



Government of the National
Capital Territory of Delhi

GOVERNMENT OF NCT OF DELHI

Request for Proposal for selection of System Integrator for IMPLEMENTATION OF ARTIFICIAL INTELLIGENCE(AI) SOLUTIONS IN TRANSPORT DEPARTMENT

Transport Department, Govt. of NCT of Delhi
5/9, Under Hill Road, Delhi-110054

Tender No
2024_TD_266584_1

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Abbreviation:

Sl. No.	Abbreviation	Meaning
1	GNCTD	Government of National Capital Territory of Delhi
2	FDR	Fixed Deposit Receipt
3	RFP	Request For Proposal
4	EMD	Earnest Money Deposit
5	IT	Information Technology
6	AI	Artificial Intelligence
7	CMMI	Capability Maturity Model Integration
8	DMVR	Delhi Motor Vehicle Rules
9	PBG	Performance Bank Guarantee
10	GFR	General Financial Rules
11	JV	Joint Venture
12	NLP	Natural Language Processing
13	OCR	Optical Character Recognition

I. Factsheet

S. No.	Particular	Details
1	Tender ID	<< 2024_TD_266584_1>>
2	Tender date	<<16.12.2024>>
3	Selection Method	Open tender based on L1 (Lowest Cost based selection)
4	RFP issued by	Transport Department, GNCTD
5	Project Duration	Total 24 months, 12 months for phase wise development and go live and 12 months for support and maintenance. Details breakup of timelines are provided in section X.
6	Availability of RFP	RFP can be downloaded from e-Procurement platform of Delhi Government (https://govtprocurement.delhi.gov.in)
7	EMD	Earnest Money Deposit of ₹ 20 lakhs in form of Bank Demand Draft/ Bank Guarantee in favor of Transport Department, GNCTD, and payable at Delhi from any Scheduled Commercial Bank (copy to be uploaded with the bid) and submitted in original physical form at Transport Department, GNCTD, Delhi within 24 hours of the last date and time of submission of proposal.
8	Performance Bank Guarantee (PBG)	Bank Guarantee as mentioned in Form-5
9	Nodal Officer for correspondence and clarification	Sr. System Analyst (IT) Address: 5/9 , Under Hill Road, Delhi - 110054 Email ID : satpt.delhi@nic.in
10	Language of Proposal	Proposals should be submitted in English language only
11	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
12	Last date for receipt of Pre bid queries	19.12.2024
13	Pre bid Meeting	A pre-Bid meeting will be held on 20.12.24 at 11.30 am through Videoconferencing (VC). The VC link is as under: Friday, December 20 · 11:30am – 12:30pm Time zone: Asia/Kolkata Google Meet joining info Video call link: https://meet.google.com/saa-yvso-gvb
14	Issue of addendum /clarification (if any)	23.12.24 and as deemed necessary by the Transport Department
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
16	Opening of Technical bid	06.1.2025 at 1.00 PM
17	Opening of Financial bid	To be communicated latter

II. Request for Proposal

The bidding company must have a proven expertise in designing, developing, and implementing the AI based solutions in line with the scope of work defined in this RFP. This invitation to bid is open to all system integrators who meet the minimum eligibility criteria as mentioned in this RFP Document.

III. Introduction

- i. The Transport Department of the Government of National Capital Territory (NCT) of Delhi is a corner stone in the infrastructure and operational management of public transportation within the capital city. This department encompasses a diverse range of functions fostering a well-regulated, efficient, and sustainable transportation ecosystem. Among its primary responsibilities, the department ensures the smooth operation of the public transportation system, which includes the registration of vehicles and the issuance of driving licenses. It plays a vital role in controlling vehicular pollution through rigorous enforcement of environmental standards and regulations. Additionally, the department is tasked with issuing various permits and collecting road taxes, integral to maintaining and improving transportation infrastructure.
- ii. The Transport Department also undertakes significant policy-making and regulatory functions, coordinating with various stakeholders to implement and monitor transportation policies and practices. This includes overseeing the development and execution of strategies that address both immediate and long-term transportation needs ensuring that all aspects of transportation management align with the city's growth and environmental goals. The department's mission is to channelize human resources towards attaining government policies, harmonize the aspirations of human capital with administrative and developmental challenges, and strive for the professional involvement and self-actualization of government employees.
- iii. In its pursuit of excellence and efficiency, the department recognizes the potential of technological advancements to enhance service delivery and operational effectiveness. To this end, the document outlines the scope of implementation of three solutions using latest AI technologies, designed to transform key areas of the department's operations. These solutions aim to streamline processes, improve service quality, and provide actionable insights to support informed decision-making.

IV. Project Background

Through a series of strategic assessments, several key opportunities for enhancing the Delhi Transport Department, GNCTD have been identified. The central focus of these assessments was on leveraging advanced technologies to transform the Department's service delivery model and operational efficiency. This initiative is aimed at creating a more efficient, responsive, and citizen-centric service framework while also improving the overall employee experience.

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. This number is expected to increase significantly over the next decade. The

proposed solutions will be designed to be scalable, ensuring they can accommodate future growth and evolving citizen expectations.

The primary objective of this transformation and enhancement project is to improve the efficiency of Citizen Services and employee decision making.

The current system is purely managed manually by staff to review and approve the applications for the different services, visit office application for the inquiry for proper information, and there is no dashboard for decision making and no visibility of the work done by staff for the applicants.

By introducing the power of AI to assist applicants and staff for document verification, the turn-around 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.

Details regarding project objective and scope of work are discussed under Scope of Work section

V. Purpose of the RFP

Through this document, the Department seeks communicate its requirements and expectations for the collaboration. The implementation partner will be expected to bring in-depth knowledge of AI based technologies, a proven track record of successful implementations, and a commitment to aligning with the department's strategic goals. The ultimate aim is to foster a partnership that will not only address the current operational challenges but also pave the way for a future-ready transportation system that is efficient, innovative, and citizen-focused.

This tender is designed to provide interested bidders with sufficient basic information to submit proposals meeting minimum requirements. But the bidder may propose the better solution and approach of using the AI for the purpose. Bidders are at liberty and are encouraged to expand upon the minimum techno-functional specifications provided in this RFP to provide a better & robust solution with superior service delivery & management.

VI. Instructions to the Bidders

a. General

- a) While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Transport Department, GNCTD on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of the Transport Department, GNCTD. Any notification of preferred bidder status by Transport Department, GNCTD shall not give rise to any enforceable rights by the Bidder. Transport Department, GNCTD may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Transport Department, GNCTD.

- d) In case the empanelled vendor is found in breach of any of the conditions of the tender or purchase order, at any stage during the course of the service period, the legal action as per rules shall be initiated against the vendor and Security Deposit shall be forfeited.
- e) Joint Venture (JV) is permitted in the project with at least one partner of CMMI level 5 as the prime bidder. Legal expertise resources can be outsourced.
- f) Provisions as per GFR would be followed in case of single bidder.

b. Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP;
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP.

c. Pre-Bid Meeting & Clarifications

Pre-bid Conference

- a) Transport Department, GNCTD shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in the fact sheet.
- b) The Bidders will have to ensure that their queries (in **Excel format**) for Pre-Bid meeting should reach to **email id: <<satpt.delhi@nic.in>>** on or before date mentioned in fact sheet in the format given below-

S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification
	Add rows as per your queries.		

Password for VC may be requested on the above email id. The subject of email should be *“Request to participate in Pre-bid meeting”*.

- c) Transport Department, GNCTD shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Transport Department, GNCTD.

Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the Department will endeavor to provide a timely response to all queries. However, Department makes no representation or warranty as to the completeness or accuracy of any response made, nor does the Department undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the e-procurement and Transport Department websites.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Department may, at its discretion, extend the last date for the receipt of Proposals.

d. Tenure of the Contract

The contract shall be for valid until 2 years from the date of signing of agreement. However, if required, the contract may be extended for a further 1 year period depending on the requirement and performance of the service provider, on mutual consent and on the same terms and conditions.

e. Key Requirements of the Bid

Right to Terminate the Process

- a) Department may terminate the RFP process at any time and without assigning any reason. Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by the Department. The bidder's participation in this process may result in the Department selecting the bidder to engage towards execution of the contract.

RFP Document Fees

RFP can be downloaded free of cost from the Transport Department website (<https://transport.delhi.gov.in>) of Delhi Government.

Earnest Money Deposit (EMD)

- i. Bidders shall submit the EMD in the form of a Demand Draft/ Bank Guarantee issued by any scheduled commercial bank in favor of the Transport Department, GNCTD, payable at New Delhi, and should be valid for 180 days from the due date of the tender / RFP.
- ii. EMD of all unsuccessful bidders would be refunded by Department within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

- iii. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- iv. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- v. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Submission of Proposals

- a) The bidders should upload the completed bids on the Delhi Government e-Procurement portal <https://govtprocurement.delhi.gov.in>.
- b) The Response to Pre-Qualification criterion and Commercial Proposal should be uploaded respectively.
- c) Please Note that prices should not be indicated in the proposal except in the Commercial Proposal. Any indication/disclosure of proposed financials other than financial bid will attract rejection of bid.

Registration on e-Procurement Platform

Bids must be submitted online only through e-portal <https://govtprocurement.delhi.gov.in> on or before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the said date & time for submission of the bid.

Instructions to Bidders for Registration on e-Procurement Platform

- 1) In order to participate in e-procurement platform the vendor should register (if not already registered) on e-procurement platform of GNCTD after paying the registration fee. Bidder registration fee will be accepted only through online (SBI payment gateway). Before enrollment, bidders should refer to Bidder Manual Kit-Notice to Bidders for e-Bid Submission for details.
- 2) The vendor should have class – III Digital Certificate.
- 3) The vendor can take the training on e-Procurement platform of GNCTD at e-Procurement Cell, 6thFloor, B-Wing, Vikas Bhawan –II, Bela Road, near Metcalf House, Delhi.
- 4) For any clarification on e-Procurement System, please contact at Help Desk number (011-23813523) and email support-eproc@nic.in

Authentication of Bids

Proposal should be accompanied by a Board resolution/power-of-attorney in the name of the signatory of the Proposal issued by the company or submit the Authorization letter on the company letter head for the signatory of the Proposal

POA format is attached at Annexure - 01.

f. Preparation of Proposal

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

g. Evaluation Process

1. The Tender Evaluation Committee constituted by Department shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
2. The Tender Evaluation Committee may recommend for rejection of any or all proposals on the basis of any deviations.
3. The decision of the Additional Chief Secretary cum Commissioner(Transport) in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Tender Evaluation Committee.
4. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of **180 days** from the last date of submission of Bid.

Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:
 - Are not submitted in as specified in the RFP document?
 - Received without the Letter of Authorization (Power of Attorney)
 - With incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in the checklist
 - Have non-compliance of any of the clauses stipulated in the RFP
 - With lesser validity period
 - Received without EMD
- b) All responsive Bids will be considered for further processing as below.

Department will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by Tender Evaluation Committee according to the Evaluation process define in this RFP document. The decision of the Tender Evaluation Committee will be final in this regard.

VII. Criteria for Evaluation

Pre-qualification criteria (PQ)

S. No.	Pre-Qualification Criteria	Required Document
1	<p>Bidder should be registered under the Indian companies' act, 2013 (or) a firm registered under the Limited Liability Partnership Act, 2008 at-least from last 5 years as on 31.10.2024"</p> <p>Bidder must have Registered under valid Service Tax Registration Certificate and Income Tax Return</p>	<p>Copy of GST Registration</p> <p>Income Tax Returns for last 3 financial years.</p> <p>Copy of PAN card</p>
2	Bidder should have CMMI level 5, ISO-9000, ISO-27000 certifications	Relevant proof/documents of valid certifications
3	<p>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)</p>	<p>Audited Certificate from a CAG empanelled Chartered Accountant in original must be submitted.</p> <p>Turnover Statement from Statutory Auditors for last three financial years</p> <p>Project profile should be submitted in form2</p> <p>Work Order dated upto 31st March 2024 with satisfactory work progress report from client will be acceptable in case project is not complete.</p>
4	<p>The bidder should have a local office/project office in Delhi/ NCR</p> <p>However, if the local presence is not there in the state, the selected bidder should give an undertaking for arranging for the same within one month of award of the contract.</p>	Letter of Undertaking.
5	Payment of EMD	Payment Proof
6	Bidders Profile	Form 1 , 1A and form 3

Note:

The criteria mentioned above will constitute the preliminary scrutiny and only those bidders complying with them will be eligible for commercial evaluation.

Note:

1. All the document should be placed only in this (as listed in this clause) order and an index be provided separately before pre bid meeting.
2. The bid will be summarily rejected if all the documents mentioned above are not enclosed. All supporting documents must be clearly visible and readable.

Technical Qualification Criteria (TQ)

Bidder who qualifies the Pre-qualification criteria will be advanced in to the next stage.
Only PQ qualified company shall be considered for technical evaluation.

Scoring Model

Technical Evaluation

S. No.	Technical-Qualification Criteria	Max Marks	Required Document
1	<p>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>	30	Audited Certificate from Chartered Accountant in original must be submitted.
2	Bidder should have CMMI level 5 certifications	10	Relevant proof/documents of valid certifications
3	<p>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> <ul style="list-style-type: none"> • Understanding of Project & Transition-> 5 • Solution Architecture, Approach & Methodology->5 • Proposed Technology & Skills -> 5 • Visualization and proposed solution of this RFP->5 <p>The solution should be able to handle documents in English and Hindi (Bhashini empanelment shall be furnished by Bidder)</p>	20	A Detailed Presentation on understanding the Project and Proposed Solution to achieve end result
	Marks	70	
4	Resources Technical Evaluation mentioned at below.	30	Copies of Original Certificates of Educational qualification and experience.
	Total Marks	100	

Resources Technical Evaluation #					
S.No.	Resource	Relevant Field Experience(in years)		Desirable Qualification	Marks
1	Project Lead	Advance AI and Data Science	9-12 Years	Master in Comp. Science/AI/Data Science, MCA in AI	2
			>12 -14 Years		4
			>14 Years		6
2	Specialist (Gen AI)	NLP, OCR, Machine Learning, fraud detection	>6-8 Years	B.E/ B. Tech/M. Tech in CSE/ IT/ AI, MCA in AI	3
			> 8 Years		6
3	Consultant(AI, Python)	AI and Python	>6-8 years	B.E/ B. Tech /M. Tech in CSE/AI/ML, MCA in AI	2.5
			> 8years		4
4	Consultant(Data science, BI)	Data Science	>3-5 Years	B.E/ B. Tech /M. Tech/MCA in Data Science	2
			> 5 Years		3
5	Consultant (Process Re-Engineering)	Software Development	>3-5 Years	B.E./B.Tech. in CS/IT, MCA	2
			> 5 Years		3
6	Cloud Expert	Cloud Technologies	>3-5 Years	B.E/ B. Tech /MCA/M. Tech in CSE/ IT	2
			> 5 Years		3
7	Legal Expert with experience in handling Motor Vehicle Act & Rules	Legal Expert with experience in DMVR Act.	>6-8 Years	Bachelor's or Masters in Law	2
			> 9 Years		3

“Plus 2 marks” for any extraordinary qualification and extra ordinary work experience judged beneficial for the project.

If any information/declaration furnished by the bidder against eligibility/technical criteria is found to be wrong at any stage which changes the eligibility status of the bidder, the bidder may be rejected or terminated and blacklisted.

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score **at least 70 marks out of 100** in the defined scoring mechanism, would be considered technically qualified. Financial Bids of such technically qualified bidders shall further be opened.

Financial Bid Evaluation

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).

Limited Response to the RFP

- In the circumstances as in point above, if in the opinion of the RFP Authority the price quoted by the Bidder could be revised downwards, it may offer a lower price to the single Bidder and may request the single Bidder to submit its revised bid within such period as may be specified.
- Failure to accept the offered price by the single Bidder will not entail forfeiture of earnest money deposit.

VIII. Appointment of Successful Bidder

i. Award Criteria

Transport Department, GNCTD will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined **L1** as per the process outlined above.

ii. Right to Accept Any Proposal and to Reject Any or All Proposal(s)

Transport Department, GNCTD reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Transport Department, GNCTD action.

iii. Notification of Award

Prior to the expiration of the validity period, the Transport Department, GNCTD will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Transport Department, GNCTD may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, Transport Department, GNCTD will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

iv. Performance Guarantee

Transport Department, GNCTD will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value of 5% of the total contract value. The Performance Guarantee shall be kept valid for a period of **sixty days** beyond the date of completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the

Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, Transport Department, GNCTD at its discretion may cancel the order placed on the selected bidder without giving any notice. Transport Department, GNCTD shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Transport Department, GNCTD incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

v. Signing of Contract

After Transport Department, GNCTD notifies the successful bidder that its proposal has been accepted, Transport Department, GNCTD shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Transport Department, GNCTD and the successful bidder.

vi. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Transport Department, GNCTD may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, Transport Department, GNCTD shall invoke the EMD of the selected bidder.

IX. Scope of Work

I. Brief Scope of Work

The scope of work for this engagement defined in the document is for the three critical use cases (Phases) aimed at transforming the operations of the Transport Department through the application of advanced AI technologies (inclusive of GenAI, Machine Learning, Deep Learning, Computer Vision, etc.). Subsequent phases will be undertaken upon the successful completion of phase1. The use cases include:

- i. **Automated Document Verification:** 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. 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, in case document is not legible to read, system should enhance it to make it readable, the system should read all the content of the document and match the filled information by user while applying for the services. These are few examples and similarly all business cases of services related documents should be reviewed and validated using AI/ML/DL. The solution will be developed, deployed and tested for the following **13 services in phase 1 and the same solution will be extended to cover the remaining 34 citizen services in subsequent phase 2.** (List of the 47 services are enclosed with the document)
- a. **No objection certificate(NOC) service:** This service is utilized by the citizens for availing the service of issuance of NOC to other states or the other RTO.

- b. **Transfer of ownership service:** With this service the citizen can transfer their ownership/sell their vehicle to another owner.
- c. **Change of address:** With this service the citizen can request to change the address in driving License.
- d. **New Vehicle Registration(RC) :**With this service the citizen can register their vehicle either by dealer or by DTO
- e. **Duplicate Registration Certificate:** This service is utilized by the citizens for availing the service of issuance of duplicate Registration Certificate.
- f. **New Permit Issuance:** With this service, the citizen can apply for new/fresh permit.
- g. **Renewal of permit:** With this service, the citizen can renew or extend the validity of Fitness for another 5years.
- h. **Renewal of permit home authorization:** With this service, the citizen can renew or extend the validity of Fitness for another 1years.
- i. **Renewal of fitness certificate:** With this service the citizen can renew or extend the validity of fitness for another 1year.
- j. **Duplicate fitness certificate:** This service is utilized by the citizens for availing the service of issuance of duplicate fitness.
- k. **New learner license:** This service is utilized by the citizens for availing the service of Learner Driving License.
- l. **New driving license:** This service is utilized by the citizens for availing the service of New Driving License.
- m. **Driving License Renewal:** This service is utilized by the citizens for availing the service of Driving License Renewal.

The sample use cases for automated document verification are as follow but not limited to:

- a) Verify whether mandatory documents are attached
- b) Enhance the readability and clarity of attached documents and read relevant fields from the uploaded document
- c) Identify incorrect or wrongly uploaded documents
- d) Detect blurred or unclear photos
- e) Confirm the validity of submitted documents (e.g., expiration dates)
- f) The solution should automatically process each application based on SOP and recommend whether the application is approvable or not. Further, in case of rejection it should highlight the abnormalities.
- g) Solution should display all relevant details *real-time*, as read from the uploaded documents, and seek confirmation of the applicant thereto before generating an acknowledgement of the receipt of the application.

The solution should be able to handle documents in English and Hindi.

- ii. **Virtual Assistant:** Development, deployment and test of an AI-powered virtual assistant (ChatBot, GenAI enabled) for citizens and staff, integrated into the **Departmental website**. The virtual assistant will be capable of answering and assisting citizen queries related to services within its scope, including but not limited to required documents, steps to avail services, estimated turnaround times, application status etc. 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**. The solution aimed to seamless filing of applications by citizens with the help of Virtual Assistant by guiding step to step. It should identify errors as well in submission of application process and should guide citizens accordingly. It should understand the exact problem of citizen by taking input either through text/speech and then deliver the right information:

- iii. **Analytics Dashboard:** Development, deployment, and testing of a **role-based analytics** dashboard (with specific access for COT, SCOT, DC, DTO, citizens, etc.) equipped with AI capabilities to provide advanced analytics for both department and citizens. 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. For citizens, the dashboard will offer real-time application status updates, expected turnaround times through predictive analytics, a visual application roadmap, and clear visibility into the current step of their application. Additional features will include trend analysis, performance metrics, etc. The main objective of the dashboard is to have a staff-based report on how many applications are processed, pending time and disposal rate and other KPIs related to it. An option may be provided to seamlessly customize the reports as per the requirements for the analysis .

The transport department will provide following data sources (data to be fetched through API) for above mentioned scope of work:

1. **Vahan**
2. **Sarathi**
3. **E-Challan Data for Delhi**
4. **PUCC data for Delhi**
5. **Homologation data for OEM details**
6. **Insurance data**

II. Detailed Scope of Work

The selected bidder shall ensure the successful implementation of the proposed project implementation as per the scope of work detailed in this RFP as well as provide capacity-building support to authorities. **Any functionality not expressly stated in this document but required to meet the needs to ensure successful operations of the system shall lie under the scope of the bidder, and for that, no extra charges shall be admissible for the same.**

1. Bidder shall deliver the systems and components as per the minimum techno-functional specifications, which are described in this RFP and implement the same. Bidder's scope of work shall include but will not be limited to the following broad areas:
 - a) **Assessment, Scoping and Survey Study:** Bidder will adopt an Agile methodology for this project, ensuring flexibility, iterative progress, and continuous feedback throughout the development process. This approach will allow the vendor to efficiently manage and execute the activities related to the three identified use cases.

Each use case will be broken down into smaller, manageable sprints, enabling

focused development, testing, and refinement in stages. Regular sprint reviews and retrospectives will ensure alignment with project goals, allow for real-time adjustments based on stakeholder feedback, and mitigate potential risks early. By leveraging Agile, bidder will ensure that the solution evolves based on on-going input from both the Transport Department and end-users, ultimately delivering a high-quality and user-centric outcome within the project timeline. There should be a 3 step approach which a bidder can follow:

i. Understand

- a. **For the Virtual Assistant**, the bidder will understand the current state of services provided to citizens via Delhi Vahan & Sarthi system, focusing on the processes for handling queries and grievances. This includes reviewing existing service interfaces, user interactions, and the supporting technology stack.
- b. **For the Automated Document Verification**, the bidder will analyze the current document verification processes, perimeters which are verified, types of documents verified, turnaround times, and the existing technological infrastructure.
- c. **For the Analytics Dashboard**, the bidder will evaluate the current capabilities of the Delhi portal dashboard and the underlying technology stack.

ii. Assess

- a. For the Virtual Assistant, the bidder will define the future state by designing future customer journeys. This includes leveraging existing technologies and identifying new technology requirements, ensuring compliance with the recommended standards.
- b. For the Automated Document Verification, the bidder will determine the future state of document verification. This includes evaluating existing and new technology requirements.
- c. For the Analytics Dashboard, the bidder will design the future state of the dashboard, enhancing it with AI-driven analytics. This involves identifying technological enhancements required to achieve these capabilities.

iii. Recommend

- a. For the Virtual Assistant, the bidder will recommend and validate an implementation strategy and the necessary technology stack to develop the assistant.
- b. For the Automated Document Verification, the bidder will provide a detailed recommendation and validation of the implementation strategy and technology stack required to automate and expedite document verification.
- c. For the Analytics Dashboard, the bidder will recommend and validate an implementation strategy and the necessary technology stack for integrating AI into the dashboard, utilizing data from the above-mentioned data sources.

b) Implementation

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.

- 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.

- 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.
 - ❖ After uploading of the documents by applicants in the citizen side of the Vahan & Sarathi portal, AI model will verify and do needful processing over the documents and afterwards AI will detect and read the data from the documents and verify with the entered data. Then system should display the processed documents for acceptance/rejection. In case of rejection, applicants will be prompted to upload fresh document and in case of acceptance, system will allow applicants for submission or move to next step.
 - ❖ At RTO side of Vahan & Sarathi, the AI approved document for respective applicant will be opened by the RTO staff in a comparative format for verification. Afterwards, RTO staff will verify the document with entered data.
 - ❖ Document verification accuracy of the developed AI models should not be less than 70% of the scanned documents.
- For the Analytics Dashboard, the implementation partner will develop and deploy the enhanced dashboard, integrating it with existing data sources as mentioned above. The dashboard will be integrated into the **Departmental website**.
- **The Document Verification has to be implemented at first and subsequently Dashboard and Virtual Assistant within the given timelines mentioned at section X of the document.**

- c) Integration of various databases would be implemented as part of scope of work of the project.
- 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.

e) Change Request

1. If any specific requirements arise by the Transport Department to improve the system without impacting the design and architecture of the system, it will be free of cost.
2. Any change that requires an architecture change and multiple recurring changes will be considered a change request and will require a formal change order process.
3. The change request effort and timeline need to be provided by the implementer.
4. On the basis of the effort estimation, as mutually finalized, the change cost will be payable on the basis of per resource cost provided in Form 10 for maintenance.
5. Resource cost must be provided for the case of change management.
6. Department's competent authority will evaluate the change request proposal and provide approval or ask for revision. The decision of the authority on time and resources required shall be final.

f) Training

1. 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.

2. The implementer will provide hands-on experience to transport staff/Officials (in-house trainer) the new systems, including practical scenarios and real-life use cases to ensure they are fully equipped to handle any issues that may arise.
3. The implementer will provide detailed training materials, including user manuals, quick reference guides, and FAQs to support the in-house trainers.
4. The implementer will establish regular feedback mechanisms to address any questions or concerns from the in-house trainers and provide on-going support.
5. The implementer will conduct training sessions ensuring that all staff members are proficient in using the new system.

g) Maintenance

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:

1. Maintenance will include addressing all technical issues on the incident management platform. This will include bug fixes or any performance related issue such as response times, accuracy, etc.
2. Security Services: The bidder will provide the security services as below:
 - a) Identity and Access Management(IAM)
 - b) SSL Certificate
 - c) Multi-Factor Authentication(MFA)
 - d) Encryption of data associated with VA
 - e) Monitor report of DDoS threat report received through Cloud Service Provider. Necessary configuration of the security solution will be done to comply with security guidelines.
3. Bidders will ensure that if change in underlying system software, database, middleware is done, the application configurations will also be accordingly updated as per recommended standards.
4. Create and maintain all the necessary technical documentation, design documents, standard operating procedures, configurations required to continue operations and maintenance of cloud services.
5. Bidders will monitor interactions for response times, accuracy by using real-time data and feedback to refine AI algorithms and enhance natural language processing capabilities for 4 weeks post implementation.
6. Bidders will continuously track the verification process for 8 weeks post implementation to ensure accuracy and efficiency, address any discrepancies promptly and make adjustments to improve the tool's performance based on feedback.
7. Bidders will ensure the accuracy of data displayed on the dashboard by regularly checking for discrepancies for 8 weeks post implementation, gathering feedback to identify usability issues and make necessary optimizations as required.
8. Operations and Maintenance, bidder shall also be responsible for the maintenance and management of entire systems, solutions, and application deployed as part of this RFP in an efficient and effective manner and as per the Service Level Agreements specified in the document.

III. Other expectations from bidder

1. Bidders shall engage early in active consultations with the key stakeholders to establish a clear and comprehensive project plan in line with the priorities of all project stakeholders and the project objectives.
2. 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
3. Bidders shall judiciously evaluate the resources and time planned for undertaking the current state assessment, given the overall timelines and milestones of the project.
4. Installation and Commissioning of the entire solution at all the locations as applicable.
5. Bidders shall ensure compliance with all mandatory government regulations as amended from time to time.
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.

Note:

The specifications provided in this RFP are minimum & indicative in nature and carry guiding rule. The bidder is free to offer products and solutions which meet requirements of the RFP focusing on the outcome, future scalability, security, reliability and adherence to specified SLA under this RFP, in line with applicable standards & best practices adopted in the industry. The bidder is encouraged to design an optimized solution which is technically superior, innovative, proven, better in terms of functionality and is cost effective.

IV. Resource Deployment

Required resources with desired qualifications have to be deployed for smooth running of the project. Vendors can deploy as many as resources to meet the project timeline and deliverables.

- a) The mentioned resources in Annexure-02 will be deployed at the office of the bidder whose location should be in Delhi/NCR.
- b) The selected bidder shall be liable to ensure compliance with Labour laws and other related laws applicable from time-to-time.
- c) Implementer's resource persons should be present for discussion and work execution, whenever so requested by the Department.
- d) Resources interviewed or presented during the course of evaluation shall not be allowed to change during the development phase except in case of any exigency - employee leaving the company or health not permitting attending official work at all. In case of an exigency, the bidder may seek prior approval from the department before deployment of an alternative resource with atleast matching education and experience for project work. The decision of the Department in the context of the replacement shall be final. Even in case of support resource change or resource shuffle proper knowledge transfer or transition shall be provided.

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.

X. Milestones, Timelines, Payment, Penalties and SLA

a. Milestones, Timelines

T-> Date of Signing of Agreement.

Project Implementation Timelines and Milestones					
S. No.	Milestones	Description	Start Time (Month)	Penalty	End Time
1	Phase –I: AI enabled Document Verification for 13 services	Submission of Project Plan for Document Verification, Virtual Assistant and analytics dashboard	T + 10 working days	Rs 5000/- per day for each day delay	T1
		Submission of Business Requirement Document, FAQs , citizen services documents lists, and other knowledge material required for 13 identified services	T + 1	Rs 5000/- per day for each day delay	
		Submission of UI/UX , User Journeys, APIs for integration with Vahan and environment setup	T +2	Rs 5000/- per day for each day delay	
		Successful completion of development activities (Document Verification)	T + 3	Rs 5000/- per day for each day delay	
		UAT , Security Compliance Completion (Document Verification)	T + 3.5	Rs 5000/- per day for each day delay	
		On successful implementation of Phase (Go-Live) (Document Verification)	T + 4 T1 **		
2	Phase –II: : AI enabled Document Verification for remaining 34 services	Submission of Business Requirement Document, FAQs , citizen services documents lists, and other knowledge material required for 34 identified services	T1 + 0.5	Rs 5000/- per day for each day delay	T2
		Submission of UI/UX , User Journeys, APIs for integration with Vahan and environment setup	T1 +1	Rs 5000/- per day for each day delay	
		Successful completion of development activities (Document Verification) and UAT , Security Compliance Completion (Document Verification)	T1 + 1.5	Rs 5000/- per day for each day delay	
		On successful implementation of Phase (Go-Live) Go-Live (Document Verification)	T1 + 2 T2 **		
3	Phase –III: Analytic Dashboard for all services	Submission of Business Requirement Document, FAQs, citizen services documents lists, and other knowledge material required for all 47 identified services	T2 + 0.5	Rs 5000/- per day for each day delay	T3

		Submission of UI/UX , User Journeys, APIs for integration with Vahan and environment setup	T2 +1	Rs 5000/- per day for each day delay	
		Successful completion of development activities (Dashboard)	T2 + 1.5	Rs 5000/- per day for each day delay	
		UAT , Security Compliance Completion (Dashboard)	T2 + 50 days	Rs 5000/- per day for each day delay	
		On successful implementation of Phase (Go-Live) Go-Live (Dashboard)	T2 + 2 T3 **		
4	Phase –IV: <i>Virtual Assistance for all services</i>	Submission of Business Requirement Document, FAQs , citizen services documents lists, and other knowledge material required for 11 identified services	T3 + 1	Rs 5000/- per day for each day delay	T4
		Submission of UI/UX , User Journeys, APIs for integration with Vahan and environment setup	T3 +2	Rs 5000/- per day for each day delay	
		Successful completion of development activities (Virtual Assistant)	T3 + 3	Rs 5000/- per day for each day delay	
		UAT , Security Compliance Completion (Virtual Assistant)	T3 + 3.5	Rs 5000/- per day for each day delay	
		On successful implementation of Phase (Go-Live) Go-Live (Virtual Assistant)	T3 + 4 T4 **		
5	Phase-V: Support/Maintenance for all the projects	Support Completion	T4 + 12# T5 **		T5

Extendable by 12 months in case of need on same terms and conditions

Note:

- a. The support to the project will start after end of *all phases* while maintenance and bug fixing will continue from the day the phase goes live.
- b. Go live means successful deployment of the phase on the production server and submission of at least 50 successful applications in any of the services in phase 1 and phase 2.
- c. Delay due to dependency from department side,
 - i. if is not more than 3 days, should be acceptable by the bidder.
 - ii. If more than 3 days, milestone would be extended by same number of days

b. Payment Schedule and penalties

Payment Schedules as below

S. No.	Milestone Payments to be made	Milestone Payments	Penalty
1	On successful implementation (Go Live) of Phase 1 (Document Verification for 13 services)	15 % of total payment	0.5% of total milestone payment for per week delay
2	On successful implementation (Go Live) of Phase 2 (Document Verification for 34 services)	30 % of total payment	0.5% of total milestone payment for per week delay
3	On successful implementation (Go Live) of Phase 3 (Analytics Dashboard)	10 % of total payment	0.5% of total milestone payment for per week delay
4	On successful implementation (Go Live) of Phase 4 (Virtual Assistance)	20 % of total payment	0.5% of total milestone payment for per week delay
5	On successful completion of support/maintenance of all projects	25 % of total payment	0.5% of total milestone payment per week delay and other penalty clauses are described at X.C.

C. Security and Server-Down Clauses and penalties

S. No	Incident per Month	Penalty
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

***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.

- Tools to monitor the SLA should be supplied by the Implementing Agency.
- In case of 10% or more penalty calculation for two consecutive sub milestones of phases, the performance of the bidder will be considered as unsatisfactory and services could be

terminated. The decision of termination lies with the Transport Department, GNCTD, and shall be non-appealable.

- c. If there will be any delay from Delhi Government / Delhi Govt. Department, there will be no penalty on the selected bidder.
- d. Bidder shall furnish the location from where they are going to raise the bill/invoices to Transport Department.
- e. All payments agreed to be made to the bidder by the Transport Department shall be exclusive of all statutory levies, duties, taxes, GST and other charges as applicable.
- f. No invoices of extra work / change order on account of change order will be submitted by bidder unless the said work /change order has been approved/authorized by the Purchaser in writing.
- 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.
- a. No extra payment will be considered for any rework done by the vendor.

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.

XII. Dispute Mechanism

In case any dispute between the parties, shall be resolved amicably. If amicable resolution through mediation is not possible, the dispute shall be decided through courts located in NCT of Delhi.

XIII. Limitation of Liability

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.

XIV. Source Documents, Proprietorship and Patent

Transport Department, GNCTD will be the sole proprietor of the project documents and any patents arising out the work shall be of Transport Department, GNCTD and vendor will have no claim on the same.

XV. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, Transport Department, GNCTD shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to Transport Department, GNCTD for, inter alia, the time, cost and effort of Transport Department, GNCTD including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to Transport Department, GNCTD hereunder or otherwise.

XVI. Exit Management

The successful bidder will provide an exit management plan. Exit management plan should cover:

- a. Handover of all software code repository and repository access keys. The implementation partner will be obliged to maintain updated software code in the repository with version control as per industry standard.
- b. Handover all software technical documentation and user manuals in all formats, including access keys for softcopy versions. The implementation partner is obliged to keep the documentation updated along with changes carried out during the engagement period.
- c. Provide documentation related to the cloud server configurations.
- d. Provide a structured transition to the new application and system management team. Implementation partner will prepare a detailed transition plan for knowledge transfer to the new maintenance team. The transition plan must include at least FOUR week of hand holding for the new team.
- e. Implementation partner will share all data and records per training to the system maintenance, covering issue ticket status, pending issue details, ticket details for previous SIX months from the cut-off date suggested by Transport Department, knowledge data covering resolutions/best practices gathered during the operations and maintenance of the system. The scope of exit management mentioned is inclusive and not exhaustive. The implementation partner should provide all support to ensure a smooth transition. The outgoing partner will also be responsible to provide need based knowledge support to the incumbent team for a period of one year from the date of exit.
- f. The knowledge support and transition to maintain the system will be provided by to the IT team of the Transport Department explaining configurations, software codes maintained by the outgoing implementation partner. For this purpose, and during the handover and transition

period, the outgoing implementation partner will nominate a technical lead who will be the single point of contact for all support post exit. The nominated lead should be very well familiar with the system technical and functional aspects.

- g. Standard Operating Procedure (SOP) manual should be built by the bidder and provided to the team. In case of SOP execution if any discrepancy found should be corrected and updated by the implementer agency. Team taking handover of the system will provide sign off as part of the complete exit.
- 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.

XVII. Termination of contract

Transport Department, GNCTD may, terminate this contract in whole or in part by giving the bidder at least two-month prior written notice indicating its intention to terminate the contract under the following circumstances:

a. Termination for Default

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

b. Termination for Convenience

Department may in its own discretion, by provision of a written notice sent to the Vendor, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for Department convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments up to the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.

c. Post termination rights and obligations of vendor

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. System

Integrator shall also deliver proper knowledge transfer as mentioned in clause "Exit Management" of this agreement.

d. Termination by bidder

The bidder may terminate/suspend the contract, by not less than Sixty (60) days' notice. The written notice of termination to the Transport Department, in case the Department does not make payments to the bidder shall be made.

Appendix I: Templates

Form 1: Particulars of the Bidder

Information Sought	Details to be Furnished
Name and address of the bidding Company (Corporate office)	
Local address of the bidding Company (In NCR)	
Incorporation status of the firm (public limited / private limited, etc.)	
Year of Establishment	
Date of registration	
ROC Reference No.	
Details of company registration	
Details of registration with appropriate authorities for service tax	
Name, Address, email, Phone nos. and Mobile Number of Contact Person(s)	

Form 1A: Letter of Proposal

To

Dated: __/__/__

**Joint Commissioner (IT),
Transport Department, GNCTD
5/9, Under Hill Road, Delhi -110054**

Subject: Submission of the Financial bid for Implementation of AI in the Transport Department at Delhi.

Dear Sir/Madam,

- We, the undersigned, offer to provide solutions to Transport Department, GNCTD on **Implementation of AI in the Transport Department at Delhi** with your Request for Proposal dated < insert date > and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed.
- We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.
- We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.
- We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for **180** days as stipulated in the RFP document.
- We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Form 2: Bidder Project Profile

S.N.	Client Name	Project Name	Year of Completion	Project Cost (INR)

Signature & Seal

(Authorized Signatory)

Form 3: Self Declaration: Not Blacklisted

To,

Date

Joint Commissioner (IT),

Transport Department, GNCTD

5/9, Under Hill Road, Delhi -110054

In response to the Tender Ref. No. _____ dated _____ for RFP titled “selection of System Integrator for Implementation Of AI In Transport Department”, as an owner/ partner/ Director of , I/ We hereby declare that presently our company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Signature:

Seal:

Date:

Place:

Form 4: Financial Bid Covering Letter

To

**Joint Commissioner (IT),
Transport Department, GNCTD
5/9, Under Hill Road, Delhi -110054**

Subject: Submission of the Financial bid for Implementation of AI in the Transport Department at Delhi.

Dear Sir/Madam,

We, the undersigned, offer to provide the services/solution for Implementation of AI in Transport Department at Delhi in accordance with your Scope of Work document dated <<Date >> and our Proposal (Financial Proposals). This amount mentioned in the financial proposal is inclusive of all Taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the scope documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in scope documents.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 5: Performance Bank Guarantee

To

Joint Commissioner (IT),

Transport Department, GNCTD

5/9, Under Hill Road, Delhi -110054

WHEREAS _____ (Name of bidder) has undertaken, Agreement No. _____ dated, _____ 2024 _____ (Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalized bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee: -

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party" up to a total of _____ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _____ day of _____.

This bank Guarantee shall be **irrevocable, unconditional** & shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Date Signature and Seal of Guarantors

Address:

Form 6: Compliance Sheet for Pre-Qualification

S. No.	Pre-Qualification Criteria	Required Document
1	<p>Bidder should be registered under the Indian companies' act, 2013 (or) a firm registered under the Limited Liability Partnership Act, 2008 at-least from last 5 years as on 31.10.2024"</p> <p>Bidder must have Registered under valid Service Tax Registration Certificate and Income Tax Return</p>	<p>Copy of GST Registration</p> <p>Income Tax Returns for last 3 financial years.</p> <p>Copy of PAN card</p>
2	Bidder should have CMMI level 5, ISO-9000, ISO-27000 certifications	Relevant proof/documents of valid certifications
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 or States/UT)	<p>Audited Certificate from a CAG empanelled Chartered Accountant in original must be submitted.</p> <p>Turnover Statement from Statutory Auditors for last three financial years</p> <p>Project profile should be submitted in form2</p> <p>Work Order dated upto 31st March 2024 with satisfactory work progress report firm client will be acceptable.</p>
4	<p>The bidder should have a local office/project office in Delhi/ NCR</p> <p>However, if the local presence is not there in the state, the selected bidder should give an undertaking for arranging for the same within one month of award of the contract.</p>	Letter of Undertaking.
5	Payment of EMD	Payment Proof
6	Bidders Profile	Form 1 , 1A and form 3

Form 7: Compliance Sheet for Technical Proposal

S. No.	Technical-Qualification Criteria	Max Marks	Required Document
1	<p>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>	30	Audited Certificate from Chartered Accountant in original must be submitted.
2	Bidder should have CMMI level 5 certifications	10	Relevant proof/documents of valid certifications
3	<p>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>20</p> <ul style="list-style-type: none"> • Understanding of Project & Transition-> 5 • Solution Architecture, Approach & Methodology->5 • Proposed Technology & Skills -> 5 • Visualization and proposed solution of this RFP->5 <p>The solution should be able to handle documents in English and Hindi (Bhashini empanelment shall be furnished by Bidder)</p>	10	A Detailed Presentation on understanding the Project and Proposed Solution to achieve end result
	Marks	70	
4	Resources Technical Evaluation mentioned at Technical Evaluation Section (VII).	30	Copies of Original Certificates of Educational qualification and experience.
	Total Marks	100	

Form 8: Draft Agreement

Draft Agreement Copy

THIS **MASTER SERVICE AGREEMENT ("Agreement")** is made on this the <***> day of <***> 24... at <***>, India.

BETWEEN

Transport Department, having its office at 5/9, Under Hill Road, Delhi, India, 110059 hereinafter referred to as 'Purchaser' / 'Buyer', which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

AND

<***>, a Company incorporated under the Companies Act, <. ***** >, having its registered office at <***> (hereinafter referred to as 'the Implementation Agency/IA' which expression shall, unless the context otherwise requires, include its permitted successors and assigns).

Each of the parties mentioned above are collectively referred to as the 'Parties' and individually as a 'Party'.

WHEREAS:

- a. Purchaser is desirous to implement the project – "name of project of user Department" as per RFP.
- b. In furtherance of the same, user Department(purchaser) undertook the selection of a suitable Implementation Agency through a competitive bidding process for implementing the Project and in this behalf issued Request for Proposal (RFP) and subsequent Corrigendum/Addendum for Tender IDdated <***> .
- c. The successful bidder has been selected as the Implementation Agency to undertake the Project of the user Department for the Implementation of AI in the Transport Department at Delhi as per cost received in the Financial Bid.

- d. All terms and conditions shall be governed as per RFP and subsequent corrigendum/addendum conditions

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree all the conditions as prescribed in Request for Proposal (RFP) and subsequent Corrigendum/Addendum for Tender IDdated <***> which is attached as Form 2

IN WITNESS WHEREOF the Parties have by duly authorized

Representatives set their respective hands and seal on the date first above

Written in the presence of:

WITNESSES:

Signed by:

(Name and designation) **For and on behalf of Purchaser**

(FIRST PARTY)

Signed by:

(Name and designation)

IMPLEMENTATION AGENCY

(SECOND PARTY)

(Name and designation) For and on behalf of Implementation Agency

Signed by:

Form 9: Price Bid Performa

To,

Date:

**Joint Commissioner (IT),
Transport Department, GNCTD
5/9, Under Hill Road, Delhi -110054**

Dear Sir,

I/We hereby submit our price bid for **Implementation of AI in Transport Department, GNCTD.**

Project	Particulars	Total Cost (In Rs. (inclusive of taxes)
Implementation of AI projects in Transport Department	Design, Development Implementation (12 months)	X1
	Support & Maintenance (12 months)	X2
	Total Bid Price (X1+X2)	X

Note: If there is any change in the Applicable Laws of India with respect to taxes and duties, then the same shall be borne by the Vendor.

Rate of other resources, institutional cost etc. is part of final cost.

I as bidder, understand that no additional cost will be payable for institutional /organizational knowledge, support.

Address:

Sign and Stamp

Form 10: Resource rate for Change Request

S.No.	Skill set	Resource Cost (INR)

Signature & Seal

(Authorized Signatory)

Annexure-01

FORMAT FOR POWER OF ATTORNEY FOR SIGNING BID

(On a Stamp Paper of Rs. 100/-)

Know all men by these presents, we(Name and address of the registered office) do hereby constitute, appoint and authorize Mr./ Mr..... (name, and address of residence) who is presently employed with us and holding the position of as our attorney,(dully authorised by the resolution passed by Board of Directors in case of company/ authorised by Lead Partner in case of Firm) to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for System Integrator for Implementation Of AI In Transport Department (Tender ID:), including signing and submission of all documents and providing information/responses to Transport Department, GNCTD, representing us in all matters in connection with our bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature

(Name, Title and Address)

I Accept

.....(Signature)

(Name Title and Address of the Attorney)

Annexure-02

Team Structure

a. Team Structure and Qualification

S. No.	Position
1	Project Lead(PMO)[Consultant with >10yrs.and<15 yrs. Experience]
2	Specialist(Generative AI, Conversational AI)[Consultant with>6 yrs. and<10yrs.Experience]
3	Consultants(Conversational AI Full stack, Python, Frontend)[Consultant with>6 yrs. and<10yrs. Experience]
4	Consultants (Data Science and BI expertise) (Consultant with>3 yrs. and<6yrs. experience)
5	Consultants (Conversation design, Process Re-engineering, and Change Management) (Consultant with>3yrs. and<6yrs. experience)
6	DevOps (Cloud Infra expert)
7	Legal Expert with experience in handling Motor Vehicle Act and Rules (expert during the study phase)[Consultant with>6 yrs. and<10yrs. Experience]

b. Role Wise Requirements

Bidder will decide the manpower requirement to deliver the project milestones at schedule timelines. Qualification mentioned in the following table are indicative not mandatory. Bidder will decide the same according to need in project. Ensure that the resources are experienced to meet the timeline and add the value to the system while developing the system.

S. No.	Description with Experience	Requirement
1	Project Lead (PMO) [Consultant with > 10yrs. and<15yrs. Experience]	<ul style="list-style-type: none">• Master's degree in computer science, Artificial Intelligence, Data Science, Engineering.• The candidates should be prepared to work from the client location based in New Delhi.• Experience of working in the government sector, with proficiency in navigating regulatory environments, managing public sector projects, and fostering relationships with government entities• Proficiency in project management methodologies (e.g. Agile, Waterfall) with a strong understanding of portfolio, program, and project management processes.• PMP or PRINCE2 certified, experience in AI/IT project management• Proficiency in managing and communicating with stakeholders, including executives, technical teams, and external partners.• Experience in developing and implementing change management strategies to facilitate smooth transitions, foster organizational adaptability, and mitigate potential risks and issues related to organizational change.• Strong leadership skills with the ability to inspire and manage cross-functional teams involved in AI projects.• Strong analytical and problem-solving skills, with the ability to address challenges and issues that arise during AI project execution.• Strong understanding of AI and machine learning concepts, including familiarity with AI technologies, algorithms, and applications• Experience with project management tools and software(e.g., Jira, Microsoft Project, Trello)• Experience managing the entire AI project lifecycle, from initial concept through deployment and post-launch evaluation.

		<ul style="list-style-type: none"> • Experience in budgeting, forecasting, and managing resources for AI projects, including allocation of personnel, technology, and financial resources. <p>Desirable</p> <ul style="list-style-type: none"> • Candidates based out of New Delhi with an understanding of the transportation system of the city. • Experience with data sources specific to transportation, such as GPS data, traffic sensors, and public transportation databases. • Relevant certifications such as PMP (Project Management Professional), Certified Scrum Master (CSM), or AI-related certifications (e.g., AI for Everyone, AI Engineer) are advantageous.
2	<p>Specialist (Generative AI, Conversational AI)</p> <p>[Consultant with > 6yrs. and<10yrs. Experience]</p>	<ul style="list-style-type: none"> • Bachelor's or advanced degree in computer science, AI, technology, or related field. • Professional experience in generative AI, conversational AI, and cloud technologies. • Strong proficiency in using AI frameworks and libraries such as Tensor Flow ,PyTorch, Keras, or similar. • Experience with natural language processing(NLP)and understanding of large language models (LLMs). • Demonstrable experience in designing and implementing conversational AI systems, including chatbots and virtual assistants. • Strong expertise in cloud platforms like AWS, Google Cloud Platform(GCP),or Microsoft Azure. • Experience with data pre processing, feature engineering, and model evaluation. • Strong problem-solving skills and ability to apply AI solutions to complex business problems. • Knowledge of deploying AI models and services on cloud infrastructure. <p>Desirable</p> <ul style="list-style-type: none"> • Experience with projects related to AI applications in transportation. • Familiarity with data sources specific to AI applications, such as user interaction data , sensor data, or transactional data.

		<ul style="list-style-type: none"> • Knowledge of additional AI tools and libraries, such as Hugging Face, Open AI, or similar. • Understanding of ethical considerations and best practices in AI development
3	<p>Consultants(Conv ersational AI Full stack, Python ,Front end)</p> <p>(Consultant with > 6yrs.and < 10 yrs. experience)</p>	<ul style="list-style-type: none"> • Bachelor's or Master's degree in computer science, Artificial Intelligence, Machine Learning, Linguistics, or a related field • Strong analytical and problem-solving skills, with the ability to address complex issues related to generative AI models. • In-depth knowledge of generative AI techniques and models, including Generative Adversarial Networks(GANs),Variational Auto encoders (VAEs), and transformer-based models (e.g.,GPT, BERT). • Deep knowledge and hands-on experience with conversational AI platforms and frameworks such as Dialog flow, Microsoft Bot Framework, Rasa, IBM Watson ,or similar. • Experience with machine learning models and algorithms relevant to conversational AI, such as sequence-to-sequence models, transformers (e.g., BERT, GPT),reinforcement learning, TensorFlow, PyTorch, Keras etc. • Expertise in training, fine-tuning, and optimizing generative models for various applications, including image synthesis, text generation, and audio generation. • Experience integrating generative AI models into production environments and deploying them via cloud platforms (e.g.,AWS, Azure, GCP) • Understanding of UX principles specific to conversational interfaces, including conversation flow design, user intent mapping, and response generation • Knowledge of best practices for securing conversational AI Applications and handling sensitive user data • Skills in monitoring and evaluating the performance of generative AI systems, including implementing metrics and • Proficiency in HTML5 and CSS3, experience with CSS

		<p>preprocessors like Sassor LESS, and understanding of responsive design principles and mobile-first design.</p> <ul style="list-style-type: none"> • Strong understanding of JavaScript fundamentals and proficiency in one or more modern JavaScript frameworks/libraries such as React, Angular, or Vue.js <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in projects requiring understanding of Indian transportation systems, logistics, traffic management, and public transit operations. • Experience with data sources specific to transportation, such as GPS data ,traffic sensors, and public transportation databases • Experience with multimodal generative models that integrate multiple types of data(e.g., text, images, audio) • Experience in designing and implementing multi lingual or multi-dialect conversational systems
4	<p>Consultants (Data Science and BI expertise)</p> <p>(Consultant with > 3yrs. and < 6 yrs. experience)</p>	<ul style="list-style-type: none"> • Bachelor or advanced degree in computer science or engineering/technology related degree • Professional experience as ML engineer/ data scientist: Experience can be machine learning, deep learning, data modeling, optimization algorithms, network analysis, in professional and production settings for multiple projects • Professional experience of using either PyTorch, Tensor flow, or Keras. • Strong proficiency in wrangling datasets through Pandas, Dask, or other Python based data science libraries. • Strong fundamentals in solving analytical problems with various algorithmic solutions. <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in projects requiring understanding of Indian transportation systems, logistics, traffic management ,and public transit operations. • Experience with data sources specific to transportation, suchas GPS data, traffic sensors, and public transportation databases. • Working knowledge of PostGre SQL is a strong plus .

5	<p>Consultants (Conversation design, Process Re-engineering, and Change Management)</p> <p>(Consultant with > 3yrs. and<6yrs. Experience)</p>	<ul style="list-style-type: none"> • Bachelor's or advanced degree in Computer science, engineering, or a related field. • Professional experience in conversation design, process re-engineering, and change management. • Strong proficiency in designing conversational flows for chatbots and virtual assistants using tools such as Dialog flow, Microsoft Bot Framework, or similar platforms. • Expertise in process analysis, mapping, and re-engineering methodologies. • Proficiency in using process modelling tools such as BPMN,Visio, or similar. • Excellent communication and stake holder management skills. <p>Desirable</p> <ul style="list-style-type: none"> • Experience with AI and machine learning applications in conversation design. • Knowledge of industry-specific processes, such as those in finance , health care, transportation, or customer service. • Certification in change management methodologies(e.g.,Prosci, ADKAR etc.). • Working knowledge of project management tools and techniques. • Experience with data-driven decision-making and analytics.
6	<p>DevOps (Cloud Infrastructure Expert)</p> <p>(Consultant with > 3yrs. and<6yrs. Experience)</p>	<ul style="list-style-type: none"> • Bachelor's Degree in Computer Science, InformationTechnology, Systems Engineering, or a related field. • Extensive experience with major cloud platforms such asAWS, Azure, Google Cloud Platform(GCP),or similar • Deep knowledge of cloud service models(IaaS, PaaS, SaaS) and cloud deployment strategies(public, private, hybrid) • Knowledge of cloud security principles, practices and tools for securing cloud environments and data • Proficiency in Terra form, AWS Cloud Formation, Azure Resource Manager (ARM) templates, or Google Cloud Deployment Manager. • Experience with cloud-based databases like Amazon RDS, Azure SQL Database, Google Cloud SQL, and NoSQL

		<p>databases such as DynamoDB, CosmosDB, or Firestore.</p> <ul style="list-style-type: none"> ● Proven ability to work closely with development, operations, and security teams to streamline processes and enhance collaboration. <p>Desirable</p> <ul style="list-style-type: none"> ● Experience working in projects requiring understanding of ● Indian transportation systems, logistics, traffic management, and public transit operations. ● Experience with data sources specific to transportation, Such as GPS data, traffic sensors and public transportation databases. ● Cloud and Dev Ops certifications are an added plus
7	<p>Legal Expert with experience in handling Motor Vehicle Act & Rules</p> <p>(Consultant with > 6yrs. And <10yrs. Experience)</p>	<ul style="list-style-type: none"> ● Bachelor's or advanced degree in Law ● Minimum 3 years of experience in Motor Vehicle Act & Rules compliance, regulatory advisory, or related consulting work. ● Proven experience in process analysis, re-engineering, and mapping methodologies. ● Strong proficiency in change management and implementing regulatory changes within organizations. ● Ability to design and optimize workflows using tools such as BPMN or Visio. ● Excellent understanding of DMVR, motor vehicle regulations, and their applications in operational processes. ● Strong communication and stakeholder management skills to interact with government bodies and private sector clients. ● Proven ability to manage projects with a focus on process improvements and regulatory compliance. <p>Desirable</p> <ul style="list-style-type: none"> ● Experience working with government bodies, especially in the transportation sector. ● Experience with digital transformation projects related to motor vehicle regulations and services.

Annexure 3:

List of 47 services:

Sl. No	Service Name
1	Transfer of Ownership
2	Duplicate Registration Certificate
3	Hypothecation Addition
4	Hypothecation Termination
5	Hypothecation Continuation
6	Change of Address
7	Issuance of NOC
8	RC Particulars
9	MV Tax Collection
10	New Vehicle Registration and Printing of RC at Dealer End
11	Retention of Registration Mark
12	Issuance/Renewal of Trade Certificate
13	Renewal of Authorization
14	Renewal of Fitness
15	Issuance of New Fitness
16	Duplicate Fitness
17	Renew Permit Certificate
18	Permit Fee for Fresh Permit of Good Vehicle
19	Permit Fee for Renewal of late permit of Good Vehicle for more than 3 months
20	Permit Fee for Fresh Permit for Passenger Vehicles
21	Permit Fe for Renewal of late Permit of Passenger Vehicles for more than 3 months
22	Issuance of Duplicate Permit Certificate
23	Transfer of Permit
24	Fee for Deposit of Permit for Good Vehicles
25	Fee for Deposit of Permit for Passenger Vehicles
26	Provision for payment of Zero Fitness of Taxies
27	Replacement of Passenger vehicle
28	Renewal of Passenger (RTV) Permit
29	Zero/NOC Fitness

30	Issuance of Lol for Replacement of Vehicles
31	No Dues Certificate for PSV Replacement
32	Renewal of Driving License
33	Issuance of Duplicate DL
34	Issuance of International Driving Permit
35	Change of Address of Driving License
36	DL Extract
37	DL Replacement
38	New Conductor License
39	Issuance of PSV Badge to a Driver
40	Change of Name in DL
41	Duplicate Conductor License
42	Change of address in Conductor License
43	Renewal of Conductor License
44	Endorsement to Drive Hazardous Vehicle
45	Issue of Learners License for expired class of vehicles
46	Additional Endorsement in Learner License
47	New Learners License