



**Request for Proposal
For
Engagement of Vendor to
Design, Develop, Implement & Maintain
the Web Application Software for
Generating Daily Reports of Monitoring Cell
and Printing of
Monthly Operational Statistics Book
of DTC**

Tender Number: DTC/IT(HQ)/MC&OS/2020/01

23rd September, 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 Engagement of Vendor to Design, Develop, Implement & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC.
2.	Tender Reference No.	DTC/IT(HQ)/MC&OS/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 (https://govtprocurement.delhi.gov.in)
7.	EMD Amount	An EMD of Rs. 25,000/- (Rs. Twenty Five 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	15.10.2020 up to 1500 hrs. on e-procurement portal, GNCTD (https://govtprocurement.delhi.gov.in)
9.	Date, Time & Venue for opening of Technical bid	15.10.2020 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: - Financial Bid should be inclusive of all applicable taxes including GST. - All the pages of the bid/response should be numbered and signed by the authorized signatory. - Total number of pages should be indicated in the covering letter (Format-1). - The above schedule is subject to change. Notice of any changes will be uploaded on e-procurement, GNCTD & DTC's Official Website.		

2. Introduction / Background

Delhi Transport Corporation is presently operating 34 depots in Delhi area and one in Noida. Presently having a fleet of 3756 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.

The Delhi Transport Corporation (Govt. of NCT of Delhi) invites Bids for engagement of vendor to **“Design, Develop, Implement & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC”**.

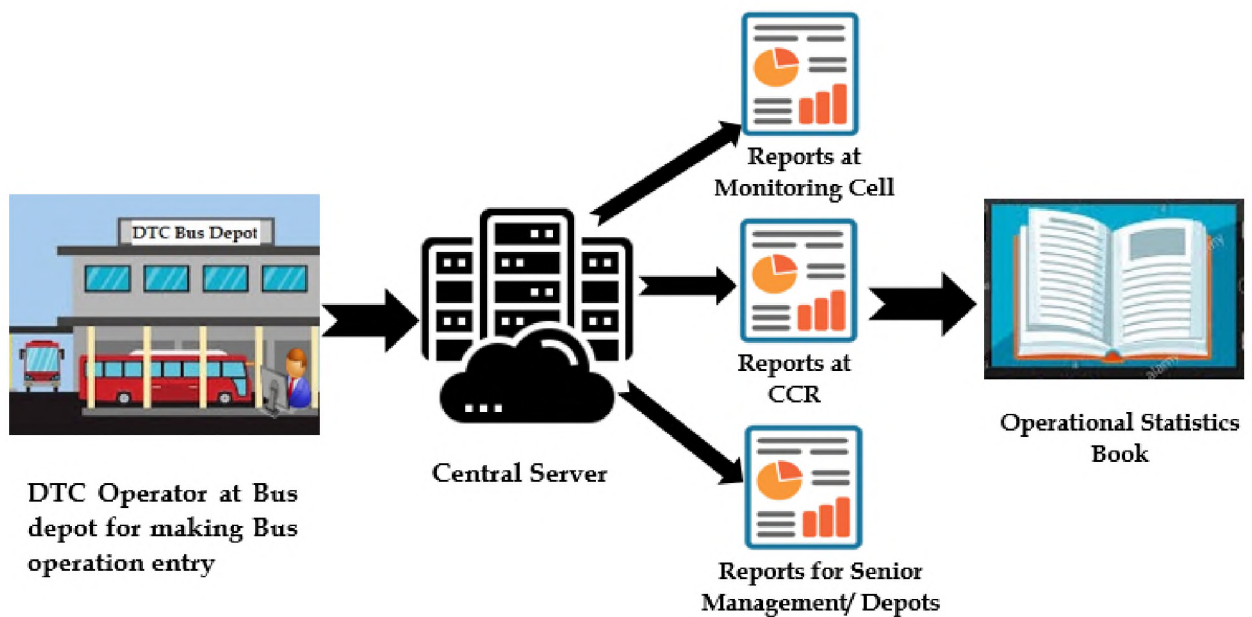
3. Overview & Objectives of the Project:

This project's aim is to have a complete digitized system for generating quick MIS for Senior Management level, automation of functioning of CCR, Monitoring Cell and R&D Section with improved performance and to automate the printing of DTC's Operational Statistics Book after collecting all necessary information from depots, units, Accounts Dept. etc.

The data used by the system is to be stored in a centralized database which enables things to be simplified and considerably quickened, making the jobs of the staff involved easier. It supports the current process but centralizes it and makes it possible for decisions to be made earlier and easier way at appropriate Senior Management level. Some of the objectives of the proposed system are listed below:

- a. **Collect data from geographically scattered depots:** One of the important objectives of the proposed system is to collect data from all the depots scattered geographically and display in various reports as per prescribed formats used by Monitoring Cell and as required by DTC Management.
- b. **Automate the process of collection of DTC buses daily operation data:** The system will reduce the time and effort of the operators deployed in CCR, Monitoring Cell and R&D Section for collection of operational data and maintain data consistency & integrity.
- c. **Centralized data handling:** Transfer the data smoothly to all the departments involved and handle the data in centralized way.
- d. **Reduced manpower:** Reduce the manpower needed to collection of data manually and preparing various reports.
- e. **Operational efficiency:** Improve the operational efficiency by improving the quality of the process.
- f. **Human Error Reduction:** Human error could also be removed and would not occur in the proposed system which can be made while taking details telephonically or filing process or preparation of reports.
- g. **Reports:** Create the Live & Statistical reports from database instantly.

4. Model of the Proposed System



5. Scope of Work

- 5.1. The selected vendor will be responsible to design, develop, testing, implement and maintenance of the web application software as per requirements specification of DTC mentioned in this tender document with Annexure-A (Sample of Operational Statistics Book) & Annexure-B (Sample reports of Monitoring Cell).
- 5.2. The vendor is required to provide professional, objective, and impartial service at all times and hold the DTC's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- 5.3. Web application software must be Responsive and design shall be compatible to all hand held devices and browsers with uniform and user friendly presentation of the contents & architecture with clear navigation.
- 5.4. The Vendor should draw an exhaustive list of reports as per 'Scope of Work' along with the purchaser. 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 and any bottleneck situation creating dependency at any stage.
- 5.5. Live Dashboard to show real-time outshedding, duty, earning, breakdown, accidents detail etc.
- 5.6. Admin Dashboard will have the ability to Add/Delete/Edit the contents and have all admin panel features.
- 5.7. Printing of Operational Statistics Book as per specified format as PDF document.

- 5.8. **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.
- 5.9. 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.
- 5.10. The software shall support use of at least 100 concurrent users at a time.
- 5.11. The software shall generate daily Monitoring Cell reports & Operational Statistics Book of selected month in less than 1 minute as PDF document.
- 5.12. Role/Level based access to users for Web application software.
- 5.13. Web application software must be designed, developed, deployed and maintained according to GoI Guidelines or the Guidelines of IT Dept., GNCTD (which will be shared by DTC with the successful vendor).
- 5.14. The Web application software must be developed using well established technologies preferably Open Source environment without using any third party tool or frame work, which may incur any financial implication to DTC.
- 5.15. Hosting of the application will be done by the vendor during the entire contract period including design, development, testing, implementation and maintenance period.
- 5.16. The vendor is to ensure the secured hosting of web application software on Data Center (DC) or Cloud and backup at Data Recovery (DR) Center during the entire Contract Period.
- 5.17. Origin of Cloud/ DC and DR must be in India.
- 5.18. The vendor will be responsible to store all the data for the entire Contract Period including design, development, testing, implementation and maintenance period and to migrate previous data of last 2 years (from Jan,2018) into the system.
- 5.19. Vendor will need to get clearance of security audit of the web application software through CERT-in empanelled agencies.
- 5.20. Creation of documents including user and technical manuals.
- 5.21. Providing training to the users of the DTC.
- 5.22. Transfer of Source code and other credentials for the web application software.
- 5.23. Compliance of web standards and guidelines issued by Government time to time.
- 5.24. The source code including Dynamic Link Libraries (DLLs), images, library files, database dictionaries, associated documents should be satisfactorily handed over for maintenance and change management.

- 5.25. The copyright of the software would remain with the DTC.
- 5.26. Web application software technical functionality upgrade as and when required.
- 5.27. Bug fixing and keeping Web application software secured from all possible cyber-attacks and hackers at all time.
- 5.28. Network level security, traffic to be encrypted using secured connectivity.
- 5.29. Keeping activity log for all web updates.
- 5.30. Trouble shooting.
- 5.31. Identify risks if any post software implementation along with mitigation plan.
- 5.32. List out the assumptions related to load & infrastructure (such as specifications, internet bandwidth etc.) so that response time shall be within 3-4 seconds.
- 5.33. The Web Application software will include an error tracking log that will help the user understand what error occurred when the application crashed along with suggestions on how to prevent the error from occurring again.
- 5.34. Data corruption is prevented by applying the possible backup procedures and techniques.
- 5.35. All tools, tackles, equipment etc. that shall be required by the vendor for the project will have to be arranged by the vendor.
- 5.36. 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.

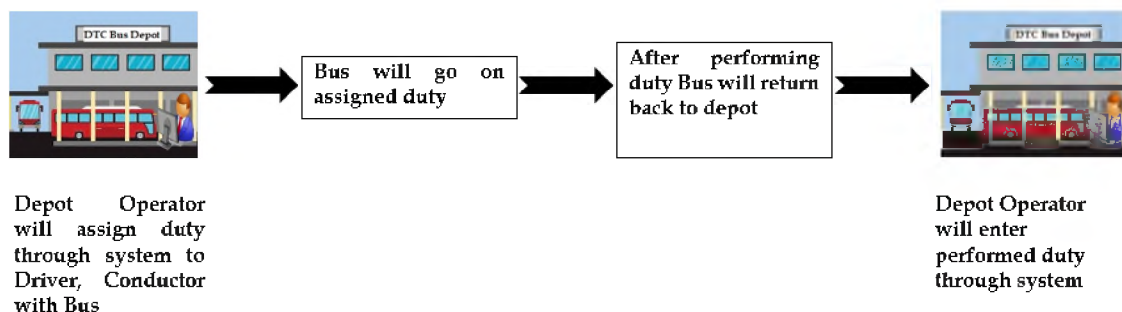
6. Deliverable checklist at the time of issuance of Acceptance Certificate:

S. No.	Description	In the form of
1	Web Application software for all depots/units	Software
2	Software Licenses/ copyright & passwords	Document
3	Hosting details of software application	Document
4	Security Audit Certificate	Document
5	Technical/User Manual for Web Application	Document
6	Imparting training to officers/officials of DTC along with training manual	Document

7. Tentative Details of data to be entered in the system

a. Entry Forms:

- i. **After Each bus outshedding /inshedding:** For entering Bus outshedding on depot out with scheduled duty, trip details, conductor & driver allotment etc.



ii. **Bus Outshedding Form:**

Bus no. to be outshedded	By default from backend master
Depot	By default from backend master
Route/Duty No. or Special Hire	By default from backend master
Driver Token Number	By default from backend master
Conductor Token Number	By default from backend master
Scheduled Trips & KMs	By default from backend master
Date & Time	By default from System

iii. **Bus Inshedding Form:**

Bus no. to be inshedded	By default from backend master
Depot	By default from backend master
Trip details	
Reasons of Missed Trips	
Reasons of Missed KMs	
Denomination wise Ticketed Earning	
Daily Pass Sale Earning	
No. of Pink Tickets	

- b. Breakdown details to be entered by Regional Control Rooms

i. **Breakdown Form:**

Bus no.	By default from backend master
Depot	By default from backend master
Breakdown Date & Time	
Breakdown Location	
Category of Breakdown	By default from backend master
Reporting Time of Service Provider	
OK Time of Bus	

Work attended by Service Provider	
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- c. Accident details to be entered by Road Safety Cell/ Depots:

Bus no.	By default from backend master
Depot	By default from backend master
Accident Date & Time	
Type of Accident	By default from backend master
Details of injured/casualties etc.	

- d. At the end of the day depot will enter CFT earning & expenditure details etc. in defined heads.
- e. Traffic Dept. will enter School, Pass & Special Hire Earning month wise etc.
- f. System will have the provision to add/ edit/ delete scheduled duty, trips master etc. at depot level, super user level.

8. List of tentative reports to be generated from the System:

a) Tentative reports for Monitoring Cell:

- 1) Comparative Data
- 2) Daily report
- 3) Daily Region Wise Report
- 4) Depot Wise Position of City / NCR
- 5) Main report
- 6) City Operational Details
- 7) Low Floor Operational Detail
- 8) NCR Operational Detail
- 9) Depot Wise Sch. KM & Operated KMs.
- 10) Depot Wise Details of Breakdown
- 11) Category wise breakdown detail
- 12) Trip Miss Detail
- 13) Kilometer Miss Detail
- 14) Depot Wise Conductors/ Driver Strength Position
- 15) Fleet Breakup Position (Morning)
- 16) Morning Outshedding Position
- 17) Depot Wise Outshedding (Morning & Evening)
- 18) Morning Outshedding Position & On Roll (Driver & Conductor)
- 19) Pass Section Daily Pass Collection
- 20) Depot Wise Details of Breakdown (City & NCR)
- 21) Depot Wise Evening Outshedding Position
- 22) Depot Wise Marshals
- 23) Daily Performance of Permanent DTC Drivers
- 24) Sale of tickets
- 25) Depot Wise OK Duty

- 26) Held up position
- 27) Daily Depot Wise Operational Performance
- 28) Depot Wise Ticketed Earning (City +NCR)
- 29) Depot Wise KM Detail (Without School)
- 30) Daily Statement
- 31) School Kilometer operated by depot

b) Tentative reports of Operational Statistics Book:

- 1) Performance of DTC at a Glance
- 2) Staff Ratio
- 3) Analysis of Causes of Accidents
- 4) Growth of Basic structure of DTC
- 5) Routes operated by DTC
- 6) Comparative operational data for the period (Last 3 Financial years)
- 7) Comparative financial results (Last 3 Financial years)
- 8) Distribution of fleet by type/make and year of commission
- 9) Price and Cost indices (Last 5 Financial Years)
- 10) Material Consumption (Last 3 Financial Years)
- 11) Performance of Metropolitan Transport Undertakings (Last Year)
- 12) Accidents and Compensation given to Accidents Victims (Last 10 years)
- 13) Depot wise fleet strength & Buses on Road (As on last day of month)
- 14) Routes operated by D.T.C. and its Earning Per Kilometer (for selected month)
- 15) Region wise operational data
- 16) Monthly operational data
- 17) Depot Wise Operational data (for selected month)

Operational data (Non AC & AC Low floor buses City + NCR) (for selected month)

- 1) Fleet and its utilization
- 2) Trips scheduled.
- 3) Trips Operated and Breakdowns
- 4) Analysis of Kilometers
- 5) Traffic income
- 6) Accident analysis
- 7) Depot wise operational data
- 8) No. of Trips actual operated on time and No. of Trips actual operated within two minutes.

ACCIDENT ANALYSIS

- 1) Analysis of causes of accidents (For selected month and same month in last year).
- 2) Accidents Analysis by other party involvement (For selected month and same month in last year).
- 3) Analysis of Accidents by Driver Age Group (For selected month and same month in last year).

MISCELLANEOUS STATISTICS

- 1) Category Wise Staff Position (As on last day of month)
- 2) Statement of passes (for selected month)
- 3) Depot Wise statement of School, Special Hire, Tourist, Pass & Pink Ticket Earning

- 4) Depot wise total missed KMS and breakdowns (for selected month)

Depot wise operational data of FCMS (Cluster buses) (for selected month)

- 1) Fleet & its utilization
- 2) Trips Scheduled & Operated
- 3) Traffic Income

For all (for selected month)

- 1) Fleet Utilization (Comparison in Bar Chart for current month & same month in last year)
- 2) Operational Ratio (Comparison in Bar Chart for current month & same month in last year)
- 3) Kilometer Efficiency (Comparison in Bar Chart for current month & same month in last year)
- 4) Traffic Earning (Comparison in Bar Chart for current month & same month in last year)
- 5) Earning Per Bus Per Day (Comparison in Bar Chart for current month & same month in last year)
- 6) Passenger (Comparison in Bar Chart for current month & same month in last year)
- 7) Actual Income & Expenditure
- 8) Comparison of traffic earning, earning per bus per day & No. of passengers carried
- 9) Statement showing figures of Income & Expenditure
- 10) Traffic Earning & Expenditure in PIE Chart

9. Eligibility Criteria

The invitation for response is open to all Software Development Firms 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.25,000/- (Rs. Twenty Five 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 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.	Certificate of Incorporation/ Registration/ Any other legal document proving its existence
3	The firm should have valid GST Registration no., TAN and PAN	Self-Certified copies of certificates.
4	Average Turn-over of the firm related to Software Development work should be minimum Rs.25 Lacs 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 of Minimum Qualification: B.E/B.Tech; MCA/MCS; M.E/M.Tech or equivalent who is involved in software development for a 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 5 projects successfully, during the period from 01.01.2017 till the date of publication of this tender.	Copy of the Work Order or successful completion certificate from client. 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.

10. General Terms and Conditions

10.1. Earnest Money Deposit (EMD)

- An EMD of Rs.25,000/- (Rs. Twenty Five 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., **15.10.2020, 15:00 hrs.** without which the proposals shall be rejected as non-responsive.
- EMD shall be exempted for MSME firms.
- No interest shall be payable by DTC on EMD.
- The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract with successful bidder.
- In case of the Selected Bidder, EMD shall be retained till the selected bidder submits Performance Security as per relevant clause.
- In the following circumstances EMD shall be forfeited by DTC:
 - 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.

10.2. Performance Security

- i. The selected bidder will be required to furnish performance security @ 10% 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.

10.3. Instructions to bidders

- i. This tender is being issued with no financial commitment.
- ii. The bidding company should be an established web design, development, implementation and maintenance company with a proven track record
- iii. 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.

- iv. DTC will deal only with the shortlisted vendor and will not make any direct payment to the Developer/Engineer of vendor's side.
- v. The Project Managers, Engineers etc. to be deployed in DTC for the said work, should be permanent employees of the selected vendor. The vendor should ensure that necessary background verification has been carried out before assigning the engineer to the DTC's project.

10.4. 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 and signed.
- 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 and documents relating to pre-qualification criterion & 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.
- 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.

10.5. **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.

10.6. **DTC's right to terminate the process:**

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

10.7. **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.

10.8. 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.

11. 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.

12. Payment Terms

The payment will be made for successful completion of design, development, implementation and maintenance of Web Application and issuance of Acceptance Certificate, as per schedule given below:

S. No.	Milestone	Activity	Time Frame		Payment criteria
1	Design, Development, Implementation and launch of Web Application Software along with hosting	Design Finalization	2 weeks	03 months	30% of the total project cost will be paid upon successful launch of the Web Application Software.
		Web application software development	3 weeks		
		Functionality Testing of developed application	2 weeks		
		User Acceptance	1 week		
		Final deployment of web application software for live operation including training of operators	1 week		
		Stabilization of application in all depots	3 Weeks		

2	Maintenance of Web Application Software for a period of two years from the date of successful implementation of Web Application Software.			02 years	70% of the total project cost will be equally divided in 8 quarters and Quarterly Payment will be made at the end of each quarter.
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- It is clarified that the payment will be made by the DTC only after satisfactory completion/acceptance of work as certified by the DTC.
- Payment will be made to the vendor within 30 days of submitting invoice, on each occasion as described in payment criteria in above table, to DTC,HQ after adjusting the penalty amount, if any.

13. TimeLine and Penalty

13.1. Timelines for development of Web Application software

S. No.	Activity	Time required
1	Design Finalization	2 weeks
2	Web application software development	3 weeks
3	Functionality Testing of developed application	2 weeks
4	User Acceptance	1 week
5	Final deployment of web application software for live operation including training of operators	1 week
6	Stabilization of application in all depots	3 weeks

13.2. 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 12 weeks from the date of issuance of work order in launching of 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 as per payment criteria at Sl. No. 1 of para 11 above. If delay will be more than 1 months then DTC may terminate the Contract.
- d) In case of any major breakdown in the portal during the contract period after successful launch and issuance of acceptance certificate, the vendor shall have to rectify the problems within 24 hours failing which, the following deductions will be made from the bills of the vendor:

Time Schedule	Penalty (Rs.)
From 24 – 36 hours	1000/-
From 36 – 48 hours	2000/-
More than 48 hours	Rs. 3000/- 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 20% of the quarterly 'billed amount' submitted by the vendor.

14. Contract Period

- a. The validity of the contract will be for two years, after successful launch of the web application software design, development & implementation phase i.e. from the date of issuance of acceptance certificate by DTC.
- b. DTC may extend the contract period for another 2 years or part thereof, after successful maintenance of initial two years' contract, on the same proportionate rates, terms & conditions of the initial 2 years' contract.
- c. DTC shall have the option of terminating the contract during the contract period by giving a 3 months' notice.

15. Transfer of Web Application software with data

Vendor will transfer the web application software with Source Code, data and all passwords on dedicated server of DTC and provide training to operate it, after completion of Contract Period or termination of the contract.

16. 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 & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC”.

Tender Reference no.-----

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:		
Fax:		
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: Title/Appointment

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 & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC”.

Tender Reference no.-----

Sir/Madam,

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

Yours faithfully

(Signature)
Authorized Representative

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

Format-3
Certificate to Authorize Signatories

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 & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC”.

Tender Reference no.-----

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.

(Signature)

Authorized Representative

(Company Seal)

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 & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC”.

Tender Reference no.-----

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	
Mandatory Supporting Documents: (a) Certificate of Incorporation from Registrar of Companies (ROC) (b) Relevant sections of Memorandum of Association of the company	

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 Software Development 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 Software Development work of minimum Rupees 25 Lacs in each financial year 2017-18, 2018-19 and 2019-20 be separately given.
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3. Work Experience for last 3 years

Bid Specific Software Development 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 & Maintain the Web Application Software for Generating Daily Reports of Monitoring Cell and Printing of Monthly Operational Statistics Book of DTC".

Tender Reference no.-----

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.-----

S. No.	Item description	Amount (Excl. of Taxes) (INR)	Amount of Taxes (INR)	Total Amount (Incl. of Taxes) (INR)
1	Cost for Design, Development, Implementation and successful Launch of web application software along with hosting of web application software during 3 months.	Rs._____ (Rs in words)	Rs._____ (Rs in words)	Rs._____ (Rs in words)
2	Cost for Maintenance of web application software along with hosting of web application software for a period of two years from the date of successful launch of the web application software.	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.
5. DTC may extend the contract period for another 2 years after successful maintenance for initial 2 years' contract, or part thereof, on the same proportionate rates, terms & conditions of the initial 2 years' contract.

Date

Place

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

ANNEXURE-A

Sample of OPERATIONAL STATISTICS BOOK

ANNEXURE-B

Sample Reports of Monitoring Cell