

Response to Queries received towards the Expression of Interest (EOI) for Business Intelligence Tool for Analytics and Dashboard for Bus Operations in Delhi

SL No.	RFP Page No	Section No	EOI Clause	Query	DIMTS Response
1	Page 3	Section 3. iv	The applicant should have successfully completed at least 2 projects during last 5 years involving implementation of the BI Tool (same BI Tool as proposed by the Applicant) out of which at least one project should be for a Government Organization / PSU in India	Requesting to change the clause to any BI tool experience instead of proposed one	Please refer to amendment to the Eol document in this regard
2	Page 3	Section 3.v	The applicant should be an OEM (Original Equipment Manufacturer) of the proposed BI Tool or an authorized channel partner of the OEM of the BI Tool	Requesting to make OEM Authorization Form (Manufacturer Authorization Form) signed by the authorized signatory of OEM (to resell its licenses and use the tool for implementation and support of the project), sufficient to meet the clause, as this is a standard form across all the industry.	Please refer to amendment to the Eol document in this regard
3	Page 4	Section 5. SI No.2	Deployment of the proposed BI tool in transit domain in India or abroad, by the Applicant or any other partner of the OEM	Requesting to allow experience in public sector as well	No Change
4	Page 1		Last date for submission of EOIs is 02nd February 2022	We are requesting to kindly extend the date of bid submission by two weeks as we are yet to get clarity on certain points(rebid response) and post that we will initiate internal approvals.	Please refer to amendment to the Eol document in this regard
5	Page 3	Section 3	General Query	We would like to request you to please confirm is Joint Venture / Consortium of two firms are allowed to bid in this tender? If not, we request you to kindly allow Joint Venture / Consortium to enhance qualification in this tender	No Change
6	N.A	N.A	General Query	We would want to know if this a close bid or open bid and if this is close, who all are invited.	Last para of Section 5 of the Eol be referred to in this regard.
7	Page 5	N.A	The Applicants, scoring at least seventy (70) marks in evaluation shall only be eligible for next stage i.e. issuance of Request for Proposal by DIMTS.	The evaluation basis for the vendor invited is on L1 basis or QCBS	Last para of Section 5 of the Eol be referred to in this regard.
8	Page 3	Section 3, ii	The applicant should have minimum average annual turnover of Rs. one (1) crore during last three financial years.	Eligibility for EOI has a point – “The applicant should have minimum average annual turnover of Rs. one (1) crore during last three financial years” – can we discuss more around this.	Please refer to amendment to the Eol document in this regard
9	Page 3	Section 3	General Query	If you could include the condition for the participants – the participating vendor should be CMMI level 3 or above.	No Change
10	N.A.	N.A.	General Query	Also we would like more information around the current IT Landscape.	The requirements of the BI tool have been specified in the Annexure II of the Eol document. The proposed BI tool should be compatible with various IT platforms including but not limited to MySQL, MSSQL, Oracle, Postgre etc. and developmental platform DoTNet, PHP and Java, also please refer the amendment of the Eol document

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11	Page 1		Last date for submission of EOIs is 02nd February 2022	<p>We would request you to please extend the date for Bid submission from 2nd Feb 2022 to 11th of Feb 2022.</p> <p>We need this extension so as to provide the best possible technical and commercial solution for your requirement.</p>	Please refer to amendment to the EOI document in this regard
12	Page 3	Section 3, ii	The applicant should have minimum average annual turnover of Rs. one (1) crore during last three financial years.	The clauses that wants the bidder to have 3 years in existence and have a avg turnover are becoming difficult to comply. We have been in operations for 2 years and will complete 3 years by this March. And our Avg turnover for the last 2 years would be in the range of 70L.	No change
13	N/A	N/A	Not mentioned in RFP	Please specify if Estimated Commercials needs to be submitted or there is requirement to submit only technical expression of Interest without Commercial Estimate	No, estimated commercials have been sought in the EOI document
14	Page 3	Section 3.ii.	The applicant should have minimum average annual turnover of Rs. one (1) crore during last three financial years.	There is very less room for error in a project of this nature, that can set precedence for future innovation and technology advancement in citizen and multimodal transit services of a country. The applicant should be capable of executing projects of similar financial value for better financial strength of applicant. This will ensure that the applicant is financially viable to execute the project for the entire contract period of 3 years with adequate, stable and effective quality workforce deployment. Any delay due to lack of capital, financial upheaval or insolvency can cause reputational loss & irrevocable damage to the initiative in the future, hence, ideally it is recommended to be addressed at the start.	Please refer to amendment to the EOI document in this regard
15	Page 3	Section 3.iv.	The applicant should have successfully completed at least 2 projects during last 5 years involving implementation of the BI Tool (same BI Tool as proposed by the Applicant) out of which at least one project should be for a Government Organization / PSU in India.	Department of Transport is endeavouring to be pioneer in India as the first State Government Department to take on initiative of empowering data driven decision making to improve commuter experience with data aggregation real time. Hence it is imperative that the applicant organization must be able to exhibit the required in-house capabilities in terms of resources, assets, capacity planning, and proven execution of similar scale in any industry. To this effect we request that the projects executed by the applicant should be of related scale financially.	Please refer to amendment to the EOI document in this regard

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16	Page 4	Section 3.v.	The applicant should be an OEM (Original Equipment Manufacturer) of the proposed BI Tool or an authorized channel partner of the OEM of the BI Tool.	All BI Tool vendors have levels of channel partnership and generally they are for reselling licenses, we request the department to include a minimum level of partnership as the scale of the project is huge and the ability of the partner will determine the success of the project as per the need of the department.	Please refer to amendment to the EOI document in this regard
17	Page 4	Section 3.vii.	The proposed Business Intelligence Tool for analytics and dashboard for public bus operations in Delhi should be part of the Leaders segment by Gartner in any of the last three years.	There is a lot of competition among the BI vendors which only improves the quality of the products. A consistent leader should be preferred given the magnitude of data and the wide application of the need of the BI tool. Product selected will not be possible to be changed during the next three to five years thus DIMTS should opt for a BI Tool which has been a consistent leader in the last three years of the Gartner's quadrant for BI tools.	No Change
18	N/A	Proposed	Additional Eligibility Criteria for EOI	Since the project is focussed on the National Capital Region of Delhi, it is recommended that the applicant should have resources based in Delhi NCR and has operations in the same.	No Change
19	N/A	Proposed	Additional Eligibility Criteria for EOI	We recommend that the applicant should have experience in analysis services or similar projects in the city of Delhi and Government of Delhi NCT which would help to evaluate applicants who understand the citizen services or similar environment at Delhi better.	No Change
20	N/A	Proposed	Additional Eligibility Criteria for EOI	Given the magnitude of the project it is suggested that the following eligibility criteria be added for better delivery of the project. Adequate, stable and effective quality workforce deployment warrants that the applicant must be adequately staffed.	No Change
21	N/A	Proposed	Additional Eligibility Criteria for EOI	The applicant must ensure that their workforce is adequately skilled and have pre-requisite knowledge of tool with required certifications completed so that only quality, certified and specialised skilled workforce is deployed	No Change

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22	N/A	Proposed	Additional Eligibility Criteria for EOI	With the need of consolidation of data from DTC, and other concessionaires & other stakeholders such as Auriopro hence there will be need to create a data warehouse to consolidate all data management before reporting hence creation of data warehouse would need pre-requisite data warehousing exposure. The solution has been asked to be deployment agnostic so the applicant should have experience of working with on-premise as well as be a MEITY empanelled Cloud Provider or an authorized partner for the same and should have executed executed projects for the same.	No Change
23	N/A	Proposed	Additional Eligibility Criteria for EOI	As per GFR guidelines the applicant should not be subjected to any legal action for any cause in any legal jurisdiction in the last five years.	No change
24	N/A	Proposed	Additional Eligibility Criteria for EOI	We also recommend ISO9001:2015, ISO 20000, and ISO 27001. The applicant development processes and resources will be touching sensitive citizen data and ridership data with a few occasions' citizen identity and PII information. As per Global Standards such processes must be covered by minimum of ISO27001 & ISO 9001.	No Change

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25	N/A	Proposed	Additional Eligibility Criteria for EOI	The project that DIMTS is building on behalf of DoT (Department of Transport), Government of NCT has full potential not only to be at par to similar scale and quality as to other nations such as UK (United Kingdom) & Singapore but also potential to exceed and establish a new global benchmark. Hence CMMi Level 3 must be considered as mandatory requirement to this prestigious project . The project requires expertise in highly specialized skills (AI, ML, Analytics, BI, and application Integration & specialized agile development). Organizations that have CMMI certifications (Capability Maturity Model Integration) have undergone the stringent assessment of streamlines processes that encourage productivity, promote efficient behaviour to mitigate the risks of software development and service execution. By Definition CMMI (Capability Maturity Model Integration) is a process and behavioural model that assists organizations to streamline their processes efficiently and encourage productivity, promote efficient behaviour to decrease risk in software, product and service development.	No Change
26	N/A	Proposed	Additional Eligibility Criteria for EOI	Support for the project maybe required at any hour of the day thus it is requested that DIMTS requests that the applicant has a functional 24*7 support with a dedicated toll free number for providing technical support.	No Change
27	N/A	Proposed	Additional Eligibility Criteria for EOI	Support for the project maybe required at any hour of the day thus it is requested that DIMTS requests that the applicant has a back to back contract with the OEM to solve critical issues in time.	No Change
28	Page 7	Annexure 1, point 6	Annexure 1 Project Scope and Key Terms: The appointed agency will carry out training, knowledge transfer and handholding to the team members of various project stakeholders post successful deployment of the system	Please specify the number of team members who will need training, knowledge transfer and handholding	This would be shared at RFP stage
29	Page 7	Annexure 1, point 7	Annexure 1 Project Scope and Key Terms: The trained team members should be able to create KPI's, report and dashboard views based on the requirements of the project stakeholders from time to time. The appointed agency may decide upon the time duration for training of the team members based on the above expected outcome.	Please specify the number of team members who will be creating KPIs, Dashboard & reports views and approx. time Duration of training and handholding required.	This would be shared at RFP stage

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30	Page 8	Annexure 1, point 17	The appointed agency should ensure that proposed deployment architecture of the BI tool is in high availability mode with built in redundancy. It is envisaged that the proposed BI tool deployment will have an high uptime of 99.9%	Apart from high availability, disaster recovery of the solution should also be factored by the applicant for site level outages. It is recommended that DR is at least 100 KMs away from the Datacentre site. It is also suggested that the DC or DR be MEITY empanelled for compliance.	This would be shared at RFP stage
31	Page 8	Annexure 1, point 18	The proposed BI tool should be deployment agnostic i.e. can be deployed on-premises, on any private / public cloud without imposing any feature restrictions.	Most of the new innovations in BI including Auto ML, Predictive Analytics, Route Optimization with ML, Bot for Data etc. are features which all OEMs provide only Cloud option thus will urge the department to look at BI on Cloud with Data warehouse on premise in a Hybrid model.	No Change
32	Page 3	Section 4	Technical Submission of EOI	As per suggestion in SNo of 6-15 relevant certifications and documents must be added to the Technical Submission of EOI	No Change
33	Page 7	Annexure 1	Annexure 1 Project Scope and Key Terms: The proposed hardware specifications and the associated bandwidth for the deployment and seamless functioning of BI tool will need to be provided for by the appointed agency.	Please clarify if DIMTS has a 'Always On' setup for the data warehouse or it is in the scope of the applicant	The scope will be detailed at the RFP stage
34	N/A	Annexure 1	Annexure 1 Project Scope and Key Terms:	The real time analytics and dashboard alerts and notification will help officers in DOT, DIMTS, DTC and other concessionaires GDNCT to take actions in real time	The scope will be detailed at the RFP stage
35	Page 8	Annexure 1	Point 14. Annexure 1 Project Scope and Key Terms: The proposed BI tool should have capability to provide role based access and view to various project stakeholders at appropriate levels within drill down capabilities	The proposed BI tool should also have capability to give users by answers queries using natural language and getting a visual response back	No Change
36	N/A	Annexure 1	Additional Project Scope	There is need to specify the additional capability needed from improving the current Intelligent Transit management system just from Business intelligence & Analytics perspective by adding more intuitive functionality using Artificial intelligence, Machine learning , outlier detection & Advanced Analytics such as predictive analytics & diagnostic analytics capabilities	No Change
37	N/A	Annexure 1	Additional Project Scope	Seamless integration with excel, word, PowerPoint for ease of users to export data seamlessly	No Change
38	N/A	Annexure 1	Additional Project Scope	The BI tool must have a native capability of viewing of reports and dashboard on native Mobile application as well as embedding of dashboard on various intranet and public website for consumption of commuters	No Change

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39	N/A	Annexure 1	Additional Project Scope	The BI tool must have self service capability for users for better and simple manageability at user end. It must also have additional cognitive functionality such as (Voice, vision, speech, for ease of users	No Change
40	N/A	Annexure 2	Additional Project Scope	For Ease of users and to enhance the quality of BI reports; the BI tool must have capabilities to automated insight suggestions and auto-generating analytics as well as help users to explore conversational and visual analytics	No Change
41	Page 3	Section 3. iv	The applicant should have successfully completed at least 2 projects during last 5 years involving implementation of the BI Tool (same BI Tool as proposed by the Applicant) out of which at least one project should be for a Government Organization / PSU in India	The present clause restricts the participant in the EOI for company like us who has executed multiple AI Projects. Our submission is to please remove this clause and allow those firms also who has executed projects of another BI tool. So that maximum participation will be there in EOI.	Please refer to amendment to the Eoi document in this regard
42	Page 4	Section 3.vii.	The proposed Business Intelligence Tool for analytics and dashboard for public bus operations in Delhi should be part of the Leaders segment by Gartner in any of the last three years.	Our submission is that please consider "Visionary Segment" by Gartner also, so that other qualified Solution also participate in the EOI.	No Change
43	Page 1		Last date for submission of EOIs is 02nd February 2022	I only just received your EOI for BI. The deadline is Feb 2nd, and that is just too tight for us now. What do you advise us to do?	Please refer to amendment to the Eoi document in this regard
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