission, so that the migration and integration effort can be estimated and priced.	Please refer reply in point no. 20 above.
292	Section 4.1(i)(a),(b),(d),(e), Page 34; Section 4.13(10), Page 42; Section 7 SLA S.No. 5 and 8, Pages 58-59	Vendor must capture real-time GPS, CAN, ITS (IP-CCTV, panic button, two-way communication) and charging data from concessionaires' AIS-140 devices; SLA requires >=99.5% API availability (Rs 50,000/day) and 100% data management compliance (Rs 5,000/day delay or inaccuracy, Rs 50,000 per data loss).	GPS/CAN/ITS/charging feeds are obligations of the concessionaires and outside the Service Provider's control. Please confirm that SLA measurement and penalties for API availability, data delay/inaccuracy and data loss apply only to systems and interfaces under the Service Provider's control, and that outages or data gaps caused by concessionaire-side devices, networks or APIs are excluded. Please also confirm whether the concessionaire agreements oblige operators to provide these feeds/APIs to the Service Provider.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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293	Section 4.1(g), Page 34; Section 4.11, Pages 40-41	"Real-time and historical monitoring of Key Performance Indicators (as per Concessionaire Agreement to be shared with selected vendor)"; the CMS must auto-compute each concessionaire's SLA/KPI/penalties and the Service Provider is solely responsible for accurate computation.	The concessionaire agreements' SLA/KPI/penalty/payment schedules are shared only after award. Please share the applicable concessionaire agreement SLA/KPI/penalty and billing parameters (or their formats) with the bid documents, as design and pricing of the configurable penalty engine and automated billing module depend on them.	Please refer reply in point no. 44 above.
294	Section 5 (Project Timelines, Milestones 4-6), Page 56; Section 8 MSA Clause 6(b), Page 62	"COD to be declared after successful conduction of UAT and rollout of BMS in all depots", while buses and depots are being inducted progressively (Sections 3.3 and 3.6) and Milestone 6 covers roll-out in newly inducted buses "as and when put in operation".	Please confirm that COD/Go-Live will be declared upon UAT and rollout in the depots and fleet existing at award (currently 52 depots), and that COD and the start of O&M payments are not contingent on depots or buses inducted in future. Please also clarify the exact depots in scope for the T+8 weeks COD milestone and confirm that milestone timelines and Liquidated Damages exclude delays arising from non-availability of concessionaire data/APIs or DTC-side inputs (master data, business-rule sign-off, UAT committee scheduling).	Please refer reply in point no. 44 above.
295	Section 4.3 (Passenger Intelligence), Page 36; Section 4.13(16), Page 42	Stop-wise boarding and alighting analytics, route-wise passenger load analysis, passenger heat maps; integration with "Automatic Passenger counting system" mentioned elsewhere.	Please specify the data source for boarding/alighting and passenger-count analytics: whether Automatic Passenger Counting (APC) hardware is fitted on the buses and its APIs/data will be made available to the Service Provider, or whether these analytics are to be derived only from AFCS/ETM ticketing data.	As per RFP
296	Section 4.8 (Business Rules), Page 38	"All Business rules for BMS to be formalized by the vendor in consultation with DTC" - 19 parameters listed (stoppage/terminal/depot geofencing, route fencing, out-shedding relaxations, trip start relaxation, route diversion in meters, over-speed thresholds, GPS KM tolerance, duty limits, etc.) without any values.	Please provide the current or default values for each of the 19 business-rule parameters, and confirm these will be configurable by DTC through system parameters without software change. This is needed to size the configuration and geofencing effort.	As per RFP
297	Section 4.10 (Details of infractions reports & formats for billing purpose), Page 39	Twenty infraction/billing reports are listed by name only (e.g., double duty driver report, KPI report (quarterly), head-wise missed KMs, incident and penalty report, breakdown report, over speed report, etc.).	Please share the prescribed formats/templates for these infraction reports and billing outputs, including the quarterly KPI report and the concessionaire bill/payment note formats, as these formats drive the design of the reporting and billing engine.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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298	Section 4.13(9), Page 42; Section 4.13(29)(viii), Page 45	4.13(9): operational data to be kept live during the entire contract period "except tracking data for last 1-month on live server"; 4.13(29)(viii): the database "shall maintain historic data for 5 years. This period should be configurable based on DTC's requirement."	Please clarify the retention requirement for GPS/tracking data beyond one month: whether the 5-year historic retention applies to tracking data, the required storage tier (live vs archive), and archival/retrieval expectations, given the volumes involved for up to 14,000 buses reporting at 5-second intervals.	Please refer reply in point no. 26 above.
299	Section 7 (SLA table and Notes), Pages 58-59; Section 4.13(3), Page 41; Section 4.13(37)(iii), Page 47	SLA targets include average response time ≤ 3 seconds, $\geq 99\%$ data accuracy, zero data loss, and reports "within prescribed timelines"; planned downtime "shall not exceed the limits specified in the Contract" but no limits are stated.	Please define the measurement methodology: (a) the transactions, percentile and measurement window for the 3-second response-time SLA; (b) the definition and measurement method for "99% data accuracy" and "zero data loss"; (c) the prescribed timelines for each daily, weekly, monthly and quarterly report (and whether the 15-day development window for new reports is the prescribed timeline); (d) the permitted planned-downtime limits per month.	As per RFP
300	Section 2.9.12 (Technical Eligibility Criteria), S.No. 2 'Turnover', Page 21; Form 3 (Financial Capability), Page 78	The bidder should have an average annual turnover of at least INR 15 Crores in the last 3 financial years 2023-24, 2024-25 & 2025-26 (aggregable across consortium members). The RFP provides no relaxation of this turnover criterion for MSEs or DPIIT-recognised Startups.	Relaxation of prior turnover criteria for Startups and MSEs in public procurement is settled Government of India policy: Rule 173(i) of the General Financial Rules, 2017; Department of Expenditure O.M. No. F.20/2/2014-PPD(Pt.) dated 25.07.2016 and 20.09.2016 (all Central Ministries/Departments to relax prior turnover and prior experience for all Startups and MSEs, subject to meeting quality and technical specifications); Para 16 of the Public Procurement Policy for MSEs Order, 2012; and the PPP (Preference to Make in India) Order, 2017. These relaxations are available irrespective of sector and are part of the GeM framework under which this tender is issued. We request DTC to confirm and incorporate, by way of reply to this pre-bid query and a corrigendum, that the average annual turnover criterion of INR 15 Crores stands relaxed for Udyam-registered MSEs and DPIIT-recognised Startups (including as consortium members), subject to their meeting the quality and technical specifications of this RFP, and to specify the relaxed turnover level applicable.	As per RFP
301	Clause 2.9.10(ii), Page 20 – EMD Exemption in Consortium	The RFP does not clarify how MSE/start-up EMD exemption will apply where the bid is submitted by a consortium.	Please clarify whether exemption is available when the lead member, any member or all consortium members meet the applicable MSE/start-up conditions. Please also confirm whether an exempt bidder must submit a Bid Security Declaration and that no physical BG, DD or FDR is required.	As per RFP
302	Section 4 – Functional Scope / Automated Penalty & Show-Cause Workflows	BMS includes automatic violation detection, infraction/penalty calculation, show-cause/proposal notes and related workflows.	Please confirm that BMS-generated penalties will be recommendations subject to DTC approval, with maker-checker controls and audit trails, and that the bidder will not be liable for DTC's final contractual decisions.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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303	Section 4.9 / Contract Management & Billing Functional Scope, RFP Pages 38–39 and related functional requirements	BMS is expected to automate concessionaire contract rules, SLA/KPI/penalty computation, trip-wise KM verification, billing and payment-note generation.	DTC is requested to provide all applicable concessionaire agreements, amendments, SLA/KPI matrices, penalty provisions, billing methodologies, exceptions, and sample approved bills prior to SRS sign-off. The bidder shall not be held responsible for any discrepancies in automated calculations arising due to incomplete, inconsistent, or subsequently modified contractual rules or information provided by DTC.	Please refer reply in point no. 44 above.
304	Section 4.17 – IRMS / Incident Workflow, RFP Page 54	IRMS includes incident workflow, assignment, resolution support and SLA compliance reporting with automated emails.	DTC is requested to provide the finalized incident categories, severity levels, escalation matrix, assignment groups, communication channels, and approval workflows. Any changes to incident or SLA rules after Go-Live shall be accommodated through configuration, wherever supported by the approved system design; any substantial modification or redevelopment of workflows shall be handled through the applicable CCN process.	As per RFP
305	Section 4.13 / Section 7 – Backup, Recovery & Data Loss, RFP Pages 41–50 & 58–59	Daily backup, recovery and zero-data-loss obligations are linked to SLA/penalties.	Kindly specify the required backup methodology, frequency, retention period, immutable/offline backup requirements, restoration testing frequency, and the applicable definition of “data loss.” The zero-data-loss requirement should be applicable only to data successfully received and committed within the BMS, and should exclude data packets that were not received due to upstream device, network, or communication failures.	Please refer reply in point no. 26 above.
306	Section 4.13 Clause 40 – App Store Developer Accounts, RFP Page 50	Google Play Store and Apple App Store developer accounts for mobile applications shall stand in DTC's name.	It is requested that DTC shall be responsible for creating and maintaining the required developer/app-store accounts and providing timely authorized access to the bidder/development team, including completion of all applicable organization verification, legal, payment, and KYC formalities. Any delay arising from account verification, app-store review, or third-party platform approvals shall be excluded from the implementation and applicable SLA timelines.	Please refer reply in point no. 41 above.
307	Page 59 - Reports & MIS	100% reporting compliance; Rs.20,000 delayed/inaccurate report.	Exclude delay/inaccuracy caused by unavailable/incorrect upstream data; define timelines from availability of complete source data.	As per RFP
308	Page 59 - Incident Management	Critical <=2h, Major <=4h, Minor <=24h with incident penalties.	Classify controlled vs third-party incidents and pause SLA clock while awaiting DTC/third-party access, approvals, information, hardware or external resolution.	As per RFP
309	Page 59 - System Performance	Average web/mobile response <=3 seconds; Rs.2,000/day penalty.	Define server/client measurement, concurrency/load, test environment and network conditions; exclude user device/browser/DTC network/internet latency outside successful successful bidder control.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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310	Page 58 - Application Availability	Web uptime >=99%; Rs.50,000/day penalty.	It is requested that SLA and system availability measurements shall exclude periods attributable to planned or DTC-approved maintenance, DTC network/internet connectivity issues, cloud or government infrastructure outages, force majeure events, and third-party service disruptions. The applicable measurement methodology, calculation criteria, and exclusion process should be clearly defined and mutually agreed upon.	As per RFP
311	Page 59 - Security & Compliance	CERT-In/MeitY/Gol compliance; Rs.50,000 non-compliance and Rs.5 lakh security breach.	Define security breach; exclude attempted attacks, zero-days and DTC/third-party incidents not attributable to successful successful bidder negligence; levy after RCA.	As per RFP
312	Section 4.13 / Cloud DC-DR & Backup Requirement s, RFP Pages 41–50	MeitY-empanelled India cloud, DC/DR, backup, restoration and 24x7 availability are required, but infrastructure sizing depends on recovery objectives.	DTC may please specify the required Recovery Point Objective (RPO), Recovery Time Objective (RTO), DR drill frequency, DR capacity percentage, failover/failback methodology and whether DR must be active-active or active-passive. These parameters are essential for uniform cloud sizing and commercial comparison.	Please refer reply in point no. 142 above.
313	Section 4.13, Pages 41-50 - Data Backup/Stor age	Operational data is expected to remain available with extensive backup/storage obligations.	Kindly specify the data retention and archival requirements for online/hot data, archival/cold data, and backup data, including applicable retention periods, archival timelines, backup frequency, and expected restoration SLA.	Please refer reply in point no. 26 above.
314	Section 7, Pages 58-59 - Monthly penalty cap	Fixed daily/incident penalties have no clear overall monthly cap.	Total SLA penalties in any billing month should be capped at 10% of that month's invoice value, subject to specifically agreed exceptions such as proven fraud/wilful misconduct.	As per RFP
315	Section 7, Pages 58-59 - Overall penalty framework	Multiple SLA penalties may arise from one underlying incident.	Cap total monthly SLA penalties at 10% of the respective month's invoice; no cumulative penalties for same root cause; written notice, RCA review and cure period before levy.	As per RFP
316	Section 4.14 / Section 7 – Manpower & SLA, RFP Pages 50–53 & 58–59	Onsite manpower obligations and 24x7 support requirements coexist with the manpower availability SLA.	DTC may please specify the normal working hours, weekly offs, holidays and shift requirements for each onsite role. It may also be confirmed that the 24x7 helpdesk/NOC obligation does not require all eight onsite IT Experts to remain physically present round-the-clock, and that shift/roster coverage may be adopted as appropriate.	Please refer reply in point no. 86 above
317	Section 4.15 – Operations Control Centre (OCC), RFP Page 53	The Operations Control Centre at Kashmere Gate requires live monitoring, incident management, escalation, device monitoring and operator GUI support.	DTC is requested to provide the detailed Bill of Quantities and responsibility matrix for OCC infrastructure, including video wall/display systems, operator workstations, servers, networking, UPS/power, furniture, civil/electrical works and internet/MPLS connectivity, clearly identifying items to be provided by DTC and by the successful bidder.	Please refer reply in point no. 42 above

DTC BMS RFP – Pre-Bid Replies to Queries

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318	Page 59 - Manpower Deployment	100% key-person availability; Rs.10,000/person/day.	Exclude approved replacement period, DTC redeployment, site/security-clearance delay and force majeure; levy only after contractual cure/replacement period.	As per RFP
319	Page 58 - Mobile Application Availability	Android/iOS uptime >=99%; Rs.25,000/day penalty.	It is requested that timelines and SLA measurements shall exclude delays or disruptions arising from app-store approvals, OS or platform-level changes, device manufacturer-related issues, and other third-party dependencies. The applicable SLA measurement shall commence only after successful publication and deployment of the application.	As per RFP
320	Section 7 – SLA, RFP Pages 58–59	Application, cloud, API/integration and other availability SLAs attract daily penalties under the RFP.	DTC is requested to provide an explicit SLA exclusion matrix covering approved planned maintenance, DTC network or power failure, telecom outage, cloud/OEM outage beyond bidder control, concessionaire API failure, third-party integration failure, force majeure and other external dependencies not attributable to the successful bidder.	As per RFP
321	Section 4.18 / Section 7 – Security & SLA, RFP Pages 54 & 58–59	Security breach/non-compliance may attract significant contractual penalties and termination consequences.	It may please be confirmed that security penalties shall apply only where the incident is demonstrably attributable to bidder-controlled BMS components and to negligence/non-compliance of the successful bidder. Incidents originating from DTC networks/users, third-party systems, cloud/OEM vulnerabilities outside bidder control, zero-day vulnerabilities or force majeure should be excluded subject to RCA.	As per RFP
322	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35	Integration and data availability depend upon concessionaires and other stakeholders for GPS, CAN, ITS, charging, AFCS and related systems.	It may please be confirmed that delay, non-availability, incorrect data, API downtime, protocol changes or non-cooperation attributable to DTC, concessionaires, OEMs or other third parties shall be excluded from bidder SLA/LD and that the corresponding implementation or operational timeline shall be extended for the affected period.	As per RFP
323	Section 7, Pages 58-59 - Single root-cause principle	One incident can trigger multiple SLA heads.	It is requested that a single underlying incident or service failure shall be subject to only one applicable SLA penalty, and multiple or cumulative penalties under different SLA categories such as API, data, availability, incident management, reporting, or billing shall not be applied for the same event.	As per RFP
324	Section 7, Pages 58-59 - Third-party dependency exclusion	Several SLA parameters rely on external systems/data/approvals.	Explicitly exclude GPS, CAN, AFCS, NCMC, ITS, telecom, cloud, DTC approvals, concessionaires and other external dependencies from SLA/penalty computation while unavailable/deficient.	As per RFP
325	Page 59 - Data Management	Real-time availability, >=99% accuracy, zero data loss, daily backup.	Exclude GPS/SIM/telecom/power/CAN/device/upstream API failures. Define accuracy measurement, sampling, tolerance and reconciliation.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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326	Page 58 - API & Integration Availability	GPS/CAN/ITS/AFCS/NCMC/ other APIs >=99.5%; Rs.50,000/day penalty.	Measure only APIs controlled by successful successful bidder. Exclude outage/latency/change/downtime of DTC, concessionaire, OEM and other third-party APIs.	As per RFP
327	Section 2.9.12, Pages 22-23, Point 6	Experience refers to modules including CCTV, real-time GPS, PIS, duty scheduling, incident monitoring and data collection.	Clarify whether all listed modules are mandatory or a specified minimum/substantial combination is sufficient; define the minimum qualifying module set.	As per RFP
328	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35; Section 5 – Project Timelines & Milestones, RFP Page 56	Successful Bidder is responsible for feeding/creation/updation of stops, duties, routes and fare/fare-stage data, whereas complete rollout/COD is stipulated within T+8 weeks.	Clarification is requested on whether the Successful Bidder must conduct a fresh physical/field survey of all DTC routes, route variants, bus stops, stop coordinates, fare stages and route/fare-stage mapping. If yes, provide the total routes, variants, stops, fare stages and approximate route kilometres. Further clarify whether survey, validation, digitisation, mapping and DTC approval must all be completed within the overall T+8 weeks (2 months). It is requested a separate agreed between DTC and the successful successful bidder survey timeline, and corresponding extension of COD without levy of LD or penalty for delay in DTC master data, field access, verification or approval.	Please refer reply in point no. 123 above
329	Section 5, Page 56; Section 7 SLA	T+2/T+4/T+6/T+8 week milestones and tentative COD 01.11.2026 are extremely tight for full rollout.	It is requested that the implementation timeline be considered on a phased basis, with a minimum implementation period of 16 weeks, followed by an appropriate stabilization period. The applicable SLA should commence only after COD and completion of the agreed stabilization period. T+ milestone-based timelines should take precedence over any indicative or tentative calendar dates.	As per RFP
330	Section 2.9.17 – Performance Security, RFP Page 25 onwards; Section 6.4 – LD & SLA Recoveries	Performance Security is 5% of Contract Order Value and DTC may recover LD/SLA/other dues from invoices and/or Performance Security.	Clarification is sought regarding the required validity/claim period of Performance Security for the full contract and extensions, the timeline for release after successful completion/exit, and whether the Performance Security value may be proportionately reduced after major implementation milestones or during later O&M years. Any invocation may please follow prior notice and contractual cure/dispute process except in cases expressly requiring immediate invocation.	As per RFP
331	Section 7, Pages 58-59 - General SLA	SLA penalties may be recovered from invoices/performance security.	Penalties should apply only to failures solely attributable to successful successful bidder. DTC/DoT/concessionaire/GPS/CAN/AFCS/NCMC /ITS/telecom/cloud/government/third-party events must be excluded.	As per RFP
332	Section 4.13 Clause 40 – Accounts/Lic ences in DTC Name, RFP Page 50	Cloud DC/DR account, SSL certificates, map licence, SMS/OTP gateway, BI licences and Google/Apple developer accounts are required in DTC's name from outset.	Clarification is sought regarding the procurement/payment mechanism where OEM/cloud/SaaS providers require advance payment, minimum commitment, security deposit or direct customer KYC. DTC may please provide timely account/KYC/authorisation support and approve reimbursement/advance mechanism for consumption-based services procured in DTC's name.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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333	Section 2.13.2 – Termination for Convenience, RFP Page 28	DTC may terminate the Contract for convenience by giving 30 days' prior written notice, followed by handover and knowledge transfer obligations.	It may please be confirmed that, upon termination for convenience not attributable to the successful successful bidder, DTC shall pay all undisputed dues for services performed up to termination, committed/non-cancellable third-party licence/cloud costs, approved transition costs and reasonable demobilisation costs. Please also clarify treatment of unrecovered implementation investment where no implementation payment is otherwise payable.	As per RFP
334	Section 6 – Payment Terms / Financial Bid, RFP Pages 56–58 & 97–99	Long-term per-bus pricing covers multiple years of services and several third-party/statutory cost components.	It may please be confirmed that any change in GST or any other statutory tax, levy, cess or government-imposed charge after bid submission shall be dealt with as per applicable law and shall not be required to be absorbed within the bidder's quoted base service rate.	Please refer reply in point no. 13 above
335	Section 6 – Payment Terms, RFP Pages 56–58	Payment is subject to verification, deductions and recoveries under the Contract.	Its requested that, where any invoice is subject to dispute, the undisputed amount shall be paid within the stipulated contractual payment period, while withholding shall be limited only to the amount under specific dispute until the matter is resolved.	As per RFP
336	Section 6 – Payment Terms, RFP Pages 56–58	Monthly payment is based on the actual number of buses operational on BMS and certified by DTC.	DTC may please define 'bus operational on BMS' objectively. A bus for which the BMS platform/service remains available should continue to be treated as billable where the vehicle is temporarily off-road because of accident, workshop activity, maintenance, battery/vehicle failure, concessionaire action or any reason not attributable to the BMS successful bidder.	Please refer reply in point no. 103 above
337	Section 5 / Section 6 – Rollout & Payment, RFP Pages 56–58	COD is contemplated after rollout in all required depots, while no payment is made during implementation.	DTC may please permit phased/depot-wise COD and corresponding payment where a completed depot/phase is fully operational but overall rollout is delayed due to DTC, concessionaire, OEM or other third-party dependency not attributable to the successful bidder.	As per RFP
338	Section 5 / Section 6 – COD & Commencement of Payment, RFP Pages 56–58	Payments commence only after COD/Go-Live is declared by DTC.	DTC may please specify the maximum period, preferably seven working days, within which the COD/Go-Live certificate will be issued after successful UAT and completion of agreed rollout conditions.	As per RFP
339	Section 5 / Section 6 – UAT, COD & Payment, RFP Pages 56–58	COD and commencement of payment depend upon successful UAT and DTC acceptance/declaration.	DTC may please prescribe a maximum review/approval turnaround time for SRS, design, integrations, UAT results and other deliverables. Delays in DTC/committee approvals beyond the prescribed period should result in a corresponding extension of dependent project milestones without LD.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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340	Section 6 – Payment Terms, RFP Pages 56–58	The successful bidder bears substantial fixed cloud, licence, manpower and support costs while monthly billing varies with the number of operational buses.	DTC may please consider a minimum committed monthly billing quantity or a fixed platform/manpower component so that fixed infrastructure, cloud, licence and manpower costs are not left unrecovered merely because of fleet reduction/non-operation for reasons unrelated to the BMS.	As per RFP
341	Section 2.10, Pages 26-27; Exit Management / Clause 39(g)	Contract is 5 years + 2 months whereas exit provides for a 90-day parallel run.	Please clarify whether the 90-day parallel run period is included within the overall implementation timeline or shall be considered as an additional transition period. If it is additional, kindly confirm the applicable commercial terms and payment coverage for manpower, cloud infrastructure, software licences, and support services during the parallel-run period	Please refer reply in point no. 15 above
342	Section 3.6 & Section 6 – Scalability / Payment Terms, RFP Pages 33 & 56–58	Future buses and depots may be added while payment is structured on a per-bus-per-month basis.	It may please be confirmed that buses added beyond the tender baseline shall be paid at the accepted per-bus rate and that any new depot requiring additional onsite infrastructure, survey, integration or dedicated manpower will be addressed through mutually agreed commercial terms/change control.	Please refer reply in point no. 177 above
343	Page 59 - Billing Accuracy	100% accuracy; Rs.2,000 per missed accuracy.	Exclude errors/delays from GPS/odometer/trip closure, concessionaire data and DTC approvals; define measurement and reconciliation.	As per RFP
344	Section 4.16 – Enterprise BI & Decision Support System, RFP Pages 53–54	BI dashboards, KPIs, drill-downs, alerts, exports and configurable reports are required.	DTC is requested to provide the definitive list of mandatory Day-1 dashboards/reports/KPIs for UAT and distinguish them from future configurable reports. New dashboards/KPIs introduced after signed-off SRS that require new data models or integrations should follow Change Control.	As per RFP
345	Section 4.13 Clause 39 – Source Code Repository, RFP Page 49	Code must be maintained in a version-controlled repository owned by and continuously accessible to DTC.	Clarification is requested on whether DTC will provide the repository/tool and required DevSecOps infrastructure. If the successful bidder must procure it, specify required platform, user count, storage, CI/CD, code-scanning and retention requirements and confirm treatment of associated recurring licence cost.	As per RFP
346	Section 4.13 Clause 39 – Independent Build & Deployment Verification, RFP Page 49	Independent build/deployment verification is a condition precedent to COD and is repeated annually and at exit.	Kindly define who will perform/approve independent build verification, the test environment, maximum review TAT and acceptance criteria. Failure caused by DTC-nominated infrastructure, unavailable third-party binaries/licences or external repository access should not delay COD.	As per RFP
347	Section 4.19 – Application Software Maintenance, RFP Page 55	Version upgrades/patches require DTC approval and impact assessment.	DTC is requested to define the approval turnaround time for critical security patches and mandatory OEM/cloud updates. In cases where immediate action is required to mitigate an actively exploited security vulnerability, an expedited emergency change mechanism should be permitted, with appropriate post-implementation documentation and reporting.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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348	Section 4.19 – Application Software Maintenance, RFP Page 55	Successful Bidder must address bugs/gaps vis-à-vis signed-off FRS/SRS at no additional cost and implement changes/upgrades through controlled testing.	It may please be confirmed that defects is to be determined against the signed-off FRS/SRS and accepted UAT baseline. New business rules, changed interpretations or functionality not contained in the signed-off baseline should be processed as Change Requests and not classified as defects/bugs.	As per RFP
349	Section 4.18 / Section 4.13 – Security Audit & CERT-In Compliance, RFP Pages 41–54	Security audits and compliance with applicable Government of India/MeitY/CERT-In requirements are required.	DTC may please specify whether VAPT/source-code audit is required before Go-Live and periodically thereafter, the required frequency, auditor eligibility, retest cycle and responsibility for audit fees. Audit timelines dependent on DTC-nominated/third-party auditors should not delay COD or attract successful bidder LD.	As per RFP
350	Section 4.13 – Source Code / Independent Build Verification, RFP Pages 49–50	Complete source code is to be maintained in a DTC-accessible repository, updated periodically and subjected to independent build/deployment verification.	DTC may please specify the repository platform, access/security model, branching and release process, nominated build infrastructure and verification procedure. Independent build verification should apply to DTC-specific deliverables and exclude proprietary third-party components for which source code is not legally available.	As per RFP
351	Section 5 – UAT/COD, RFP Page 56	COD is linked to successful UAT and rollout.	DTC may please classify UAT observations by severity. Minor, cosmetic or non-critical observations that do not prevent core business operation should not block COD and may be closed within a mutually agreed post-Go-Live period.	As per RFP
352	Section 4.9 – Responsibility Matrix, RFP Pages 38–39	Operational master creation, allocation and closure activities require DTC/depot participation and approvals.	DTC may please nominate the designated authority for approval of routes, stops, duties, schedules, vehicles, drivers/conductors and daily operational closures and prescribe an approval turnaround time. Delay beyond the specified TAT should extend the dependent implementation/operational timelines.	As per RFP
353	Section 4.3 – Passenger Intelligence, RFP Page 36	Passenger demand forecasting, boarding/alighting analytics, route load analysis, peak/event prediction and passenger heat maps are required.	DTC is requested to identify the authoritative source of passenger boarding/alighting data, such as AFCS/ETM/APC/NCMC, and specify its historical availability and accuracy. Where the underlying source is unavailable, incomplete or inaccurate, related passenger analytics should not attract bidder SLA/penalty.	Please refer reply in point no. 28 above
354	Section 4.2 – Artificial Intelligence (AI), RFP Pages 35–36	AI/ML scope includes ETA and delay prediction, scheduling, route/fleet/depot/crew/charging optimisation, anomaly detection and predictive-maintenance use cases.	DTC is requested to establish clear acceptance criteria and minimum accuracy/precision benchmarks for each proposed AI/ML use case. Where a validated benchmark dataset and measurable performance criteria are not defined, AI-generated outputs should be considered advisory or decision-support only and should not, by themselves, form the basis for any penalty or adverse contractual action.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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355	Section 4.13 – Data Ownership, Application Software & IPR, RFP Pages 49–50	DTC ownership extends to software/mobile apps, source code, configurations, workflows, APIs, dashboards and other project-specific deliverables.	It may please be confirmed that the successful bidder's pre-existing products, frameworks, libraries, generic modules, algorithms, tools, know-how and other background intellectual property existing before this project shall remain the bidder's property, while DTC receives the rights/licence necessary to use and operate the DTC-specific solution.	Please refer reply in point no. 82 above
356	Section 4.2, Pages 35-36 - Artificial Intelligence	AI/ML requirements are broad and outcome-oriented.	Provide use-case-wise inputs, outputs, frequency, accuracy/performance benchmarks, integrations and UAT/acceptance methodology; alternatively finalize measurable criteria during SRS/customisation based on available data.	As per RFP
357	Section 5 – Project Timelines & Milestones, RFP Page 56	Implementation depends upon multiple DTC and third-party approvals, inputs and acceptance activities.	DTC may please consider deemed approval where no written observation is issued within seven working days of submission of a deliverable/UAT result, so that implementation and COD are not indefinitely delayed for reasons beyond the successful bidder's control.	As per RFP
358	Section 5 – Project Timelines & Milestones, RFP Page 56	UAT in one depot is scheduled at T+6 weeks and COD/rollout in all depots at T+8 weeks.	DTC is requested to provide/finalise the detailed UAT plan, objective acceptance criteria and test cases during SRS/implementation-plan sign-off. Requirements or test cases introduced after such sign-off should be handled through Change Control with corresponding effort and timeline adjustment.	As per RFP
359	Section 4.9 – Responsibility Matrix, RFP Pages 38–39	Master data for buses, routes, duties, stops, drivers, conductors and operational inputs is shared across stakeholders.	It may please be confirmed that correctness and completeness of master data supplied or approved by DTC/concessionaires shall remain with the relevant data owner and that SLA/penalties shall not apply to BMS outputs affected by incorrect, incomplete or delayed master data.	As per RFP
360	Page 58 - Implementation Milestones	Rs.10,000/day and Rs.5,000/depot/day rollout delay penalties.	Exclude delays caused by API/CAN/GPS data, access, master data, approvals and third parties; provide an agreed stabilization period after Go-Live.	As per RFP
361	Section 4.13, Page 49 onwards; Sections 5 & 6	DTC provides for custom software/source-code/IPR handover whereas implementation/development cost is borne upfront by Successful Bidder.	Please clarify whether a separate one-time commercial provision or milestone payment will be applicable towards software development, customization, implementation, and transfer of source code/IPR. If not, kindly specify the proposed commercial mechanism for recovery of these one-time costs.	As per RFP
362	Section 4.1 / 4.9, Pages 34-39; Section 4.14, Pages 50-53	Stops/routes/duties/trips/master-data creation and regular updates may require dedicated survey/data manpower.	Clarify whether this is within the eight IT Experts or additional manpower. Specify volume/frequency, survey scope, manpower, deployment location, responsibilities and DTC reporting/approving authorities.	As per RFP
363	Section 2.7, Pages 14-15; Form 16, Page 100	Pre-bid query submission / meeting timeline.	Extend the last date for pre-bid queries and reschedule the pre-bid meeting to allow adequate review of this large and complex RFP.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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364	Section 4.4 / 4.13 – Open APIs, Data Exchange & No Vendor Lock-in, RFP Pages 36 & 49–50	DTC provides for secure version-controlled APIs, unrestricted data access, open-format export and migration support.	Kindly define the mandatory data exchange standards/formats, API security standard, versioning/deprecation policy and expected external consumer count. New public/third-party API consumers added after Go-Live that materially increase load should be subject to capacity review and Change Control.	As per RFP
365	Section 4.19 – ITIL Ticketing / Application Support, RFP Page 55	All tickets/issues/complaints/observations are to be maintained in an ITIL-compliant comprehensive ticketing solution.	Clarification is requested on whether DTC has an existing ITSM/ticketing platform to be integrated or the successful bidder must provide one. If successful bidder-provided, specify expected agent/user count, retention period, email/SMS integration, reporting requirements and whether licence cost is included in per-bus pricing.	As per RFP
366	Section 4.18 – Security Management , RFP Page 54	System provides for access control, authentication, encrypted storage, secure transfer, transaction logs and security reporting.	DTC may please specify whether integration with any existing DTC Identity Provider/SSO/Active Directory, SOC/SIEM, PAM, MFA, HSM/KMS or security monitoring platform is mandatory. If yes, please provide product details, interface documentation, licence responsibility and integration environment.	As per RFP
367	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	Replacement of a vacant prescribed resource is required within seven days.	Considering specialised skill requirements and normal recruitment/notice periods, DTC may please allow up to 30 days for permanent replacement of key resources, subject to deployment of an interim suitable resource and uninterrupted service continuity.	As per RFP
368	Section 4.1 / 4.15 – IP-CCTV / OCC, RFP Pages 34–35 & 53	System/OCC scope includes CCTV/device monitoring and related integrations.	Clarification is requested on whether BMS is required to ingest live video streams, recorded video, camera health/status or only event/metadata feeds. DTC may also provide camera count, resolution, FPS, codec, expected concurrent streams, retention requirement and existing VMS/NVR details for infrastructure sizing.	Please refer reply in point no. 26 above
369	Section 4.1 / 4.2 – Charging & AI Optimisation, RFP Pages 34–36	Charging data and charging optimisation are included in the BMS/AI scope.	DTC is requested to provide the number, make/model and protocol of chargers/CPO platforms, API availability, charging data fields and ownership/responsibility of charger integrations. Third-party charger/CPO API unavailability should be excluded from bidder SLA.	As per RFP
370	Section 3.6 – Scalability, RFP Page 33	The solution is required to be scalable for current and future buses/depots.	DTC may please define the mandatory Day-1 design capacity and future scalability target in terms of buses, depots, concurrent users, API TPS and data volume. Infrastructure required beyond the stated baseline due to fleet/depot expansion should be commercially adjustable.	As per RFP
371	Section 4.13 – Other Terms & Conditions for Vendor, RFP Pages 41–50	Mapping, geofencing and location-based functions are required as part of BMS.	DTC is requested to confirm the approved/preferred map platform, anticipated map/API usage volume, and applicable licensing requirements. Alternatively, bidders may be permitted to propose equivalent map service providers that comply with the specified functional, security, performance, and data-residency requirements.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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372	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35	CAN and vehicle parameters are required from multiple bus/OEM/concessionaire ecosystems.	DTC is requested to provide the mandatory CAN parameter list for each bus/OEM category, including SOC, odometer, energy, battery and diagnostic parameters, and confirm that non-availability of any parameter from the OEM/concessionaire shall not be treated as bidder non-compliance.	Please refer reply in point no. 44 above
373	Section 4.1 & Section 4.4 – Integrations / Interoperability, RFP Pages 34–36	The successful bidder is required to integrate multiple third-party systems/APIs.	It may please be confirmed that the successful bidder shall not be responsible for rectification, firmware modification, hardware replacement, calibration or configuration of devices/systems supplied and maintained by third parties. Bidder responsibility should be limited to BMS-side integration against approved interface specifications.	As per RFP
374	Section 4.1 – Stakeholders Involvement and Obligations, RFP Pages 34–35	BMS requires ingestion/integration of GPS, CAN, ITS and other vehicle data.	DTC is requested to provide an updated bus-wise and concessionaire-wise inventory of all existing onboard and associated systems/devices, including GPS/VLTD, CAN gateway, ITS, AFCS/ETM, CCTV, panic buttons, chargers, and other relevant equipment. The details should include make/model, communication protocol, data transmission frequency, connectivity method, and current operational status to facilitate accurate solution design, integration planning, and cloud/infrastructure sizing.	Please refer reply in point no. 44 above
375	Section 3.7 – Existing System Understanding & Integration, RFP Page 33	The successful bidder is required to understand and integrate with the existing systems and data sources of DTC/DoT and concessionaires.	DTC is requested to provide the complete list of existing applications, databases, APIs, OEM systems and concessionaire systems to be integrated, together with interface specifications, sample payloads, API documentation, authentication methods and availability of UAT/sandbox environments before commencement of the implementation timeline.	Please refer reply in point no. 29 & 44 above
376	Page 43 relevant system-life requirement; Section 2.10, Pages 26-27	System life is stated as at least 10 years whereas contract is 5 years + 2 months with maximum 2-year extension.	Confirm 10 years relates to architecture/scalability only and does not require recurring O&M/licences/cloud/manpower beyond the contractual period; post-contract services should be on agreed between DTC and the successful successful bidder commercials.	As per RFP
377	Section 4.4 – Open Transit Data, Interoperability & Delhi Transport Stack Integration, RFP Page 36	System is required to support open architecture, GTFS/GTFS-Realtime, REST APIs and present/future integrations.	DTC may please specify the initial list of mandatory APIs/integrations for Go-Live. Any new integration or material API/protocol change introduced after signed-off SRS should be handled through Change Control with mutually agreed effort, commercial impact and timeline.	Please refer reply in point no. 29 & 44 above
378	Section 2.9.12, Page 22 – Certifications	The eligibility conditions prescribe CMMI Level 3 certification/appraisal and include conditions relating to its validity/age.	DTC is requested to clarify the acceptable validity position for the CMMI Level 3 appraisal. It is further requested that, where the bidder has already initiated the appraisal process, documentary evidence such as an engagement/assessment commitment from an authorised appraisal agency be accepted at bid stage, with the final CMMI Level 3 appraisal/certificate to be submitted before Go-Live or within another period approved by DTC.	Please refer reply in point no.6 above

DTC BMS RFP – Pre-Bid Replies to Queries

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379	Section 4.13 – Cloud Hosting in India / DC-DR, RFP Pages 41–50	Secure hosting on a MeitY-empanelled cloud in India with DC/DR, backup, monitoring and operational support is required.	DTC may please specify permitted cloud regions/locations, whether DC and DR must be on the same cloud provider or different providers, and whether managed PaaS/SaaS services may be used where data remains in India and security requirements are met.	As per RFP
380	Section 4.13 / Section 4.18 – Data Security & Applicable Data Protection Laws, RFP Pages 41–54	Successful Bidder must comply with applicable data-protection laws and secure personal/operational data.	Kindly clarify the respective responsibilities of DTC and the successful bidder in relation to the processing of personal data, including data-controller/data-fiduciary instructions, applicable consent and privacy notices, data-subject requests, breach management, and data-retention requirements. DTC is also requested to provide the approved privacy policy and applicable data-processing instructions for mobile application users.	Please refer reply in point no. 26 above
381	Section 4.18 – Security Management , RFP Page 54	Transaction logs shall record database changes, report access, edits, login/logout timestamps and be retained for minimum one year, configurable for further modification by DTC.	DTC may please specify the maximum log-retention period to be commercially sized. Any increase beyond the stated one-year baseline that materially increases storage/SIEM/cloud cost should be treated through Change Control.	Please refer reply in point no. 26 above
382	Section 4.13 Clause 39(h) – Indemnity, RFP Page 50	Successful Bidder indemnifies DTC against IP infringement and unauthorised use of third-party software/components.	It may please be confirmed that IP indemnity shall exclude infringement arising from DTC-provided specifications, DTC/third-party modifications, combinations not supplied/approved by the successful bidder, or continued use after successful bidder provides a compliant replacement/workaround. Bidder should have the right to control defence/settlement of third-party IP claims, subject to DTC approval.	As per RFP
383	Section 2.13.1 – Termination for Material Breach, RFP Pages 27–28	Material breach may lead to termination after notice/cure process.	Kindly define objective events constituting Material Breach and confirm that termination shall follow written notice, detailed reasons, reasonable opportunity to respond and the stated cure period. Failures caused by DTC/third-party dependencies or force majeure should not constitute successful successful bidder Material Breach.	As per RFP
384	Section 4.13 / 4.19 – Enhancements & Change Management , RFP Pages 41–50 & 54–56	The successful bidder is expected to maintain and enhance the system during the contract period.	It may please be confirmed that 'enhancement' does not imply unlimited fresh development at no additional cost. Legislative/policy changes requiring material redevelopment, new third-party integrations or additional infrastructure should be evaluated and implemented through the Change Control/CCN process.	As per RFP
385	Section 4.13 / Section 4.19 – Documentation, Training & Knowledge Transfer, RFP Pages 41–56	RFP provides for detailed user manuals, technical documentation, training material, video tutorials, SOPs, hands-on training and continuous documentation updates.	DTC may please specify the number of users/batches, user categories, training locations, expected training days/hours, languages, train-the-trainer requirement and frequency of refresher training. Any substantial additional training beyond the stated baseline should be handled through Change Control.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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386	Page 59 - Helpdesk Services	24x7 ITIL helpdesk; Rs.5,000/day.	Kindly specify the required support staffing, shift timings, support channels, service locations, ticketing process, and SLA measurement methodology. Any resolution time dependent on pending access, information, approvals, or actions from DTC or third-party service providers should be excluded from the applicable SLA calculation.	As per RFP
387	Sections 4.13, 4.14 Pages 50-53; 4.17 Page 54	24x7 IRMS technical support is required in addition to the eight IT Experts.	Clarify whether IRMS/helpdesk/maintenance manpower is within the eight or additional. If additional, specify role, quantity, shifts, qualifications, responsibilities, location and reporting authority.	Please refer reply in point no. 225 above
388	Section 4.2 – Artificial Intelligence (AI), RFP Pages 35–36	AI/ML models depend on historical and real-time operational data.	DTC is requested to provide details of historical datasets available for model training, including duration, completeness, consistency and quality. A mutually agreed model learning/stabilisation period should be allowed after sufficient production data becomes available before AI performance is formally assessed.	As per RFP
389	Section 4.13 – Portal/Mobile Responsiveness & Concurrent Users, RFP Pages 41–50	Portal and mobile applications are required for multiple categories of users.	DTC is requested to provide the expected total number of users, role-wise user counts, peak concurrent web users, peak concurrent mobile users and annual growth assumptions. Performance SLA should be measured only within the declared and approved design load.	As per RFP
390	Section 4.16 – Enterprise BI & Decision Support System, RFP Pages 53–54	Enterprise BI platform, dashboards, KPIs, alerts, exports and associated licensing are included in bidder scope.	DTC is requested to provide the required number and type of BI licences/users, including developer/creator/viewer/concurrent/public-dashboard users, together with expected data refresh frequency, so that all bidders can size and price the BI solution consistently.	As per RFP
391	Section 4.13 – COTS / Third-Party Licences, RFP Pages 41–50	Third-party/COTS licences are required to be perpetual, irrevocable and in DTC's name.	Many cloud, SaaS, map, SMS, BI and security products are available only on subscription or consumption models. DTC may please permit industry-standard subscription licences for such services during the contract period, with continuity/transfer arrangements at exit, where the OEM does not offer perpetual licensing.	Please refer reply in point no. 41 & 96 above
392	Form 5, Pages 81-83	Lead Member bears overall responsibility; consortium composition needs DTC consent.	It is requested that replacement or substitution of a non-lead consortium member be permitted, subject to prior approval or direction from DTC, in the event such member is unable or fails to perform its allocated scope of work, to ensure continuity of project execution and avoid any impact on the overall implementation.	As per RFP
393	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	Onsite resources are required to work under DTC functional control.	It may please be confirmed that DTC shall provide suitable office seating, electricity, network/internet access, access cards and basic workplace infrastructure at the designated DTC locations for the onsite team.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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394	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	DTC has functional control and the bidder has administrative control over deployed manpower.	It may please be confirmed that substitution with equivalent or higher-qualified personnel shall be permitted with DTC approval and that approval/rejection of the proposed substitute will be communicated within a defined TAT, preferably five working days.	As per RFP
395	Section 4.14 – Deployment of IT Experts, RFP Pages 50–53	Eight IT Experts are prescribed for onsite BMS operations/support.	It may please be confirmed that the eight prescribed IT Experts constitute the fixed mandatory onsite manpower baseline and that any additional permanent manpower requested beyond this structure will be addressed through Change Request/commercial adjustment.	As per RFP
396	Section 4.15 – Operations Control Centre (OCC), RFP Page 53	OCC operations and monitoring are envisaged under the RFP.	Kindly clarify whether OCC operations and dispatch personnel shall be provided by DTC or are to be deployed by the successful bidder. In case additional bidder manpower is required beyond the manpower specified under Section 4.14, DTC is requested to define the required manpower strength, roles and responsibilities, shift pattern, qualifications, and deployment locations.	As per RFP
397	Section 4.13 / 4.18 – Security Audit & Security Management, RFP Pages 41–50 & 54	Security audit, CERT-In/MeitY compliance, encryption and security controls are required.	DTC may please specify the required security audits/certifications, audit frequency, scope and whether the CERT-In empanelled auditor will be nominated/paid by DTC or by the successful bidder. Material architecture changes arising from new audit requirements introduced after SRS should be handled through Change Control.	As per RFP
398	Section 4.13 – COTS / Third-Party / Open-Source Components, RFP Pages 49–50	A bill of materials and licence terms for third-party/open-source components are required.	It may please be confirmed that standard open-source software/components may be used subject to their applicable licence terms and security requirements, and that the successful bidder is not required to transfer ownership of or alter third-party/open-source licence rights.	As per RFP
399	Section 2.9.12, Page 21, Point 3; Form 3, Page 78	Net-worth period appears inconsistent: eligibility refers to five years whereas Form 3 refers to three years.	Kindly confirm whether the applicable eligibility period shall be considered as 3 years or 5 years, and accordingly align the eligibility requirements and Form 3 to maintain consistency across the tender documents.	Please refer reply in point no. 5 above
400	Section 2.13.4 – Suspension, RFP Page 29	The RFP permits DTC to direct temporary suspension of the Services, while compensation for losses arising from such suspension is restricted.	DTC may please define the maximum duration for which a suspension can continue. If a suspension extends beyond 30 days, or the successful bidder continues to incur unavoidable cloud, licence, infrastructure or manpower commitments during that period, such committed costs should be reimbursed and all affected implementation/contractual milestones should be extended correspondingly.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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401	Section 4.19 – O&M / Change Management , RFP Pages 54–56	Changes, upgrades, enhancements and software change management are part of O&M.	DTC is requested to clearly distinguish between routine configuration, maintenance, and defect resolution versus activities requiring a Change Request. Any new module, significant functionality, integration, or workflow that is not included in the approved SRS should be treated as a change in scope and implemented only after mutual agreement on the associated effort, commercial implications, and revised timelines through the applicable CCN process	As per RFP
402	Section 4.13 – Other Terms & Conditions for Vendor, RFP Pages 41–50	SMS/OTP and related external services may be required for application operation.	DTC is requested to provide the estimated monthly volume for SMS, OTP, and other system notifications. Any significant increase in usage beyond the agreed baseline, arising from changes in DTC policies, additional users, or enhanced functionality, should be considered separately through reimbursement or an applicable Change Request.	As per RFP
403	Section 3.7 / Section 4.13 – Existing Data / Data Portability, RFP Pages 33 & 41–50	Existing system data may be required for continuity, reporting and analytics.	DTC is requested to confirm the scope of historical data migration, including the required data period, estimated data volume, source systems, database/file formats, and responsibilities for data extraction, cleansing, de-duplication, and validation. Any correction or cleansing of legacy or third-party data should remain with the respective data owner unless otherwise agreed as part of the scope.	Please refer reply in point no. 20 above
404	Request for Proposal (RFP) Document; Page No. 10	Third-Party System Integration Scope	Kindly clarify whether the integration scope for GPS/VTIS, CAN-TCU, VHMD, CCTV/ITS, Charging/CMS and AFCS is limited to consuming the available data/interfaces and processing, mapping and presenting the same within the BMS, or whether the Vendor will also be responsible for any modification/development required in the respective existing third-party/concessionaire systems or interfaces.	Please refer reply in point no. 44 above
405	Request for Proposal (RFP) Document; Page No. 10; Section No.4.9: Responsibility Matrix:	Responsibility for Operational Data Entry / Manpower: As per the Responsibility Matrix, several day-to-day activities such as master updation, duty allocation, waybill/ticket data entry, incident/infracton entry, charging data entry and trip-wise KM closure are assigned to DTC.	Kindly clarify whether the Vendor's scope is limited to providing the BMS functionality/workflow for these activities, or whether the Vendor is also required to provide manpower for carrying out such operational data entry and activities.	As per RFP
406	§2.9.12, S.No.2 (Turnover), p.21	Audited financial statements for FY 2025-26 may not be finalised/adopted by the Proposal Due Date (6 Oct 2026) for many bidders. Will DTC accept (a) provisional/unaudited FY 2025-26 accounts certified by the Statutory Auditor/CA, or (b) the last three audited years FY 2022-23 to FY 2024-25?	Kindly permit FY 2022-23 to FY 2024-25 (last three audited years) OR CA-certified provisional accounts for FY 2025-26, and confirm the aggregation method for consortium members (simple sum of the three-year averages).	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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407	§2.9.12, S.No.2, p.21	In a consortium, is there a minimum turnover share the Lead Bidder must individually satisfy (e.g., 51%), or is joint aggregation sufficient without a floor?	Kindly confirm that joint aggregation with no individual floor is acceptable; if a floor applies, please specify it.	As per RFP
408	§2.9.12, S.No.3 (Net worth), p.21	Please clarify (a) the five financial years intended (FY 2020-21 to FY 2024-25?); (b) whether an entity converted from LLP to a company during this period is evaluated on continuity of the same business; and (c) whether the auditor's certificate (Form-3) alone suffices or audited balance sheets for all five years are required.	Kindly confirm the five FYs, allow continuity for converted entities (name change/conversion/merger as already permitted under S.No.1), and accept the Form-3 CA certificate as sufficient evidence.	Please refer reply in point no. 5 above
409	Mobilise APP LAB Limited	Please clarify whether 'at least for last 3 years' means continuous validity for three years preceding the bid date, or a valid certificate as on bid date issued ≥3 years ago. Will ISO/IEC 27001 be considered an additional qualifying certification? Is it sufficient if any one consortium member holds both certificates?	Kindly clarify the tenure interpretation and confirm that any one consortium member holding both certifications satisfies the criterion (as indicated in the 'Applicable to' column).	Please refer reply in point no.6 above
410	§2.9.12, S.No.6 (Experience), p.22	Please clarify: (a) whether a single client contract covering 1,000+ buses executed in phases/multiple work orders qualifies; (b) whether ITMS/traffic-management projects covering mixed vehicle types qualify if bus operations are included; (c) whether experience gained as a sub-contractor/technology partner, with client certification, is acceptable; (d) whether all listed features (CCTV, AVLS, PIS, scheduling, control-room, etc.) must be present in the single project or substantially present.	Kindly accept (a) cumulative fleet under one client agreement, (b) ITMS projects with bus-operations components, (c) sub-contractor experience with client/prime certification, and (d) 'substantially all' features rather than every listed feature.	As per RFP
411	§2.9.12, S.No.7 (Key Resources), p.22–23	Please confirm that equivalent qualifications (B.Tech/B.E. in IT, ECE, Electronics; MCA; PGDM in lieu of MBA) are acceptable, that these resources may belong to any consortium member, and whether named CVs must be submitted at bid stage or at contract signing.	Kindly permit equivalent degrees (any engineering/computer discipline + MBA/PGDM) and resources from any consortium member; allow submission of CVs at bid stage with replacement by equal-or-better profiles subject to DTC approval.	As per RFP

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412	§2.9.12, S.No.8 (Solution Demonstration), p.23 & Form-8	Please clarify the demonstration schedule (date/venue/duration), whether it will be conducted before or after technical bid opening, whether the demo may be of a consortium member's existing product, and whether evaluation is pass/fail or scored.	Kindly publish the demo schedule and evaluation basis; confirm that a consortium member's live product qualifies; allow a minimum of 60 minutes per bidder.	As per RFP
413	§2.9.12, S.No.10 (Support Centre), p.23	Please confirm that an existing office in Delhi NCR (e.g., Faridabad/ Gurugram/ Noida) satisfies this criterion, and whether a consortium member's office suffices.	Kindly confirm Delhi NCR (including Faridabad/Gurugram/Noida/Ghaziabad) qualifies and that any consortium member's office is acceptable.	Please refer reply in point no. 11 above
414	§2.2(b) Consortium, p.12	Please clarify: (a) whether the Lead Bidder may be the entity providing development/ customisation/O&M while the non-lead member is the 'BMS service provider' with the existing product and 1,000-bus credential; (b) minimum equity/scope stake of the Lead; (c) whether the Performance Security and EMD may be furnished solely by the Lead Bidder.	Kindly confirm (a) is permitted, specify (b) if any, and confirm (c) — EMD/PS from the Lead on behalf of the consortium.	As per RFP
415	§2.2(b)(viii) & Form-5, p.12 & 81–83	Is a notarised MoU/Joint Bidding Agreement sufficient at bid stage, with the definitive Consortium Agreement executed post-award? Are there mandatory clauses beyond those listed in Form-5?	Kindly confirm a notarised MoU per Form-5 suffices at bid stage.	As per RFP
416	§6.2 & Form-15 Note 1, p.57 & 98	Please define 'operational on the BMS' — will buses that are integrated/onboarded to BMS but temporarily off-road (maintenance/breakdown) or not scheduled on a given day be counted for the month? What is the certification mechanism and timeline for the monthly eligible-bus count?	Kindly define 'operational' as buses integrated and reporting on BMS during the month (irrespective of daily scheduling), and specify certification within 7 days of month-end.	Please refer reply in point no. 103 above
417	Form-15 (Tentative bus-months 684,710), p.97–98	As the plan is tentative and LoA-dependent, is any minimum bus count or minimum monthly billing assured? If actual bus-months fall materially below 684,710 (e.g., >20% shortfall), will the per-bus rate be re-negotiable, given fixed costs (hosting, mandated manpower) are largely independent of fleet size?	Kindly provide a minimum guaranteed billable bus count (e.g., 80% of the tentative plan) or a rate-revision mechanism for material shortfall.	As per RFP

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418	§6.1 / §2.10, p.26 & 56	Given the substantial development scope (AI/ML, GTFS, multi-concessionaire CMS, mobile apps, 52 depots), will DTC consider a milestone-linked implementation payment (e.g., on UAT sign-off) or a mobilisation advance against bank guarantee?	Kindly consider a one-time implementation milestone payment (e.g., equivalent to two months of O&M at the tentative fleet) upon COD, or a 10% mobilisation advance against BG.	As per RFP
419	§2.9.13(ii), p.24	Over a 5+2-year term, will DTC permit annual price escalation linked to CPI/WPI for the manpower component, or a statutory-variation clause for changes in minimum wages/GST?	Kindly include (a) a statutory variation clause for GST/tax changes and (b) annual escalation of 5% (or CPI-linked) on the manpower component from Year 3.	As per RFP
420	§2.10 Note (ii), p.26–27	Will the same fixed rate apply in the extension years without escalation? Is extension at DTC's sole discretion, or mutual?	Kindly make extension mutual and allow rate escalation for the extension period.	As per RFP
421	§2.9.10 (EMD), p.19	In a consortium where the Lead Bidder is an MSE/Start-up, does the exemption apply to the consortium bid? Please confirm the required EMD BG validity period and format.	Kindly confirm exemption applicability for MSE-led consortia and specify BG validity (e.g., 225 days) and format.	As per RFP
422	§2.10 / Performance Security, p.25–26	Please confirm the 'Contract Order Value' basis for PS — $X \times 684,710$ tentative bus-months? As actual payments are variable, will DTC consider PS on a rolling annual value, or 3% of order value?	Kindly compute PS on the first-year value at the tentative fleet, or reduce PS to 3% of the total order value.	As per RFP
423	§2.9.14 & Form-15 Notes 2/4, p.24 & 98	Please confirm whether a Reverse Auction will be conducted on GeM after technical qualification, the RA rules (duration, decrement, auto-extension), and that L-1 will be determined solely on the final per-bus-per-month rate (incl. GST).	Kindly publish the RA methodology in the corrigendum.	As per RFP
424	§6.2 / §6.4, p.57–58	Will interest be payable on delayed payments beyond 30 days? How are disputed deductions resolved without withholding the undisputed portion?	Kindly provide for release of undisputed amounts within 30 days and interest at bank rate on delays beyond 45 days.	As per RFP
425	Form-15 Note 3, p.98	In case of change in GST rate or introduction of new levies during the term, will the rate be adjusted accordingly?	Kindly include a statutory variation clause.	Please refer reply in point no. 13 above

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426	§7 S.No.2–5 (Availability), p.58	Please confirm (a) availability is measured on BMS-side components only, excluding outages attributable to concessionaire devices/feeds, AFCS/ NCMC/ third-party systems, telecom, app stores or DTC network; (b) approved planned downtime is excluded and its permitted monthly limit; (c) that a single incident affecting multiple layers attracts only one penalty category (no cumulative penalties for the same outage); (d) the measurement tool/logs to be used.	Kindly incorporate (a)–(d) explicitly; allow 8 hours/month planned downtime; specify measurement via mutually agreed monitoring logs.	As per RFP
427	§7 S.No.1 & §2.16 (LD), p.30 & 58	Please confirm that delays attributable to DTC/DoT/concessionaires (master data, GPS/CAN/API access, CMS charger API, AFCS integration, depot readiness, UAT sign-off) are excluded from LD and extend the timeline correspondingly.	Kindly add an express carve-out for dependencies not within the Service Provider's control, with day-for-day extension.	As per RFP
428	§7 (Billing accuracy, ₹2,000 per missed), p.59	Please define 'missed' or 'incorrect' billing, and confirm that errors arising from incorrect/late input data (concessionaire feeds, DTC approvals, master data) are excluded.	Kindly define the metric and exclude input-data-driven discrepancies.	As per RFP
429	§7 General Conditions & Annexure C, p.58	Please confirm the 20% cap applies to the aggregate of all SLA penalties in a month, and that 'repeated breach' refers to Material Breach (not any minor SLA miss).	Kindly confirm the aggregate cap and define 'repeated breach' as three consecutive months of material breach with cure-notice process.	As per RFP
430	§3.7 Existing System Understanding & Integration, p.33	Please confirm whether historical data, masters (buses, crew, routes, stops, geofences), and configurations from the currently operational BMS will be made available to the Selected Bidder for migration, in what format, and whether a parallel-run/transition period with the incumbent is envisaged.	Kindly confirm data/master handover in open formats (CSV/JSON/API) within 15 days of LoA and a 30-day parallel-run window.	Please refer reply in point no. 20 above

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431	§4.1(i)(a) & §4.2, p.34–35	Please clarify the CCTV scope: is the BMS required to (a) view live streams only, (b) store/retain video (retention period?), or (c) run AI analytics on video? Who bears streaming bandwidth and storage costs? What are the expected feeds per bus and resolution?	Kindly limit BMS scope to live viewing and event-based clip storage (e.g., 30 days), with bandwidth/storage assumptions stated, or provide sizing parameters.	Please refer reply in point no. 26 above
432	§4.2 (AI/ML), p.35	Please clarify (a) which AI modules are mandatory for COD/Go-Live versus phased post-COD (AI models require historical data accumulation); (b) availability of historical operational data for training; (c) acceptance criteria for AI outputs (accuracy thresholds).	Kindly permit phased delivery of AI modules (e.g., ETA/delay at COD; optimisation/predictive modules within 6–9 months post-COD) with acceptance on defined KPIs.	As per RFP
433	§4.3 (Passenger Intelligence), p.35	These depend on APC/AFCS/NCMC data. Please confirm availability, format and API access to AFCS/ETM/APC data from DTC/DoT and concessionaires, and who is responsible for providing it.	Kindly confirm data availability and responsibility; treat passenger analytics as dependent on such data.	Please refer reply in point no. 28 above
434	§4.4 (Open Transit Data & Delhi Transport Stack), p.35–36	Please share (or confirm availability of) API specifications/documentation for One Delhi, ONDC, Delhi Transport Stack and the existing PIS; confirm who owns publication of GTFS feeds and the approval workflow; confirm whether route/stop masters will be provided by DTC/DoT.	Kindly provide interface specifications post-award and confirm DTC/DoT will furnish authoritative route/stop masters.	Please refer reply in point no. 29 above
435	§4.11 (Contract Management System) & §4.12, p.40–41	Please confirm the number of distinct concessionaire agreements (DTC, DoT, Cluster) to be configured, and whether copies/extracts of these agreements (SLA, KPI, penalty, payment terms) will be shared with bidders at the pre-bid stage or immediately upon LoA. Are the DoT/Cluster billing workflows different from the DTC workflow in §4.12?	Kindly share the count and key SLA/penalty structures with the corrigendum, and full agreements within 7 days of LoA.	As per RFP

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436	§4.11(ix), p.41	Please confirm that the BMS role is computational and advisory — final payment decisions rest with DTC's approving authorities — and that the Service Provider bears no fiduciary liability for payments made via escrow.	Kindly clarify liability is limited to rectification of system computation errors; no liability for payment decisions/escrow disbursements.	As per RFP
437	Scope / Mobile Apps (§1, §3, §4), various	Please confirm the number and types of mobile applications in scope (e.g., Officer/Checking staff, Workshop/Depot, Driver/Conductor?) and confirm that passenger-facing apps are out of scope (One Delhi exists).	Kindly enumerate the apps in scope.	As per RFP
438	§2.11 / Form-15 (Manpower deployed in DTC), p.27 & 97	Please confirm these are full-time on-site at DTC HQ, working days/hours, and that DTC provides workspace, connectivity and access as stated in §2.11.	Kindly confirm on-site terms and DTC-provided facilities.	Please refer reply in point no. 86 & 225 above
439	§9-type hosting clauses / Section 4 hosting, p.various	Please provide sizing assumptions (GPS ping frequency, CAN frequency, CCTV feeds/retention, concurrent users, data retention years) to enable uniform hosting estimates across bidders; confirm whether DTC has an existing NIC/MeitY cloud tenancy that must be used.	Kindly publish sizing parameters in the corrigendum.	Please refer reply in point no. 26 above
440	Source code / IP (Definitions §17, §2.13(iii)), p.15 & 28	Please confirm that pre-existing/COTS/partner product IP remains with the Service Provider/consortium member, with DTC receiving a perpetual, royalty-free licence to use it for the contract purpose, while bespoke customisations developed under the contract vest in DTC.	Kindly confirm the IP position as above.	Please refer reply in point no. 82 above
441	NIT / §2.10(a), p.2 & 26	Given the expanded scope, is COD/Go-Live to be declared on completion of a pilot (e.g., select depots) with phased rollout thereafter, or only after all 52 depots are live? Please clarify the phasing and the LD applicability during phased rollout.	Kindly define COD on pilot go-live (e.g., 3 depots) with a phased rollout plan (e.g., 6 months) not attracting LD.	As per RFP

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442	NIT (Pre-bid meeting), p.2	Please share the VC link and confirm that responses to all pre-bid queries will be published as a consolidated corrigendum on GeM with a date, and that the corrigendum will form part of the RFP.	Kindly circulate the VC link and confirm the corrigendum process/date.	As per RFP
443	Form-1 / Bid validity, p.~89	Please confirm the EMD BG validity required relative to the 180-day bid validity (e.g., validity + 45 days).	Kindly specify EMD validity precisely.	As per RFP
444	Integrity Pact, p.~100+	Please confirm the IEM details and that the Pact is to be signed by all consortium members at bid submission.	Kindly confirm.	As per RFP. Please refer clause no. 2.17 & Section 10 of RFP
445	Exit Management / Termination, p.28–29	Please confirm the duration of transition support at contract end (e.g., 3 months), that it is paid at the contracted rate, and the format of data handover.	Kindly specify a 90-day paid transition period.	Please refer reply in point no. 15 above
446	Clause 2.9.12: Technical Eligibility Criteria, Point 3: Net Worth, Page 21	The bidder should have a positive net worth for the last five (5) years as of 31 March 2025. A duly certified statement from the auditor for the last five financial years, as per Form 3, is required.	Query: Form 3 requires the bidder to provide net-worth details for the last three financial years, i.e., FY 2023–24, FY 2024–25 and FY 2025–26, whereas the eligibility criterion requires a duly certified statement from the auditor for the last five financial years. We request DTC to kindly clarify the applicable period and align the eligibility criterion with the requirement prescribed under Form 3. Proposed Clause: "The bidder should have a positive net worth during each of the last three (3) financial years, i.e., FY 2023–24, FY 2024–25 and FY 2025–26. A duly certified statement from the statutory auditor for the aforesaid three financial years shall be submitted in accordance with Form 3."	Please refer reply in point no. 5 above
447	Clause 2.9.12: Technical Eligibility Criteria, Point 5: Certification, Page 22	The bidder should have a valid CMMI Level 3 or higher and ISO 9001:2015 certification or higher, valid for at least the last three years as on the last date of submission of the bid.	Query: We request DTC to kindly consider aligning this requirement with the certification criterion prescribed in the previous DTC RFP, particularly Point 5 of Section 2: Eligibility Criteria. Accordingly, the bidder may be permitted to submit either a valid CMMI Level 3 or higher certification or a valid ISO 9001:2015 or higher/equivalent certification, valid as on the bid submission date. Further, the requirement that such certification must have been held continuously for the last three years may kindly be removed to facilitate wider participation by otherwise technically qualified bidders. Proposed Clause: "The bidder should possess a valid CMMI Level 3 or higher certification and/or ISO 9001:2015 or higher/equivalent certification, valid as on the last date of submission of the bid."	Please refer reply in point no.6 above

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448	Clause 2.8.6: Site Visits by Bidder, Page 16	The bidder may visit and examine the site, at a time to be agreed with DTC, and obtain for itself, on its own responsibility, all information that may be necessary for preparing the bid document. The visit may not be used to raise questions or seek clarification; such matters must be submitted in writing. The cost of visiting the site(s) shall be borne by the bidder.	Query: We request DTC to kindly clarify the procedure for arranging the site visit, including the prescribed process for submitting a request, the designated contact person and the available dates and time slots. We further request clarification regarding the scope of access permitted during the site visit, including access to operational areas and facilities, existing bus operations, contractual and monitoring processes, BMS/software systems, relevant infrastructure and system interfaces, and interaction with the concerned DTC officials, as may be required for proper assessment and preparation of the bid. Kindly also specify the applicable conditions, restrictions, permissions and prior approvals, if any, required for undertaking the site visit.	As per RFP
449	3.7 Existing System Understanding & Integration, (Page No. 33)	a. The Service Provider is to understand that the Bus Management System (BMS) and its components are already in existence within DTC. The Service Provider shall be required to study, understand, adopt, import previous data, integrate, upgrade, and enhance the existing system as per the requirements of DTC with no claim for redevelopment and no additional payment. b. No claim shall be made for redevelopment of the system from scratch in its new BMS, and all efforts towards modification, integration, migration, or improvement of the existing system shall be deemed to be included in the scope of work and covered within the quoted cost.	As we understand that BMS solution is already operational in DTC. Please clarify, whether existing BMS solution is required to be enhanced, customized only as per the requirement. Please confirm will DTC provide existing source code, technical documents etc to new SI for customization and enhancement of existing BMS.	As per RFP
450	13. Contract Period, (Page No. 8)	The Contract shall commence from the Effective Date, i.e., the date of issuance of the Work Order, and shall remain valid for a period of five (5) years and two (2) months, unless terminated earlier in accordance with the provisions of the Contract. The initial two (2) months shall constitute the Implementation Phase, during which the Successful Bidder shall complete software development, customization, deployment, integration, testing, User Acceptance Testing (UAT), training, commissioning and all other activities necessary for successful implementation of the Bus Management System (BMS)	Please confirm, how many users are required to be trained?	As per RFP

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451	NA	Mobile app	Is there any requirement of Passenger mobile app as well. Please confirm, how many mobile app are required to be developed under this project.	As per RFP
452	API and Integration availability (Page No. 58)	GPS, CAN, ITS, AFCS, NCMC and other API operational	We understand that, there is a third party dependency for data for these APIs, in case API does not return any data, penalty should not be imposed on the vendor	Please refer reply in point no. 44 above
453	Billing accuracy penalty (Page No. 59)	Generation of GCC billing through the system	If data is not available in the system for GCC billing, in that case penalty should not be oppose on the SI vendor	Please refer reply in point no. 44 above
454	Section 2.7, Pages 14-15; Form 16, Page 100	Pre-bid query submission / meeting timeline.	We kindly request an extension of the pre-bid query submission deadline and rescheduling of the pre-bid meeting to facilitate adequate time for a detailed review and assessment of the comprehensive RFP.	As per RFP
455	Form 5, Pages 81-83	Lead Member bears overall responsibility; consortium composition needs DTC consent.	Permit the replacement or substitution of a non-lead consortium member, subject to prior approval or direction from DTC, in the event such member fails or is unable to perform its assigned scope, to ensure continuity and timely execution of the project.	As per RFP
456	Section 2.9.12, Page 21, Point 3; Form 3, Page 78	Net-worth period appears inconsistent: eligibility refers to five years while Form 3 refers to three years.	Kindly clarify whether the eligibility criteria shall be considered for 3 years or 5 years, and accordingly align the eligibility clause and Form 3 to ensure consistency.	Please refer reply in point no. 5 above
457	Section 2.9.12, Page 22 - Certifications	CMMI Level 3 requirement / age-validity condition.	Kindly clarify the CMMI requirement with respect to the validity of the appraisal. It is requested that an engagement letter/commitment may be accepted at the bid stage, with the required CMMI appraisal covering BMS to be completed prior to Go-Live or within a timeframe approved by DTC	Please refer reply in point no.6 above
458	Section 2.9.12, Pages 22-23, Point 6	Experience refers to modules including CCTV, real-time GPS, PIS, duty scheduling, incident monitoring and data collection.	Clarify whether all listed modules are mandatory or a specified minimum/substantial combination is sufficient; define the minimum qualifying module set.	As per RFP
459	Section 4.1 / 4.9, Pages 34-39; Section 4.14, Pages 50-53	Stops/routes/duties/trips/master-data creation and regular updates may require dedicated survey/data manpower.	Kindly clarify whether this requirement is to be fulfilled within the specified eight IT Experts or as additional manpower. Please also specify the volume and frequency of activities, survey scope, required manpower, deployment locations, roles and responsibilities, and the designated DTC reporting and approving authorities.	Please refer reply in point no. 86 & 225 above
460	Section 4.13, Pages 41-50 - Data Backup/Storage	Operational data is expected to remain available with extensive backup/storage obligations.	Kindly define a clear data retention and archival policy distinguishing between hot/online data, archival/cold data, and backup data, including the applicable online retention period, archival duration, backup frequency, and restoration SLA.	Please refer reply in point no. 26 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
461	Section 4.13, Page 49 onwards; Sections 5 & 6	DTC requires custom software/source-code/IPR handover while implementation/development cost is borne upfront by Service Provider.	Provide a separate one-time Software Development, Customisation, Implementation & Source-Code/IPR Transfer Fee/milestone, or clarify the commercial recovery mechanism.	As per RFP
462	Section 4.2, Pages 35-36 - Artificial Intelligence	AI/ML requirements are broad and outcome-oriented.	Provide use-case-wise inputs, outputs, frequency, accuracy/performance benchmarks, integrations and UAT/acceptance methodology; alternatively finalize measurable criteria during SRS/customisation based on available data.	As per RFP
463	Page 43 relevant system-life requirement; Section 2.10, Pages 26-27	System life is stated as at least 10 years while contract is 5 years + 2 months with maximum 2-year extension.	Confirm 10 years relates to architecture/scalability only and does not require recurring O&M/licences/cloud/manpower beyond the contractual period; post-contract services should be on mutually agreed commercials.	As per RFP
464	Sections 4.13, 4.14 Pages 50-53; 4.17 Page 54	24x7 IRMS technical support is required in addition to the eight IT Experts.	Clarify whether IRMS/helpdesk/maintenance manpower is within the eight or additional. If additional, specify role, quantity, shifts, qualifications, responsibilities, location and reporting authority.	Please refer reply in point no. 86 & 225 above
465	Section 4.13 - Back Office; Section 4.14, Pages 50-53	Back-office operations require continuous monitoring/data/support effort.	Specify number of back-office personnel, roles, qualifications, shifts, responsibilities, deployment location and reporting authority; clarify whether included in or additional to the eight IT Experts.	As per RFP
466	Section 2.10, Pages 26-27; Exit Management / Clause 39(g)	Contract is 5 years + 2 months while exit requires a 90-day parallel run.	Clarify whether the 90-day parallel run is included or additional. If additional, specify payment for manpower, cloud, licences and support during transition.	Please refer reply in point no. 15 above
467	Section 5, Page 56; Section 7 SLA	T+2/T+4/T+6/T+8 week milestones and tentative COD 01.11.2026 are extremely tight for full rollout.	Reconsider to a phased implementation period (suggested minimum 16 weeks). Apply SLA after COD plus stabilization. T+ timeline should prevail over tentative calendar date.	As per RFP
468	Section 5, Page 56 - commencement/dependencies	Implementation depends on LOA plus data, APIs, credentials, access, approvals and concessionaire coordination.	Confirm 'T' starts from LOA/Work Order together with availability of prerequisites; DTC/concessionaire/third-party delays should extend milestones without penalty.	As per RFP
469	Section 7, Pages 58-59 - General SLA	SLA penalties may be recovered from invoices/performance security.	Penalties should apply only to failures solely attributable to Service Provider. DTC/DoT/concessionaire/GPS/CAN/AFCS/NCMC /ITS/telecom/cloud/government/third-party events must be excluded.	As per RFP
470	Page 58 - Implementation Milestones	Rs.10,000/day and Rs.5,000/depot/day rollout delay penalties.	Exclude delays caused by API/CAN/GPS data, access, master data, approvals and third parties; provide an agreed stabilization period after Go-Live.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
471	Page 58 - Application Availability	Web uptime >=99%; Rs.50,000/day penalty.	Exclude planned/approved maintenance, DTC network/internet, cloud/government infrastructure, force majeure and third-party outages; define measurement methodology.	As per RFP
472	Page 58 - Cloud Infrastructure Availability	DC/DR >=99.5%; Rs.10,000/day penalty.	Apply penalty only to Service Provider-attributable failures; exclude MeitY cloud/ISP/underlying infrastructure failures and define measurement/exclusions.	As per RFP
473	Page 58 - Mobile Application Availability	Android/iOS uptime >=99%; Rs.25,000/day penalty.	Exclude app-store approvals, OS/platform changes, device-manufacturer issues and other third-party events; measure after successful publication/deployment.	As per RFP
474	Page 58 - API & Integration Availability	GPS/CAN/ITS/AFCS/NCMC/ other APIs >=99.5%; Rs.50,000/day penalty.	Measure only APIs controlled by Service Provider. Exclude outage/latency/change/downtime of DTC, concessionaire, OEM and other third-party APIs.	As per RFP
475	Page 59 - System Performance	Average web/mobile response <=3 seconds; Rs.2,000/day penalty.	Define server/client measurement, concurrency/load, test environment and network conditions; exclude user device/browser/DTC network/internet latency outside Service Provider control.	As per RFP
476	Page 59 - Incident Management	Critical <=2h, Major <=4h, Minor <=24h with incident penalties.	Classify controlled vs third-party incidents and pause SLA clock while awaiting DTC/third-party access, approvals, information, hardware or external resolution.	As per RFP
477	Page 59 - Data Management	Real-time availability, >=99% accuracy, zero data loss, daily backup.	Exclude GPS/SIM/telecom/power/CAN/device/upstream API failures. Define accuracy measurement, sampling, tolerance and reconciliation.	As per RFP
478	Page 59 - Backup / Data Loss	Rs.10,000 per backup miss; Rs.50,000 per data loss.	Differentiate production failure, maintenance, archival restoration and third-party cloud incidents; allow reasonable restoration/cure before penalty.	As per RFP
479	Page 59 - Security & Compliance	CERT-In/MeitY/Gol compliance; Rs.50,000 non-compliance and Rs.5 lakh security breach.	Define security breach; exclude attempted attacks, zero-days and DTC/third-party incidents not attributable to Service Provider negligence; levy after RCA.	As per RFP
480	Page 59 - Manpower Deployment	100% key-person availability; Rs.10,000/person/day.	Exclude approved replacement period, DTC redeployment, site/security-clearance delay and force majeure; levy only after contractual cure/replacement period.	As per RFP
481	Page 59 - Billing Accuracy	100% accuracy; Rs.2,000 per missed accuracy.	Exclude errors/delays from GPS/odometer/trip closure, concessionaire data and DTC approvals; define measurement and reconciliation.	As per RFP
482	Page 59 - Reports & MIS	100% reporting compliance; Rs.20,000 delayed/inaccurate report.	Exclude delay/inaccuracy caused by unavailable/incorrect upstream data; define timelines from availability of complete source data.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
483	Page 59 - Helpdesk Services	24x7 ITIL helpdesk; Rs.5,000/day.	Define staffing/shifts/channels/location/ticketing/measurement; exclude resolution periods awaiting DTC/third-party access, information or action.	As per RFP
484	Section 7, Pages 58-59 - Overall penalty framework	Multiple SLA penalties may arise from one underlying incident.	Cap total monthly SLA penalties at 10% of the respective month's invoice; no cumulative penalties for same root cause; written notice, RCA review and cure period before levy.	As per RFP
485	Section 7, Pages 58-59 - Third-party dependency exclusion	Several SLA parameters rely on external systems/data/approvals.	Explicitly exclude GPS, CAN, AFCS, NCMC, ITS, telecom, cloud, DTC approvals, concessionaires and other external dependencies from SLA/penalty computation while unavailable/deficient.	As per RFP
486	Section 7, Pages 58-59 - Single root-cause principle	One incident can trigger multiple SLA heads.	One underlying incident should attract only one applicable SLA penalty and not multiple cumulative penalties across API/data/availability/incident/reporting/billing heads.	As per RFP
487	Section 7, Pages 58-59 - Monthly penalty cap	Fixed daily/incident penalties have no clear overall monthly cap.	The total liability towards SLA penalties in any billing month shall not exceed 10% of the invoice value for the respective month, subject to mutually agreed exceptions, including instances of proven fraud or wilful misconduct.	As per RFP
488	Section 2.9.14, Page Number 25 and Section 2.9.18, Page Number 26	2.9.14. Award Criteria i. Method for evaluation of selection of successful bidder and award of contract to bidder shall be on L-1 basis. And 2.9.18. Signing of Master Service Agreement (MSA) ii. After completing all due procedure/Reverse Auction (RA), the DTC shall issue a Contract Order to the selected bidder and promptly notify all other bidders who have submitted proposals about the decision taken. Further, MSA shall be signed between DTC and Consortium members OR sole bidder as per Terms and Conditions defined in the RFP after issuing the Contract award.	With reference to the RFP issued by DTC, we seek the following clarification: Clause 2.9.14 (Award Criteria) states that the method of evaluation for selection of the successful bidder and award of contract shall be on L-1 basis. However, Clause 2.9.18 (Signing of Master Service Agreement) refers to the issuance of the Contract Order "after completing all due procedure/Reverse Auction (RA)". In light of the apparent inconsistency between the two clauses, we request DTC to kindly clarify: 1. Whether the tendering process includes a Reverse Auction (RA) stage; and 2. If Reverse Auction is applicable, the detailed procedure, rules, and conditions governing the same; or 3. If Reverse Auction is not applicable, confirmation that the award shall be made strictly on L-1 basis as stated in Clause 2.9.14. We request an early clarification on the above to enable accurate preparation of our bid.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
489	Section 2.12, Page Number 27, Point Number (iii)	2.12. Exit Management Schedule i. Upon expiry or termination of the Contract, the Service Provider shall ensure smooth and seamless transition of services to DTC or its nominated agency/vendor without disruption and without any additional cost to DTC. iii. The Service Provider shall hand over to DTC or its nominated agency all previous data, source code of bespoke BMS software (including web applications, mobile applications), system configurations, credentials, documentation, databases, APIs, licenses, and all related digital assets, including those deployed on servers, cloud infrastructure, mobile devices, desktops, laptops, or any other hardware platforms.	With reference to Clause 2.12 (Exit Management Schedule) of the RFP, sub-clause (iii) requires the Service Provider to hand over to DTC or its nominated agency, among other deliverables, the complete source code of the bespoke BMS software (including web applications and mobile applications), system configurations, credentials, documentation, databases, APIs, licenses, and all related digital assets. In this regard, we wish to submit the following for kind consideration: The source code of any software solution developed by an organisation represents substantial intellectual effort, proprietary know-how, and protected Intellectual Property Rights (IPR). Complete handover of the source code would amount to transfer of proprietary intellectual property, which is neither commercially feasible nor consistent with standard industry practice for proprietary software products. We therefore request DTC to kindly clarify or suitably amend the clause to the effect that: 1. The Service Provider shall not be required to hand over the proprietary source code of the bespoke BMS software; and 2. Instead, the Service Provider shall provide all relevant compiled libraries, executable files (exe), object codes, configuration files, documentation, APIs, databases, credentials, and other necessary digital assets and artefacts, so as to enable seamless transition and allow the incoming service provider / DTC's nominated agency to independently develop or maintain the required source code, if needed, during the exit management phase. We request DTC's favourable consideration and an early clarification on the above to facilitate accurate bid preparation.	Please refer reply in point no. 82 above
490	Section 2.13.2, Page Number 28	2.13.2. Termination for Convenience i. DTC may at any time terminate the Contract for any reason by giving the Service Provider a notice of termination by giving 30 days' prior written notice that refers to this clause.	With reference to Clause 2.13.2 (Termination for Convenience) of the RFP, which empowers DTC to terminate the Contract at any time for any reason by merely issuing a 30 days' prior written notice, we respectfully submit the following for kind consideration: The provision, in its present form, is unduly harsh, commercially inequitable, and practically non-feasible. It confers an unfettered right of termination without any requirement of cause, default, or justification. Such absolute discretion exposes the Service Provider to abrupt and arbitrary discontinuance of the engagement, notwithstanding the substantial financial outlay, dedicated manpower deployment, infrastructure creation, and intellectual effort invested by the organisation in the project deliverables. Termination for mere convenience, devoid of any logical or contractual basis, is ethically untenable and contrary to the principles of fairness and mutuality that ought to govern public procurement contracts. It undermines the legitimate expectations of a bidder who commits significant resources in good faith towards successful execution of the assignment. We therefore earnestly request DTC to kindly delete Clause 2.13.2 in its entirety, or alternatively, to substantially modify the same by:- Restricting the right of termination to instances of proven material breach, insolvency, or other specifically enumerated grounds; and - Providing for adequate notice period coupled with reasonable compensation for costs and investments already incurred by the Service Provider. We trust that DTC will appreciate the gravity of the concern and favourably reconsider the clause in the interest of equity, commercial reasonableness, and balanced contractual relationship.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
491	Section 4.13, Point No 10, Page Number 42	10. It shall be the responsibility of the Vendor to capture real-time data directly from AIS-140 compliant GPS devices installed in Electric and CNG OR OTHER FUELED Buses from respective concessionaire.	With reference to Clause 10 of the RFP, which places the responsibility upon the Vendor to capture real-time data directly from AIS-140 compliant GPS devices installed in Electric, CNG, and other fuelled buses from the respective concessionaires, we seek the following critical clarifications to enable accurate technical design and seamless integration: - Kindly provide the complete list of AIS-140 compliant GPS devices currently installed (or proposed to be installed) across the DTC fleet, including: - Device make - Device model - Device type / variant - Firmware version (if available) - Communication protocol and data format supported - Please furnish a vehicle-type-wise mapping of the said devices, specifically indicating the devices fitted on: - Electric Vehicles (EV) - CNG Vehicles - ICE / Petrol / Diesel Vehicles (or any other fuel type) - Kindly confirm the mode of data access (direct TCP/IP, API, or other interface) and any authentication or authorisation requirements for streaming real-time data into the listener application of the proposed BMS software. The above information is essential for developing a robust, protocol-compliant listener application capable of ingesting and processing real-time data streams without disruption. We request DTC to kindly furnish the requisite details at the earliest to facilitate precise technical preparation of the bid.	As per RFP
492	Section 5, Point No 5, Page Number 56	Section 5: Project Timelines, Milestone, Point No 5: COD to be declared after successful conduction of UAT and rollout of BMS in all depots T + 8 weeks (to be started from 01.11.2026 tentatively)	With reference to Section 5 (Project Timelines, Milestone), Point No. 5, which stipulates that the Commercial Operation Date (COD) shall be declared after successful conduction of User Acceptance Testing (UAT) and complete rollout of the BMS across all depots within T + 8 weeks (tentatively commencing from 01.11.2026), we respectfully submit the following for kind consideration: Given the considerable scale, complexity, and multi-depot nature of the project, encompassing comprehensive system development, rigorous testing, data integration, training, and phased deployment across the entire operational network, the prescribed timeline of T + 8 weeks is practically insufficient for ensuring a robust, error-free, and sustainable implementation. We therefore request DTC to kindly revise the said milestone and extend the timeline for successful completion of UAT and full rollout of the BMS in all depots to T + 12 weeks (working days). Such an extension would enable the selected bidder to execute the project with the requisite diligence, thoroughness, and quality assurance, thereby safeguarding the long-term operational integrity of the system. We earnestly seek DTC's favourable consideration of this request in the interest of project success and mutual benefit.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
493	Section 4.13, Point No 32, Page Number 46	32. Change Request / Change Management i. Any change, modification, enhancement, configuration, integration, report, or functionality required by DTC during the contract period shall be implemented by the Service Provider without any additional cost to DTC. ii. The Service Provider shall carry out such changes within timelines specified by DTC, including necessary development, testing, deployment, and support, ensuring no impact on existing system performance and SLA compliance.	With reference to Clause 32 (Change Request / Change Management) of the RFP, which mandates that any change, modification, enhancement, configuration, integration, report, or functionality required by DTC during the entire contract period shall be implemented by the Service Provider without any additional cost, and within timelines unilaterally specified by DTC, we respectfully submit the following for kind consideration: While we fully appreciate the need for flexibility during the development and implementation phase, the present formulation of the clause is commercially inequitable and operationally unsustainable. It imposes an open-ended obligation to absorb unlimited post-deployment changes without corresponding commercial or temporal relief. We therefore earnestly request DTC to kindly amend the clause to the following effect: 1. All changes, modifications, enhancements, configurations, integrations, reports, or additional functionalities required by DTC upto the formal declaration of Go-Live / COD shall be carried out by the Service Provider without any additional cost to DTC. 2. Any change, modification, enhancement, or new functionality sought after Go-Live / COD shall be treated as a formal Change Request (CR). Such post-Go-Live CRs shall be evaluated on merit, and shall attract: - mutually agreed additional timelines for development, testing, and deployment; and - commensurate additional commercial consideration / pricing, to be finalised through a transparent change-order mechanism. This balanced approach would safeguard the legitimate interests of both parties, ensure realistic project planning, and uphold the principles of fairness and commercial reasonableness. We request DTC's favourable consideration and early clarification on the above.	As per RFP
494	New Point Requisition for wholly owned subsidiary of the bidder	New Point Requisition for wholly owned subsidiary of the bidder	With reference to the Consortium clause of the RFP, which permits a bidder to form a consortium with other entities where the lead seller alone does not possess the requisite expertise, and further mandates that every member of the consortium shall be jointly and severally responsible for the complete execution of the project, we respectfully seek the following clarification: We request DTC to kindly confirm that the relevant experience, technical credentials, and past performance of a wholly owned subsidiary of the bidder (or of any consortium member) shall be considered valid and admissible for the purpose of meeting the eligibility and qualification criteria stipulated in the RFP. Recognition of the experience of wholly owned subsidiaries is a well-accepted practice in public procurement and would enable genuine, capable organisations to participate while fully upholding the principle of joint and several responsibility already embedded in the Consortium provisions. We kindly request DTC's favourable confirmation on the above.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
495	Section 2.2, Point Number 3. b), Page Number 12	b) Consortium of Firms Bids can be submitted by a consortium of firms. The total number of consortium members cannot exceed two, including the lead bidder of the consortium. The consortium must provide the details of formation of the consortium, percentage of stake of each consortium member and the role of each member of the consortium, with reference to this project.	Given that the project comprises multiple specialised modules and features that can be effectively addressed only by organisations with distinct domain expertise, we request DTC to confirm that it will strictly adhere to the existing provision limiting consortium membership to a maximum of two firms (including the lead bidder). This restriction ensures clarity of responsibility, efficient coordination, and optimal utilisation of specialised capabilities while maintaining the integrity of the bidding process.	As per RFP
496	Section 2.9.12, Point Number 2, Page Number 21	The bidder should have an average annual turnover of at least INR 15 Crores in last 3 financial years 2023-24, 2024-25 & 2025-26. For this criterion, the annual turnover of the Sole Bidder shall be considered. In case of a Consortium, the annual turnover of the Consortium Members may be aggregated for the purpose of meeting the eligibility requirement. Turnover of any parent, subsidiary, associate, affiliate or other related entity shall not be considered.	With reference to the eligibility criterion stipulating that the bidder (or the aggregated turnover of Consortium Members) must have an average annual turnover of at least INR 15 Crores during the last three financial years (2023-24, 2024-25 and 2025-26), we respectfully submit the following for kind consideration: Given the scale, complexity, and mission-critical nature of the proposed BMS project, successful execution demands participation by organisations of proven financial strength, operational maturity, and long-term stability. The present threshold of INR 15 Crores, in our respectful view, may not adequately filter entities with the requisite organisational depth and financial resilience necessary for a project of this significance. We therefore kindly request DTC to consider enhancing the minimum average annual turnover requirement to a higher and more appropriate level, so as to ensure that only financially robust and experienced organisations are eligible to undertake this important assignment. We trust that DTC will appreciate the intent behind this suggestion and favourably review the criterion in the interest of project quality and long-term reliability.	As per RFP
497	Section 2.7, Pages 14-15; Form 16, Page 100	Pre-bid query submission / meeting timeline.	In view of the substantial volume, technical depth, and multi-dimensional nature of the present RFP, we respectfully request DTC to kindly: 1. Extend the last date for submission of pre-bid queries; and 2. Reschedule the pre-bid meeting to a later date. Such an extension would afford all prospective bidders adequate time for thorough examination of the tender documents, enabling more meaningful, well-considered queries and thereby contributing to greater clarity and competitiveness in the bidding process. We seek DTC's favourable consideration of this request in the interest of a fair, transparent, and effective procurement exercise.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
498	Section 4.1, Point Number (ii), Page Number 34	Obligation of DTC:- a. Provide support in data collection from e-bus operators and execution of the BMS Project.	A. How the bus data will reach us 1. Will the data come to us exactly as the device sends it, or already sorted into a readable form? And will it be sent to us, or do we have to set up our own system to receive it? 2. Will every bus operator send data in the same format, or will each one be different? 3. Before go live, will each operator give us their technical documents, sample data and a test connection? 4. If an operator's data stops coming, will it be counted against us? It should not be, because we cannot repair their equipment. 5. For cameras, will we get live video, or only alerts and photos? 6. For charging data, the tender says it will be entered by hand first and come automatically later. By when will the automatic connection be ready?	As per RFP
499	Section 4.2, Page Number 35	4.2 Artificial Intelligence (AI)	As we understand that BMS solution is already operational in DTC. Please clarify, whether existing BMS solution is required to be enhanced, customized only as per the requirement. Please confirm will DTC provide existing source code, technical documents	As per RFP
500	Section 4.2, Page Number 35	4.2 Artificial Intelligence (AI)	B. 13. Please find the format for your quick reference and pursuance. Requesting humble response on the same.	As per RFP
501	Section No 36, Page No 71	36. ANNEXURE C – SERVICE LEVEL AGREEMENT (SLA)	C. Data size, storage and service levels 14. The tender asks for bus data every five seconds. For 14,000 buses that works out to about 40 GB every day. One clause asks us to keep five years of data, while another says only one month stays on the live server. Please clarify: – Is the five years for every single GPS point, or only for trip and kilometre records? – Can older data be moved to cheaper storage, and how quickly must we bring it back when DTC asks? 15. The tender asks for a three second response. Is this measured at our server, or on the user's screen? 16. For the 99 percent uptime, will cloud provider outages and operator data failures be excluded?	Please refer reply in point no. 26 above
502	Section No 4.10, Point No a, Page Number: 39	4.10 Details of infractions reports & formats for billing purpose:- a. Double duty driver report	With reference to Clause 4.10 (Details of infractions reports & formats for billing purpose), sub-clause (a) – Double Duty Driver Report, we seek the following clarification: Kindly confirm the exact source / system from which the Double Duty Driver Report is to be fetched (e.g., existing DTC system, crew management system, biometric attendance system, or any other designated platform), along with the mode of data access and the required format, so that the same may be accurately integrated into the proposed BMS solution for billing and reporting purposes. We request DTC to kindly provide the necessary details at the earliest.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
503	Clause 2.9.12 – Turnover, Pg. 22	Average turnover is required for FY 2023-24, 2024-25 & 2025-26.	Please clarify whether audited financial statements for FY 2025-26 are mandatory. In case the audited financial statements for FY 2025-26 are not available as on the bid submission date, kindly permit the latest available audited financial year, i.e. FY 2024-25, along with CA-certified provisional turnover for FY 2025-26.	As per RFP
504	Clause 2.9.12 – Experience, Pg. 22-23	The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring, Real time GPS-based tracking of buses Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses"	We request following ammendment: The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and or traffic involving development, customisation, operation and maintenance for Buses City with the features of real-time live streaming of CCTV surveillance CCTV monitoring, Real time GPS-based tracking of buses Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, performance Control-room monitoring, Fleet & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses"	As per RFP
505	Clause 2.9.12 – Experience	Experience is described as BMS / ITMS / Intelligent Traffic Management System with several listed functionalities.	Kindly allow experience in implementiing work order of AI Analytics Software/Intelligent Traffic Management System (ITMS)/TMS involving development, customization, operation and maintenance. The solution should include features such as real-time CCTV /Aerial Surveillance/GPS Based Bus Tracking/, Command and Control Center,Data Reporting and Live streaming.	Please refer reply in point no. 7 above
506	Clause 2.9.12 – Experience	Work Order + Completion Certificate or Phase Completion Certificate is prescribed.	For ongoing projects, kindly accept Work Order/Contract Agreement along with a client-issued certificate confirming the implemented scope, operational status and fleet size, where a formal Phase Completion Certificate is not issued by the client.	Please refer reply in point no. 7 above
507	Solution Demonstration – Pg. 23 / Form 8	Existing BMS software must be demonstrated before the Technical Evaluation Committee and may be used for technical qualification.	Kindly allow demonstration of ITMS/TMS Solution along with live streaming application before the technical evaluation/scoring matrix.	Please refer reply in point no. 7 above
508	Clause 4.14 – Manpower	Eight IT experts are mandatory, with deployment within 15 days and replacement within 7 days.	Kindly allow company with manpower supply experience should also be considered as eligibility.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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RFP No. DTC/RFP-ITD/2609/01 dated 08.09.2026 (GeM Bid No. GEM/2026/B/8005655)

S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
509	Eligibility – Experience Criterion 6 / Form 4	Experience requirement specifies one single project with minimum fleet size of 1,000 buses. Form 4 provides for Government/Private/PSU/Others.	Kindly confirm whether relevant experience executed for a private/corporate client shall be considered for fulfilling Experience Criterion 6, provided the project satisfies the prescribed fleet-size and functional requirements and the bidder submits the required Work Order/Purchase Order and Completion/Phase Completion Certificate.	As per RFP
510	Eligibility – Experience Criterion 6 / Form 4	Experience criterion does not expressly restrict the qualifying customer to an Indian Government/PSU entity.	Kindly confirm whether relevant experience executed for an international client outside India shall be considered eligible under Experience Criterion 6, subject to submission of authenticated Work Order/Purchase Order, Completion/Phase Completion Certificate and other documentary evidence prescribed under the RFP.	As per RFP
511	Eligibility – Experience Criterion 6	Experience is required in Bus Operation Management Software / ITMS / related systems involving relevant fleet monitoring and management functions.	Kindly confirm whether a single-project international fleet management/telematics engagement involving real-time GPS-based vehicle tracking and monitoring, route planning, driver behaviour analysis, vehicle telemetry/OBD integration and data reporting shall be considered as relevant experience under Criterion 6, subject to satisfying the prescribed fleet-size requirement.	As per RFP
512	Eligibility – Experience Criterion 6	The criterion lists real-time GPS tracking, AVLS, PIS, Route and Duty Scheduling, Control-room monitoring, Fleet performance & incident monitoring, Data collection & reporting, etc.	Kindly clarify whether the qualifying prior project is required to demonstrate all the listed functionalities, or whether a project demonstrating a substantial set of the specified BMS/ITMS functionalities shall qualify.	As per RFP
513	Eligibility – Experience Criterion 6	The experience clause includes CCTV/PIS and other BMS/ITMS features.	Kindly confirm whether absence of CCTV surveillance and/or Passenger Information System in an otherwise relevant single-project BMS/ITMS/telematics engagement shall, by itself, render such experience ineligible where the project demonstrates real-time tracking, fleet monitoring, route planning/scheduling, driver behaviour/vehicle analytics and data reporting.	As per RFP
514	Form 4 – Relevant Experience	Form 4 requires customer details, location, Government/Private/PSU/Others, number of buses, Go-Live, project value, current status and documentary proof.	For international projects, kindly confirm whether client-issued deployment/fleet confirmation, along with the Work Order/Purchase Order and Completion/Phase Completion Certificate, may be submitted to establish the applicable fleet size where the fleet quantity is documented across supporting project records.	As per RFP
515	Form 4 – Project Value	Form 4 requires project value/order value/cost of services in INR.	For international projects denominated in foreign currency, kindly confirm the acceptable methodology/date for conversion of project value into INR for the purpose of Form 4 and technical evaluation.	As per RFP
516	Consortium / Sole Bidder	The RFP permits Sole Bidder or consortium of up to two members and states that the BMS Service Provider is a mandatory consortium member.	Kindly clarify whether a bidder that independently satisfies the prescribed experience criterion and demonstrates the complete proposed BMS solution and required capabilities may participate as a Sole Bidder, without a separate BMS specialist consortium member.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
517	Consortium – Experience	Experience Criterion 6 is applicable to Sole Bidder or any Consortium member.	In case of consortium bidding, kindly confirm whether the required single-project 1,000-bus experience may be demonstrated by the non-lead consortium member.	As per RFP
518	Fleet Size / Form 15	The RFP contains different references to indicative fleet/scalability and the commercial bus-month calculation.	Kindly confirm the definitive fleet quantity and bus-month quantity to be adopted for commercial evaluation and financial bid comparison.	As per RFP
519	Form 15 – Commercial Evaluation	The commercial format provides a tentative bus-month quantity for evaluation.	Kindly confirm whether the stated bus-month quantity shall remain the fixed quantity for L1 evaluation and whether actual contract payments shall be based only on eligible operational buses certified by DTC.	As per RFP
520	Payment Terms	Monthly billing is based on actual eligible buses operational on BMS.	Kindly clarify whether any minimum fleet/bus-month commitment is assured during the contract period or whether the Service Provider bears the complete fleet-volume risk.	As per RFP
521	Commercial / Estimated Value	Bidder is required to quote a per-bus-per-month service charge covering the specified scope.	Kindly confirm whether DTC may provide an indicative estimated contract value/budgetary estimate, if available, to enable bidders to appropriately assess the extensive implementation, cloud, manpower, integration, security and O&M obligations.	As per RFP
522	Existing BMS	The selected Service Provider is required to study, import previous data, integrate, upgrade and enhance the existing BMS.	Kindly provide/make available the existing BMS architecture, technology stack, database schema, API/interface inventory, source-code availability, historical data volume, infrastructure sizing and third-party integration details.	Please refer reply in point no. 20 above
523	Existing BMS – Transition	Existing BMS transition and integration are part of the scope.	Kindly clarify the responsibilities of the existing/outgoing service provider for knowledge transfer, source-code/API/database handover, credentials, historical data migration and technical transition support.	Please refer reply in point no. 20 above
524	Project Timeline	The RFP specifies an implementation/COD timeline including development, integration, testing, UAT, pilot and commissioning.	Kindly confirm the commencement point from which the implementation timeline shall be calculated and the dependencies to be provided by DTC/DoT/other stakeholders.	As per RFP
525	Implementation Dependencies	Implementation requires data, APIs, integrations, UAT and stakeholder coordination.	Kindly clarify whether delays attributable to non-availability of DTC/DoT data, APIs, third-party interfaces, access permissions, concessionaire inputs or UAT approvals shall result in corresponding extension of implementation timelines without penalty to the Service Provider.	Please refer reply in point no. 29 & 44 above
526	AI / ML Requirements	The scope includes AI/ML capabilities such as prediction, optimisation, anomaly detection and decision support.	Kindly provide measurable acceptance criteria/baselines for AI/ML capabilities and confirm the availability, format, quality and historical depth of datasets required for model development and validation.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
527	CCTV / Video Analytics	The scope includes CCTV monitoring/live streaming and AI-enabled monitoring.	Kindly provide the expected number of cameras per bus, resolution/FPS, retention period, continuous versus event-based streaming requirements, bandwidth assumptions, storage requirements and edge/cloud processing expectations.	Please refer reply in point no. 26 above
528	Vehicle / Telematics Integration	The solution requires integration with vehicle and operational systems.	Kindly provide available interface/API/protocol specifications and expected data frequency for GPS/AVL, CAN, OBD, VTS, CCTV, ETM, AFCS, NCMC, charging and related systems.	Please refer reply in point no. 29 & 44 above
529	Cloud / Infrastructure	The solution is required to support the projected fleet and operational scale.	Kindly provide baseline/peak telemetry volumes, transaction rates, concurrent users, API TPS, data retention and storage requirements to enable accurate cloud/DC/DR sizing.	Please refer reply in point no.26, 29 & 44 above
530	DR / Business Continuity	The RFP requires DC/DR and high availability.	Kindly specify the required RPO, RTO and DR architecture for critical BMS, OCC, IRMS, BI and passenger-facing services.	Please refer reply in point no. 142 above
531	Intellectual Property	The RFP contains ownership/source-code/data portability and vendor lock-in provisions.	Kindly clarify that project-specific customisations and deliverables shall be owned by DTC while pre-existing bidder IP, reusable frameworks, generic components, libraries, proprietary algorithms and pre-existing AI/ML models remain with the bidder, subject to the licence rights required for operation of the delivered solution.	As per RFP
532	Change Management / Enhancements	The scope includes changes/enhancements/configurations during the contract period.	Kindly define the boundary between defect correction, configuration, statutory/regulatory change, minor enhancement, major enhancement, new module and new third-party integration, particularly for determining whether additional commercial approval is applicable.	As per RFP
533	Payment – Implementation	No payment is admissible during the implementation phase and O&M payment commences after COD/Go-Live.	Kindly confirm whether any mobilisation advance, implementation milestone payment or partial payment against completed implementation deliverables is envisaged, or whether the Service Provider is required to finance the complete implementation phase until COD.	As per RFP
534	COD / Go-Live	O&M payments commence after successful implementation, UAT and COD/Go-Live.	Kindly specify objective and measurable conditions for issuance of the COD/Go-Live Certificate, including UAT, data migration, integrations, performance testing, security audit and training.	As per RFP
535	SLA / Penalties	The RFP specifies service levels and penalties.	Kindly clarify that SLA penalties shall apply only to failures attributable to the Service Provider and shall exclude failures arising from DTC, concessionaires, telecom/network, GPS/vehicle hardware, third-party APIs, external dependencies and force majeure.	As per RFP
536	Responsibility Matrix	The solution depends on DTC/DoT, concessionaires, OEMs, hardware, telecom and third-party systems.	Kindly provide a responsibility/dependency matrix clearly identifying obligations of DTC, DoT, concessionaires, OEMs, hardware providers, telecom operators, existing system providers and the selected BMS Service Provider.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
537	International Experience – Documentary Authentication	Experience documentation is required to establish qualifying projects.	Kindly confirm the specific authentication/attestation requirements applicable to Work Orders, Completion Certificates and client confirmations issued by an international client, including acceptable certification/embassy/authorized-agency requirements and English translation requirements, if applicable.	As per RFP
538	Experience – Scope Ownership	Form 4 requires details of the bidder's scope and value of services delivered.	Kindly confirm whether the qualifying project may include technology components delivered by the bidder as an integrated fleet-management/telematics solution, including software, GPS/OBD integration, analytics and operational monitoring, provided the bidder's executed scope and value are clearly established through client documentation.	As per RFP
539	4.2 /pg. 35	AI-based ETA prediction using historical and real-time traffic.	Please clarify the source of real-time traffic information. Will DTC provide traffic feeds/APIs or should the bidder procure third-party traffic data API?	As per RFP
540	4.1 Pg 34	Integration of pre fitted ITS system (i.e. CAN-TCU/VTs & VHMD, Camera Feed, driver behaviour monitoring with BMS).	Can you please share list of hardware with make & model no. of all hardware that need to integrated with BMS	As per RFP
541	4 / Pg. 35-36	AI & ML Requirements	Kindly elaborate the expected maturity level of AI capabilities at Go-Live and whether these are mandatory operational requirements or progressive enhancements during the contract period.	As per RFP
542	4.2 /Pg 36	AI-powered Operational Assistant / Chatbot.	Please specify expected user groups, language requirements, knowledge-base sources, and integration requirements for chatbot services.	As per RFP
543	4.13.37 pg 47	Bidder should submit the reports on a regular basis in a mutually decided format and shall develop any other required reports within 15 days of requirement raised by DTC during entire contract period.	Kindly clarify whether the 15-day timeline is applicable for all report types irrespective of complexity. Request that report delivery timelines be mutually agreed upon based on report complexity and associated dependencies.	As per RFP
544	4.13 / Page 46	Any change, modification, enhancement, configuration, integration, report, or functionality required by DTC during the contract period shall be implemented by the Service Provider without any additional cost to DTC.	Please define the boundary between Change Request (CR) and enhancement. Kindly specify annual limits or effort thresholds applicable under this clause.	As per RFP
545	4.13 / Pg 46	All data shall be stored and processed within India, with appropriate encryption, access controls, and regular security audits.	Please clarify whether separate compliance audits, data residency certifications, and security attestations will be required periodically.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
546	8.7 / Pg 63	Design, Develop, Customise, Implement, Integrate, Test, Commission, Maintain and provide operational support for an AI-enabled BMS, including mobile applications,	Kindly provide detailed requirement of mobile application	As per RFP
547	4.17 /pg 54	The depot staff shall enter all incidents related to BMS in IRMS Dashboard or through Chatbot. The service provider will provide technical support for reported incident through their support team. The IRMS shall provide capability to set workflow for managing the incidents.	Kindly provide detailed requirement of Incident reporting and managemet system.	As per RFP
548	2.10/ Pg 26	The Implementation Phase shall commence from the Effective Date and shall continue for a period of two (2) months.	Request DTC to reconsider and revise the implementation timeline to a minimum of six (6) months to ensure successful implementation.	As per RFP
549	2.2 Eligible Bidders, Clause 3(b), Page No. 12	The total number of consortium members cannot exceed two, including the lead bidder of the consortium.	We request the Authority to kindly allow participation through a consortium comprising one Lead Member and up to two Consortium Members (Lead Member + 2 Members). This will enable bidders to combine their relevant technical expertise, experience, and capabilities for successful execution of the project.	As per RFP
550	2.9.12. Technical Eligibility Criteria, Criteria 6 Experience, Page no. 22	The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring, Real-time GPS-based tracking of buses · Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, · Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses"	Kindly revise the eligibility criteria to require a minimum fleet size of 400 buses per project instead of 1,000 buses.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
551	2.9.12. Technical Eligibility Criteria, Criteria 5 Certification, Page no. 22	The Bidder should have a valid minimum CMMI Level 3 or higher, and ISO 9001:2015 certificate or higher atleast for last 3 years as on last date of submission of the bid	We request the Authority to kindly consider Level 3 certification/ requirement as non-mandatory under the Eligibility Criteria, in order to encourage wider participation from qualified and experienced bidders.	Please refer reply in point no.6 above
552	2.9.12. Technical Eligibility Criteria, Criteria 10 Support Centre/Office in Delhi NCR, Page no. 23	The bidder shall have a dedicated Support Centre/Office within Delhi NCR for project coordination, technical support, operations and grievance resolution.	Kindly amend the eligibility criteria to accept a Self-Declaration/Undertaking for establishing an office in Delhi within 30 days of contract award, instead of requiring an existing office in Delhi at the time of bid submission.	Please refer reply in point no. 11 above
553	2.2 Eligible Bidders, Clause 3(b), Page No. 12	The total number of consortium members cannot exceed two, including the lead bidder of the consortium.	We request the Authority to kindly allow participation through a consortium comprising one Lead Member and up to two Consortium Members (Lead Member + 2 Members). This will enable bidders to combine their relevant technical expertise, experience, and capabilities for successful execution of the project.	As per RFP
554	2.9.10. Earnest Money Deposit (EMD), page no 20	i. The Bid Security (EMD) shall be furnished in Indian National Rupees (INR) only. The Bidders must deposit an earnest money of Rs. 1,10,00,000/- (Rupees One Crore Ten Lakh Only) by means of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or Banker's Cheque .ii. EMD shall be exempted for the MSEs, Start Ups etc. as per GeM GTC.	i. Kindly please allow Insurance Surety Bond as Insurance surety bonds are legally valid alternatives to bank guarantees for bid and performance security across Indian public procurement under General Financial Rules (GFR) 2022. ii. Kindly please allow exemption to PSUs also.	As per RFP
555	2.9.12. Technical Eligibility Criteria, Criteria 5 Certification, Page no. 22	The Bidder should have a valid minimum CMMI Level 3 or higher, and ISO 9001:2015 certificate or higher atleast for last 3 years as on last date of submission of the bid	We request the Authority to kindly consider Level 3 certification/ requirement as non-mandatory under the Eligibility Criteria, in order to encourage wider participation from qualified and experienced bidders.	Please refer reply in point no.6 above

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
556	2.9.12. Technical Eligibility Criteria, Criteria 6 Experience, Page no. 22	The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring, Real-time GPS-based tracking of buses · Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, · Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses"	Kindly revise the eligibility criteria to require a minimum fleet size of 400 buses per project instead of 1,000 buses. Or any AIS 140 Vehicle Tracking Project experience with more than 1000 Public Service Vehicle registered.	As per RFP
557	2.9.12. Technical Eligibility Criteria, Criteria 10 Support Centre/Office in Delhi NCR, Page no. 23	The bidder shall have a dedicated Support Centre/Office within Delhi NCR for project coordination, technical support, operations and grievance resolution.	Kindly amend the eligibility criteria to accept a Self-Declaration/Undertaking for establishing an office in Delhi within 30 days of contract award, instead of requiring an existing office in Delhi at the time of bid submission.	Please refer reply in point no. 11 above
558	2.9.17. Performance Security, Page no 25	i. The selected bidder will be required to furnish performance security @ 5% of Contract Order Value in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in favour of "Managing Director, Delhi Transport Corporation" on any Nationalized/ Scheduled Commercial Bank payable at Delhi.	i. Kindly please allow Insurance Surety Bond as Insurance surety bonds are legally valid alternatives to bank guarantees for bid and performance security across Indian public procurement under General Financial Rules (GFR) 2022.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
559	2.12. Exit Management Schedule, Page no 27	iii. The Service Provider shall hand over to DTC or its nominated agency all previous data, source code of bespoke BMS software (including web applications, mobile applications), system configurations, credentials, documentation, databases, APIs, licenses, and all related digital assets, including those deployed on servers, cloud infrastructure, mobile devices, desktops, laptops, or any other hardware platforms.	Kindly please clarify if DTC wants fully bespoke BMS solution to be developed from scratch or ready to deploy product with customisation can be deployed? In case of ready product with customisation the source code can not be handed over to DTC. So kindly remove that clause.	Please refer reply in point no. 82 above
560	2.12. Exit Management Schedule, Page no 27	iii. The Service Provider shall hand over to DTC or its nominated agency all previous data, source code of bespoke BMS software (including web applications, mobile applications), system configurations, credentials, documentation, databases, APIs, licenses, and all related digital assets, including those deployed on servers, cloud infrastructure, mobile devices, desktops, laptops, or any other hardware platforms.	Kindly please remove the clause of source code handover as the product offered may belong to the OEM and OEM will not be ready to transfer whole source code and IP. Also please clarify who will have the IP right?	Please refer reply in point no. 82 above
561	3.7. Existing System Understanding & Integration, page no 33	a. The Service Provider is to understand that the Bus Management System (BMS) and its components are already in existence within DTC. The Service Provider shall be required to study, understand, adopt, import previous data, integrate, upgrade, and enhance the existing system as per the requirements of DTC with no claim for redevelopment and no additional payment.	Will the existing BMS provider will do handover and knowledge transfer within timeline? Also please clarify details about existing BMS vendor and technology stack like server, DB etc. Will the source code be handed over by exiting BMS provider?	Please refer reply in point no. 20 above
562	4.1 Stake Holders involved and their obligations: - i. Obligation of Concessionaire: -	a. Provide GPS data, CAN data (SOC, Odometer, etc.) and ITS data including IPCCTV Camera, Panic Buttons, and two-way communication to BMS. b. Provide Charger Data API via CMS to BMS. c. Support the execution of the BMS.	As the system is completely dependent on these data, please clarify below queries:: 1. What if Concessionaire delays the handover of integration details and API, as this will impact the implementation timeline. 2. What if the data being sent by Concessionaire: is not consistent or completely stopped due to technical issue, will this impact the SLAs?	Please refer reply in point no. 29 & 44 above

DTC BMS RFP – Pre-Bid Replies to Queries

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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
563	4.2 Artificial Intelligence (AI), page no 35	The BMS shall incorporate Artificial Intelligence (AI) and Machine Learning capabilities including but not limited to the following: § AI-based ETA prediction using historical and real-time traffic. § AI-based bus delay prediction § AI-based schedule optimization § AI-based route optimization § AI-based fleet allocation § AI-based depot allocation § AI-based crew scheduling § AI-based electric bus charging optimization § AI-based fleet utilization optimization § AI-based operational anomaly detection § AI-based monitoring of CCTV & Passenger count etc. § AI-based predictive maintenance § AI-based battery degradation prediction § AI-based energy consumption optimization § AI-based executive recommendations § AI-powered Operational Assistant / Chatbot § Natural language query engine for management § AI-generated daily and weekly operational summaries.	To develop such intelligence and train the models for achieve desired outcome in each of the modules it requires historical data with all required data formats or this can be developed with freash data during operations but it may take 3-6 months of time to achieve accuracy. Please clarify if it is accepted and cosidered as per the implementation timeline?	As per RFP
564	Section 7: Service Level Agreement (SLA), page no 59	13 Helpdesk Services 24x7 ITIL-based Helpdesk availability	Kindly please clarify if the Helpdesk to be established at CCC or can be setup anywhere? Also what will be scope of Helpdesk? Whether it will be limited to application technical support and uptime management?	As per RFP
565	2.12.Exit Management Schedule Page 27 of 106	iii. The Service Provider shall hand over to DTC or its nominated agency all previous data, source code of bespoke BMS software (including web applications, mobile applications), system configurations, credentials, documentation, databases, APIs, licenses, and all related digital assets, including those deployed on servers, cloud infrastructure, mobile devices, desktops, laptops, or any other hardware platforms.	Requesting the authority to modify the clause to the following: "iii. The Service Provider shall hand over to DTC or its nominated agency all previous data, a perpetual license to use the BMS software (including web applications and mobile applications), system configurations, credentials, documentation, databases, APIs, licenses, and all related digital assets, including those deployed on servers, cloud infrastructure, mobile devices, desktops, laptops, or any other hardware platforms." Justification: Transit Management Software is a proprietary, standardised commercial product developed and owned by software companies like us and is not bespoke software developed exclusively for DTC. Sharing the source code is therefore not feasible due to intellectual property and licensing considerations. We request that the software ownership and IPR remain with the bidder, with DTC being provided a perpetual licence for continued use of the software. This modification should be made applicable throughout the RFP and shall supersede any other provision requiring submission, handover, or transfer of source code.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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566	39. Data Ownership, Application Software & Intellectual Property Rights: Page 49 of 106	b. Ownership of Application Software and Mobile Apps (Custom Developed): All application software and Mobile Apps, source code, configurations, workflows, APIs, dashboards, and related deliverables developed/customized specifically for DTC under this project shall be the exclusive property of DTC, including all Intellectual Property Rights (IPR). The Service Provider shall hand over: · Complete source code in DTC's hands and the provided code shall be compiled, deployed and demonstrated as functional on infrastructure nominated by DTC after successful UAT & Go-Live and to provide updated code quarterly. · Technical documentation · Database schema · APIs and integration details to DTC at the time of Go-Live, periodic updates, and upon termination/expiry of contract. · Independent Build & Deployment Verification: The delivery of source code shall not by itself constitute compliance. The Service Provider shall compile, deploy and demonstrate the delivered source code as fully functional on infrastructure nominated by DTC, in the presence of officers designated by DTC, using only the code, scripts and documentation so delivered. Successful independent build-and-deployment verification shall be a condition precedent to the declaration of the Commercial Operation Date (COD)/Go-Live, and shall be repeated annually and at exit. The Service Provider shall further maintain the code in a version-controlled repository owned by and continuously accessible to DTC, and shall deposit a complete bill of materials listing every third-party and open-source component with its applicable licence terms.	Requesting the authority to modify the clause to the following: "b. Ownership of Application Software and Mobile Apps (Custom Developed): All application software and Mobile Apps, configurations, workflows, APIs, dashboards, and related deliverables developed/customized specifically for DTC under this project shall be provided to DTC under a perpetual licence for use. The ownership and Intellectual Property Rights (IPR) of the software shall remain with the Service Provider. The Service Provider shall hand over: · Perpetual licence to use the BMS application software and Mobile Apps, including all configurations, workflows, APIs, dashboards, and related deliverables. · Technical documentation · Database schema · APIs and integration details to DTC at the time of Go-Live, periodic updates, and upon termination/expiry of contract. · Independent Deployment Verification: The Service Provider shall deploy and demonstrate the delivered software, to be used under perpetual license, as fully functional on infrastructure nominated by DTC, in the presence of officers designated by DTC, using the software, configurations, scripts and documentation provided under the project. The Service Provider shall further provide a complete bill of materials listing every third-party and open-source component used in the solution, along with its applicable licence terms." Justification: Transit Management Software is a proprietary, standardised commercial product developed and owned by software companies like us and is not bespoke software developed exclusively for DTC. Sharing the source code is therefore not feasible due to intellectual property and licensing considerations. We request that the software ownership and IPR remain with the bidder, with DTC being provided a perpetual licence for continued use of the software. This modification should be made applicable throughout the RFP and shall supersede any other provision requiring submission, handover, or transfer of source code.	Please refer reply in point no. 82 above

DTC BMS RFP – Pre-Bid Replies to Queries

RFP for "Selection of Service Provider for development, customisation, implementation, Operation & Maintenance of BMS Software and Mobile Apps Services for Contract Management and Monitoring of Operation of Electric & CNG OR OTHER FUELED Buses of DTC & DoT"
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S. No	RFP Document Reference	Content of RFP requiring Clarification(s)	Points of clarification	Proposed DTC Reply
567	2.9.12. Technical Eligibility CriteriaPage 22 of 106	6. ExperienceThe Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring, Realtime GPS-based tracking of buses Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses". Work Order + Completion Certificates from the client; OR· Work Order + Phase Completion Certificate (for ongoing projects) from the clientAs per format "Form 4"	Requesting the authority to modify the clause to the following:"6. ExperienceThe Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring / Realtime GPS-based tracking of buses Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses". Work Order + Completion Certificates from the client; OR· Work Order + Phase Completion Certificate (for ongoing projects) from the clientAs per format "Form 4" Justification: We request the Authority to kindly consider experience in CCTV monitoring or AVLS/real-time GPS-based tracking of buses for meeting this criterion. To the best of our knowledge, there has been hardly any project in the past where the scope of work has combined both CCTV monitoring and real-time GPS-based bus tracking as a single integrated requirement for 1000 buses. Making both capabilities mandatory under a single experience criterion unnecessarily restricts participation, despite bidders having substantial experience in AVLS, PIS either of these domains.	As per RFP
568	Turnover, Page no 21	The bidder should have an average annual turnover of at least INR 15 Crores in last 3 financial years 2023-24, 2024-25 & 2025-26. For this criterion, the annual turnover of the Sole Bidder shall be considered. In case of Consortium, the annual turnover of the Consortium Members may be aggregated for the purpose of meeting the eligibility requirement. Turnover of any parent, subsidiary, associate, affiliate or other related entity shall not be considered.	Considering the estimated project value of ₹55 Crore+, we request the Authority to revise the minimum average annual turnover from ₹15 Crore to ₹75–80 Crore for FY 2023-24, 2024-25 & 2025-26, ensuring adequate financial and operational capability to execute the project successfully.	As per RFP

DTC BMS RFP – Pre-Bid Replies to Queries

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569	Experience, Page no 21	The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customization, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV / Video Telematics monitoring, Real-time GPS-based tracking of buses OR Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses".	The Bidder must have experience of implementing and operating Bus Operation Management Software Or / Intelligent Transport Management System / Or Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customization, operation and maintenance for Buses with the features of real-time live streaming Or CCTV surveillance CCTV / Video Telematics monitoring, Real-time GPS-based tracking of buses OR Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), with Following Modules atleast 3 of the following 1. Route Scheduleing 2. Duty Scheduling, 3. Control-room monitoring, 4. Fleet Performance Dashboard 5. Incident monitoring, 6. Data collection & reporting in the last 5 years (as on the last date of bid submission) as per following criteria: "One single or two project with minimum fleet size of 500 each work order total cumulative 1000 buses".	As per RFP																					
570	Section 5,	Declare COD after successful UAT and rollout in all depots by T+8 weeks (tentatively from 01.11.2026).	This is a large scale and complexity of the project, including installation, integration, customization, testing, UAT and multi-depot rollout, the 2-month implementation period may not be feasible. We request DTC to allow an implementation period of at least 6–8 months from the Effective Date for successful rollout and COD.	As per RFP																					
	ANNEXURE D – PROJECT TIMELINES & MILESTONE S, Page no - 72	37. ANNEXURE D – PROJECT TIMELINES & MILESTONES <table><tr><th>Milestone</th><th>Description</th><th>Timeline</th></tr><tr><td>1</td><td>Letter of Award / Contract Order issuance Date</td><td>T</td></tr><tr><td>2</td><td>BMS Functionality Report & Implementation Plan submission</td><td>T+2 weeks</td></tr><tr><td>3</td><td>Liaison with concessionaries for CAN/GPS data using raw data APIs and implementation of BMS</td><td>T+4 weeks</td></tr><tr><td>4</td><td>Implementation of BMS as per defined ATC Scope in one DTC Depot and UAT by committee for acceptance</td><td>T+6 weeks</td></tr><tr><td>5</td><td>COD after successful UAT and rollout of BMS in all depots</td><td>T+8 weeks (tentatively) to start from 01.11.2026</td></tr><tr><td>6</td><td>Roll-out in newly induced buses as and when put into operation</td><td>Immediately after induction and operation of buses in depots</td></tr></table>			Milestone	Description	Timeline	1	Letter of Award / Contract Order issuance Date	T	2	BMS Functionality Report & Implementation Plan submission	T+2 weeks	3	Liaison with concessionaries for CAN/GPS data using raw data APIs and implementation of BMS	T+4 weeks	4	Implementation of BMS as per defined ATC Scope in one DTC Depot and UAT by committee for acceptance	T+6 weeks	5	COD after successful UAT and rollout of BMS in all depots	T+8 weeks (tentatively) to start from 01.11.2026	6	Roll-out in newly induced buses as and when put into operation	Immediately after induction and operation of buses in depots
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	5. CONTRACT TERM AND PHASES, Page no 62	The Contract shall commence on the Effective Date and remain valid for five (5) years and two (2) months unless terminated earlier. The first two (2) months constitute the Implementation Phase. Following successful completion and issuance of the COD/Go-Live Certificate by DTC, the O&M Phase shall commence and continue until expiry of the Contract. DTC may, at its sole discretion, extend the O&M Phase on the same rates, terms and conditions on a yearly basis or part thereof, maximum up to two (2) additional years, subject to satisfactory BMS performance and continuation of the relevant bus operations.																							

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571	4.13(11), Page no	Ensure DTC ownership of BMS data/software and hand over licenses, source code, configurations, documentation and databases at expiry/termination without additional cost.	The bidder's products and modules are proprietary, pre-existing Intellectual Property (IPR); therefore, the core source code shall not be transferred to DTC. However, all DTC-specific customizations, configurations, integrations, APIs, reports, dashboards, database schemas, relevant documentation and applicable custom source code developed specifically for DTC shall be handed over. All DTC data shall remain the exclusive property of DTC. Only the source code specifically developed/customized for DTC under this RFP shall be provided.	Please refer reply in point no 82 above
572	Scope of Services	· Exit management, including complete data/software/source-code/configuration/credential s/API/license handover and 90-day parallel-run support at no additional cost.	Only the source code specifically developed/customized for DTC under this RFP shall be provided.	Please refer reply in point no 82 above
573	Selection Criteria, Page no - 99	vi. Above breakup of rates are being obtained for the purpose of references only and may be utilised later, in case of any need, however, for L1 selection the final rate per bus per month shall be considered.	Considering the high-value and strategic nature of the project, we request DTC to adopt QCBS methodology instead of L1 to ensure selection of technically qualified and experienced bidders for successful implementation and quality service delivery.	As per RFP
574	System Integration & Data Exchange, Page 87	AFCS/ETM Integration, CCTV Integration, CAN Data Integration (SOC, Odometer etc.), Charging System Integration, API Integration	AFCS integration scope is not clear. Is it just for passenger analytics for routes / stops and trip validations . Will it be batch sync or webhook push per ticket for real time feed into paseenger inflows	As per RFP
575	Database management system, Page no 45	i. Full function, RDBMS supporting SQL.	RFP highlight RDBMS only. Is document based DB not acceptable? Kindly clarify.	Refer corrigendum-1. S.No.6
576	4.16 Enterprise Business Intelligence (BI) & Decision Support System, Page no 53	a. The Selected Service Provider (SSP) shall design, develop, customize, deploy, integrate, operate and maintain an Enterprise Business Intelligence (BI) and Decision Support System using Microsoft Power BI or an equivalent enterprise-grade BI platform, fully integrated with BMS and all relevant data sources.	Power BI like tool is an opensource tool also acceptable	As per RFP

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577	Page no 65	d. Appropriate access controls, authentication, transaction logs, encrypted data storage, secure file transfer and audit trails shall be maintained as specified in the RFP.	SSO login for authentication and roles for users available or need to be standalone authorisation . Very crucial for workflows	As per RFP
578	Page no 41	3. The software shall support minimum 400 concurrent users at a time in view of the operation of number of buses and response time must be ≤3 seconds except long duration reports. User logins shall be OTP based and SMSs are to be sent to the users for successful login.	SMS APIs to be provided by DTC or procured by service provider	As per RFP. Clarification: SMS APIs to be procured by service provider
579	Page no 49	The Service Provider shall provide perpetual, irrevocable, royalty-free license to DTC.	The requirement for a perpetual, irrevocable and royalty-free licence should be revised for third-party/proprietary software, mapping services and licensed components, as such licences are subject to the respective OEM/licensor terms and cannot be transferred perpetually to DTC. We request DTC to clarify that the licence shall be provided for the contract period, as permitted under the applicable third-party licensing terms.	Please refer reply in point no. 96 above.
580	Clause 4.2 – Artificial Intelligence (AI); Page 35	Clause 4.2: "The BMS shall incorporate Artificial Intelligence (AI) and Machine Learning capabilities including but not limited to the following: AI-based ETA prediction using historical and real-time traffic; ... AI-based schedule optimization; AI-based route optimization; ... AI-based operational anomaly detection ..."	Please specify the minimum accuracy, coverage and refresh benchmarks for ETA and traffic analytics, and confirm whether bidders may use commercially available road-traffic and road-performance services such as Google Road Management Insights and Analytics on a subscription/consumption basis.	As per RFP
581	Clause 4.13(17) – Geofence; Clause 4.8 – Business Rules; Page 42	Clause 4.13(17): "Geofence: Vendor shall create geofence for all stops, terminals, depots and associate alarms for entry/exit to monitor the movement of any bus through any geofence. The vendor shall carry out survey for taking Latitudes & Longitudes of the locations. Shall map the routes on geofence which will provided route deviation alerts as well."	Please confirm the acceptable sources, minimum accuracy and refresh frequency for the base road network and route geometry, and whether regularly updated commercial map services such as Google Maps API or Mappls may replace manual route surveys.	As per RFP

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582	Clause 4.13(18) – Third-party software/maps; Page 43	Clause 4.13(18): "Any third party software, maps etc. required for the BMS software shall be provided by the vendor to DTC with perpetual license, mapping license etc."	Please clarify whether subscription/consumption-based third-party map, traffic and road-analytics services will be considered compliant during the contract period, with DTC owning/exporting its data, while perpetual licensing applies only to custom-developed software.	Please refer reply in point no. 96 above.
583	Clause 39(c) & 39(d) – COTS/Third-Party Software & No Vendor Lock-in; Page 49	Clause 39(c): "The Service Provider shall provide perpetual, irrevocable, royalty-free license to DTC. Such licenses shall be in the name of DTC and remain valid beyond the contract period. No restriction shall be imposed on DTC for continued usage post contract." Clause 39(d): "No Vendor Lock-in: The system shall be designed in a manner that ensures no vendor lock-in."	Please clarify whether externally hosted third-party map, traffic, analytics and BI services may be provided on subscription terms, with DTC ownership and open-format export of operational data and outputs, instead of requiring perpetual licensing of third-party services.	Please refer reply in point no. 96 above.
584	Clause 4.16(a) – BI Platform; Page 53	Clause 4.16(a): "... shall design, develop, customize, deploy, integrate, operate and maintain an Enterprise Business Intelligence (BI) and Decision Support System using Microsoft Power BI or an equivalent enterprise-grade BI platform, fully integrated with BMS and all relevant data sources."	Please confirm whether bidders may propose any commercially available road-network, traffic or mobility analytics solution meeting the specified functional and technical requirements, with evaluation based on compliance rather than a prescribed product or technology.	As per RFP
585	Clause 4.4 & Clause 4.16(e) – Real-time data & refresh; Pages 36, 53	Clause 4.4: "... shall provide secure, documented and version-controlled REST APIs for sharing route, stop, trip, schedule, vehicle location, ETA, service alerts, operational status and other authorized data ..." Clause 4.16(e): "The BI solution shall support automated data refresh, self-service/ad-hoc reporting, Excel/PDF export, mobile access and role-based security."	Please specify the expected latency and refresh intervals for real-time vehicle location, ETA and traffic analytics, along with the required freshness of underlying road-network and traffic data, so bidders can appropriately size and propose data sources.	As per RFP
586	Functional/Compliance Matrix – Item 9 "GIS, Geofencing & Mobile Applications"; Clause 4.6 – Map Tracking; Pages 87, 37	Compliance Matrix, Item 9 (GIS, Geofencing & Mobile Applications): "Route & Stop Geofencing, Depot & Terminal Geofencing, Mobile Apps for Driver/Depot/OCC, Push Notifications, OTP Login." Clause 4.6 (Map Tracking Reports): "Map Live – Live location of all buses on map; Live Trail Map; History Replay – historical movement of vehicle on map with total Kilometers ..."	Please specify the required GIS/map visualisations and export formats, including map layers, heat maps, corridor/segment views, GeoJSON/KML/Shapefile and road-segment analytical outputs such as congestion and speed maps, to ensure interoperability.	As per RFP

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587	Clause 4.13(17)-(18) read with Clause 4.19 – O&M Requirements; Pages 42-43, 54	Clause 4.13(17)-(18) require geofence/route mapping via vendor survey and provision of third-party maps on a perpetual/mapping licence; Clause 4.19 (Operational and Maintenance Requirements) provides for a 5-year O&M phase.	Please confirm whether continuous maintenance and updating of the base road network, route geometry and geofences, including through continuously updated commercial map services, falls under O&M, and specify the expected update frequency.	As per RFP
588	Pre-Qualification Criteria – Item 6 (Experience); Page 22	Item 6 (Experience): The Bidder must have experience of implementing and operating Bus Operation Management Software / Intelligent Transport Management System / Intelligent Traffic Management System (ITMS) designed to improve the monitoring, management, safety, and efficiency of bus operations and traffic involving development, customisation, operation and maintenance for Buses with the features of real-time live streaming / CCTV surveillance CCTV monitoring, Real-time GPS-based tracking of buses · Or Automatic Vehicle Location System (AVLS), Passenger information systems (PIS), Route and Duty Scheduling, Control-room monitoring, · Fleet performance & incident monitoring, Data collection & reporting etc. in the last 5 years (as on the last date of bid submission) as per following criteria: "One single project with minimum fleet size of 1000 buses"	Please consider experience in implementing and operating Bus Operation Management Software, Intelligent Transport Management System, Intelligent Traffic Management System or Field Workforce Management System, with one project involving a minimum fleet size of 1,000 buses or 1,000 field crew members.	As per RFP
589	Clause 6.1 & 6.2 – Payment Terms; Pages 56-57	Clause 6.1: "no payment of any nature whatsoever shall be payable by DTC during the Implementation Phase ..." Clause 6.2: "The monthly payment shall be based solely on the actual number of buses operational on the BMS during the respective billing month, subject to the maximum number of buses covered under the applicable Concessionaire Agreement ... No payment shall be admissible for any additional or extra buses ..."	Please clarify how fixed recurring platform, subscription and cloud costs will be recovered under the per-operational-bus payment model, particularly during low-availability months, and whether a minimum monthly billing floor or separate licensing line item is permissible.	As per RFP

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590	Clause 6.2 (per-bus payment) & GeM Option Clause (25%); Page 57	Clause 6.2: "payment shall be made at the rates quoted by the Successful Bidder in the Financial Bid" (per operational bus, capped at the approved concessionaire fleet). GeM Option Clause (Generic): the buyer may increase or decrease the contract quantity or duration up to 25%.	Please clarify how payments will be handled if the operational fleet increases beyond the $\pm 25\%$ GeM Option Clause limit, including whether the quoted per-bus rate continues or a revised rate/contract amendment will apply.	As per RFP
591	Clause 2.16 (Liquidated Damages) vs Section 7 SLA (Item 1); Pages 30, 58	Clause 2.16(a): "... DTC shall be entitled ... to recover ... liquidated damages, as defined in SLA for each completed week or part thereof subject to a limit of 10% of the total contract order value." Section 7 SLA, Item 1 (Implementation Milestones): "₹10,000 per day of delay and ₹5,000 per depot per day for rollout delay."	Please clarify which liquidated-damages provision applies to implementation delays, the applicable maximum cap, and whether the weekly LD under Clause 2.16 and the daily/per-depot SLA LD apply cumulatively or separately.	As per RFP