

Selection of System Integrator for IMPLEMENTATION OF ARTIFICIAL INTELLIGENCE(AI) SOLUTIONS IN TRANSPORT DEPARTMENT

Tender No: 2024_TD_266584_1
Pre-Bid Meeting & Clarifications

S. No.	Bidder	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	Silver Touch	IV. Project Background Page #7	By introducing the power of AI to assist applicants and staff for document verification, the turnaround time (TAT) can be improved and delight the applicants and staff. Use of AI as virtual assistant to the applicants query will improve the quality of service and avoid visit to the office. AI powered dashboard assisted with virtual assistant provided a better interface and information to decision making and improving the quality of services.	1. We assume that AI will need to be implemented in the existing systems / portal / website. Please confirm. 2. If yes, then please share complete technology stack of existing systems / portal website. 3. Also share list of features / functionalities available in the existing system / portal / website so that we can identify use cases for AI implementation accordingly. 4. We also assume that we will get latest bug free source code from the Transport Department. Please confirm.	Application will be deployed at existing portals like departmental website, Parivahan, Vahan, Sarathi etc. are NIC based portal. Pls go through the portals for more details
2		VII. Criteria for Evaluation Pre-qualification criteria (PQ) Page #12	3 The bidder's annual turnover should be cumulative Rs.30 crores in the last three financial years, 2021-22, 2022-23 and 2023-24 in the field of developing/implementing AI solutions/ Data Analytics project for Indian Government Organization (PSU or Local Bodies or Government Departments of Centre/States/UT)	1. Since the AI/ML and GenAI are relatively newer technologies and even its adoption in the government sector is recently catching up hence there will be very less bidders having turnover as asked from AI solutions/ Data Analytics projects. Therefore this criteria may prove to be restrictive for the bidders who despite having strong capabilities in AI solutions/ Data Analytics projects and who work majorly with government organizations. Instead of this, the criteria should be focused purely on evaluating financial capabilities whereas the project experien in AI/Data Analytics area should be asked separately. In this context we request you to accept our request and amend the criteria as: "The bidder's annual overaerog turnover should be Rs. 100 crores for each of the last three financial years, 2021-22, 2022-23 and 2023-24 in from IT/ITES Services."	Provisions of Bid Document shall prevail
3		Technical Qualification Criteria (TQ) Technical Evaluation Page #13	1 The bidder's annual turnover should be cumulative Rs. 30 crores in the last three financial years, 2021-22, 2022-23 and 2023-24 in the field of developing/implementing AI solutions/ Data Analytics project for Indian Government Organization (PSU or Local Bodies or Government Departments or States/UT)	1. To keep it alligned with Pre-qualification criteria, we suggest below change in this clause. "The bidder's annual overaerog turnover should be Rs. 100 crores for each of the last three financial years, 2021-22, 2022-23 and 2023-24 in from IT/ITES Services." ≥ Rs. 150 Cr. : 30 Marks ≥ Rs. 125 Cr. to < 150 Cr. : 20 Marks ≥ Rs. 100 Cr. to < 125 Cr. : 10 Marks	Provisions of Bid Document shall prevail

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4	<p>Technical Qualification Criteria (TQ)</p> <p>Technical Evaluation</p> <p>Page #13</p>	<p>3 Bidder's presentation on the Overall Approach, Methodology, Proposed Technology, Solution Architecture and skills also displaying an in-depth understanding of the project.</p> <p>Bidder's presentation on visualization / solution for the proposed phases in the project</p> <p> <input type="checkbox"/> Understanding of Project & Transition-> 5 <input type="checkbox"/> Solution Architecture, Approach & Methodology->5 <input type="checkbox"/> Proposed Technology & Skills -> 5 <input type="checkbox"/> Visualization and proposed solution of this RFP->5 </p> <p>The solution should be able to handle documents in English and Hindi (Bhashini empanelment shall be furnished by Bidder)</p>	<p>1. In this clause, two different max marks are mentioned (10 & 20). This seems to be an error. Kindly correct it with single marks for this clause and update other marks accordingly.</p> <p>2. Please let us know what is the expectations from "Bhashini empanelment shall be furnished by Bidder"?</p>	Provisions of Bid Document shall prevail
5	<p>Technical Qualification Criteria (TQ)</p> <p>Technical Evaluation</p> <p>Page #14</p>	<p>Resources Technical Evaluation #</p>	<p>1. We would like to bring to your attention that the technologies specified in the clause (mentioned below), are relatively new and have been recently introduced in the market. Considering this, it may not be feasible to find candidates or with extensive experience in these technologies. Could you kindly consider asking "overall experience" and "relevant experience" separately. While "overall experience" can be kept at same level but "relevant experience" can be lowered and kept at maximum up to 5 years to align with the novelty of these technologies.</p> <p>Relevant Experience can be in anytwo of the following technologies: Advance AI, Data Science, NLP, OCR, Machine Learning, Fraud Detection, AI and Python</p>	Provisions of Bid Document shall prevail
6	<p>Technical Qualification Criteria (TQ)</p> <p>Technical Evaluation</p> <p>Page #14</p>	<p>"Plus 2 marks" for any extraordinary qualification and extra ordinary work experience judged beneficial for the project.</p>	<p>1. Could you please specify which type of qualification would be considered as extraordinary qualification or extra ordinary work experience and how 2 marks will be allocated?</p>	extraordinary qualification or extra ordinary work experience relevent to this project in addition to the one mentioned in the indicative list in RFP
7	<p>Financial Bid Evaluation</p> <p>Page #15</p>	<p>The Commercial Bids of only the technically qualified bidders should be opened for evaluation. The bidder with lowest financial bid will be considered as L1 (Lowest bidder).</p>	<p>1. To get qualified bidder, we request you to consider QCBS as selection process rather than L1. Kindly consider.</p>	Provisions of Bid Document shall prevail
8	<p>IX. Scope of Work</p> <p>i. Brief Scope of Work</p> <p>i. Automated Document Verification</p> <p>Page #16</p>	<p>Implementation of an AI-powered tool to real-time detect any discrepancy with citizen documents based on the upload of the document type such as name, date of birth, validity, etc. as soon as citizens upload the document on the citizen side of Vahan and Sarthi Portal, as well as this tool will augment the current document verification process, ensuring quick and accurate review by the Department Officials on the department side of Vahan and SarthiPortal.</p>	<p>1. Please share list of file types to be considered?</p> <p>2. Can you please confirm, uploaded documents will have minimum how much % of readability?</p> <p>3. We also assume that all the documents will be computer printed and not handwritten. Please confirm.</p>	<p>1. PDF, JPG</p> <p>2. system will try to increase readability but minimum of 70% readability should be maintained</p> <p>3. all computer printed</p>

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9	IX. Scope of Work I. Brief Scope of Work iii. Analytics Dashboard: Page #18	The transport department will provide following data sources (data to be fetched through API) for above mentioned scope of work:	1. Total how many APIs will need to be integrated? 2. Also, please share the list of APIs.	1. As per the bidders requirement during the study phase 2. Required APIs will be shared to successful bidder
10	II. Detailed Scope of Work b) Implementation Page #18	Any relevant infrastructure/resources required for design and development (before Go Live) shall be acquired by implementer agency. To deploy the developed systems at production Transport Department will provide Cloud. The implementing agency will be responsible for the deployment task and the maintenance of the cloud.	1. As cloud server will be provided by the Transport Department, its maintenance should not be in the scope of the bidder. Kindly drop this clause from the scope. 2. If you still want to keep it in the scope of the bidder then please share architecture, SLA, all relevant details along with the scope for maintenance of the cloud.	Provisions of Bid Document shall prevail
11	II. Detailed Scope of Work b) Implementation Page #19	For the Virtual Assistant, the bidder will develop, deploy and test the AI-powered assistant, ensuring it can handle queries related to the 47 identified services mentioned in the scope of work above. The assistant will be integrated into the Vahan & Sarathi portal for real-time assistance and automated grievance management.	1. Vahan & Sarathi portals are managed by NIC and if assistant required to be ingrated into the Vahan & Sarathi portals then we will need its access. Please confirm that access will be made available.	API based access will be provided
12	II. Detailed Scope of Work b) Implementation Page #20	c) Integration of various databases would be implemented as part of scope of work of the project.	1. Total how many databases would need to be implemented?	Please refer clause IX. I
13	II. Detailed Scope of Work b) Implementation Page #20	d) Historical data migration of up to 15 years would need to be migrated in a phased manner during the development phase of first 12 months with the most recent data (of last 3 years) within first 6 months of development phase at the earliest.	1. Which type of data need to be migrated? 2. In what format data will be provided? Database or Excel files? 3. Total how many tables / excel files need to be migrated? 4. What will be the size of data to be migrated?	Please refer Corrigendum/ Amendment No 1

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14	<p>II. Detailed Scope of Work</p> <p>f) Training</p> <p>Page #20</p>	<p>Conduct comprehensive training sessions for the identified key Officers, covering all aspects of the new systems, including the virtual assistant, AI-enabled document verification tool, and AI analytics dashboard.</p>	<p>1. Total how many users will need to be trained?</p> <p>2. What will be the batch size.</p> <p>3. We assume that training will need to be provided at single location. Please confirm the location.</p> <p>4. If above is not the case then please share list of locations where training will need to be provided. Also share number of users to be trained at each location.</p> <p>5. We assume that infrastructure required for training will be provided by the Transport Department. Please confirm.</p> <p>6. We assume that training will need to be provided ONE time only (before Go Live). Please confirm or correct us.</p>	<p>1,2,3,4.Training will follow train the trainer method. Deputed team from Transport will take training for further training at Department</p> <p>5. as per page 22 of RFP</p> <p>6. Training number will be decided on basis of the requirement</p>
15	<p>II. Detailed Scope of Work</p> <p>g) Maintenance</p> <p>Page #21</p>	<p>Bidder will be responsible for application maintenance for all four phases for the period of 12 Months. In case further support required for maintenance, the contract can be extended by 12 months as per the mutual understanding of Transport Department and bidder. Below are the service management tasks to be owned by the implementation partner:</p>	<p>1. We assume that maintenance will be limited to the features / functionalities developed under the scope of work mentioned in this RFP. Maintenance of existing features / functionalities will be out of scope. Please confirm.</p>	<p>Provisions of Bid Document shall prevail</p>
16	<p>II. Detailed Scope of Work</p> <p>g) Maintenance</p> <p>Page #21</p>	<p>2. Security Services: The bidder will provide the security services as below:</p> <p>a) Identity and Access Management(IAM)</p> <p>b) SSL Certificate</p> <p>c) Multi-Factor Authentication(MFA)</p> <p>d) Encryption of data associated with VA</p> <p>e) Monitor report of DDoS threat report received through Cloud Service Provider.</p> <p>Necessary configuration of the security solution will be done to comply with security guidelines.</p>	<p>1. We assume that all these tools, its hardware, software licenses and subscriptions (IAM, SSL, SMS Pack etc.) will be procured and provided by the Transport Department for integration to the implementing agency. Please confirm.</p>	<p>All the licenses and hardwares, softwares should be procured and managed by bidder.</p>
17	<p>III. Other expectations from bidder</p> <p>Page #22</p>	<p>4. Installation and Commissioning of the entire solution at all the locations as applicable.</p>	<p>1. Please share list of locations where installation and commissioning is required.</p> <p>2. Also share your expectation for installation and commissioning.</p>	<p>Provisions of Bid Document shall prevail</p>
18	<p>III. Other expectations from bidder</p> <p>Page #22</p>	<p>6. The bidder shall use all licensed software. In case of any breach, bidder shall pay all the penalties and bear any legal action as per law.</p>	<p>1. We assume that you are referring to development side licensing, whereas server side licensing will be provided by the Transport Department. Please confirm.</p>	<p>All the required licenses and softwares should be procured and managed by bidder.</p>

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19		C. Security and Server-Down Clauses and penalties Page #25	*Note: Total penalty imposed on the project shall not be more than the 10% of the amount of total milestones payment. The Department will have right to terminate the project.	1. 10% penalty is at higher side. As per the standard industrial practice, upper cap for cumulative penalty should be 5%. Kindly consider and amend.	Provisions of Bid Document shall prevail
20		b. Payment Schedule and penalties Page #25	b. Payment Schedule and penalties	1. The payment schedule suggest all the payments to be released on "Go-Live" of different phases, such payment schedule will affect the cash-flow of implementing and might hinder in smooth execution of the project. Therefore we request you to please revise the payment schedule and include few milestones in between for SRS, Design and UAT. Kindly consider.	Provisions of Bid Document shall prevail
21		C. Security and Server-Down Clauses and penalties Page #25	C. Security and Server-Down Clauses and penalties 1. Any server down causes more than 6 hours Rs. 10000 and additional Rs. 1000 per hour if error/bug in application level causing server down	1. Since hosting and cloud infra are not part of the bidders scope therefore we request you to please drop this penalty clause. Kindly consider.	pls see note at section X.a of RFP .
22		C. Security and Server-Down Clauses and penalties Page #25	Note: a. Tools to monitor the SLA should be supplied by the Implementing Agency.	1. Please share Cloud Hosting details along with its architecture & detailed configuration for us to better understand the requirements.	will be deployed at NIC, Cloud structure to be provided will be shared with successful bidder.
23		C. Security and Server-Down Clauses and penalties Page #25	g. On cancellation, the bidder shall also be liable to pay the Transport Department, cancellation charge of 10% (Ten percent) of the total quoted project value.	1. Bidder should not be penalize for cancellation. We therefore request you to drop this clause.	Provisions of Bid Document shall prevail
	Delloite	Page no. 5 I. Factsheet Last date of bid submission	Proposals must be submitted no later than the following date and time: 06.1.2025 at 11.00 AM	We kindly request that you provide at least three weeks after the issuance of the corrigendum or clarifications to the pre-bid queries, to allow sufficient time for the submission of the proposal.	Provisions of Bid Document shall prevail
		Page no. 16 IX. Scope of Work	Implementation of 3 use cases: 1. Automated Document Verification 2. Virtual Assistant 3. Analytics Dashboard	1. All three solutions rely on NIC systems. For instance, the virtual assistant will be hosted and will retrieve information from the Vahan and Sarathi systems. In the event of delays in receiving the necessary data from NIC or delays in hosting the solution on their portal, what alternatives are available to ensure the deliverables are met? Is there an SLA in place at the NIC's end? If multiple delays occur from NIC, how will the effort put by the implementation agency be compensated? 2. We would also appreciate clarification on whether access to current data sources will be provided, and whether there are any data migration requirements. 3. We assume that all infrastructure will be provided by DTD. If any proprietary tools are required, could you kindly confirm if DTD will also provide them?	Provisions of Bid Document shall prevail
		Page no. 23 X. Milestones, Timelines, Payment, Penalties and SLA	Phase 1 Implementation: 4 months from start date Phase 2 implementation: 6 months from start date Phase 3 implementation: 8 months from start date Phase 4 implementation: 12 months from start date	Considering the nature of the timelines, we kindly request that you provide at least 6 months for the implementation of Phase 1. We believe this would allow sufficient time, with subsequent phases to be implemented accordingly.	Provisions of Bid Document shall prevail

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		Page no. 23 X. Milestones, Timelines, Payment, Penalties and SLA a. Milestones, Timelines	Penalty: Rs. 5000/- per day for delay of any milestone		Provisions of Bid Document shall prevail
		X. Milestones, Timelines, Payment, Penalties and SLA b. Payment Schedule and penalties	0.5% of total milestone payment for per week delay	We have noticed that penalties are cascading, with penalties being imposed for delays in activities for milestones, and further penalties for delays in the completion of those milestones. Additionally, a 10% penalty of the total quoted project value is imposed in the event of contract cancellation. We would be most grateful if you could kindly reconsider or modify these penalty terms, as they could make it challenging for the selected bidder to effectively execute the project.	
		X. Milestones, Timelines, Payment, Penalties and SLA C. Security and Server- Down Clauses and penalties	Rs. 10000 and additional Rs. 1000 per hour if error/bug in application level causing server down		
		Page no. 25 Note	g. On cancellation, the bidder shall also be liable to pay the Transport Department, cancellation charge of 10% (Ten percent) of the total quoted project value.		
		Page no. 14 Resources Technical Evaluation	Resources	Could we please request a breakdown of the number of resources and skill sets required during both the implementation and O&M phases? Since implementation and support & maintenance costs are asked to be submitted separately in the financial proposal, this breakdown would greatly assist bidders in making a more accurate financial estimation.	Bidder can deploy any number of resources to meet the milestones in timeline mentioned in RFP document
		Page no. 42 Form 10: Resource rate for Change Request	Resource rate	We would be very appreciative if you could clarify whether the bidder should specify the skill sets required during project execution and their corresponding rates, or if the same skill sets and resources as per Clause - Resources Technical Evaluation should be mentioned along with their rates.	You have to mention fixed cost of resources prior, no specific clause regarding skill sets or number. Department will evaluate when change request arises and will be mutually
	DIMITS	VII. Criteria for Evaluation Pre-qualification	Bidder should have CMMI level 5	Request an amendment to CMMI Level 3 certification. As CMMI Level 3 would suffice the requirement.	Provisions of Bid Document shall prevail (Joint Venture is also allowed)
		Technical Evaluation, Page No.- 13	Bidder should have CMMI level 5 certifications, Marks- 10	Request an amendment to CMMI Level 3 certification. As CMMI Level 3 would suffice the requirement. We believe our current certifications meet or exceed the required standards and demonstrate our capability to deliver high-quality services. We would appreciate your consideration of this request and await your positive response.	Provisions of Bid Document shall prevail

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Successive Digital	Technical Qualification Criteria (TQ) Page No. 13	<p>1. The bidder's annual turnover should be cumulative Rs. 30 crores in the last three financial years, 2021-22, 2022-23 and 2023-24 in the field of developing/implementing AI solutions / Data Analytics project for Indian Government Organization (PSU or Local Bodies or Government Departments or States / UT)</p> <p>≥Rs. 60 Cr: 30 Marks ≥Rs. 40 Cr to <50 Cr: 20 Marks ≥Rs. 30Cr to <40 Cr: 10 Marks</p>	<p>We respectfully request an amendment to revise this clause to participate more broadly to the field of IT services projects. This will help ensure greater inclusivity and participation of bidders who have significant experience and capabilities in delivering IT services to Indian Government Organizations, while still maintaining high-quality standards for the project.</p> <p>We propose the revised clause to be as follows: "The bidder's annual turnover should be cumulative Rs. 30 crores in the last three financial years, 2021-22, 2022-23, and 2023-24, in the field of IT Services projects for Indian Government Organizations (PSU or Local Bodies or Government Departments or States/UT). ≥Rs. 60 Cr: 30 Marks ≥Rs. 40 Cr to <50 Cr: 20 Marks ≥Rs. 30 Cr to <40 Cr: 10 Marks"</p> <p>We believe this amendment would allow bidders with relevant expertise in IT services to fairly participate, fostering a competitive and inclusive environment.</p> <p>We kindly request you to consider this modification and look forward to your favorable response.</p>	Provisions of Bid Document shall prevail
	Technical Qualification Criteria (TQ) Page No. 13	2. Bidder should have CMMI level 5 Certifications	<p>We M/s Successive Technologies, is a CMMI Level 3-certified company, with a proven track record of successfully delivering complex and high-quality projects for government and public sector organizations. With reference to this Point, which specifies that the bidder should have a CMMI Level 5 certification, we respectfully request a relaxation to allow participation from companies with a CMMI Level 3 certification.</p> <p>Also, to give preference to CMMI level 5 companies the amended clause may be: a) Bidders with a valid CMMI Level 5 certificate – 10 marks b) Bidders with a valid CMMI Level 3 certificate – 7 marks</p>	Provisions of Bid Document shall prevail
	Technical Qualification Criteria (TQ) Page No. 13 Point No. 3	The solution should be able to handle documents in English and Hindi (Bhashini empanelment shall be furnished by Bidder)	To handle the language Bhashini empanelment: Is Bhashini empanelment required for participation? This requirement appears to make the bid quite restrictive. We request you to kindly clarify.	Bidder should have. It is not at prequalification criteria. It gives extra weightage to the bidder
	-	General Query	Kindly clarify the details of the technical resources for whom the deployment shall be onsite at Buyer premises.	Resources are not required to be deployed at the Department. However, may be called for the meetings and discussions if required
	-	General Query	Kindly confirm whether the Buyer will provide the necessary facilities for the onsite deployed resources, including workspace, internet connectivity, laptops, and other required accessories.	Resources are not required to be deployed at the Department. However, may be called for teh meetings and discussions if required

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E&Y	Technical Qualification Criteria (TQ), Pg no. 13	The bidder's annual turnover should be cumulative Rs. 30 crores in the last three financial years, 2021-22, 2022-23 and 2023-24 in the field of developing/implementing AI solutions/ Data Analytics project for Indian Government Organization (PSU or Local Bodies or Government Departments or States/UT) ≥Rs. 60 Cr: 30 Marks ≥Rs. 40 Cr to <50 Cr: 20 Marks ≥Rs. 30Cr to <40 Cr: 10 Marks	Since the requirement and success of the project relies upon AI/ML/GenAI, it is imperative for the authority to allocate more marks for higher AI related credentials to ensure that the most competent bidder is selected for implementation. Therefore, we propose that 30 marks should not be fully allocated to revenue. Instead, the following additional evaluation criteria may also be allocated marks: The RFP should allocate marks for experience of providing similar document authentication services using AI/ML. This is most important ask and the entire quality of service of the authority rests on this key ask. Hence, we request that project credentials related to document authentication along with work order should be allocated evaluation marks	Provisions of Bid Document shall prevail
	Technical Qualification Criteria (TQ), Pg no. 13	NA	The scope of work includes substantial usage of AI/ML technologies, and the success of such algorithms is evaluated through the accuracy parameters (example, percentage of True Positives, False Positives or False Negatives). This accuracy parameters would decide if citizen document are wrongly rejected or accepted which can be a cause of National Security. The RFP currently does not mention the technical evaluation parameters or assess and compare between different solutions being offered by bidders. Given the sensitive nature of the services there are no service level agreements around this scope. Hence, we propose the following: Evaluation committee should also conduct a proof of concept of the solution offered at the stage of evaluation with sample data and allocate marks for the same	Provisions of Bid Document shall prevail
	Technical Qualification Criteria (TQ), Pg no. 13	NA	The authority should assess total cost of ownership which will include Hardware cost basis the solution proposed by the bidder. Hardware makes a substantial part of the total cost. Hence, it is proposed that the authority allocate marks on the likely hardware sizing proposed by the bidder along with justification for the sizing	Provisions of Bid Document shall prevail
	IV. Project Background, Pg no. 6	According to the Delhi Economic Survey 2022-23, 47 services of the Transport Department have been completely transitioned to a faceless delivery mode, benefiting over 26lakhs applicants by December 2022.	It is requested that the authority may provide breakup of number of transactions in one year for each of the 47 services to be automated to ensure that we can accurately size our solution and provide the best costing	The details will be provided to the successful bidder
	III. Other expectations from bidder, Pg no. 22	Bidders shall assess existing infrastructure's current ability to support the entire solution and integrate the same with the proposed solution wherever applicable and possible	It is requested that the authority may please provide details (name and version) of the databases where data of last 15 years is stored	The details will be provided to the successful bidder

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II. Detailed Scope of Work, Pg 19	Document verification accuracy of the developed AI models should not be less than 70% of the scanned documents.	To ensure that the authority is able to assess if the solution has missed identifying missing documents or has wrongly identified that the document belongs to the citizen, the authority should not only focus on True Positives, but on False Positives and False Negatives. Hence, it is requested that the following clause be added under this section to drive business value for the department: The precision (positive predictive value) of the solution should be more than 70%-80%	With respect to automated document verification, the accuracy (page no. 20) refers to all models' performance like document type prediction, document content readability (by quality enhancement). For UAT, Bidder's models should achieve at least 70% test accuracy in 100 random test cases provided by the department.
c. Post termination rights and obligations of vendor, Pg no. 28	All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of Department and before termination or expiration of this contract the System Integrator shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to Department.	It is requested that the authority may consider the following: In case a bidder has a product for which it owns the IPR, then it is requested that the authority may allow the IPR to remain with the bidder. However, if the bidder develops a new product, algorithm, etc. using data provided by the authority, then the IPR of the same will be under the ownership of the authority and not the bidder	Provision of Bid document shall prevail
IX. Scope of Work, Pg no. 22	Note: Few data sources are readily available and for few of them, the selected bidder might have to work with the department, multiple vendors and other system integrators to get the data and then integrate.	EY team would be available for integration of other systems and data with document authentication solution. However, there would be multiple dependencies in the form of timely user access, network access, development at NIC systems end which can be done by NIC or other stakeholders only (other than implementing agency), API, etc. Therefore, it is requested that the following clause be added under the mentioned section: The department will ensure that timely access, approvals and resources will be made available by the department to the bidder for timely implementation and deployment of the solution	pls see note at Section X.a. of the RFP document
I. Brief Scope of Work, Pg 16	If the document type selected is Aadhaar, the system should be capable of reviewing it is Aadhaar and in case of any other document it should let user know that uploaded document is not Aadhaar	For building this functionality, it is requested that the authority share the templates of various documents submitted for building model so that model can be trained to understand that the submitted document is Aadhaar or not. Hence, the authority may amend the clause as follows: If the document type selected is Aadhaar, the system should be capable of reviewing it is Aadhaar and in case of any other document it should let user know that uploaded document is not Aadhaar. The authority will provide the bidder templates of various documents submitted for building model so that model can be trained to understand that the submitted document is Aadhaar or not.	yes, the same will shared with successful bidder

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I. Brief Scope of Work, Pg 17 ii. Virtual Assistant	Virtual Assistant: Development, deployment and test of an AI-powered virtual assistant (ChatBot, GenAI enabled) for citizens and staff, integrated into the Departmental website.	GenAI requires GPU for development and implementation. For Gen AI services, in the development phase, if an open-source solution is utilized, it is requested that the authority provide the necessary infrastructure (development and production) for training and fine tuning of AI model including GPUs for processing. •In the case of Azure, AWS, or GCP, all associated service costs will be borne by the authority. •The maintenance of the cloud infrastructure will not fall under the scope of the Implementation Agency, as the cloud services are provided by the authority. •For English-to-Hindi translations, the Bhashini API will be used. The accuracy of translations will depend on Bhashini's translation services, which are beyond the control and scope of the Implementer.	GPU if required would be provided by Department for production cloud
I. Brief Scope of Work, Pg 17 iii. Analytics Dashboard:	iii. Analytics Dashboard: The dashboard should be voice-enabled and text-enabled, which will enable the executives to track RTO-wise service status, including total applications received and disposed of, turnaround times, total pendency, reasons for pendency and other key insights to enhance operational efficiency.	To achieve this functionality AI model will be trained and in-depth data understanding will be required to train the model. Hence it is requested that the authority amend the clause as follows: The dashboard should be voice-enabled and text-enabled, which will enable the executives to track RTO-wise service status, including total applications received and disposed of, turnaround times, total pendency, reasons for pendency and other key insights to enhance operational efficiency. To achieve this functionality AI model will be trained and in-depth data understanding will be required to train the model.	Provision of bid document shall prevail
I. Brief Scope of Work, Pg 16, 17, 18 i. Automated Document Verification, ii. Virtual Assistant, iii. Analytics Dashboard	APIs for integrating with different databases 1. Vahan 2. Sarathi 3. E-Challan Data for Delhi 4. PUC data for Delhi 5. Homologation data for OEM details 6. Insurance data	It is requested that the authority provide API's to integrate with different databases	Please refer clause IX. I
X. Milestones, Timelines, Payment, Penalties and SLA b. Payment Schedule and penalties		The payment schedule is heavily tied to Go-Live milestones across multiple phases, placing undue financial risk on the bidder, especially since some dependencies lie with the authority's readiness (e.g., data availability, stakeholder approvals). Hence, it is requested that the authority may revise the payment terms as follows:	Provision of bid document shall prevail
I. Factsheet, pt. 3, Pg no. 5	Selection method: Lowest Cost	To ensure that the authority selects the best fit bidder with relevant expertise which will ensure that a state-of-the-art solution is built and deployed, it is requested that the selection method may be changed to Quality cum Cost Based Selection (80% for technical score and 20% for financial score)	Provision of bid document shall prevail
I. Brief Scope of Work, ii. Virtual Assistant, Pg no. 17, 18	The assistant will also support staff and citizens by offering quick access to relevant information and resources for the services in the scope in both English and Hindi language. The solution will be developed, deployed and tested for all the 47 citizen services.	Developing a virtual assistant capable of handling queries for 47 services in English and Hindi, including error detection and real-time guidance in the initial phase itself may increase chances of error and not allow enough time for the AI/ML enabled module to improve upon its accuracy. To ensure successful deployment, it is recommended that, in the initial phase, the virtual assistant may be deployed for only limited core services and language	Provision of bid document shall prevail

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II. Detailed Scope of Work, Pt. d. Pg no. 20	Historical data migration of up to 15 years would need to be migrated in a phased manner during the development phase of first 12 months with the most recent data (of last 3 years) within first 6 months of development phase at the earliest.	The RFP requires migration of 15 years of historical data, starting with the last 3 years in the initial phase. However, no detailed data schema, volume, or data quality information is provided, which can lead to unforeseen complexities and delays. Hence, it is requested that in the timelines, the authority may include a discovery phase to assess and plan the data migration process with detailed inputs from the authority	Please refer Corrigendum/ Amendment No 1
II. Detailed Scope of Work, Pt. d. Implementation, Pg no. 20	For the Automated Document Verification, the bidder will develop, deploy and test the AI-driven tool, integrated with the Vahan and Sarathi systems of NIC to ensure accurate and timely processing of citizen documents	The RFP requires for integration of solution with govt systems like VAHAN, SARATHI, E-Challan, etc. Such integrations will rely on the APIs and data from client/NIC systems. Any delays or lack of readiness from these sources could directly impact timelines and SLAs. Hence, it is requested that the amendment may be made to the RFP and the following clause may be added under pt d implementation: Timeline extensions will be granted for delays caused by dependencies on external systems	Provision of bid document shall prevail
I. Factsheet, Pg no. 5	Pt. 15: Last date of bid submission: Proposals must be submitted no later than the following date and time: 06.1.2025 at 11.00 AM	As the year ends, our internal compliance teams require additional time to review and adhere to the requirements outlined in the RFP. Moreover, during this holiday season, many of our solution experts are taking leaves. To guarantee that we deliver the highest quality solution to meet your needs, we kindly request an extension of the deadline to 31st January 2025	Provision of bid document shall prevail
XIII. Limitation of Liability, Pg no. 26	The bidders liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The bidder shall be liable to Transport Department, GNCTD for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the bidder and its employees, including loss caused to Transport Department, GNCTD on account of defect in goods or deficiency in services on the part of bidder or his agents or any person / persons claiming through or under said bidder. However, such liability of bidder shall not exceed value of submitted PBG except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence.	To ensure that the bidder does not face any undue financial risk, we request the authority to add the following clause: The Client shall not recover from the Consultant, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Furthermore, no exception to limitation of liability stated in the RFP will be made.	Provision of bid document shall prevail

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XVI. Exit Management, Pg no. 28	h. The confidentiality obligations shall survive till the handover of the data during the Exit management phase. Bidder shall submit the undertaking for the confidentiality of the data shared by the Transport Department even beyond the project tenure.	As the current clause does not provide exceptions for disclosures required by law or professional standards, creating potential risks for compliance, it is requested that the authority may add the following: Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations.	Provision of bid document shall prevail
XVI. Exit Management, Pg no. 28	h. The confidentiality obligations shall survive till the handover of the data during the Exit management phase. Bidder shall submit the undertaking for the confidentiality of the data shared by the Transport Department even beyond the project tenure.	To avoid financial and operational risks for the bidder, it is requested that the authority may modify this clause as follows: h. These confidentiality obligations shall be valid for a period of 3 year from the date of termination of this Agreement.	Provision of bid document shall prevail
XVII. Termination of contract, a. Termination for Default, Pg no. 28	Transport Department, GNCTD may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of two month stating the reason for default to the System Integrator and as it deems fit, terminate the contract either in whole or in part: i. If the Vendor fails to deliver any or all of the project requirements / operationalization / go-live of project within the time frame specified in the contract; or ii. If the Vendor fails to perform any other obligation(s) under the contract; or iii. If there is a breach of representations & obligations Prior to providing a notice of termination to the Vendor, Department shall provide the Vendor with a written notice of 30 days instructing the Vendor to cure any breach/ default of the Contract, if the Department is of the view that the breach may be rectified. On failure of the Vendor to rectify such breach within 30 days, Department may terminate the contract by providing a written notice of two months to the Vendor	The current clause allows unilateral termination without adequate safeguards, posing risks to the service provider. Hence, it is requested that the authority may add the following to this clause: Bidder may terminate this Agreement, or any particular Services, immediately upon written notice to Client if bidder reasonably determine that bidder can no longer provide the Services in accordance with applicable law or professional obligations.	Provision of bid document shall prevail

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		XI. Force Majeure	Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or Transport Department, GNCTD as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as: • Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics. • Acts of any Government, including but not limited to war, declared or undeclared priorities, quarantines and embargos The bidder or Transport Department, GNCTD shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract	To ensure that services of the bidder can be continued in a holistic manner during unforeseen circumstances (Pandemic, etc.), it is requested that the authority may add the following clause: (i) To the extent that the provision of the Services is impacted by a pandemic (including COVID-19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services. (ii) Where the bidder Personnel are required to be in present at Client's premises, the bidder will use reasonable efforts to provide the Services on-site at [Client] offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (i) any government or similar entity implements restrictions that may interfere with provision of onsite Services; (ii) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (iii) a bidder resource determines that he or she is unable or unwilling to travel in light of a pandemic-related	Provision of bid document shall prevail
		NA	Request for addition of new clause	To safeguard the bidders work, it is requested that the following clause may be added: Reporting Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement ("Reports"), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and consultant shall not be required to update its Final Report.	This clause is Not Accepted
	Rosmerta Tech	Page No-12 VII. Criteria for Evaluation Pre-qualification criteria (PQ) Point no-3	The bidder's annual turnover should be cumulative Rs.30 crores in the last three financial years, 2021-22, 2022-23 and 2023-24 in the field of developing/implementing AI solutions/ Data Analytics project for Indian Government Organization (PSU or Local Bodies or Government Departments of Centre/States/UT)	As AI solutions and Data Analytics represent emerging technologies in the field, we kindly request that relevant IT/ITeS (Information Technology/Information Technology-enabled Services) work also be included for consideration. This inclusion would ensure a more comprehensive evaluation of capabilities aligned with the evolving technological landscape.	Provision of bid document shall prevail
		Page No-13 Technical Qualification Criteria (TQ) Scoring Model Technical Evaluation Point no 1	The bidder's annual turnover should be cumulative Rs. 30 crores in the last three financial years, 2021-22, 2022- 23 and 2023-24 in the field of developing/implementing AI solutions/ Data Analytics project for Indian Government Organization (PSU or Local Bodies or Government Departments or States/UT) ≥Rs. 60 Cr: 30 Marks ≥Rs. 40 Cr to <50 Cr: 20 Marks ≥Rs. 30Cr to <40 Cr: 10 Marks	As AI solutions and Data Analytics represent emerging technologies in the field, we kindly request that relevant IT/ITeS (Information Technology/Information Technology-enabled Services) work also be included for consideration. This inclusion would ensure a more comprehensive evaluation of capabilities aligned with the evolving technological landscape.	Provision of bid document shall prevail

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Page No-13 Technical Qualification Criteria (TQ) Scoring Model Technical Evaluation Point no 4	Resources Copies of Original Certificates of Educational qualification and experience.	We kindly request an amendment to the submission requirement to include the Declaration of Educational Qualification and Experience in place of Original Certificates. This amendment would apply exclusively to the selected bidder, ensuring compliance with the process while streamlining initial submissions.	Undertaking from the HR may be undertaken and submitted
Page No -16 Scope Of Work	AUTOMATED DOCUMENT VERIFICATION	Dataset of all 13 documents for training & testing	Will be provided to the successful bidder
Page No -16 Scope Of Work	AUTOMATED DOCUMENT VERIFICATION	Format of documents uploaded by citizens(Pdf,Jpeg,Png)	PDF, JPG, PNG
Page No -16 Scope Of Work	AUTOMATED DOCUMENT VERIFICATION	Whether to verify documents through api or database	file, data will be accessed by API
Page No -16 Scope Of Work	AUTOMATED DOCUMENT VERIFICATION	Compatibility between AI system and existing legacy systems	Its a new system to be implemented in Delhi
Page No -16 Scope Of Work	AUTOMATED DOCUMENT VERIFICATION	Server configuration for running ocr models	Cloud infra specification at production will be provided to the successful bidder
Page No -16 Scope Of Work	AUTOMATED DOCUMENT VERIFICATION	Criteria for blurred and unclear photos	Please refer RFP document
Page No -16 Scope Of Work	VIRTUAL ASSISTANT	Rule Based or GenAI/Embedding's	Gen AI based
Page No -16 Scope Of Work	VIRTUAL ASSISTANT	Robust Dataset with real user queries and how they were resolved	To be designed by bidder
Page No -16 Scope Of Work	VIRTUAL ASSISTANT	Purpose of the virtual assistant	Please refer to RFP document
Page No -16 Scope Of Work	VIRTUAL ASSISTANT	Number of requests per seconds	hypothetical
Page No -16 Scope Of Work	VIRTUAL ASSISTANT	Tech stack for frontend	To be decided by bidder
Page No -16 Scope Of Work	ANALYTICS DASHBOARD	Should the system notify users if there's any delay or issue from the sources (Vahan, Sarathi, etc.)	yes all type of inference possible
Page No -16 Scope Of Work	ANALYTICS DASHBOARD	Voice enable and text enabled inputs for reports	Please refer to RFP document
Page No -16 Scope Of Work	ANALYTICS DASHBOARD	Level of customization - Can users filter by different parameters?	yes all type of inference possible, service or zone parameters
Page No -16 Scope Of Work	ANALYTICS DASHBOARD	What if api is not working to fetch data	Please refer to RFP document SLA clause
Page No -16 Scope Of Work	ANALYTICS DASHBOARD	What functionality should be in voice enabled dashboard	Please refer RFP document

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