Request for Proposal

For

Engagement of Vendor to

Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses

Tender Number: DTC/IT(HQ)/PIS/2020/01

15th December,2020

Delhi Transport Corporation
(Govt. of NCT of Delhi)
Head Quarters, IP Estate
New Delhi – 110002
E-mail: dcgmit@dtc.nic.in

Disclaimer

1. This RFP document is neither an agreement nor an offer by Delhi Transport Corporation (hereinafter referred to as DTC) to the prospective applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.

2. DTC does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for DTC to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by DTC in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. Each prospective applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

3. DTC will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the assignment, the information and any other information supplied by or on behalf of DTC or their employees, any Agency or otherwise arising in any way from the selection process for the assignment. DTC will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon any statements contained in this RFP.

4. DTC will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that DTC is bound to select an applicant or to appoint the selected applicant, as the case may be, for the services and DTC reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. DTC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. DTC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. DTC reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP/amended RFP will be made available on the website of e-procurement portal of GNCTD and DTC official website.

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1. Table- Important Information / Time schedule of Bid

#	Information	Details
1.	Project Name/ Name of Work	**Request for Proposal for "Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses".**
2.	Tender Reference No.	DTC/IT(HQ)/PIS/2020/01
3.	Ministry/Division	Delhi Transport Corporation, Government of NCT of Delhi
4.	Procuring Entity and Agency Name	**Delhi Transport Corporation, IT Department, IP Estate, New Delhi – 110002**
5.	Procurement Method	Open e-tender
6.	Mode of Tendering	e-tender through e-procurement portal of GNCTD at (**h**ttps://govtprocurement.delhi.gov.in)
7.	EMD Amount	An EMD of Rs. 72,000/- (Rs. Seventy Two Thousands only) in the form of Bank Guarantee/Demand Draft/Banker's Cheque or Fixed Deposit Receipt, from any of the Scheduled Banks only drawn in favour of "**Delhi Transport Corporation**" is to be submitted in original and should reach to Dy. Manager(Tender Cell), Room No.207, Delhi Transport Corporation, IP Estate, New Delhi 110002 on or before the bid submission date & time, without which the proposals shall be rejected as non-responsive.
8.	Last Date & Time for submission of bids	**12.01.2021 upto 1500 hrs.** on e-procurement portal, GNCTD(**h**ttps://govtprocurement.delhi.gov.in)
9.	Date, Time & Venue for opening of Technical bid	**12.01.2021 at 15:30 hrs.** at Dy. Manager(Tender Cell), Room No.207, Delhi Transport Corporation, Head Quarters, IP Estate, New Delhi – 110002.
10.	Date, Time & Venue for opening of Financial Bid	Technically qualified bidders will be intimated subsequently.
11.	Contact details	Dy.CGM(IT-2), Room No. 120, Delhi Transport Corporation, Head Quarters, IP Estate, New Delhi – 110002 **E-mail id**: dcgmit@dtc.nic.in **Tel. No.** 011-21401245

Special Instruction:
1. Financial Bid should be inclusive of all applicable taxes including GST.
2. All the pages of the bid/response should be numbered and signed by the authorized signatory.
3. Total number of pages should be indicated in the covering letter (Format-1).
4. The above schedule is subject to change. Notice of any changes will be uploaded on e-procurement, GNCTD & DTC's Official Website.

1. **Introduction / Background**

   Delhi Transport Corporation is presently operating 35 depots, out of which 34 depots are in Delhi area and one is in Noida. Presently having an active fleet of 3702 buses which are being operated from these 35 depots. Number of major Bus Terminals (Time Keeping booths) with boundaries are 20 and other Bus Terminals without boundaries are 7. Depots are further divided into four regions e.g. North, East, West and South each headed by a Regional Manager and each depot is headed by a Depot Manager. It is also informed that presently maximum number of buses in DTC fleet can be 5500 buses.

   The Delhi Transport Corporation (Govt. of NCT of Delhi) invites Bids for engagement of vendors to **"Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses".**

2. **Overview & Objectives of the Project:**

   This Request for Proposal (RFP) is to solicit responses from Firms/Govt. Academic Institution to have a complete real-time PIS (including ETAs of DTC buses on all bus stops and Directions from A to B in real time and with different filters) and a depot out-shedding tool. These Firms/Govt. Academic Institution should have proven capability to develop, implement, support, operate and maintain a secure, end-to-end Mobile App (Android & iOS) and Web Application Software for Commuters and DTC.

   DTC's goals for the whole system include but are not limited to:

   2.1 **Automate the process of PIS for DTC buses:** The system will reduce the time and effort of the commuters to board in DTC buses and increase the ridership in DTC buses.

   2.2 **Passenger Convenience:** Provide various combination of journey to be performed by commuter from A point to B point, which will increase convenience and improve customer experience.

   2.3 **Route assignment system**: Assigning routes to all the buses which will be outshedded at the start of each trip.

   2.4 **Real Time Passenger Information System:** Enabling passengers to visually understand when the next bus on their route will arrive with an estimated time of arrival (ETA).

   2.5 **Providing passengers with directions from 'A' stop to 'B' stop in real time** with filter options like cost, time and if possible, with multi-modal (metro and buses combined) options.

   2.6 **Depot tool** to input and visualize data of buses which are outshedded and inshedded on a real time basis and generate summary reports.

2.7 **Moving with New Technology:** For the convenience of commuters and to increase ridership in DTC buses.

2.8 **Operational efficiency**: Improve the operational efficiency by improving the quality of the process.

2.9 **Reports:** Create the Live & Statistical reports from the database instantly.

3. **Model of the Proposed System:**

Vendor shall develop DTC's Mobile Apps for Commuters, DTC staff and a Depot Web Application Software. The GPS data is to be fetched from the GPS devices already fitted in Buses for generating PIS/ETA.

3.1 The vendor shall provide the tool for the entry of outshedding and inshedding details of buses in real time through DTC Mobile App and Web Application Software.

3.2 The vendor shall make provision in software/Mobile Apps to compare DTC's Scheduled duties data with the actual operation of buses to generate the real-time PIS/ETA.

3.3 The vendor shall integrate the real-time GPS data for DTC buses to show real-time buses arrival at bus stops through Commuters' Mobile App or through web based software.

3.4 The vendor shall comply with all Operational Rules of DTC that are required in the generation of the reports.

3.5 The vendor shall present other info like all the ticket and travel related guidelines to the customers provided by DTC.

3.6 The vendor shall develop all the required MIS reports for Depots/HQs.

4. **Scope of Work**

4.1. **Real Time Passenger Information System (PIS) Design:** The design of the real time PIS will be finalized after discussion & consultation with DTC. The vendor will work with the DTC to develop Real Time Passenger Information System to help the DTC passengers in the easiest and most efficient way to use the real-time PIS to their utmost advantage.

4.2. Deliverables to be produced:

   a. Detailed Design of PIS
   b. Implementation Plan of PIS
   c. Operational Plan of PIS
   d. Maintenance & Hosting plan of PIS

4.3. **Security**: Data security for the **real time PIS** applications, system and interfaces shall comply necessary security techniques/standards to ensure that all data is safeguarded from unauthorized access or use and programs are protected from any cyber-attack or computer virus.

4.4. **Real Time PIS (Base Requirements):**

a. **Mobile Applications:** The Passengers/ DTC staff will have the ability to easily download and install on their internet enabled mobile smart device an application that includes the following functionality:

1) Allows Passengers to access features such as route information based on route no., route information as per their search from & to stops, its schedule information, DTC buses real-time information captured using GPS, and any other service information as provided by DTC within their internet-enabled mobile smart device.

2) To provide the notification to Passengers/DTC staff for newly upgraded versions of Mobile App, as and when new upgrades will be implemented.

3) Pop-up notification for Notice/ New Services etc. introduced by DTC.

4) The live data of GPS tracking of DTC buses will be fetched by the selected vendor for implementing & operating this system from the GPS devices fitted in DTC buses by existing vendor for the purpose of generating various Real-Time PIS information for commuters.

5) Mapping of all scheduled routes of DTC for its all Bus Stops will be completed by the vendor. DTC shall help for conducting routes survey through any Mobile App (to be provided by the vendor), through Conductors/Staff of the buses for the purpose of collection of routewise/Bus stopwise GPS Latitude/Longitude data.

6) **PIS Mobile Applications**:

i. There should be an option to see live buses on a map with their routes info.

ii. There should be an option to see ETA of buses on any bus stop.

iii. There should be an option to get directions from A stop to B stop using real time buses and must have filters like:

a. Lowest cost
b. Minimum changes / hops/ distance
c. Minimum time

b. **Route/Duty Assignment System**

1) Vendor shall provide a route/duty assignment system which will assign routes/duties to all the buses which will be outshedded within 5 minutes of

the start of the trip through Duty Officer Mobile App/ Depot Dashboard.

2) The route assignment algorithm should automatically assign the correct route to the bus after starting/ending of each trip.

c. Trip Assignment System

Vendor shall develop a trip assignment system which will assign trip start time along with route & trip end time to buses in operation through any system to be devised by the selected vendor using software tools with the help of scheduled data of each trip in various duties of the buses.

d. Depot tool

1) Depot tool shall have a depot wise login system.

2) Depot tool shall have a list of all buses which will be provided by DTC and have options to input a few things which will be decided by DTC.

3) A summary/overview option which shows daily/monthly report of outshedded and inshedded buses region wise.

4) Depot users shall have the right to update/edit the master data of scheduled trips within the depot duties etc.

e. PIS Back Office Management:

1) Passenger Usage Statistics will include information on origin, destination, date, time etc.

2) Passenger Profile information may include Name, Age, Gender, Mobile No. Email address, residential area, Place of work etc.

3) Reporting should include ad hoc reporting on all aspects of the system data.

4) 24X7 support services to DTC & Passengers.

4.5. **Types of Mobile App to be developed for the real time PIS implementation in DTC**

a. DTC's PIS Mobile App: Vendor shall develop DTC's PIS Mobile App for its commuters on android and iOS platform having complete scheduled routes information and real time PIS, GPS locations to be received from the GPS devices fitted in the buses for generating PIS/ETA.

b. DTC Staff App- Vendor shall develop DTC's staff app for Route & Trip Assignment, Outshedding & Inshedding details etc. in addition to the depot dashboard.

c. Provision for integration of GPS data of Cluster buses be also made by the selected vendor in the DTC's Mobile App for generating PIS information for commuters specifying different color coding for DTC & Cluster buses.

d. Provision for integration of existing DTC's Mobile App for 'Complaint Management

System (CMS)' for commuters is to be made and/or any other app of DTC.

4.6. **General Requirements:**

a. **Scalability:** Number of buses can be increased upto 5500 each in case of DTC & Cluster buses.

b. Cluster buses may also be included in the Commuters' Mobile App, if required by DTC.

c. Support passenger's mobile devices utilizing the prevalent versions of the mobile operating systems by Google (Android), Apple (iOS).

d. For the base requirements and options selected, the vendor will deliver a PIS with unlimited site licensing, based on a proven back-end-hosted, mobile application that uses technology appropriate for transit-related services.

e. The scope of work includes any required software, unlimited site licensing, configuring, training, implementing and integration to meet the delivery of a fully functional and tested real-time PIS.

f. Data related to inshedding & outshedding of Buses should be captured automatically with the help of Geo-Fencing (POI-Point of Inspection) feature of GPS.

g. Vendor may make provision of displaying no. of seats available in the bus while informing the PIS/ETA.

h. **Real-time PIS Dashboard**: Vendor shall develop a MIS dashboard for Admin level, control rooms, depots for monitoring, which will display all real time information as well as provision for displaying any previous periodical reports (Daily, Weekly, Monthly, Quarterly, Yearly etc.).

i. Vendor shall provide rights to admin to update/edit the master data of Conductors, Buses, routes, fare stages etc. and depot users to update/edit the master data of duties, trips etc.

j. The Vendor shall draw, design & develop an exhaustive list of reports as per 'Scope of Work' in consultation with DTC.

k. **Statistics:** If the administrator so wishes, they should be able to view statistics gathered by the system regarding operational data. These statistics should be displayed on a page with individually expandable sections and can be shown in different formats like in Graph, Pie Chart, Bar graph etc.

l. Generate Consolidated reports for daily, weekly, monthly, quarterly, yearly or for any period etc. and for any number of parameters of all depots (i.e. region wise, depot wise etc.) as per requirement of DTC or any other Misc. report required by DTC, with export in Excel, PDF etc. features and develop any type of report as per requirement of DTC.

m. Vendor shall design & develop the Mobile Apps & Web Application software as per guidelines issued by Ministry of Electronics and Information Technology (MeitY) & IT Dept., GNCTD.

n. Role/Level based access to users for dashboard and Mobile Apps be provided by the vendor.

o. Mobile Apps, Depot Web Application Software (Depot Dashboard) shall be developed using well established technologies preferably Open Source environment.

p. Hosting of the PIS application will be done by the vendor during the entire contract period including design, development, testing, implementation, operation and maintenance period.

q. The vendor is to ensure the secured hosting of web application software on its own Data Center (DC) or on Cloud and backup at Data Recovery (DR) Center during the entire Contract Period.

r. Origin of Cloud/ DC and DR must be in India.

s. The vendor will be responsible to store all the data for the entire Contract Period.

t. Creation of documents including user and technical manuals.

u. Providing training to the users of the DTC.

v. In case the system is down, Vendor shall provide the facility for data entry in offline mode so that reports can be shared with concerned department for compilation offline and when system is up then it should automatically Push data to the Central Server.

w. Data corruption is prevented by applying the possible backup procedures and techniques.

x. All tools, tackles, equipment etc. that shall be required by the vendor for the project will have to be arranged by the vendor.

y. No hidden charges will be applicable to the tender.

4.7. The scope of the implementation of PIS project includes following Key modules:

a. To develop Mobile Apps (Android & iOS) [Passenger App, DTC Staff App) and Web Application Software for Commuters and DTC.

b. To develop Depot Web Application Software.

c. To develop Centralized Control Room Web Application Software.

d. Hosting of application on Cloud/DC & DR.

e. Integration with GPS data for real-time information of DTC buses.

f. Integration of existing DTC's CMS Mobile App and/or any other app of DTC.

g. To generate real time MIS reports for DTC.

5. **Deliverable checklist at the time of issuance of Acceptance Certificate:**

S. No.	Description	In the form of
1	Real Time Passenger Information System (PIS) design, development, installation, testing, implementation, hosting and operation of depot web application software as per Scope of work for all depots/units/passengers	Documents & Source Codes
2	Software/Mobile App Licenses/ copyright & passwords	Document
3	Hosting details	Document
4	Technical/User Manual for Web Application / Mobile Apps	Document
5	Imparting training to officers/officials of DTC along with training manual	Document

6. **Tentative Details of data to be entered in the system:**

   a. Details of all Regions/Depots/Buses

   b. Details of all Conductors

   c. Details of all Scheduled Duties with of scheduled trips being performed for all depots

   d. Details of all Routes with GPS mapping of all bus stops

   e. Details of Fare Stages route wise.

   f. Live data of out-shedding & inshedding of buses from depots dashboard.

   g. Any other data required for the system.

7. **Details of tentative reports:**

   a. Date wise / Depot wise / Duty wise / Bus wise MIS reports

   b. Live dashboard for showing Performance of DTC at a Glance with outshedding & inshedding details etc.

   c. Routes operated by DTC and performance

   d. Depot wise fleet strength & Buses on Road

   e. Region/Depot Wise Operational data

f. Operational data (Non AC & AC Low floor buses City + NCR)

g. Trips Operated-No. of Trips actually operated on time and No. of Trips actually operated within two minutes.

h. The details of tentative reports are enclosed at **ANNEXURE-A**.

i. Any other report as per requirement of DTC.

8. **Timeline:** Timelines for development of PIS are as under:

S. No.	Activity	Time required
1	Design Finalization	3 weeks
2	Mobile Apps and depot web application software development for complete PIS	8 weeks
3	Functionality Testing of developed application	2 weeks
4	User Acceptance Test (UAT)	1 week
5	Final deployment of Mobile apps and depot web application software for live operation including training of operators	2 week
6	Stabilization of PIS	2 weeks
Total time for PIS implementation		**18 weeks**

9. **Contract Period**

9.1 The validity of the contract will be for three years, after successful launch of the DTC Mobile Apps, i.e. from the date of issuance of successful user acceptance test (UAT) certificate by DTC.

9.2 DTC shall have the option of terminating the contract during the contract period by giving a 1 months' notice.

9.3 DTC shall have the option to extend the contract period after its expiry on the same rates and Term & Conditions, maximum upto 3 years.

10. **Transfer of PIS Mobile App(s) / software with data:**

Vendor will transfer the PIS Mobile App(s), software, data and all passwords on a dedicated server or cloud provided by DTC and provide training to operate it, after completion of Contract Period or termination of the contract.

11. **Payment Terms**

The payment will be made for successful completion of design, development, implementation and maintenance period of Mobile Apps & Web Application after issuance of User Acceptance Test (UAT) Certificate, as per schedule given below:

S. No.	Milestone	Activity	Time Frame		Payment criteria
1	Designing, developing and implementing the real-time PIS.	Design Finalization	3 weeks	4½ months	30% of the total project cost will be paid upon successful launch of the complete PIS after issuance of UAT.
		All Mobile Apps and depot web application software development for complete PIS	8 weeks		
		Functionality Testing of developed application	2 weeks		
		User Acceptance Test (UAT)	1 week		
		Final deployment of all mobile apps and depot web application software for live operation including training of operators	2 weeks		
		Stabilization of PIS	2 weeks		
2	Operation, Maintenance of Mobile Apps & Web Application Software for real-time PIS and its hosting for a period of three years from the date of successful UAT.	NA	NA	03 years	70% of the total project cost will be equally divided in 12 quarters and Quarterly Payment will be made at the end of each quarter of successful operation.

12. **Eligibility Criteria**

The invitation for response is open to all Firms/Govt. Academic Institutions of Delhi/NCR who fulfills the eligibility criteria as specified below:-

S. No.	Eligibility Criteria	Document Proof to be submitted
1	Earnest Money Deposit (EMD)	An EMD of Rs.72,000/- (Rs. Seventy Two Thousands only) in the form of Bank Guarantee/ Demand Draft/Banker's Cheque or Fixed Deposit Receipt, from any of the Scheduled Banks only drawn in favour of "Delhi Transport Corporation" is to be submitted. OR Certificate of MSME firm in case of claiming exemption.
2	The bidder should be duly registered	Certificate of Incorporation/Registration/Any

	company registered under Indian Companies Act, 1956 **OR** A partnership firm registered under Indian Partnership Act, 1932 **OR** A company registered under the Limited Liability Partnership (LLP), Act-2008 **OR** Any Government/ PSU body or a society registered under Societies Registration Act, 1860 and who have its registered office in India. **OR** Any Govt. Academic Institution of Delhi-NCR region	other legal document proving its existence
3	The firm/Institution should have valid GST Registration no. and PAN	Self-Certified copies of certificates.
4	Average Turn-over of the firm/Institution should be minimum Rs.1 Crore during last three Financial Years 2017-18, 2018- 19 & 2019-20.	Certificate from CA firm.
5	**Technical & Qualified Manpower with the firm:** Minimum 10 Qualified & Experienced Engineers (Research Scholars in case of institution) of Minimum Qualification: B.E/B.Tech; MCA/MCS; M.E/M.Tech or equivalent who is involved in IT Projects for a minimum period of 2 years or more.	Certified copies of CVs
6	**Experience:** The Bidder should be in the business of software development and completed at least 3 projects successfully, during the period from 01.01.2015 till the date of publication of this tender.	Copy of the Work Order and copy certificate from client for certifying ongoing or successful completion of the project. Details as per Format-4
7	**Blacklisting / Bankruptcy** The Bidder shall not be declared blacklisted or bankrupt or shall have any proceeding for bankruptcy, insolvency for any reason for a particular period of time by any State/Central Government/PSU/ Autonomous Body (Under Any government law) in India as on last date of submission of the Bid.	An undertaking from Authorized Signatory as per Format-5

- **Technical Qualification Criteria:** Bidders who meet the above eligibility criteria would be considered as qualified bidders for opening of financial bids.

- **Financial Bid Evaluation:** The Financial Bids of technically qualified bidders will be opened on e-procurement portal, on the date prescribed subsequently, in the presence of bidder representatives, if they wish to be present. The bidder should quote their prices only as per the financial bid format. Any conditional bid

would be rejected.

13. General Terms and Conditions

13.1 Earnest Money Deposit (EMD)

i. An EMD of Rs.72,000/- (Rs. Seventy Two Thousands only) in the form of Bank Guarantee/Demand Draft/Banker's Cheque or Fixed Deposit Receipt, from any of the Scheduled Banks only drawn in favour of "**Delhi Transport Corporation**" is to be submitted on or before last date of bid submission i.e., **12.01.2021, 15:00 hrs.** without which the proposals shall be rejected as non-responsive.

ii. EMD shall be exempted for MSME firms.

iii. No interest shall be payable by DTC on EMD.

iv. The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract with successful bidder.

v. In case of the Selected Bidder, EMD shall be retained till the selected bidder submits Performance Security as per relevant clause.

vi. In the following circumstances EMD shall be forfeited by DTC:

a) If the firm does not start the work as per stipulated timelines or withdraws its bids during the period of Bid validity or prior to award of work.

b) If a Bidder engages in a corrupt practice, fraudulent practice, coercive/collusive practice, undesirable practice or restrictive practice.

c) In case Selected Bidder fails to submit / furnish the Performance Security within the prescribed timeline of document.

d) In case the Selected Bidder, commits any breach thereof prior to furnishing the Performance Security.

13.2 Performance Security

i. The selected bidder will be required to furnish performance security @ 3% of Contract Value in the form of Bank Guarantee/ Bank Draft / Bankers cheque in favor of "Delhi Transport Corporation" on any Nationalized/ Scheduled Commercial Bank payable at Delhi.

ii. All charges whatsoever such as premium, commission, etc. with respect to the Performance Security shall be borne by the selected bidder.

iii. The Performance Security shall be submitted by the selected bidder within 15 days from the date of award of contract.

iv. If the selected bidder fails or neglects to observe or perform any of his obligations under the contract, the Performance Security furnished by the selected bidder shall be forfeited by DTC.

v. In case of any extension of contract, contract obligation period, the selected bidder shall be liable to suitably extend the validity of the Performance Security.

vi.   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.

vii. DTC shall also be entitled to make recoveries from the bills of selected bidder or from Performance Security, or from any other amount due to the selected vendor, in-line with relevant Penalty Clause.

13.3 Instructions to bidders

i.   This tender is being issued with no financial commitment.

ii.   Bidders must observe the highest standards of ethics during the selection and execution of the contract. DTC may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

iii. DTC will deal only with the shortlisted vendor and will not make any direct payment to the Developer/Engineer of vendor's side.

iv.   The Project Managers, Engineers etc. to be deployed in DTC for the said work, should be employees of the selected vendor. The vendor should ensure that necessary background verification has been carried out before assigning the engineer(s) to the DTC's project.

13.4 Submission, Receipt and Opening of Proposal

i.   The original proposal, both Technical and Financial proposals shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the proposal must initial such corrections.

ii.   An authorized representative of the Bidders shall initial/sign all pages of the original technical and financial proposals. The authorization shall be in the form of a written power of attorney accompanying the proposal or in any other form demonstrating that the representative has been duly authorized to sign.

iii. All the pages of the bid document should be numbered, signed & stamped.

iv.   Prospective bidder is requested to submit their complete techno-commercial bid along with all required document as per Eligibility Criteria and formats 1 to 5 online at the e-procurement portal i.e. https://govtprocurement.delhi.gov.in. The techno-commercial bid shall include the uploading of scanned copies of EMD, all required documents relating to Eligibility Criteria & Financial Bid on e-procurement portal.

v.   Technical Bid containing commercial details or any such hints/ calculations/extrapolations/ records, will be rejected by DTC.

vi.   During the bid evaluation, DTC may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. DTC is entitled to ask for clarifications as many times as required from the bidders to the satisfaction of the Technical Evaluation committee. If the bidder fails to provide the clarification or any additional information sought, the information provided in the

technical proposal only, will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders. In this regard, Appendix 3, 3.0(vii) of 'Manual for Procurement of Services 2017' may also be considered.

vii. No hidden costs or conditions will be accepted.

viii. The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by DTC.

ix. The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

x. The Bids will be opened in DTC Tender Cell, the bidders may also attend the bids opening.

13.5 **Validity of Bid**

i. Bidder's Bid shall be valid for a period of 120 days after the bid submission date.

ii. Prior to the expiry of the period of validity of Bid, Delhi Transport Corporation may request the bidders to extend the Bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security, if any, shall not be forfeited.

13.6 **DTC's right to terminate the Bidding process:**

DTC may terminate the bidding process at any time without assigning any reason thereof.

13.7 **Force Majeure**

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

Measures to be taken:

i. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

ii. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

iii. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

iv. During the period of their inability to perform the Services as a result of an event of

Force Majeure, the Bidder, upon instructions by the Delhi Transport Corporation, shall either:

Demobilize

OR

Continue with the Services to the extent possible, in which case the Bidder shall continue to be paid proportionately and on pro rata basis, under the terms of this Contract.

v. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clause 5.8.

13.8 Arbitration

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

14. Responsibility and Standards of Performance of the Bidder

i. The Bidder shall perform the Services and carry out their obligations as above with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices.

ii. Bidder has to ensure that relevant and extant guidelines of issued by Govt. of India and GNCT of Delhi, as applicable to this RFP document are strictly adhered to.

15. Penalty

a) In any case of dispute, the decision of the DTC shall be final and binding on the Vendor.

b) DTC will have right to withhold payment of the contract at any time if the service of the vendor is not found satisfactory.

c) In case of delay beyond 18 weeks from the date of issuance of work order in launching of Mobile App & Web Application Software as described in the timeline, a penalty of Rs. 1,000/- per day will be levied and the same will be deducted from the invoice of the vendor. If delay will be more than 1 months then DTC may terminate the Contract.

d) In case of any major breakdown in the services during the contract period after successful launch and issuance of user acceptance certificate, the vendor shall have to rectify the problems within 12 hours failing which, the following deductions will be made from the bills of the vendor:

System down period	Penalty (Rs.)
From 12 – 36 hours	1,000/-
From 36 – 48 hours	2,000/-
More than 48 hours	Rs.3,000/- for every additional 12 hrs delay in rectification OR Contract can be terminated by DTC

e) Maximum Penalty applicable for para c) and d) above shall not exceed 10% of the 'billed amount' submitted by the vendor.

16. **Temporary Debarment – suspension:** As per Clause 2.4.2 of 'Manual of Procurement of Consultancy & Other Services-2017', whenever a Service Provider is found lacking in performance, in case of less frequent and less serious misdemeanors, the Service Providers may be put on a temporary debarment for a period upto 12 (twelve) months after following the debarment procedures as mentioned in Clause 2.4.2.

2. Formats for Bidders

Format-1
Covering Letter

To,
   Dy. Chief General Manager-(IT-2)
   Delhi Transport Corporation,
   I.T Dept., I.P. Estate, New Delhi-110 002.

Reference: Request for Proposal for Engagement of vendor to "**Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses**".

Tender Reference no. DTC/IT(HQ)/PIS/2020/01

Sir/Madam,

1. This is to notify you that our company intends to submit a proposal in response to the above cited Tender reference.

2. Primary and Secondary contact information for our company are as under:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone		
Mobile:		
E-Mail		

3. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered are true, accurate, verifiable and complete. The response includes all information necessary to ensure that the statements therein do not in whole or in part mislead DTC in its shortlisting process.

4. We fully understand and agree to comply that verification, if any of the information provided here is found to be misleading the shortlisting process or unduly favors our company in the shortlisting process, we are liable to be dismissed from the selection process.

5. It is hereby confirmed that I/We are entitled to act on behalf of our

corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

6. This response to tender is valid for 120 days from the last date of submission of bids.

7. The proposal contains_____number of pages duly numbered and signed by the authorized signatory.

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

Yours sincerely,

(Signature)

Authorized Representative

Name:
Designation:
Name of the Company:
Address:
Date:
(Seal/Stamp of Bidder)

Format-2
Tender T&C Acceptance Letter

To,

Dy. Chief General Manager-(IT-2)
Delhi Transport Corporation,
IT Dept., I.P. Estate, New Delhi-110 002.

Reference: Request for Proposal for Engagement of vendor to "**Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses**".

Tender Reference no. DTC/IT(HQ)/PIS/2020/01

Sir/Madam,

1. I/ We have downloaded/obtained the tender document(s) for the above mentioned 'Tender / Work' from the web site(s) namely:- https://govtprocurement.delhi.gov.in/nicgep/app

2. I/We hereby certify that I/We have read entire terms and conditions of the tender documents, which form part of the Contract Agreement and I/We shall abide hereby the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of abovementioned tender document(s) / corrigendum(s) in totality/entirely and without any additional terms and conditions.

5. If I/We withdraw/modify the submitted bids during the period of validity etc., then we may be suspended for the time period specified in the clause no. 16 of the tender document.

6. In case any provisions of this tender are found violated, your department/ organization shall be at liberty to reject this tender / bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/ right against dept. in satisfaction of this condition.

Yours faithfully

(Signature)
Authorized Representative
Name:
Designation:
Name of the Company:
Address:
Date:
(Seal/Stamp of Bidder)

<div align="center">

Format-3

Certificate to Authorize Signatories

</div>

To,

    Dy. Chief General Manager-(IT-2)
    Delhi Transport Corporation,
    I.T Dept., I.P. Estate, New Delhi-110 002.

Reference: Request for Proposal for Engagement of vendor to "**Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses**".

Tender Reference no. DTC/IT(HQ)/PIS/2020/01

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

<div align="center" style="margin-left:40%">

(Signature)

Authorized Representative

(Company Seal)

</div>

Date:

Format-4
Organizational Details

To,

      Dy. Chief General Manager-(IT-2)
      Delhi Transport Corporation,
      I.T Dept., I.P. Estate, New Delhi-110 002.

Reference: Request for Proposal for Engagement of vendor to "**Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses**".

Tender Reference no. DTC/IT(HQ)/PIS/2020/01

1. Organizational Details

Name	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	

2. Financial Strength Details

S. No.	Financial Information	FY 2017-18	FY 2018-19	FY 2019-20
1	**Total Revenue (in INR)**			
2	**Total Revenue in IT Projects work(in INR)**			
3	**Profit Before Tax (in INR)**			
4	**Other Relevant Information**			

5	**Mandatory Supporting Documents:** CA certificate of Avg. Turnover of Total Revenue in IT projects of minimum Rupees _____ in each financial year 2017-18, 2018-19 and 2019-20 be separately given.

3. Work Experience as per Eligibility Criteria

Bid Specific experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Other Details	
Total cost of the project	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: **a) Copy of the Work Order issued by the client and a certificate to indicate the successful completion of the projects or under process**	

(Signature)

Authorized Representative

(Company Seal)

Date:

Format-5
Undertaking of Blacklisting

To,
    Dy. Chief General Manager-(IT-2)
    Delhi Transport Corporation,
    I.T Dept., I.P. Estate, New Delhi-110 002.

Reference: Request for Proposal for Engagement of vendor to "**Design, Develop, Implement, Operate & Maintain the Real Time Passenger Information System (PIS) for DTC Buses**".

Tender Reference no. DTC/IT(HQ)/PIS/2020/01

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

Date
Place

Yours sincerely,

(Signature)

Authorized Representative

(Company Seal)

Format-6
PROFORMA FOR FINANCIAL BID (BOQ)

To,
    Dy. Chief General Manager-(IT-2)
    Delhi Transport Corporation,
    I.T Dept., I.P. Estate, New Delhi-110 002.

Tender Reference no. DTC/IT(HQ)/PIS/2020/01

S. No.	Item description	Amount (Excl. of Taxes) (INR)	Amount of Taxes (INR)	Total Amount (Incl. of Taxes) (INR)
1	Design, Develop, Implement the Real Time Passenger Information System (PIS) for DTC Buses	Rs._____ (Rs in words)	Rs._____ (Rs in words)	Rs._____ (Rs in words)
2	Operation, Maintenance of the Real Time Passenger Information System (PIS) with hosting for DTC Buses for 3 years after User Acceptant Test	Rs._____ (Rs in words)	Rs._____ (Rs in words)	Rs._____ (Rs in words)
TOTAL		Rs._____ (Rs in words)	Rs._____ (Rs in words)	Rs._____ (Rs in words)

L1 – will be based on the total cost including taxes quoted by the vendor.
Note:

1. All items must be quoted.

2. All costs should be in Indian Rupees (INR) only.

3. Costs should be mentioned in both figures and words.

4. Costs for all logistics like sample design, software, training booklets/ materials, photocopying, printing, binding, pre-requisite software, travelling, boarding, lodging etc. shall be borne by the bidder and are deemed to be included the bidders quote.

Date

Place

                        Authorized Signatory Name of Signatory:
                                        Bidder Name:
                                        (Company Seal)

ANNEXURE-A

SAMPLE REPORTS

The indicative Sample report are as follows:

Sr. No	Report Name (description)
1	Overall, Region wise, Depot wise, Duty wise, Route wise distance, trips, stops covered through a Dashboard with drill down features.
2	Travel time analysis (w.r.t Duty)
3	Travel Time analysis (w.r.t Route) , ETA, etc.
4	Traffic potential (stage-wise stoppage during time interval)
5	Daily Route deviation report
6	Driver wise improper stopping
7	Improper stopping at stops
8	Bus stops skipped
9	Driver wise stages skipped
10	Speed violation
11	Daily duty wise deviation report for arrival time at land marks
12	Daily out shedding deviation report
13	Driver duty performance daily/weekly/monthly

(1) Overall Regionwise, Depotwise, Dutywise, Route wise distance, trips, stops covered dashboard

Route wise stop time at stages

From Date :   To Date:

S.No	Stage Name	Duty No	Trip No	Stage time & date	Duration of stoppage in sec
Route No:	**Stage Name**				
Route No:	**Stage Name**				

(2)   Travel Time Analysis (w.r.t Duty)

From Date :   **To Date:**
Duty No.

Trip	Trip dur (In min)	Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
		Act. Dur	Deviation	Act. Dur	Deviation	Act.Dur	Deviation	Act. Dur	Deviation	Act.Dur	Deviation	Act. Dur	Deviation	Act. Dur	Deviation

(3)   Travel Time Analysis (w.r.t Route), ETA etc.

From Date :   **To Date:**

Route No:

Start Time (In minutes)	Sunday	Monday	Tuesday	Wednesday	Thurday	Friday	Saturday

(4)   Traffic Potential

From Date :   **To Date:**

Stoppage time more than: ...... (In seconds)

Stage code	Stage Name	Time Interval	Time stoppage at stage (In seconds)
Route No:			
Direction DOWN			
Direction UP			

(5)   Daily Route Deviation Report

From Date :   **To Date:**

Duty No:

Trip No:	Route No:		Scheduled Kms	Actual Kms

covered Deviated from Stage:
   Missed Stage

      Merged at stage:

Trip No	Route No:		Scheduled Kms	Actual Kms

covered Deviated from Stage:
   Missed Stage

      Merged at stage:

(6)   Improper Stopping - Driver wise

From Date: **To Date:**   **Stage Type**

S.No.	Date & time	Route No	Duty No	Bus Reg. No	Conductor No	Stage Name

Depot: **Depot Name:**

Driver No: **Driver Name:**

Driver
Total
Depot
Total

Grand Total

(7)   Improper Stopping at stops

From Date :   To Date: Stage Type

Sr.NO	Date & time	Fleet Bus No	Route	Stage Name	Depot Code	Dr/ Cond. No

Duty No:

Total No of Improper stopping

(8)   Bus Stops skipped

From Date :   To Date: Stage Type

Sr.NO	Date & time	Fleet Bus No	Route	Stage Name	Depot Code	Dr/Cond No

Duty No:

Total No of stops skipped

(9)   Skipped Stages - Driver wise

From Date: To Date: Stage Type

Sr.NO	Date & time	Route No	Duty No	Stage Name	Cond No

Depot: Depot Name:

Driver No: Driver Name:

Driver
Total

Depot Total

Grand Total

(10) Speed Violation

From Date :		To Date:		Duration mare than ...... seconds		
Duty No:		Bus registration No				
S.No.	Date & time	Route No	Location	Driver No	Duration (Sec)	Speed (kmh)

---

(11) Daily duty wise deviation report for arrival time at land marks

Date: **Duty No**

Fleet Type	Trip No	Land mark	Scheduled arrival time	Actual arrival time	Deviation time(min)

Depot:

(12) Daily Out shedding deviation report

From Date: **To Date:**

Shift:

Sr.No	Duty No	Bus Reg. No	Scheduled Outshed Time	Actual Outshed Time	Deviation time(min)	Reason

Depot:
Fleet:

(13) Driver Duty Performance(Daily/Weekly/Monthly)

From Date: **To Date:**

S.No.	Duty No	MOR/EV	OUTSHEDDED (Y/N)	DUTY STATUS

Depot:
Driver No: **Driver Name:**

Date: