

Delhi Jal Board

(GOVT.OFNCTOFDELHI)



INVITES TENDER

for

Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.

RFP No.:DJB/IT-RFP/2026-27/03

**DELHI JAL BOARD: A STATUTORY BODY UNDER
GOVT. OF NCT OF DELHI**

DEPUTY DIRECTOR (IT)
ROOM NO. 601, VARUNALAYA PHASE- II,
JHANDEWALAN, NEW DELHI-05
TEL.No.:011-23620933E-MAIL:eedp.djb@nic.in



DELHI JAL BOARD:

DEPUTY DIRECTOR(IT)

ROOM NO. 601, VARUNALAYA PHASE- II, JHANDEWALAN, NEW DELHI-05
TEL.No.:011-23620933E-MAIL:eedp.djb@nic.in

Notice Inviting Tender(NIT) No: 05 (2026-27)

On behalf of Delhi Jal Board (DJB), the Deputy Director (IT) invites online bids under a Two-Bid System comprising (i) Technical Bid and (ii) Financial Bid in accordance with this NIT from eligible and qualified bidders meeting the requirements specified herein for Selection of a System Integrator / Implementation Agency for **Design, Development, Supply, Integration, Testing, Deployment and Operations & Maintenance of the Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.** Eligible firms legally authorized to undertake the required services in India are invited to participate in this bidding process in accordance with the provisions of this NIT.

Selection of Implementation Agency will be done on **LCS method**. The Bidder quoting the Lowest Evaluated Financial Bid (L1) among the technically qualified bidders shall be considered for award of the Contract:

Date & Time of Pre-Bid Meeting:	12.10.2026 at 03:30 PM
Last date and time for tender download:	30.10.2026 upto 03:00PM
Last date and time for online submission of tender:	30.10. 2026 upto 03: 00 PM
Bid Submission Date:	30.10.2026 upto 03: 00 PM
Date & Time for opening of Part-A (Technical Bid):	30.10.2026 at 03:30 PM
Date/Time for opening of Part-B (Financial Bid):	After evaluation of Technical Bids received.

Name of work	Amount Put to Tender (Rs.)	EMD (Rs.)	Contract Period	Tender Fee (Rs)	Bids Validity
Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board. NIT-05	As per BOQ	Rs 20.00 lakh in deposit and Rs 6.45 lakhs as Bank Guarantee from Scheduled bank	03 Years	Rs. 1,500	180 days from the Bid Submission Date

Tender ID: 2026_DJB_298986_1

Note:

- Validity of proposal by bidders shall be for a period of 180 days from the Bid Submission Date. NIT along with all the terms & conditions is available on Delhi Govt. Web Site <https://govtprocurement.delhi.gov.in>. Agencies may contact the office of DD(IT) for additional information/any clarification.
- Any future amendment/ corrigendum made in this NIT can only be seen on website <http://govtprocurement.delhi.govt.in>
- Provision of GST Act 2017 has the superseding effect over all earlier taxes like VAT/WCT/Service Tax/other like taxes as contemplated in the Act. Accordingly, the terms VAT/WCT/Service Tax etc. appearing anywhere in the bid document may be read as the applicable tax under the GST Act-2017.

4. Successful Bidders shall comply with the EPF & MP Act, 1952, along with other labour laws.
5. Tender Fee should be deposited at Indian Bank Copernicus Marg, Delhi Branch through this link https://services.sabpaisa.in/pages/demo/djboard.html#ChildVerticalTab_12 linked to Indian Bank Copernicus Marg New Delhi through bidder's Banker.
6. Further three set of hard copies (one original + two copies) of technical bid shall be submitted by the bidder to the division within 72 hours from the last date and time of online submission of tender.
7. Tender fee is non-refundable.
8. The pre-bid meeting will be held in Conference Hall, DJB Head Office, Varunalaya Ph-II, Jhandewalan. The details of the tender can be accessed from the website (<https://govtprocurement.delhi.gov.in>)
9. Any modification/corrigendum shall be displayed on the above-mentioned website only.
10. If any of the above dates happens to be holiday, the next working day will be considered for all purposes.
11. Bidders from countries sharing land borders with India (except to which the Government of India has extended line of credit or in which the Government of India is engaged in development projects as mentioned in order-Public Procurement No.2 dated 23.07.2020 or its subsequent revisions/amendments) must comply with the provisions of "Restrictions under Rule 144(xi) of the General Financial Rules (GFRs) 2017" as per O.M. of DoE dated 23.07.2020 and its subsequent amendments and Department of Promotion of Industry and Internal Trade (DPIIT) Orders, including Registration with the Competent Authority {i.e. Registration Committee constituted by DPIIT}, and submit Form-XI declaration with the Technical Bid.

Deputy Director (IT)

NO: F-2(6)/ Delhi Jal Board/DEPUTY DIRECTOR (IT)/2026-27/

Dated:

Copy to: For kind information to-

1. PS to Hon'ble Chairperson, DJB.
2. PS to Hon'ble Vice-Chairman DJB.
3. PS to CEO/CEN(Dr)/CEN(W)/Mem(F)/Mem(A)/DOV.
4. CE(IT)/SE(IT)/AO/AAO(EDP).
5. DJB Website: Programmer-I, with the request to upload on DJB website for wide publicity.
6. Manager, Indian Bank, Copernicus Marg, New Delhi branch.
7. Contractors Association, 36, Block-BA, Paschim Shalimar Bagh, New Delhi-110088/Contractor Welfare Association, WZ-485, 10B/1st floor, Basai Darapur New Delhi-110015.
8. DD(PR)- for wide publication of NIT in the leading newspapers.
9. Notice Board of DEPUTY DIRECTOR (IT)

Deputy Director (IT)

Table of Contents

SECTION 1 –INTRODUCTION.....	1
1.2 REQUEST FOR PROPOSALS	1
1.3 DUE DILIGENCE BY BIDDERS	1
1.4 DOWNLOADING OF RFP DOCUMENT	1
1.5 TENDER FEE AND BID SECURITY/ EARNEST MONEY DEPOSIT (EMD).....	1
1.6 SUBMISSION OF BIDS	2
1.7 VALIDITY OF THE PROPOSAL	2
1.8 SCHEDULE OF SELECTION PROCESS	2
1.9 COMMUNICATIONS.....	3
1.10 DEFINITIONS:	4
1.11 INTERPRETATION.....	5
1.12 ACRONYMS AND ABBREVIATIONS	5
.....	5
SECTION 2 - INSTRUCTIONS TO THE BIDDERS	7
2.1 INTRODUCTION:.....	7
2.2 SCOPE OF PROPOSAL:.....	7
2.3 ELIGIBILITY CRITERIA	7
2.4 ASSOCIATE COMPANY	10
2.5 REPLACEMENT OF PERSONNEL	10
2.6 PREPARATION OF BIDS	11
2.7 SUB-CONTRACTING	11
2.8 CONFLICT OF INTEREST	12
2.9 NOTICES	12
2.10 GOVERNING LAW	12
2.11 SETTLEMENT OF DISPUTES	13
2.12 NUMBER OF BIDS	13
2.13 COST OF BID.....	13
2.14 ACKNOWLEDGEMENT BY BIDDER	13
2.15 RIGHT TO REJECT ANY OR ALL BIDS	13
2.16 CLARIFICATIONS	14
2.17 AMENDMENT OF RFP	14
2.18 LANGUAGE OF BIDS AND CORRESPONDENCE	14
2.19 FORMAT AND SIGNING OF BIDS	14
2.20 FINANCIAL BID	15
2.21 SUBMISSION OF BID.....	15
2.22 BID SUBMISSION DATE.....	15
2.23 LATE BIDS	15
2.24 MODIFICATION/SUBSTITUTION/WITHDRAWAL OF BIDS	15
2.25 EARNEST MONEY DEPOSIT (EMD)	16
2.26 PERFORMANCE GUARANTEE.....	16
2.27 SELECTION PROCESS	ERROR! BOOKMARK NOT DEFINED.
2.28 CLARIFICATION OF PROPOSALS AND SHORTFALL DOCUMENTS	21
2.29 CONTACTING CLIENT DURING THE EVALUATION	21
2.30 CONFIDENTIALITY	21
2.31 APPOINTMENT OF IMPLEMENTATION AGENCY	21
2.32 LIQUIDATED DAMAGES FOR DELAY	22
2.33 PROPRIETARY DATA	23
2.34 INDEMNITY	23
2.35 FRAUD AND CORRUPT PRACTICES.....	23
2.36 MISCELLANEOUS.....	24
3 SECTION 3 - TERMS OF REFERENCE (TOR).....	25
3.1 BACKGROUND	25
3.2 OBJECTIVES	25

3.3 IN-SCOPE IT COMPONENTS	26
3.4 FUNCTIONAL REQUIREMENTS.....	27
3.5 FUNCTIONAL REQUIREMENT:.....	34
3.6 OTHER MANDATORY SPECS:	36
3.7 NON-FUNCTIONAL & TECHNICAL REQUIREMENTS.....	36
3.8 MANPOWER FOR IT OPERATIONS	37
3.9 DELIVERABLES & IMPLEMENTATION TIMELINE	37
3.10 PROJECT GOVERNANCE, RESOURCE DEPLOYMENT AND REPORTING	39
3.11 SERVICE LEVEL FRAMEWORK	41
TABLE 3.9.1-A: SERVICE LEVEL AGREEMENT FOR CITIZEN SERVICE PERFORMANCE ASSESSMENT	41
TABLE 3.9.1-B: CAUSE CODE AND ACCOUNTABILITY MATRIX.....	50
TABLE 3.9.1-C: CUSTOMER SERVICE ESCALATION AND SERVICE RECOVERY MATRIX	51
TABLE 3.9.1-D: CUSTOMER SATISFACTION SCORING METHOD	52
4 SECTION 4 – GENERAL CONDITIONS OF CONTRACT	54
4.1 PAYMENT TERMS	54
4.2 LANGUAGES AND LAW	55
4.3 GENERAL.....	55
4.4 EXPIRATION OF CONTRACT	56
4.5 ENTIRE AGREEMENT	56
4.6 MODIFICATIONS OR VARIATIONS	56
4.7 FORCE MAJEURE	56
4.8 EXTENSION OF TIME	57
4.9 ROLES, RESPONSIBILITIES AND WORKING ARRANGEMENTS	57
4.10 CHANGE IN CONSTITUTION.....	57
4.11 AUTHORIZED REPRESENTATIVES.....	57
4.12 CONFIDENTIALITY	58
4.13 INTELLECTUAL PROPERTY AND DATA SECURITY	58
4.14 INFORMATION.....	58
4.15 DETAILED OUTPUTS OF THE SERVICES	58
4.16 DECISIONS	59
4.17 ASSISTANCE	59
4.18 COMPLETION OF WORKS	59
4.19 INDEMNITY BY DJB.....	59
4.20 EXCEPTIONAL CIRCUMSTANCES.....	59
4.21 CHANGE IN THE LAW	59
4.22 WARNINGS AND CONTRACT SUSPENSION.....	59
4.23 TERMINATION.....	62
4.24 RIGHTS AND LIABILITIES OF THE PARTIES	64
4.25 DURATION OF LIABILITY	65
4.26 INSURANCE.....	65
4.27 EXTENSION OF CONTRACT FOR ADDITIONAL WORK	65
4.28 NOTICES AND COMMUNICATIONS.....	68
4.29 CONTINUOUS SERVICE IMPROVEMENT	70
5 SECTION 5 – TECHNICAL SUBMISSION FORMS.....	71
FORM-I: TECHNICAL BID SUBMISSION FORM	71
FORM-II: PARTICULARS OF THE BIDDER	72
FORM - III: STATEMENT OF LEGAL CAPACITY	73
FORM - IV: DESCRIPTION OF THE METHODOLOGY AND WORK PLAN	74
FORM – V. A.: BIDDER’S REFERENCES.....	75
FORM – V. B.: FINANCIAL CAPACITY OF THE BIDDER.....	76
FORM–VI: POWER OF ATTORNEY	77
FORM - VII: CURRICULUM VITAE FOR PROPOSED PROFESSIONAL STAFF.....	78
FORM–VIII: DELETED	79
FORM – IX: DELETED	79
FORM – X: DELETED	79
FORM– XI: DELETED	79

6	SECTION6 – FINANCIAL FORMS.....	81
	FORMFIN1: FINANCIAL BID-COVERING LETTER.....	81
	FORM FIN 2: FINANCIAL BID-SCHEDULE OF QUANTITY(SOQ)	82
	ANNEXURE A: FORM OF BID SECURITY (BANK GUARANTEE).....	88
	ANNEXURE B: BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY	90
	ANNEXURE C:PRE-BID QUERY FORMAT	92
	ANNEXURE-D MINIMUM MANPOWER DEPLOYMENT MATRIX	93
	ANNEXURE-E WATER TANKER APPLICATION(EXISTING WORK UNDERTAKEN BY NITCON).....	94
	ANNEXURE-F MINIMUM TECHNICAL SPECIFICATIONS FOR DEVICES, EQUIPMENT AND INFRASTRUCTURE	117
	1. GPS / AVL VEHICLE TRACKING UNIT (AS SPECIFIED IN RFP)	117
	1 ANPR CAMERA (ENTRY / EXIT OF FILLING POINTS)	117
	3. AUTOMATIC BOOM BARRIER.....	117
	RFID READER AND TAGS (TANKER AUTHENTICATION)	118
	5. BAY DATA LOGGER / FILLING CONTROLLER.....	118
	6. ELECTROMAGNETIC FLOW METER (PER FILLING BAY)	118
	7. IoT WATER LEVEL SENSOR (UGR / SUMP).....	119
	8. AUTOMATED FILLING ARM (PREFERRED AS PER RFP)	119
	9. CCTV CAMERAS AND VIDEO MANAGEMENT SYSTEM.....	119
	10. UCC VIDEO WALL	120
	11. OPERATOR WORKSTATION / REGISTRATION KIOSK.....	120
	12. HANDHELD DEVICES / TABLETS (DRIVERS AND FIELD STAFF).....	120
	13. NETWORKING AND POWER EQUIPMENT	120
	14. GENERAL COMPLIANCE (ALL ITEMS).....	121

LETTER OF INVITATION

Delhi Jal Board (DJB), Government of NCT of Delhi, proposes to implement an Integrated Smart Water Tanker Management System (ISWTMS) to improve efficiency, transparency and citizen service delivery in water tanker operations through intelligent tanker allocation, GPS-based tracking, IoT-enabled monitoring, digital delivery verification and a Command-and-Control Centre (CCC) integrated with DJB unified control and command centre in DJB headquarter Jhandewalan.

Accordingly, DJB invites proposals from eligible System Integrators / Implementation Agencies for the design, development, supply, integration, testing, deployment, commissioning, operation and maintenance of the IT, software and technology components of the ISWTMS in accordance with the requirements of this NIT

All clarifications/corrigendum will be published only at <https://govtprocurement.delhi.gov.in>.
Bidders are advised to regularly monitor the website for updates please.

Deputy Director (IT)

SECTION 1 –INTRODUCTION

1.1 Request for Proposals

DJB proposes to select the Implementation Agency through an open competitive e-tendering process under the Least Cost Selection (LCS) methodology. Among the Bidders meeting the prescribed technical qualification requirements, the Bidder quoting the Lowest Evaluated Financial Bid (L1) shall be considered for award of the Contract, subject to the terms and conditions of this NIT

1.2 Due diligence by Bidders

Interested bidders are encouraged to undertake proper due diligence about the project before submitting their bids. In this regard, Bidders may contact concerned officer mentioned i.e. Deputy Director (IT) to get required information.

Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

1.3 Downloading of NIT Document

NIT documents can be downloaded from the website at <https://govtprocurement.delhi.gov.in>

1.4 Tender Fee and Bid Security/ Earnest Money Deposit (EMD)

1.4.1 Bidder shall submit therequisite Tender Fee amount electronically on or before the Bid Submission Date through this link <https://services.sabpaisa.in/pages/demo/djboard.html> from the Bidder's account.

1.4.2 Part-1 OF EMD: Rs. 20 lakhs Rupees only - Bidder shall submit the EMD amount (also referred to as Bid Security in the RFP) electronically on or before the last date & time of bid submission in DJB EMD account through online "For DJB Tender Fees & EMD" on DJB web Portal (<https://services.sabpaisa.in/pages/demo/djboard.html>). This link is attached with DJB account at Indian Bank, Baroda House, Copernicus Marg Branch, and New Delhi. The EMD/ tender Fee will not be accepted if it is not deposited online through the said link. The EMD or Tender Fee deposited elsewhere will not be considered and the bid is liable to be rejected.

1.4.3 Part-2 OF EMD: Rs 6.45 lakhs rupees only will have to be submitted in form of Bank Guarantee (BG) issued by any Nationalized / Scheduled Bank, approved by RBI, located in India, in favour of Delhi Jal Board, payable at New Delhi. The validity of submitted BG should be for at least a period of 225 days from the scheduled last date of Bid Submission Date, or any extension thereof. For deposition of Earnest Money, Fixed Deposit Receipt (FDR) of all Scheduled Banks shall also be accepted. It should be ensured that FDR pledges in favour of "Delhi Jal Board". Bidders shall submit FDRs by the due date of the bid. It is clarified the provision of FDR as EMD is in addition to existing method of deposition.

1.4.4 For any further assistance, the Bidder may be advised to contact DD IT office .MSE Bidder claiming exemption of EMD shall submit EMD declaration form as per Annexure A for claiming exemption.

1. Forfeiture of EMD

- a. The forfeiture of EMD shall be done as per the Terms of NIT.
- b. If the Selected Bidder fails to furnish the prescribed Performance Guarantee within the prescribed period, the EMD shall be absolutely forfeited by DJB automatically without any notice.

In case of forfeiture of EMD as per paragraph a) and b) above, the Bidder shall not be allowed to participate in the re-tendering process, if any.

1.5 Submission of Bids

- 1.5.1** Request for Proposals is invited through e-tendering under a Single Stage, Two Bid system comprising i) Technical and ii) Financial Bid. Bidder shall submit Technical and Financial Bids in two separate folders online at <https://govtprocurement.delhi.gov.in> on or before the Bid Submission Date.
- 1.5.2** DJB will receive proposals for the services mentioned in the RFP.
- 1.5.3** Bid Part- A or the Technical Bid should include scanned documents giving details of non-refundable Tender Fee, EMD, Eligibility Criteria and other information sought as per the RFP.
- 1.5.4** Bid Part- B or the Financial Bid shall be submitted online only, strictly in the prescribed format available on the Government of NCT of Delhi's e-tendering portal. The Financial Bid shall include the total cost of the services, with all rates and amounts quoted exclusively in the designated online financial forms. No offline submission of the Financial Bid is permitted. DJB shall not be liable for any issues arising from incorrect or incomplete electronic submission by the Bidder.
- 1.5.5** Tenders/Bid will be received only online by the scheduled due date and time. Bidders shall also submit the three numbers of hard copies (one original + two copies) of the technical bid within 72 hours from the last date and time of online submission of tender as mentioned in NIT. If any of the above dates happens to be holiday, the next working day will be considered for all purposes. While submitting the hard copies, Bidder shall also submit an undertaking on their letterhead confirming that "The hard copies contain all documents related to Technical BidPart-A as submitted by us during online bidding system for Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.No additional papers have been submitted in hard copies, other than those documents submitted during online bidding."
If there is any discrepancy between hard copies and soft copies submitted by Bidder during online bidding, document submitted during online bidding shall be final and binding.
- 1.5.6** Conditional bids shall be deemed to be non-responsive to the RFP.
- 1.5.7** In accordance with the prevailing Public Procurement Policy for Micro & Small Enterprises (MSEs) issued by the Government of India, duly registered MSEs shall be eligible for benefits as applicable under the policy, subject to submission of valid documentary evidence. Eligible MSEs must upload a copy of their valid MSE registration certificate (Udyam Registration/Udyog Aadhaar/NSIC Certificate, as applicable) along with the Technical Bid in the online e-tendering system. The MSE certificate must clearly indicate that the Bidder is registered for similar services as required in this Services. In case the Bidder seeks exemption from submission of Earnest Money Deposit (EMD) under MSE norms, the Bidder shall upload the valid MSE certificate as part of the Technical Bid. Absence of valid supporting documents shall render the bidder ineligible for exemption.

It is clarified that the MSE exemption shall apply only to EMD and not to the Tender Fee or any other contractual obligation. Further, if an MSE claiming EMD exemption is found to have submitted invalid, expired or misleading documents, such bid shall be summarily rejected, and appropriate action as per tender conditions shall be taken.

1.6 Validity of the Proposal:

The bids in response to the RFP shall remain valid for a period of **180 days** from Bid Submission Date. If any bidder withdraws his bid before the validity period or after issue of "Letter of Acceptance", whichever is earlier or makes any modifications in the bid then DJB shall, without prejudice to any other right or remedy, be at liberty to forfeit the full earnest money as aforesaid.

1.7 Schedule of Selection Process:

DJB would endeavor to adhere to the following schedule:

NITNo:	05 /2026-27
CostofRFPDocument/ Tender Fee	Rs. 1500
BidSecurity/EMD	Rs 20.00 lakhs in deposit and Rs 6.45 lakhs as Bank Guarantee from Scheduled bank
Date&TimeforPre-bidMeeting	12.10.2026 at 3:30AM
LastDateforsubmissionofprebidQueries	12.10.2026 upto 8 PM through email only.
VenueofPre-bidMeeting	Conference Room, DJB, Varunalaya Ph-II, Jhandewalan
Bid Submission Date	30.10.2026 at 3:00PM
AddressforCommunication	Deputy Director (IT), A-Building, Varunalaya Jhandewalan, Karol Bagh New Delhi-110005
Date&Timeofopeningofthe Technical Bids	30.10.2026 at3:30PM
Date&Timeofopeningofthe Financial Bids	After completion of scrutiny of the received technical bids.
e-tenderwebsite	e-tenderareinvitedthroughDelhi-Govt.website https://govtprocurement.delhi.gov.in

1.8 Communications

All communications should be addressed to:

Deputy Director (IT)
Delhi Jal Board,
Phase –II Building, Varunalaya,
Jhandewalan, Karol Bagh, New Delhi-110005

All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters:

NIT No. 05/2026-27/DEPUTY DIRECTOR (IT)

1.9 Definitions:

Unless the context otherwise requires, the following words and expressions shall have the meanings assigned to them below. Words not specifically defined herein shall have their ordinary meaning in accordance with applicable laws and standard industry practice

- 1) "Act" means the Delhi Water Board Act, 1998 together with all amendments, rules, regulations, notifications and orders issued thereunder.
- 2) "Agreement" means the formal written agreement executed between DJB and the Selected Bidder together with all annexures, schedules, amendments, work orders and related documents.
- 3) "Applicable Laws" means all applicable Acts, rules, regulations, notifications, orders, guidelines, policies and statutory requirements in force in India.
- 4) "Application" means any software application, web application, mobile application, portal, dashboard, workflow system or digital platform implemented under the Project.
- 5) "API Gateway" means the centralized integration platform enabling secure communication and data exchange among connected systems and applications.
- 6) "Bid" means the proposal submitted by a Bidder in response to this NIT.
- 7) "Bidder" means an entity participating in the bidding process under this NIT.
- 8) "Cloud Infrastructure" means the cloud-based computing, application hosting, storage, networking, database and related technology resources used for the Project.
- 9) "DJB" means the Delhi Jal Board constituted under the Delhi Water Board Act, 1998.
- 10) "Implementation Agency" means the successful Bidder appointed by DJB under this NIT.
- 11) "ISWTMS" means the Integrated Smart Water Tanker Management System being implemented under this NIT.
- 12) "L1 Bidder" means the Technically Qualified Bidder quoting the Lowest Evaluated Financial Quote determined in accordance with the provisions of this NIT.
- 13) "LCS" or "Least Cost Selection" means the selection methodology under which the Contract is awarded to the Technically Qualified Bidder quoting the Lowest Evaluated Financial Quote (L1)
- 14) "O&M" means Operations and Maintenance services provided after Go-Live.
- 15) "Quarterly O&M Charge" means the amount payable to the Implementation Agency for a quarter towards Operations and Maintenance Services under the Contract, including manpower deployment, application support, helpdesk services, monitoring, maintenance, cloud hosting, connectivity and all other recurring O&M services covered under the Contract

- 16) "Monthly O&M Base" means one-third (1/3) of the applicable Quarterly O&M Charge and shall be used for calculation of SLA deductions under Clause 3.9.
- 17) "WMC" means the committee constituted by DJB for monitoring, reviewing, certifying and overseeing execution of the Contract.
- 18) "UCC" means the Unified Command and Control Centre established for monitoring and management of tanker operations.

1.10 Interpretation

Unless the context otherwise requires, words importing the singular shall include the plural and vice versa; references to any gender shall include all genders; references to persons shall include individuals and legal entities; references to any law, regulation, rule or policy shall include amendments thereto; references to this RFP shall include all Chapters, Sections, Annexure, Schedules, Appendices, Forms, addenda, corrigenda and clarifications; all time periods shall be reckoned in Calendar Days; monetary amounts shall mean Indian Rupees (₹); and references to the Implementation Agency, System Integrator, IA, Contractor, Service Provider or Selected Bidder shall mean the successful Bidder appointed under this RFP. In case of any ambiguity or inconsistency, the interpretation that best gives effect to the objectives of this RFP shall prevail

1.11 Acronyms and Abbreviations

Sl No	Acronym	Description
1)	AI	Artificial Intelligence
2)	ANPR	Automatic Number Plate Recognition
3)	API	Application Programming Interface
4)	AVL	Automatic Vehicle Location
5)	CMMI	Capability Maturity Model Integration
6)	CRM	Customer Relationship Management
7)	DJB	Delhi Jal Board
8)	DR	Disaster Recovery
9)	EMD	Earnest Money Deposit
10)	ETA	Estimated Time of Arrival
11)	GCC	General Conditions of Contract
12)	GIS	Geographic Information System
13)	GPS	Global Positioning System
14)	IA	Implementation Agency
15)	IAM	Identity and Access Management
16)	ISWTMS	Integrated Smart Water Tanker Management System
17)	IoT	Internet of Things
18)	KPI	Key Performance Indicator
19)	LCS	Least Cost Selection
20)	LoA	Letter of Acceptance
21)	O&M	Operations and Maintenance
22)	OTP	One Time Password
23)	PBG	Performance Bank Guarantee
24)	QR	Quick Response Code
25)	RBAC	Role Based Access Control
26)	RFP	Request for Proposal
27)	SLA	Service Level Agreement
28)	SOP	Standard Operating Procedure
29)	SRS	Software Requirements Specification
30)	UAT	User Acceptance Testing
31)	UCC	Unified Command and Control Centre
32)	VAPT	Vulnerability Assessment and Penetration Testing
33)	WABA	WhatsApp Business API
34)	WMC	Work Monitoring Committee

SECTION 2 - INSTRUCTIONS TO THE BIDDERS

2.1 Introduction:

Delhi Jal Board (hereinafter called "the Client") intends to seek technical assistance under "Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board."

The Implementation Agency for the Project would be appointed as per the criteria, and in accordance with the method of selection indicated in the NIT document.

2.2 Scope of Proposal:

The detailed Scope of Work is specified in Section 3 of this NIT. Broadly, the Selected Bidder shall act as the System Integrator / Implementation Agency and shall be responsible for the design, development, supply, integration, testing, deployment, commissioning, operation and maintenance of the Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board (DJB).

The Scope of Services shall include, inter alia, establishment and operationalization of the software, application, technology and IT infrastructure components required for end-to-end management of water tanker operations, including multi-channel citizen request intake, Unified Command and Control Centre (UCC) operations, intelligent tanker allocation and dispatch, filling point management, GPS/AVL and IoT integration, smart tanker operations, live monitoring and control, delivery verification, dashboards, analytics, reporting and system administration.

The Selected Bidder shall also be responsible for supply, installation, configuration, integration and commissioning of all IT hardware, networking, devices, software, databases, cloud infrastructure, application platforms, mobile applications, APIs, security systems and related technology components specified in this RFP.

The Selected Bidder shall provide comprehensive implementation services including requirements analysis, system design, development, testing, security audit, deployment, data migration (where applicable), integration with existing and third-party systems, training, management, documentation, handholding support and Go-Live assistance.

Following successful Go-Live, the Selected Bidder shall provide Operations and Maintenance (O&M) services for the period specified in the Contract, including application support, system administration, helpdesk support, monitoring, performance management, cybersecurity management, incident resolution, upgrades, patches, enhancements, business continuity support and achievement of the prescribed Service Levels (SLAs).

The Selected Bidder shall deliver all services, software, hardware, documentation, reports, training material, knowledge assets and other deliverables necessary for successful implementation and operation of the ISWTMS in accordance with the requirements of this NIT and the Contract

2.3 Eligibility Criteria

The Bidder shall satisfy all Eligibility (Pre-Qualification) Criteria specified in this Section as on the Bid Submission Deadline, unless otherwise expressly provided in this NIT.

The Eligibility Criteria shall be evaluated on a Pass/Fail basis. Only those Bidders meeting all mandatory requirements and furnishing the prescribed documentary evidence shall be considered eligible for Technical Evaluation.

DJB reserves the right to verify any information, document, certificate or declaration submitted by the Bidder at any stage of the Bid Process. The Bidder shall furnish documentary evidence in support of all Eligibility Criteria and Evaluation Parameters. DJB reserves the right to seek clarifications, additional documents or undertake independent verification of any information submitted by the Bidder at any stage of the Bid Process.

The Bidder shall continue to satisfy the Eligibility Criteria throughout the Bid Process. If, at any stage, a Bidder is found not to satisfy any Eligibility Criterion, has submitted false, misleading or materially inaccurate information, or has failed to provide satisfactory documentary evidence in support of any Eligibility Criterion, DJB may reject or disqualify the Bid in accordance with the provisions of this NIT.

2.3.1 General Eligibility Criteria

The Bidder shall:

- a) Be a legally registered entity eligible to undertake the Services under applicable laws.
- b) Possess all applicable statutory registrations, licenses and tax registrations required for performance of the Contract.
- c) Not be blacklisted, debarred, suspended or declared ineligible by any Central Government, State Government, PSU, Statutory Authority, Autonomous Body, Multilateral Implementation Agency, Bilateral Funding Implementation Agency or any court of competent jurisdiction as on the Bid Submission Deadline.
- d) Furnish complete documentary evidence in support of the Eligibility Criteria prescribed in this NIT.
- e) Disclose all material litigation, arbitration and regulatory proceedings, if any, as required under this NIT; and
- f) Continue to satisfy the Eligibility Criteria throughout the Bid Process.

2.3.2 Technical and Financial Eligibility Criteria

The Bidder shall satisfy all Eligibility Criteria specified below as on the Bid Submission Date. The Eligibility Criteria shall be evaluated on a Pass/Fail basis. Only those Bidders satisfying all Eligibility Criteria and furnishing the prescribed documentary evidence shall be considered for Technical Evaluation.

Sl. No.	Eligibility Requirement	Minimum Eligibility Criteria	Documentary Evidence
1	Tender Fee & Earnest Money Deposit (EMD)	Submission of Tender Fee and Earnest Money Deposit (EMD) in the prescribed amount, mode and manner specified in the NIT.	Payment Receipt, FDR, Transaction ID/UTR details, or valid exemption document, wherever applicable.
2	Legal Constitution	The Bidder shall be a Company, LLP or Partnership Firm legally registered in India under the applicable laws and having its registered office in India.	Certificate of Incorporation/Registration and Constitutional Documents.
3	Quality Certifications	The Bidder shall possess valid CMMI Level 3 or above. All certifications shall be valid as on the Bid Submission Date (as per NIT) and shall have been issued in the name of the Bidder.	Self-certified copies of valid certificates.
4	Statutory Registrations	The Bidder shall possess valid PAN and GST Registration.	PAN Card and GST Registration Certificate.
5	Relevant Project Experience	The Bidder should have successfully implemented during last 10 Years at least Three (03) Similar works having minimum Project value of Rs 6.50 crores OR 02(Two) Similar Works having a minimum project value of ₹9.80 Crore or OR 01 (one) similar work of minimum Project value of Rs 13 crores. Both Completed Projects and Ongoing Projects shall be considered subject to the provisions of this NIT.	Work Order/Contract Agreement together with Completion Certificate, Go-Live Certificate, Operational Acceptance Certificate, Performance Certificate, Client Certificate or equivalent documentary evidence clearly indicating project scope, value and implementation status.

6	Financial Capacity (Average Annual Turnover)	Average Annual Turnover shall be at least 40% of the Estimated Cost put to tender during the immediate preceding three (3) financial years.	CA/Statutory Auditor Certificate with UDIN together with audited financial statements.
7	Net Worth	The Bidder shall have a positive Net Worth in the last audited financial year.	Audited Financial Statements and CA Certificate with valid UDIN.

Joint Ventures not allowed to participate in the Bid

1) Definition of Similar Work

"Similar Work" shall mean a technology implementation project involving:

- a) Software Development, Customization, Implementation and/or Maintenance;
- b) System Integration / API Integration; and
- c) At least one (1) of the following:
 - IoT-enabled Monitoring or Control System;
 - GPS/AVL-based Monitoring System;
 - Fleet Management or Dispatch Management Platform;
 - Command & Control Centre (CCC/ICCC);
 - Citizen Service Delivery, Complaint Management or Request Management Platform;
 - Mobile Application integrated with centralized backend systems;
 - Utility Management Platform; or
 - Real-Time Monitoring and Analytics Solution.

The Similar Work shall have been executed for a Government Department, Government Agency, PSU, Statutory Authority, Smart City SPV, Urban Local Body, Utility Agency or Large Enterprise.

2) Definition of Completed Project

A Completed Project shall mean a project that has been successfully completed, commissioned or operationalized and is supported by a Completion Certificate/ Commissioning Certificate/ Go-Live Certificate / Performance Certificate/ Operational Acceptance Certificate or Client Certificate.

3) Definition of Ongoing Project

An Ongoing Project shall mean a project which is under execution as on the Bid Submission Date but has already achieved Go-Live and is operational.

For consideration of an Ongoing Project, the Bidder shall submit the Work Order / Contract Agreement together with a Go-Live Certificate/ Operational Acceptance Certificate/ Performance Certificate/ Client Certificate or equivalent documentary evidence demonstrating operational status.

Projects supported only by a Work Order or Contract Agreement without Go-Live or operational status shall

not be considered for Eligibility or Technical Evaluation.

2.4 Associate Company

The Proposal shall be submitted by a single legal entity, and the Bidder shall independently satisfy all Eligibility Criteria, Technical Evaluation Criteria and Financial Qualification Requirements prescribed in this NIT.

The credentials, experience, project references, turnover, net worth, financial capacity, manpower strength, certifications, technical qualifications or any other eligibility or evaluation parameters of a parent company, subsidiary, associate company, affiliate, group company, joint venture partner, consortium member or any other related entity shall not be considered for qualification or evaluation of the Bidder unless specifically permitted elsewhere in this NIT.

For the purposes of this Clause, an "Associate Company" shall mean any entity that directly or indirectly controls, is controlled by, or is under common control with the Bidder.

The Bidder shall be solely responsible for execution of the Contract and for fulfilment of all obligations, deliverables, performance standards, service levels and other requirements specified in this NIT and the Contract.

Position	Minimum Qualification	Minimum Experience
Project Manager	B.E./B.Tech/MCA or equivalent	Minimum 10 years overall experience and 5 years in ICT/e-Governance/Utility Projects
Solution Architect	B.E./B.Tech/MCA or equivalent	Minimum 8 years in large-scale application architecture and system integration projects
GIS & Route Optimization Expert	GIS/Engineering/IT Graduate	Minimum 5 years in GIS-enabled systems, location intelligence or route optimization platforms
GPS/IoT Integration Expert	Engineering Graduate	Minimum 5 years in GPS, AVL, IoT, sensor or telemetry projects
Information Security Expert	Engineering Graduate with CISSP/CISM/CEH or equivalent certification	Minimum 5 years in cybersecurity, VAPT, security governance or information security implementation

2.5 Replacement of Personnel

Any replacement of Key Personnel proposed in the Technical Proposal shall require prior written approval of DJB.

The replacement personnel shall possess qualifications and experience equal to or higher than those of the personnel being replaced.

The Implementation Agency shall deploy approved replacement personnel within fifteen (15) days from occurrence of vacancy.

Frequent replacement of Key Personnel without adequate justification may be treated as a material deficiency in performance.

2.5.1 Documentary Evidence

The Bidder shall submit evidence of employment or engagement for all Key Personnel proposed as In-House Staff, including but not limited to:

- a. Employment contracts, appointment letters, HR certificates, or salary slips (for employees).
- b. Framework contracts, retainer agreements, or long-term Services contracts (for independent Implementation Agency engaged for 36 months or more).

2.6 Preparation of Bids

The Bidders shall upload the following documents during submission of the bid:

2.6.1 Technical Bid

Technical Bid containing documents and information pertaining to the requirements as stated below:

1. Covering letter
2. Proof of Tender Fee payment (Copy of receipt of RTGS / NEFT)
3. Proof of EMD submission (Copy of receipt of RTGS / NEFT of Earnest money)
4. PAN card or equivalent
5. Details regarding having functional office in Delhi NCR or an undertaking to open an office in Delhi NCR within one month from date of award of work.
6. Technical Bid Submission form as per Form I of Section 5
7. Particulars of the Bidder as per Form II of Section 5
8. Statement of Legal Capacity as per Form III of Section 5
9. Description of the Methodology and Work Plan for Performing the Services as per Form IV of Section 5.
10. Bidder Experience Project Data Sheets as per Form V.A and Form V.B of Section 5.
11. Power of Attorney as per Form VI of Section 5 (As per NIT duly signed by the bidders on stamp paper of Rs.100/- duly attested by Notary).
12. Curriculum Vitae of the "Key Personnel" as per Form VII of Section 5.

2.6.2 Financial Bid

Financial Bid shall comprise:

1. Financial Bid covering letter as per Form 1 of Section 6.
2. Financial Bid Forms as per Form FIN-1 and Form FIN-2 of Section 6.

2.6.3 Taxes

The Financial Bid should clearly estimate, as a separate amount, the taxes, duties, fees, levies and other charges as per applicable law, on the Implementation Agency as stated in the NIT. The Implementation Agency are responsible for meeting all tax liabilities arising out of the Contract.

2.7 Sub-contracting

The Implementation Agency shall not subcontract the whole of the Services to sub-Implementation Agency. However, subject to the restrictions outlined in this NIT Document, an Implementation Agency may propose sub-contracting a part of the contract for specialized items of services, provided such a sub-Implementation Agency does not circumvent the eligibility and qualification criteria based on which the Implementation Agency was shortlisted in the NIT process. The names and details of the sub-Implementation Agency must be clearly stated in the proposal submitted by the Implementation Agency.

Despite any approval of the Client for such arrangements, the Implementation Agency shall be solely and directly responsible for executing sub-contracted portions of the contract. The total value of the subcontracted portion of services must not exceed 25% (twenty-five percent) of the contract value. Sub-contracting by the Implementation Agency without the approval of the Client shall be a breach of contract.

2.8 Conflict of Interest

2.8.1 A Bidder shall not have a conflict of interest that may affect the Selection Process or the Services (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified.

2.8.2 DJB requires that the Implementation Agency provides professional, objective, and impartial advice and at all times hold DJB's interest paramount, avoids conflicts with other services or its own interests, and act without any consideration for future work. The Implementation Agency shall not accept or engage in any services that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the services in the best interests of DJB.

2.8.3 Some guiding principles for identifying and addressing Conflicts of Interest have been illustrated in this RFP. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

1. A constituent of such Bidder is also a constituent of another Bidder; or
2. Such Bidder has the same legal representative for purposes of this bid as any other Bidder; or
3. Such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the bid of either or each of the other Bidders; or
4. There is a conflict among this, and other projects of the bidder (including its personnel and sub-Implementation Agency) and any subsidiaries or entities controlled by such bidder or having common controlling shareholders. While providing Services to DJB for these particular services, the Implementation Agency shall not take up any services that by its nature will result in conflict with the present services; or
5. The Bidder, its parent company, subsidiary, affiliate, associate company, group company, key managerial personnel or any entity under common control shall not participate, directly or indirectly, in more than one Bid for the same Project.
6. The Bidder shall immediately disclose to DJB any actual, potential or perceived Conflict of Interest that may arise during the Bid Process or the Contract Period.
7. Any Conflict of Interest which, in the opinion of DJB, materially affects the Selection Process, fairness of competition, integrity of evaluation or performance of the Contract may result in rejection of the Bid, termination of the Contract, forfeiture of Bid Security or Performance Security, or any other action deemed appropriate by DJB.
8. The decision of DJB regarding the existence, nature or impact of any Conflict of Interest shall be final and binding on the Bidder.

2.9 Notices

All notices and other communications under this contract must be in writing and must either be mailed by registered mail with acknowledgement due or hand delivered with proof of it having been received. If mailed, all notices will be considered as delivered after 5 days of the notice having been mailed. If hand delivered, all notices will be considered, when received by the party ("Party", i.e.) to whom the notice is meant and sent for. All notices under this contract shall be sent to or delivered to the nodal person as specified by the Parties.

A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

2.10 Governing Law

The Contract shall be governed by and interpreted in accordance with laws of India. The Courts of Delhi shall have exclusive jurisdiction in all matters arising under this Contract.

2.11 Settlement of Disputes

DJB and the Implementation Agency shall make every effort to resolve amicably any disagreement or dispute arising out of or in connection with the Contract.

If the Parties fail to resolve such dispute or difference through mutual consultation within thirty (30) days from the date of commencement of such consultation, either Party may approach the courts of competent jurisdiction at Delhi for resolution of the dispute. For the purposes of this Clause, the date of commencement of the dispute shall be the date on which either Party issues a written communication to the other Party expressly stating the existence of a dispute.

There shall be no arbitration under this Contract. The Contract shall be governed by the laws of India and all disputes arising out of or in connection with the Contract shall be subject to the exclusive jurisdiction of the courts at Delhi.

2.12 Number of Bids

No Bidder shall submit more than one Bid Document for the Services. A Bidder shall not be entitled to submit another Bid.

2.13 Cost of Bid

The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Selection Process, including subsequent negotiation, visits to DJB, Project site etc. DJB will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.14 Acknowledgement by Bidder

2.14.1 It shall be deemed that by submitting the Bid, the Bidder has:

- a. Made a complete and careful examination of the NIT.
- b. Received all relevant information requested from DJB.
- c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the NIT or furnished by or on behalf of DJB.
- d. Satisfied itself about all matters, things and information, necessary and required for submitting an informed bid and performance of all of its obligations thereunder.
- e. Acknowledged that it does not have a Conflict of Interest.

2.14.2 DJB shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by DJB.

2.15 Right to reject any or all Bids

2.15.1 Notwithstanding anything contained in this NIT, DJB reserves the right to accept or reject any Bid or to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

2.15.2 Without prejudice, DJB reserves the right to reject any Bid if:

- a. At any time, a material misrepresentation is made or discovered, or
- b. The Bidder does not provide, within the time specified by DJB, the supplemental information sought by DJB for evaluation of the Bid.

2.15.3 If such disqualification/rejection occurs after the Bids have been opened and the Selected L1 Bidder gets

disqualified or rejected, DJB reserves the right to consider the next eligible bidder in accordance with the provisions of this NIT or take such other action as deemed appropriate

2.16 Clarifications

Bidders requiring any clarification on the NIT may send their queries to DJB through e-mail provided in NIT before the Bid Submission Date of queries mentioned in clause 1.7 (Schedule of Selection Process). The email subject shall clearly bear the following identification:

"Queries concerning Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board."

DJB reserves the right not to respond to any questions or provide any clarifications, at its sole discretion, and nothing shall be construed as obliging DJB to respond to any question or to provide any clarification.

2.17 Amendment of NIT

- 2.17.1** At any time prior to the last date for bid submission, DJB may, for any reason, whether at its own initiative or in response to clarifications requested by a bidder, modify the NIT document by the issuance of Addendum/ Amendment and posting it on the Portal.
- 2.17.2** All such amendments will be posted on the Portal along with the revised NIT containing the amendments and will be binding on all Bidders
- 2.17.3** In order to afford the Bidder a reasonable time for taking an Amendment into account, or for any other reason, DJB may, at its sole discretion, extend the Bid Submission Date.
- 2.17.4** The Implementation Agency may request a clarification of any part of the NIT during the period indicated in clause 1.7 before the Bid Submission Date. Any request for clarification must be sent in writing, or by standard electronic means, to the DJB's address indicated in the NIT.
- 2.17.5** DJB will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all Bidders who participate in the Prebid meeting/send queries.

2.18 Language of Bids and Correspondence

- 2.18.1** The Bid prepared by the Bidder and all correspondence and documents related to the Bid exchanged by the Bidder and DJB shall be in English.
- 2.18.2** Any document furnished by the Bidder may be in another language, as long as such document is accompanied by an English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.
- 2.18.3** If any document submitted by a Bidder is in a local language, then the English translation must be certified by an advocate and notarized.
- 2.18.4** If any document submitted by a Bidder is in a foreign language, then the English translation must be certified by the embassy/consulate/high commission of the relevant foreign country in India. Supporting materials which are not translated into English or certified/ notarized in accordance with this clause 2.19 may not be considered by DJB.

2.19 Format and Signing of Bids

- 2.19.1** The Bidder shall provide all the information sought under this NIT. DJB would evaluate only those Bids that are received in the specified forms and complete in all respects.

2.19.2 The Bidder shall submit Technical and Financial Bid online and upload the same before the Bid Submission Date on e- tender through Delhi Govt. website - <https://govtprocurement.delhi.gov.in>.

2.19.3 A copy of the Power of Attorney certified by Director of the Bidder and notarized by a notary public in the form specified in Form VI of Section 5 shall accompany the Bid.

2.19.4 Bidder/s should note the last date for bid submission. Except as specifically provided in this NIT, no supplementary material will be entertained by DJB, and that evaluation will be carried out only on the basis of Documents received by the closing time of bid submission. Bidders will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material, if submitted, will be summarily rejected.

2.20 Financial Bid

2.20.1 Bidders shall submit the Financial Bid online in the format specified in Section 6. In the event of any difference between figures and words, the amount indicated in words shall prevail. In the event of a difference between the corrected arithmetic total and the total shown in the Financial Bid, the lower of the two shall prevail.

2.20.2 While submitting the Financial Bid, the Bidder ensures the following:

- a) All costs associated with the Services shall be included in the Financial Bid. These normally cover payments for all the Personnel (in the field, office etc.), and, under reimbursement, cover - accommodation, air fare, equipment, printing of documents, office furnishing, communication and transportation cost etc. The total amount indicated in the Financial Bid shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial Bid, it shall be considered non-responsive and is liable to be rejected.
- b) The Financial Bid shall consider all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all direct taxes shall be deemed to be included in the costs shown under different items of the Financial Bid. The amount quoted by the Bidder shall be exclusive of GST and all the indirect taxes, which shall be quoted separately in BOQ.

2.21 Submission of Bid

2.21.1 The Bid shall be submitted online.

2.21.2 The rates quoted shall be firm throughout the period of performance of the services, unless provided for otherwise for certain situations in this NIT, up to and discharge of all obligations of the Implementation Agency under the Agreement.

2.22 Bid Submission Date

Bid should be submitted at or before the time for Bid Submission Date mentioned in the e-tender portal through Delhi Govt. website <https://govtprocurement.delhi.gov.in> provided in the manner and form as detailed in this RFP. DJB may, in its sole discretion, extend the Bid Submission Date by issuing an Addendum uniformly for all bidders.

2.23 Late Bids

Proposals received by DJB after the specified time on Bid Submission Date shall not be eligible for consideration and shall be summarily rejected.

2.24 Modification/Substitution/Withdrawal of Bids

2.24.1 The bidder may modify, substitute, or withdraw its Bid prior to Bid Submission Date. No Bid shall be modified, substituted, or withdrawn by the bidder after the Bid Submission Date.

2.24.2 Any alteration/modification in the Bid or additional information or material supplied subsequent to the Bid Submission Date, unless the same has been expressly sought for by DJB, shall be disregarded.

2.25 Earnest Money Deposit (EMD)

The Bidders shall submit EMD as specified in clause 1.4

2.25.1 The Selected Bidder's Bid Security shall be refunded after signing of the Agreement between DJB and the Implementation Agency.

2.25.2 Any Bid without prescribed EMD deposition/transaction receipt shall be rejected by DJB as non-responsive.

2.25.3 DJB shall not be liable to pay any interest on the EMD amount and the same shall be interest-free.

2.25.4 The Bidder, by submitting its Bid pursuant to this RFP, shall be deemed to have acknowledged that, without prejudice to DJB any other right or remedy hereunder or in law or otherwise, the EMD shall be forfeited and appropriated by DJB as the mutually agreed pre-estimated compensation and damage payable to Delhi Jal Board for, inter alia, the time, cost and effort of DJB in regard to the RFP, including the consideration and evaluation of the Bid under the following conditions:

- a. If a Bidder submits a non-responsive Bid.
- b. If a Bidder engages in any of the Prohibited Practices specified in clause 2.37 of this RFP.
- c. If a Bidder withdraws its Bid during the period of its validity as specified in this RFP and as extended by the Bidder from time to time.
- d. If the Bidder is found to have a Conflict of Interest as specified in clause 2.7.

It is to be noted Udyam-registered Micro and Small Enterprises (MSEs), and DPIIT-recognized Startups shall be eligible for exemption from payment of EMD, subject to submission of a valid Udyam Registration Certificate containing NIC code(s) that correspond to the nature and scope of the tendered work. In place of the EMD, such MSE bidders must submit a duly signed Bid Security Declaration in the prescribed format. Non-submission of a matching Udyam Registration Certificate and/or the required Bid Security Declaration shall render the bidder ineligible to claim MSE benefits under this tender

2.26 Performance Guarantee

2.26.1 The Bidder, by submitting its Bid pursuant to this RFP, shall be deemed to have acknowledged that, without prejudice to DJB's any other right or remedy hereunder or in law or otherwise, its Performance Guarantee shall be forfeited to DJB under the following conditions:

- a. If a Bidder engages in any of the Prohibited Practices specified in clause 2.37 of this RFP.
- b. If the Bidder is found to have a Conflict of Interest as specified in clause 2.7; and
- c. If the Selected Bidder commits a breach of the Agreement.

2.26.2 An amount equal to five percent (5%) of the awarded Contract Price shall be furnished by the Selected Bidder as Performance Security in accordance with the provisions of this RFP.

2.26.3 The Performance Security shall be in the form of Deposit at Call Receipt of any Scheduled Bank, Banker's Cheque of any Scheduled Bank, Demand Draft of any Scheduled Bank, Pay Order of any Scheduled Bank, Government Securities, Fixed Deposit Receipt, or Bank Guarantee issued by any Scheduled Bank or the State Bank of India in the prescribed format.

2.26.4 In the event the Selected Bidder fails to furnish the prescribed Performance Security within the period specified in the Letter of Acceptance, including any extension granted by DJB, the Earnest Money Deposit (EMD) shall stand forfeited automatically without any further notice.

2.26.6 Invocation and Release of Performance Security

Without prejudice to any other rights, remedies or contractual actions available to DJB, the Performance Security may be invoked, in whole or in part, in the event of:

- a) Failure to commence the Services within the prescribed timeline;
- b) Failure to achieve Implementation Milestones resulting in material delay or abandonment of the Project;
- c) Repeated non-compliance of Critical Core System Service Levels (CSSLs);
- d) Failure to implement an approved Performance Improvement Plan (PIP);
- e) Repeated Service Integrity Violations, including tanker refusal, route manipulation, false delivery reporting, quantity manipulation, concealment of shortages or deliberate service disruption;
- f) Repeated unreported quantity shortfall events;
- g) Proven collusion, cartelisation or deliberate manipulation of tanker operations;
- h) Material breach of the Contract; or
- i) Any other circumstance expressly permitting such invocation under the Contract.

The Performance Security shall be returned after successful completion of the Contract, satisfactory fulfilment of all contractual obligations, completion of Exit Management obligations (if applicable), and settlement of all dues, deductions, recoveries, retentions and claims arising under the Contract.

2.27 Selection Process

2.27.1 Evaluation of Bids

- a. Bids for which a notice of withdrawal has been submitted in accordance with clause 2.23 shall not be opened.
- b. DJB reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by DJB in respect of such Bids.
- c. . The Technical Bids shall be evaluated first. Only those Bidders who achieve the Minimum Technical Qualifying Score prescribed in this RFP shall be declared Technically Qualified. The Financial Bids of only such Technically Qualified Bidders shall be opened for Financial Evaluation. DJB will not entertain any query or clarification from Bidders in this regard
- d. To facilitate evaluation of Bids, DJB may at its sole discretion, seek clarifications from any Bidder regarding its Bid. Such clarification(s) shall be provided within the time specified by DJB for this purpose. Any request for clarification(s) and all clarification(s) in response there to shall be in writing.
- e. Bidders will be required to make a presentation to DJB on their Approach and Methodology. This presentation will form a part of the evaluation. The Presentation shall be evaluated strictly in accordance with the Technical Evaluation Criteria and Marks specified in this RFP
- f. DJB reserves the right to verify any information, project credentials, infrastructure facilities, technical capabilities, OEM arrangements, implementation experience, support facilities, command center facilities, development centres, NOC/SOC facilities or any other claims made by the Bidder at any stage of the Selection Process. For this purpose, DJB may undertake site visits, inspections, client references check, demonstrations or any other verification considered necessary. Any information found to be false, misleading or materially inconsistent with the Bid may result in rejection of the Bid or disqualification of the Bidder
- g. Bidders are advised that Selection shall be entirely at the discretion of DJB.
- h. Bidders shall be deemed to have understood and agreed that DJB shall not be required to provide any explanation or justification in respect of any aspect of the Selection Process.
- i. Any information contained in the Bid shall not in any way be construed as binding on DJB, its agents, successors or assigns, but shall be binding against the Bidder if the Services is subsequently awarded to it
- j. The Technical Bid shall not include any financial information. A Technical Bid containing material financial information shall be declared non-responsive
- k. The Technical Evaluation shall be carried out only for determining the responsiveness and technical qualification of the Bidder.
- l. The Technical Score shall be used solely for determining compliance with the technical qualification requirements prescribed in this NIT and shall not carry any weightage in the final ranking, evaluation or selection of the Successful Bidder

- m. The Contract shall be awarded to the Technically Qualified Bidder quoting the Lowest Evaluated Financial Bid (L1) in accordance with the Least Cost Selection (LCS) methodology.

2.27.2 Implementation Agency shall not propose alternative Key Personnel. Only one CV shall be submitted for each Key personnel position. Failure to comply with this requirement will make the Proposal non-responsive.

2.27.3 Variations are not allowed.

2.27.4 Scoring Criteria:

In the first stage of evaluation, the Technical Bid will be evaluated on the basis of Bidder's experience, its understanding of TOR, proposed methodology and Work Plan, and the experience of Key Personnel. Only those Bidders whose Technical Bids score 70 marks or more out of 100 shall be considered Technically Qualified. The Technical Evaluation shall be conducted solely for determining technical responsiveness and qualification. Final selection shall be based on the Lowest Evaluated Financial Bid (L1) among the Technically Qualified Bidders.

The scoring criteria to be used for technical evaluation shall be as follows:

Sr. No.	Parameter	Criteria	Documents Required	Max Marks
1	Similar Work Experience	1 Project = 5 Marks 2 Projects = 10 Marks 3 or More Projects = 15 Marks Here Minimum Project Value is 5 crores	Work Orders/Agreements together with Completion, Go-Live, Operational Acceptance, Performance or Client Certificates (for ongoing if no completion certificate available)	15
2	Value of Similar Works Implemented	₹10 Cr to < ₹20 Cr = 4 Marks ₹20 Cr to < ₹40 Cr = 7 Marks ₹40 Cr and above = 10 Marks	Work Orders/Agreements and supporting documentary evidence	10
3	Government / PSU / Utility Experience in Similar Work	1 Project = 5 Marks 2 Projects = 10 Marks 3 or More Projects = 15 Marks	Work Orders/Agreements together with supporting certificates	15
4	Water Utility Domain Experience	1 Project = 5 Marks 2 Projects = 8 Marks 3 or More Projects = 10 Marks	Work Orders/Agreements together with supporting certificates	10
5	Proposed Key Personnel	Project Manager = 5 Marks Solution Architect / Technical Lead = 5 Marks Integration / IoT Lead = 5 Marks	CVs, Certifications and Experience Documents	15
6	Quality & Process Certifications	Minimum Eligibility Certifications = 3 Marks CMMI Level 3 or above + ISO 9001 + ISO 27001 = 4 Marks CMMI Level 5 + ISO 9001 + ISO 27001 + One Additional Relevant Certification = 5 Marks	Valid Certificates	5
7	Proposed Solution	Understanding of Tanker	Technical Proposal, Architecture	30

	& Technical Approach	Operations = 5 Marks Functional Solution Design = 8 Marks Architecture, Security & Scalability = 6 Marks Integration Strategy = 5 Marks Implementation Methodology & Project Plan = 3 Marks Risk Mitigation & Business Continuity = 3 Marks	Documents, Methodology Documents and Presentation	
--	---------------------------------	--	---	--

Technical Evaluation Criteria

The Technical Evaluation shall be conducted in accordance with the following criteria:

Evaluation Notes

- a) Marks shall be awarded only on the basis of documentary evidence submitted by the Bidder and found acceptable by DJB.
- b) A project may be considered under more than one evaluation parameter, provided the documentary evidence demonstrates compliance with the respective requirements.
- c) Completed Projects and Ongoing Projects shall be treated equally for Technical Evaluation, provided the Ongoing Project satisfies the definition prescribed under this RFP and has achieved Go-Live and operational status as on the Bid Submission Date.
- d) Projects where only a Work Order has been issued without commissioning, operationalization or Go-Live shall not be considered for Eligibility or Technical Evaluation.
- e) DJB reserves the right to independently verify any project credential, project scope, project value, implementation status, Go-Live status, operational status, client reference or performance credential submitted by the Bidder and may seek clarification directly from the concerned client organization. The decision of DJB in this regard shall be final and binding.
- f) The Minimum Technical Qualifying Score shall be 70 Marks out of 100. Only those Bidders achieving the Minimum Technical Qualifying Score shall be declared Technically Qualified and considered for Financial Evaluation.
- g) The Technical Score shall be used solely for determining technical qualification and, where applicable, tie-breaking purposes, and shall not carry any weightage in the financial evaluation or final selection process

2.27.5 Minimum Technical Score required to qualify technical evaluation is 70 marks out of 100. A Bid will be considered unsuitable and will be rejected at this stage, if it does not respond to important aspects of NIT document and the Terms of Reference or if it fails to achieve the Minimum Technical Score. Financial Bid of those Bidders, who fail to meet Minimum Technical Score, shall not be opened.

2.27.6 The Bidder will work closely with DJB to co-ordinate and facilitate visits, conferences and other opportunities for exposure to new projects and ideas for DJB officials. All travel-related expenses including reimbursement for air/train/bus travel, accommodation, daily allowances and other associated costs will be in accordance with DJB's established rules and guidelines. Reimbursement will be processed following the prior approval of the competent authorities within DJB.

2.27.7 DJB reserves the right to modify the eligibility criteria, evaluation criteria, methodology, minimum

technical score or any other provision relating to the Selection Process through an addendum or corrigendum issued prior to the Bid Submission Date. Bidders securing the Minimum Technical Score prescribed in this NIT shall be declared Technically Qualified and shall be intimated of the date and time of opening of the Financial Bids, which shall also be displayed on the Delhi Government e-Procurement Portal (<https://govtprocurement.delhi.gov.in>)

2.27.8 Abnormally Low, Unbalanced or Front-Loaded Bids:

Where a Financial Proposal appears to be abnormally low, substantially unbalanced, front-loaded, or otherwise indicative of pricing that may adversely affect the Bidder's ability to perform the Contract in accordance with the requirements of this NIT, the Procuring Entity may require the Bidder to furnish a detailed price analysis, cost justification, resource deployment plan, methodology of execution, break-up of costs, or any other information considered necessary.

The Bidder shall provide the requested information within the time specified by the Procuring Entity. Failure to furnish satisfactory justification may render the Bid non-responsive and liable for rejection

Upon examination of the information furnished by the Bidder, the Procuring Entity may:

- a) accept the Financial Proposal.
- b) seek additional clarifications or supporting information.
- c) require additional assurances relating to contract performance, where permitted under applicable rules; or
- d) reject the Proposal if the Bidder fails to satisfactorily demonstrate its capability, technical resources, manpower deployment capability, financial viability, or ability to perform the Contract at the quoted price

The decision of the Procuring Entity regarding the acceptability of any explanation, justification, or supporting information furnished by the Bidder shall be final and binding.

Evaluation of Financial Bid and Selection Of Successful Bidder:

Only those Bidders who are declared Technically Qualified shall have their Financial Bids opened and considered for evaluation.

For the purpose of financial evaluation, the amount quoted against Sl. No. 3 of Form FIN-2, namely the Grand Total (excluding GST), shall be treated as the Evaluated Financial Quote and shall represent the Total Cost of Ownership (TCO) for the entire Contract Period.

GST shall be excluded from the financial evaluation and shall not be taken into account for determining the evaluated bid value.

The Technical Score shall be used only for technical qualification and, where applicable, tie-breaking purposes, and shall not carry any weightage in financial ranking or final evaluation

The Successful Bidder shall be selected under the Least Cost Selection (LCS) methodology. The Bidder offering the lowest Evaluated Financial Quote shall be ranked as L1 and shall be considered for award of the Contract, subject to compliance with the requirements of this RFP, acceptance of all applicable terms and conditions, and approval by the Competent Authority.

In the event two or more Bidders quote the same Lowest Evaluated Financial Quote, the Bidder securing the higher Technical Score shall be ranked higher. If such tie persists, the Bidder having the higher average annual turnover for the three financial years considered under the Financial

Capacity criterion shall be ranked higher. If the tie still persists, the decision of DJB shall be final and binding

These tie-breaking provisions shall be applicable only in cases where two or more technically qualified Bidders have quoted the same Lowest Evaluated Financial Quote

Where any arithmetic discrepancy is identified in a Financial Bid, DJB may correct such discrepancy and the corrected amount shall be considered for evaluation. The decision of DJB in this regard shall be final and binding.

The decision of DJB regarding evaluation of Financial Bids shall be final and binding on all Bidders

2.28 Clarification of Proposals and Shortfall Documents:

- 2.28.1** During the evaluation of Technical or Financial Proposals, the Client may, at its discretion, but without any obligation to do so, ask the Implementation Agency to clarify its Proposal by a specified date. The Implementation Agency should answer the clarification within that specified date (or, if not specified, 7 days from receiving such a request). The request for clarification shall be submitted in writing or electronically, and no change in prices or substance of the Proposal shall be sought, offered, or permitted that may grant any undue advantage to such Implementation Agency. Any clarification submitted by an Implementation Agency regarding its Proposal that is not in response to a request by the Client shall not be considered.
- 2.28.2** The Client reserves its right to, but without any obligation to do so, seek any shortfall information/ documents only in case of historical documents which preexisted at the time of the Proposal Opening and which have not undergone change since then and do not grant any undue advantage to any Implementation Agency. There is a provision on the portal for requesting Short-fall documents from the Implementation Agency. The system allows taking the shortfall documents from Implementation Agency only once after the technical Proposal opening.
- 2.28.3** If the Implementation Agency fails to provide satisfactory clarification and/or missing information, its RFP shall be evaluated based on available information and documents.

2.29 Contacting Client during the Evaluation

From Proposal submission to awarding of the contract, no Implementation Agency shall contact the Client on any matter relating to the submitted Proposal. If an Implementation Agency needs to contact the Client for any reason relating to this tender and/ or its Proposal, it should do so only in writing or electronically. Any effort by an Implementation Agency to influence the Client during the processing of Proposals, evaluation, Proposal comparison or award decisions shall be construed as a violation of the Code of Integrity and the Proposal shall be liable to be rejected as non-responsive.

2.30 Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising DJB in relation to matters arising out of or concerning the Selection Process. DJB shall treat all information submitted as part of the Bid, in confidence and shall require all those who have access to such material to treat the same in confidence. DJB may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or DJB or as may be required by law or in connection with any legal process.

2.31 Appointment of Implementation Agency

2.31.1 Services Award

After selection, a Letter of Acceptance (the "LOA") shall be issued, in duplicate, by DJB to the Selected Bidder and the Selected Bidder shall, within 10 (Ten) working days of the receipt of the LOA, sign and return the dupli-

cate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, DJB may, unless it consents to extension of time for submission thereof, forfeit the EMD of such Bidder.

The selected Bidder will be required to furnish performance guarantee as per clause 2.25 within the period specified in the Letter of Acceptance.

2.31.2 Execution of Agreement

After acknowledgement of the LOA and submission of Performance Guarantee as aforesaid by the Selected L1 Bidder, DJB shall execute the Agreement within the period of 15 working days. The Selected L1 Bidder shall not be entitled to seek any deviation in the Agreement.

2.31.3 Commencement of Services

The Implementation Agency shall commence the Services within 7 (seven) working days of the date of the Agreement. If the Implementation Agency fails to either sign the Agreement as specified in clause 2.30.2 or not commence the services as specified herein, the EMD of the bidder shall be forfeited and appropriated in accordance with the provisions of clause 2.26.

2.32 Liquidated Damages for delay

In the event of delay attributable to the Implementation Agency in achieving an Implementation Milestone specified under Clause 3.7, Liquidated Damages (LD) shall be levied at the rate of **0.5% of the Implementation Cost component of the Contract Price per week of delay or part thereof**, subject to a maximum of **10% of the Implementation Cost component**.

For the avoidance of doubt:

- a) Liquidated Damages under this Clause shall apply only during the **Implementation Phase** prior to Operational Go-Live.
- b) Upon Operational Go-Live, performance shall be governed by the **Service Level Framework under Clause 3.9**, and applicable CSSL deductions, OPSL deductions and CEKPI retentions shall apply.
- c) No Liquidated Damages shall be imposed for matters already addressed through SLA deductions under Clause 3.9 so as to avoid double recovery for the same event.
- d) Where delay in an intermediate milestone is subsequently recovered and the overall implementation timeline is achieved within the approved schedule, DJB may, at its discretion, waive or suitably adjust the Liquidated Damages imposed for such intermediate milestone delay.
- e) The aggregate Liquidated Damages applicable under this Clause shall not exceed ten percent (10%) of the Implementation Cost component of the Contract Price.
- f) Imposition of Liquidated Damages shall not relieve the Implementation Agency from completing the delayed Deliverable, Milestone or Service.

2.33 Proprietary data

- 2.33.1** Subject to the provisions of clause 2.32 all documents and other information provided by DJB or submitted by a Bidder to DJB shall remain or become the property of DJB. Bidder and the Implementation Agency, as the case may be, are to treat all information as strictly confidential. DJB will not return any Bid, or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Implementation Agency to DJB in relation to the Services shall be the property of DJB.
- 2.33.2** The Implementation Agency shall not, without the prior written consent of DJB:
- a. Disclose, share, or reproduce the confidential information, in whole or in part, to any third party.
 - b. Use confidential information for any purpose other than the performance of duties under these services.
 - c. Retain any copies of confidential information upon completion or termination of the engagement.
- 2.33.3** The Implementation Agency shall adopt all necessary administrative, technical, and physical safeguards to prevent unauthorized access, disclosure, misuse, or loss of confidential information.
- 2.33.4** Upon completion or termination of the Services, the Implementation Agency shall return all physical and digital confidential information to DJB and shall certify in writing that no copies (physical or electronic) have been retained.
- 2.33.5** Any unauthorized use or disclosure of confidential information by the Implementation Agency shall constitute a material breach of this Agreement. In such an event, DJB reserves the right to:
- a. Immediately terminate the contract without further liability.
 - b. Initiate legal proceedings, including but not limited to civil or criminal action, under applicable laws.

2.34 Indemnity

The Implementation Agency shall, subject to the provisions of the Agreement, indemnify DJB for an amount not exceeding the value of the Agreement for any direct loss or damage that is caused due to any deficiency in services.

2.35 Fraud and Corrupt Practices

- 2.35.1** The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DJB shall reject a Bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, DJB shall, without prejudice to its other rights or remedies, forfeit and appropriate the Bid Security or Performance Guarantee, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to DJB for, inter alia, time, cost and effort of DJB, in regard to the RFP, including consideration and evaluation of such Bidder's Bid.
- 2.35.2** Without prejudice to the rights of DJB herein above and the rights and remedies which DJB may have under the LOA or the Agreement, if an Bidder or Implementation Agency, as the case may be, is found by DJB to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Bidder or Implementation Agency shall not be eligible to participate in any tender or RFP issued by DJB during a period of 2 (two) years from the date such Bidder or Implementation Agency, as the case may be, is found by DJB to have directly or through an agent, engaged or indulge in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 2.35.3** For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- A. “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of DJB who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the dates such official resigns or retires from or otherwise ceases to be in the service of DJB, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical Implementation Agency/adviser of DJB in relation to any matter concerning the Project;
- B. “Fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
- C. “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process.
- D. “Undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by DJB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- E. “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2.36 Miscellaneous

2.36.1 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Court in the State in which DJB has its headquarters shall have exclusive jurisdiction overall disputes arising under, pursuant to and/or in connection with the Selection Process.

2.36.2 DJB, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- a. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto.
- b. consult with any Bidder in order to receive clarification or further information.
- c. Retain any information and/or evidence submitted to DJB by, on behalf of and/or in relation to any Bidder; and/or.
- d. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- e. It shall be deemed that by submitting the Bid, the Bidder agrees and releases DJB, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

2.36.3 DJB reserves the right to make inquiries with any of the Client/ Authority for projects listed by the Bidders in their previous experience record.

3 SECTION 3 - TERMS OF REFERENCE (TOR)

3.1 Background

Tanker-based water supply in Delhi is currently coordinated through a mix of manual processes, telephonic requests, and locally maintained records across ward and zonal offices, resulting in limited real-time visibility, delayed response, duplication of requests, and difficulty in verifying delivery. DJB intends to digitize the complete lifecycle of a water-tanker request from citizen intimation through allocation, dispatch, live tracking, and delivery verification through the ISWTMS, and to provide stakeholders with a real-time dashboard for monitoring, analytics, and decision-making.

This RFP covers the design, development, supply, integration, testing, deployment and Operations & Maintenance (O&M) of the IT / software / technology components required to realize this system.

3.2 Objectives

- Establish a single, omnichannel software platform through which citizens and institutions can raise water-tanker requests via AI chatbot, web portal, call centre, WhatsApp, ward/zonal office entry, or other digital modes etc.
- Automate request registration, de-duplication, geo-tagging, categorization, prioritization, and SLA assignment.
- The bidder shall integrate with DJB's existing software system developed(**Refer Annexure-E for your Reference**) for the Tanker/Driver Management System, using the data frame already included in the tender. The bidder shall identify gaps and propose the most suitable integration solution to fully meet the objectives of this RFP.
- At present, GPS-based tracking of water tankers is being monitored through software operated by an existing vendor. In Phase 1, DJB requires that this monitoring be transitioned to a dedicated software system to be delivered by the bidder, who will also create the associated dashboards and related modules.
- In the event of termination, cancellation, or closure of the existing vendor's contract, the bidder shall develop the complete GPS-based monitoring technology and integration to achieve the overall objectives of this tender.
- The tender emphasizes that, if GPS devices are to be installed by the bidder, a separate line item shall be included in the BOQ for the rates of the GPS system. However, the IT system shall be designed to support integration with both existing and new GPS-based solutions.
- Deploy an Intelligent Tanker Allocation Engine that identifies the nearest available tanker, verifies capacity and driver availability, selects the optimal filling point, and computes the most efficient route in real time.
- Digitize filling-point operations through software integration with GPS tracking, QR codes, and IoT water-level sensors.
- Enable software-side integration with GPS tracking, route navigation, a panic/SOS button, and ANPR/CCTV-based identification on tankers.
- Enable live monitoring of tanker movement with geo-fencing, route-deviation and unauthorized-stop alerts, and ETA prediction.
- Introduce digital delivery verification through OTP/QR confirmation, geo-tagged photographs, digital acknowledgement, and time-stamped delivery records.
- Provide a Unified Command and Control Centre (UCC) software & dashboard giving DJB real-time visibility of tanker status, filling-point availability, demand vs. supply, SLA compliance, alerts, complaints, and analytics.
- Build an Integration Layer (API Gateway) connecting the grievance system, driver mobile application, call centre, CRM, and notification services (SMS/Email/WhatsApp/Push) with the core platform.

- Establish and operate a secure, scalable, and resilient application/data layer on DJB's own (or empanelled Government) cloud infrastructure, with integrated application, data, security, governance, and business-continuity/disaster-recovery capabilities.

3.3 In-Scope IT Components

The Implementation Agency (IA) shall be responsible for the design, development, supply, installation, integration, testing, deployment, and O&M of the following IT components:

- Multi-channel citizen request intake and omnichannel integration (AI Chatbot, Web Portal, Call-Centre CTI/IVR integration, WhatsApp Business API, ward/zonal-office entry application, institutional/bulk request module).
- Unified Command and Control Centre (UCC) — request-processing workflow engine.
- Intelligent Tanker Allocation Engine (routing/optimization software).
- Filling Point Management software (geo-tagging, QR code generation/validation, IoT sensor data ingestion and dashboards).
- Smart Tanker Operations software stack: GPS/AVL device integration, driver mobile application, turn-by-turn navigation, ANPR software/analytics, RFID/QR-based validation, panic/SOS button integration, filling-point automation integration, and associated technology infrastructure including GPS units, tablets/handheld devices, ANPR cameras, boom barriers, flow meter integrations and related field devices required for automated tanker dispatch and filling operations (Refer Annexure F)
- Live Monitoring & Control module (geo-fencing, route-deviation/unauthorized-stop alerts, ETA prediction, live map-based dashboards).
- Delivery Verification module (OTP/QR verification, geo-tagged photo capture, e-acknowledgement, time-stamping).
- UCC Dashboard application for command-centre staff and DJB management, including CCTV video-wall software integration.
- Integration Layer / API Gateway connecting existing grievance systems, driver app, call centre, CRM, and notification services (SMS/WhatsApp/Email/Push), including a unique URL-based tracking link for citizens to monitor tanker location and ETA.
- Cloud/data-centre application hosting, database, security, IAM/RBAC, encryption, audit/compliance, backup, and DR architecture.
- Supply and commissioning of core IT hardware directly required for system operation: servers (if on-premises/hybrid), networking equipment, workstations/kiosks for UCC and control-room registration counters, CCTV cameras and VMS software, IoT sensors, GPS/AVL units, ANPR cameras on entry / exit points integrated with Boom Barrier etc. , and handheld/mobile devices for field staff.
- Change management, end-user training, handholding, and post-go-live application support.
- Deployment of skilled IT/technical/operations personnel (minimum 40 nos., indicative) at the Emergency Workstation and UCC for system operation, data entry, monitoring and technical support/helpdesk etc. —.

In addition to the software integration described above, the bidder shall enable digital access to water through flow meters and facilitate RFID card– or QR code–based water dispensing from the bay. The system shall ensure smooth, spill-free dispensing of water from the bay to the water tanker, preferably through an automatic mechanized system that fills the tanker to the desired level without spillage.

The water-filling process shall operate as follows:

- An ANPR camera shall read the water tanker's number plate and automatically open the boom barrier for entry.
- Upon entering the premises, the driver shall be informed of the exact delivery location and the bay number from which the required water is to be drawn.
- The tanker shall be positioned precisely at the designated bay. Using RFID or any other suitable IT technology, the driver app shall have a QR code and on scanning the QR code to register entry with the bay's data logger.
- Water supply from the bay hose shall be enabled only after confirmation. The bay hose shall be designed to automatically align with and enter the tanker's inlet (head/mouth) and, upon confirmation, dispense the desired quantity of water.
- All water dispensed from the bay shall be accurately quantified through flow meters.
- After filling, the driver shall be allowed to exit the tanker area.

Through GPS mapping or the driver mobile app, the driver shall be guided to the delivery location. The concerned user/beneficiary shall receive the driver's contact number and other relevant details directly via SMS, WhatsApp message, or through the app.

This methodology shall be both for DJB water tanker / Private water tankers. In case any new water tanker with flow meters etc. is also be deployed, the software shall enable the integration with overall one Bus system.

The tanker driver shall record the proof of delivery through the mobile app.

While driver payments are currently based on the distance covered under DJB practice, the bidder shall propose innovative ideas for payment mechanisms and proof-of-delivery validation for tankers.

The entire system shall be neat, clean, and effective, ensuring seamless integration of the existing system with the new system and delivering an enriched experience for customers/citizens using the tanker delivery service.

3.4 Functional Requirements

3.4.1 Multi-Channel Request Intake

3.4.1.1 Agency Call Centre Operations. The Selected Implementation Agency shall, at its own cost and risk, establish, operate, maintain and manage a dedicated Call Centre and related backend support infrastructure for the Integrated Smart Water Tanker Management System (ISWTMS) throughout the Contract Period. The citizen-facing telephonic channel for tanker-related requests, complaints, enquiries and service interactions shall exclusively be DJB's designated helpline number 1916, or such other public helpline as may be notified by DJB from time to time. The Implementation Agency shall not publicize, advertise, publish, notify or use any separate public telephone number for receiving citizen requests unless specifically approved in writing by DJB.

The Agency Call Centre shall provide backend call handling, request processing, tracking, monitoring, escalation and operational coordination services in respect of requests received through 1916 and other channels authorized by DJB.

The scope of the Agency Call Centre shall include provision and management of all premises, infrastructure, hardware, software, telephony systems, IVR, CTI integration, telecom connectivity, call recording facilities, manpower, supervision, training, reporting systems and all other resources necessary for performance of the Services.

The Implementation Agency shall be solely responsible for staffing, operation, maintenance, service quality, statutory and regulatory compliance, labour law compliance, data protection, uptime, business continuity, performance of personnel and achievement of all Service Levels prescribed under the Contract.

DJB shall have no financial, operational, contractual, employment-related or other liability whatsoever in relation to

the establishment, operation, management, staffing, administration, telecom arrangements, operational expenses, statutory compliances or performance of the Agency Call Centre. Any failure, interruption, deficiency, omission, delay or non-performance of the Agency Call Centre or related facilities shall be solely attributable to the Implementation Agency and shall be dealt with in accordance with the applicable SLA, penalty and other provisions of the Contract.

The Agency Call Centre shall be fully integrated with the ISWTMS platform, Unified Command and Control Centre (UCC), CRM, notification services and such other systems as may be specified by DJB for real-time processing, monitoring and management of tanker-related requests.

3.4.1.2 Dedicated Operational Coordination Number

The Implementation Agency shall obtain, maintain and operate, at its own cost and risk, a dedicated unified contact number exclusively for operational coordination with DJB under the Project.

Such number shall be used only for communication between DJB and the Implementation Agency and shall not be used for receipt of citizen requests, complaints or enquiries.

The said number shall not be disclosed, advertised, published or promoted for public use without prior written approval of DJB. Citizens shall continue to use DJB's designated helpline number 1916 or such other public helpline as may be notified by DJB from time to time for tanker-related requests, complaints and enquiries.

All costs, risks and responsibilities associated with such dedicated operational coordination number shall be borne solely by the Implementation Agency.

3.4.1.3 Citizen Request Escalation Framework

The Implementation Agency shall establish, implement and maintain a structured escalation mechanism for monitoring, tracking and timely handling of all tanker-related requests and complaints received through the channels authorized by DJB. Every request shall be assigned a unique system-generated reference number and shall be tracked through the ISWTMS from registration until verified closure.

The Implementation Agency shall ensure that all pending requests are continuously monitored and escalated in accordance with the following matrix:

SI No	Escalation Level	Timeline from Registration	Responsible Authority	Action Proposed
1	Level 1	Within 1 Hour	Agency Call Centre Executive	Registration, validation and forwarding of request
2	Level 2	Within 2 Hour	Agency Supervisor / Dispatcher	Tanker allocation and dispatch initiation
3	Level 3	Within 3 Hour	Agency Operations Manager / UCCC Manager	Review and resolution of pending cases
4	Level 4	Within 4 Hour	Agency Project	Ensure comple-

			Manager / Authorized DJB Nodal Officer	tion of delivery within pre-scribed TAT and monitor pending requests
5	Level 5	Upon breach of pre-scribed Delivery TAT	Agency Project Manager and DJB Authorized Officer	Review of delay, corrective action and reporting

All escalation actions, timestamps, assignments, interventions, status updates and closure records shall be automatically captured and retained within the ISWTMS audit trail and shall be made available to DJB for monitoring, reporting, inspection and audit purposes.

This Clause establishes only the operational escalation workflow. The applicable delivery time-lines, service levels, performance measurement methodology, SLA compliance requirements, penalties, deductions, Performance Improvement Plan (PIP) requirements and consequences of non-performance shall be governed exclusively by Clause 39 (Service Level Framework) and other applicable provisions of the Contract. In the event of any inconsistency, the provisions of Clause 3.9 shall prevail.

3.4.2 UCCC – Request Processing

Every incoming request shall be intelligently processed and routed to the correct operational zone through automated steps followed by request registration, AI-based duplicate removal, geo-tagging of the request location, categorization by type/nature of issue, priority and SLA assignment based on category and impact, and allocation to the relevant operational zone.

Output: a clean, accurate, and prioritized request ready for smart allocation.

3.4.3 Intelligent Tanker Allocation Engine

The system shall use smart algorithms to identify the best available resources, optimize the dispatch plan, and prioritize urgent cases, including identification of the nearest available tanker in real time; checking vehicle capacity and suitability; selection of the most suitable filling point based on distance, availability and capacity; route optimization for shortest/fastest delivery; verification of driver availability and compliance before dispatch; and prioritization of emergency/high-priority cases.

3.4.3.1 Delivery Point Allocation and Management

- 1) DJB shall identify, approve and provide the fixed delivery points, service locations, designated supply points, institutions, localities or other delivery destinations to be serviced under the Project.
- 2) The Implementation Agency shall be responsible for planning, scheduling, allocation, monitoring and management of tanker deliveries to such delivery points through the ISWTMS.
- 3) The Implementation Agency shall ensure that tanker deployment, route planning, dispatch monitoring, delivery verification and closure of requests are carried out in accordance with the delivery points approved by DJB.

- 4) The Implementation Agency shall not alter, create, delete or modify any approved delivery point without the prior written approval of DJB.
- 5) Any addition, deletion, relocation or modification of delivery points shall be undertaken only upon instructions issued by DJB from time to time.

3.4.3.2 Tanker Trip Optimization and Delivery

- 1) At present, Delhi Jal Board (DJB) provides water tanker services through departmental and hired tankers operating from designated Emergency Centres across Delhi. Tanker deployments presently include supply at fixed and predetermined delivery points identified by DJB, scheduled and routine water supply operations, emergency deployments arising from short supply or system breakdowns, and tanker requests or complaints received through DJB Helpline 1916 and other authorized channels.
- 2) The Implementation Agency shall design, configure, implement and operate the Intelligent Tanker Allocation Engine to optimize tanker utilization, routing and deployment across all categories of demand, including:
 - a) Fixed and predetermined delivery points notified by DJB;
 - b) Scheduled and routine tanker deployments;
 - c) Citizen requests and complaints registered through authorized channels;
 - d) Institutional, community and bulk supply requirements; and
 - e) Emergency, priority or special deployments directed by DJB.

The solution shall continuously evaluate tanker availability, tanker capacity, pending requests, complaint locations, fixed delivery obligations, filling point availability, delivery priorities, route conditions, travel distances, estimated travel times and applicable service timelines for the purpose of optimizing tanker trips and maximizing operational efficiency.

- 3) The system shall support intelligent scheduling and clubbing of fixed-point deliveries, complaint-based deployments and request-based deliveries, wherever operationally feasible and approved by DJB, so as to minimize non-productive travel, reduce turnaround time, improve tanker utilization and enhance service delivery.
- 4) The Intelligent Tanker Allocation Engine shall maintain complete digital records of tanker allocation decisions, routes, trip utilization, delivery locations, requests served, complaints attended, delivery verification and trip completion status, and such records shall be available for monitoring, reporting, analytics and audit purposes.

3.4.3.3 Dynamic Route Optimization

The ISWTMS shall provide a Route Management Module and route optimization tool for defining, assigning, monitoring, and managing tanker routes. The system shall support AI-based optimized route generation, real-time vehicle monitoring, route deviation detection and alerts, and maintenance of complete route history through configurable reports including History Reports, Trip-wise Reports, and Route Deviation Reports, to facilitate efficient and effective tanker operations

3.4.3.4 Role of DJB Junior Engineer (JE) in Tanker Operations:

- 1) The concerned DJB staff shall monitor tanker operations, verify delivery records and examine requests and complaints relating to non-delivery, short delivery, delayed delivery, route deviation, unauthorized stoppage, non-performing tankers or any other operational deficiency.
- 2) The DJB staff may inspect tanker operations, verify citizen complaints and record observations in the ISWTMS. In cases of repeated complaints, poor performance, non-compliance with deployment instructions, service deficiencies or operational misconduct, the DJB staff may raise a request through the ISWTMS for warning, suspension, replacement, withdrawal or disengagement of the concerned tanker for consideration by the Competent Authority.
- 3) The ISWTMS shall provide workflow-based functionality for submission, review, approval and tracking of requests relating to tanker performance monitoring, complaint verification, suspension, replacement and disengagement of tankers, together with complete digital records and audit trails of all actions taken.
- 4) Any suspension, replacement or disengagement of a tanker shall be subject to approval by the Competent Authority of DJB in accordance with the applicable contract and operational procedures.

3.4.4 Filling Point Management

- Geo-tagging and unique QR codes for each filling point (software layer).
- Integration with IoT-based real-time water-level sensors.
- Water-availability verification and digital validation of filling activity.
- RFID/QR-based tanker authentication and validation for filling authorization
- Real-time monitoring of filling-bay availability, filling activity and water dispensed
- Digital recording of tanker-wise filling transactions including quantity, date, time and filling point details
- Integration with flow meters for measurement and recording of water dispensed during each filling transaction
- Geo-tagging of DJB Filling Locations/Water Emergencies shall be carried out by capturing Latitude/Longitude coordinates. The filling location/water emergency shall be considered as the starting and end point of a round trip performed by water tankers, and the system shall generate daily and monthly water-emergency-wise tanker trip reports

3.4.5 Smart Tanker Operations

- GPS tracking of every tanker.
- GPS tracking data shall be refreshed at intervals not exceeding thirty (30) seconds and shall be available in real time through the monitoring dashboard
- Integrated Driver mobile application showing tanker ID, assigned route/ward-zone, and live status.
- Turn-by-turn route navigation; software integration with ANPR camera feeds for identification and auto-selection of filling bay; live filling-station data (quantity in UGR, filling-station status, filled status, etc.).
- Panic/SOS button integration for driver safety (software + device integration).
- Integration with filling-point automation systems including assigned filling point details, authorization status, quantity filled and dispatch confirmation

- Automated alerts shall be generated in case of device tampering, GPS disconnection, prolonged communication loss or unauthorized removal of tracking equipment
- The system shall maintain complete journey history and route playback functionality for each tanker.

3.4.6 Live Monitoring & Control

- Live GPS tracking on a map-based interface. GPS should be robust in such a way that at any time if the tracker device is disconnected / tampered / detached from vehicle, alert should be generated and the distance travelled in this time period should be clearly indicative in different colour
-
- Geo-fencing of designated service zones.
- Route-deviation and unauthorized-stop alerts. In case of deviation of vehicle from optimized routes or excess stoppage of vehicle beyond a specified time duration, alert should be given through e-mail to concerned officer in-charge.
-
- ETA prediction for each delivery.
- Real-time operational dashboards (total tankers, on-route, completed, alerts).
- Application shall have facility to indicate/ generate alerts for stoppage time, over speed, halts, deviation from optimized route, nil trip for a particular day and message shall be automatically sent on the Email ID of concerned officer in-charge.
- Historical Report (showing path taken by vehicle)
- The application should be able to provide customized, zone-wise, role-based MIS reports and dashboard as per requirements

3.4.7 Delivery Verification

- Citizen OTP or QR-code verification.
- Geo-tagged photograph captured at the delivery point.
- Digital acknowledgement by the citizen/recipient.
- Automatic timestamping and final delivery confirmation recorded in the system.

3.4.8 UCC Dashboard

The UCC dashboard shall give DJB real-time visibility for smarter decisions and better service, presenting at minimum:

- Tanker status: total active, in transit, at filling point, completed today.
- Live tanker status map with in-transit / at filling point / delivering / completed / delayed indicators.
- Filling-point availability (available, busy, under maintenance, offline) with overall availability %.
- Demand vs. supply trend (kilolitres, hourly).
- Active requests: new, in progress, pending allocation, completed.
- SLA compliance % against target.
- Alerts (critical/warning) and complaints (open/resolved).
- Analytics & insights:
 - a) Vehicle utilization analysis.
 - b) Tanker productivity analysis.
 - c) Filling point utilization analysis.

- d) Route efficiency reports.
- e) • Dead mileage reports.
- f) • Zone-wise demand-supply reports.
- g) • Trip completion trends.
- h) • Driver performance reports.
- i) • Exception and alert trend analysis.
- j) Average delivery time.
- k) First-time-right (%).
- l) Citizen satisfaction score.
- m) Dynamic Reporting System / MIS.
- n) Customized, zone-wise, role-based MIS reports and dashboard as per requirements.
- o) Real-time monitoring of the vehicles. Self-generated configurable periodic role-based reports through email to designated Email IDs.
- p) Vehicle Summary

3.4.8.1 Input-Output Monitoring and Reconciliation

- 1) The ISWTMS shall maintain complete digital records of all inputs and outputs relating to tanker operations. Inputs shall include citizen requests, complaints, fixed-point delivery requirements, institutional demands, emergency requirements, tanker allocation requests and filling-point authorizations. Outputs shall include tanker dispatches, water quantity filled, deliveries completed, delivery verification records, complaints resolved and requests closed.
- 2) The system shall provide real-time monitoring and reconciliation of demand received, tanker trips performed, water dispatched, water delivered and pending requests. The Implementation Agency shall ensure that appropriate dashboards, reports and analytics are available to DJB for monitoring operational efficiency, tanker utilization, service delivery performance and water distribution.
- 3) The system shall generate exception reports for unmatched transactions, pending deliveries, unserved requests, excess or abnormal tanker movements, delivery failures and other operational anomalies. All input and output records shall be time-stamped, auditable and retained within the ISWTMS for reporting, monitoring and audit purposes.

3.4.9 Integration Layer

A central Integration Hub / API Gateway shall provide secure, scalable, and reliable connectivity between the platform and connected services: Call Centre (voice, IVR, agent console); CRM System (customer profile, interactions, case management); Notification Services (SMS, Email, Push, WhatsApp); and RESTful APIs / event streams for real-time data exchange. Data flow: request initiated → validation & processing → business logic → response/action → notification & updates, supported by standardized APIs, real-time integration, secure data exchange, high availability, and scalable architecture.

The Implementation Agency shall provide secure APIs, web services, integration connectors and data exchange mechanisms necessary for integration with existing and future DJB systems, third-party applications, ANPR solutions, GIS platforms, Government systems and other software applications as directed by DJB. No additional cost shall be payable for such integrations during the Contract Period

3.4.10 Data & IT Infrastructure

The solution shall be hosted on a Government Cloud / Data Centre foundation comprising:

- Application Layer: web servers, application servers, integration services, reporting services.
- Data Layer: operational database, analytics database, document store, cache layer.
- Security & Governance: Identity & Access Management and Role-Based Access Control; data encryption in transit and at rest; audit and compliance monitoring.
- Business Continuity & Resilience: backup and snapshots; Disaster Recovery (DR) site; high availability and failover.
- Citizen 360° View: consolidated citizen profile comprising service history, requests & orders, interactions, complaints, and SLA & feedback records.

- **Under Application Layer**

- a) **Load-balanced application architecture.**
- b) **Redundant application servers.**
- c) **High-availability configuration.**
- d) **Automatic failover capability.**

- **Under Data Layer**

- a) **Database clustering and redundancy.**
- b) **Real-time replication.**
- c) **Automated backups.**
- d) **Archival and restoration capability.**
- e) **Under Business Continuity add**
- f) **Geographically separated Disaster Recovery environment.**
- g) **Automated backup retention.**
- h) **Periodic restoration testing.**

The Implementation Agency shall comply with the Information Technology Act, applicable cyber-security guidelines, CERT-In advisories and all Government cybersecurity requirements. The solution shall implement encryption of data at rest and in transit, audit logging, security monitoring, vulnerability management, incident response mechanisms and access-control frameworks. Security incidents shall be reported to DJB immediately and tracked until closure. All data generated under ISWTMS shall remain the sole property of DJB

Specification of the GPS System (AIS -140)

AIS-140 is a technical standard developed by the Automotive Research Association of India (ARAI) and mandated by the Ministry of Road Transport and Highways (MoRTH) under the Motor Vehicles Act, 1988. It specifies the minimum technical and functional requirements for a Vehicle Location Tracking Device (VLTD) that must be installed in commercial vehicles plying on Indian roads

3.5 Functional Requirement:

3.5.1 Installation of GPS devices

- a) **Supply and Installation of GPS Devices:**

The Successful Bidder shall install AIS-140 compliant GPS tracking devices with in-built GPRS modules in the designated vehicles and manage the real-time tracking of the entire fleet. The Successful Bidder shall replace any non-functional or faulty GPS device with a new device within the prescribed timeline from the date and time of registration of the complaint during the Contract Period. The technical specifications and requirements of the GPS devices are provided elsewhere in this RFP

b) **Trip Tracking:**

The system shall track each and every vehicle configured/linked on the GPS Monitoring Application. The tracking shall be real-time and web-based. The entire set of applications and their features shall allow secure web-based online access to obtain real-time information. Secure access shall be provided through commonly used browser interfaces.

The trip of MS-hired water tankers and SS departmental water tankers shall be considered complete/valid when the concerned water tanker performs a round trip to the designated water filling location/water emergency location after delivering water to the complainant's/consumer's location.

However, in the case of hired sewer cleaning vehicles, only live location tracking and generation of daily/monthly distance travelled reports shall be required.

c) **Tampering Alert:**

In the event of tampering with any equipment or component of the Vehicle Tracking System, an alert shall be generated and sent through e-mail to the concerned officer-in-charge, i.e., JE/AE/EE.

d) **Route Deviation/Excess Stoppage Alert:**

In the event of deviation of a vehicle from the designated/optimized route or stoppage of a vehicle beyond the specified time duration, an alert shall be generated and sent through e-mail to the concerned officer-in-charge.

3.5.2 Webbased Vehicle Tracking Software

- a) The Application Software should be hosted by the successful bidder at their own cost during warranty and AMC period having all the administrative rights and access to the cloud hosting platform. The application should be able to integrate with the third parties through APIs.
 - b) The offered application software product should be made available and should be able to deliver and start implementation within the specified timeframe as mentioned in this RFP.
 - c) Real time report of the movement of the GPS enabled vehicles on the map to the users based on their privileges.
 - d) The bidder shall provide a dynamic reporting system/MIS. The bidder is also expected to provide customized, zone-wise, role-based MIS reports and dashboard as per requirements. The number of reports and their format can be changed by DJB any time as per the need.
- Live location of the Vehicle
 - Working Hour
 - Detailed Activity reports
 - Vehicle Summary
 - History Report (showing path taken by vehicle)
 - Trip-wise Report

- Route Deviation Report
 - Vehicle stoppage report
 - Monthly monitoring / trip summary
 - Periodic report should be sent to dedicated email ID of concerned officer in-charge, DJB.
- e) **Database system:** Since the volume of field data likely to increase exponentially hence it is required that the vendor should use any reliable cloud database system.

1. Roles and Responsibilities of the System Integrator

- a) Understanding the scope of the work.
- b) To provide software and manpower (quantity and skill set mentioned in the RFP for successful implementation/completion of project.
- c) To implement the project with his own men and material by developing required software and also insuring all men, machines and material against all risks.
- d) Backup of data from time to time and providing backup file with compliance report to the concerned authority DJB.
- e) Submission of Daily/Monthly report to the concerned officers' in-charge.

3.5.3 Annual Maintenance

The successful bidder has to ensure the proper uptime of application, regular maintenance of database including backup & restoration and also deployment of designated technical manpower during the project tenure of 3 years from the go-live date which will start after the 3rd party audit.

3.6 Other mandatory specs:

- **Real-time transmission** — location data must be sent at defined intervals to a certified backend server.
- **Emergency SOS/Panic button** — a physical button for passenger safety is required.
- **Dual IP data transmission** — data goes to two IP addresses: one to the transport authority and one to the emergency response team.
- **Battery backup** — a minimum 4-hour internal battery backup, assuming a location update frequency of 60 seconds.
- **Tamper-proof casing** and an **embedded M2M SIM** are also mandatory, along with the panic button and dual IP transmission
- **Certification** — devices must be certified by ARAI or another approved testing agency before sale or installation
- **Government integration** if required.

3.7 Non-Functional & Technical Requirements

- Responsive web-based platforms are integrated with mobile-enabled applications for citizens and operational personnel, ensuring seamless, anytime-anywhere access.
- System availability target of at least 99.5%, with defined RTO/RPO for disaster recovery.
- Role-based access control aligned to DJB's organizational hierarchy (HQ, zone, ward, field staff).
- Compliance with applicable Government of India / GNCTD data security, hosting (empanelled cloud/MeitY), and data-localization guidelines.
- Scalable, API-first architecture enabling future integration with DJB's SCADA, billing, GIS, and grievance systems.
- Multilingual support (Hindi and English, at minimum) across citizen-facing channels.
- Accessibility compliance (WCAG 2.1 AA or equivalent) for citizen-facing web and mobile interfaces.

- Comprehensive audit logging of all requests, allocations, dispatches, and deliveries.
- **System shall be accessible 24x7x365 with monitoring and alerting mechanisms for all critical services.**
- **All operational and transactional logs shall be retained for audit and investigation purposes as per DJB retention policy.** [
- **Solution shall support role-based access control and hierarchical permissions for HQ, Zone, Circle, Ward and field-level users.** [
- **The system shall support audit trail recording of all transactions, approvals, modifications and administrative activities.** [
-

3.8 Manpower for IT Operations

3.6.1 The Implementation Agency shall deploy and maintain adequate manpower for operation, maintenance and support of the ISWTMS during the entire Contract Period in accordance with the Minimum Manpower Deployment Matrix placed at Annexure-__.

3.6.2 The manpower deployment shall include operational, supervisory, technical support, helpdesk, command centre, database administration, cloud infrastructure, GIS/GPS, cybersecurity and project management personnel necessary for implementation, operation and maintenance of ISWTMS.

3.6.3 The minimum manpower deployment under the Contract shall comprise the manpower positions specified in Annexure-D. The manpower positions specified therein shall be maintained throughout the Contract Period unless otherwise approved by DJB.

3.6.4 All manpower deployed under the Contract shall meet the qualification and experience requirements specified in this RFP.

3.6.5 Attendance and deployment records of all manpower shall be maintained and made available to DJB for inspection and verification.

3.6.6 The Implementation Agency shall ensure that all approved operational shifts at the UCC, CCR, Call Centre, NOC and other designated operational locations remain manned throughout the applicable shift period.

3.6.7 Replacement of Key Personnel shall be governed by RFP and shall require prior written approval of DJB.

3.6.8 Failure to maintain the prescribed manpower deployment shall attract deductions in accordance with the Service Level Framework.

3.9 Deliverables & Implementation Timeline:

Sr. No.	Deliverable	Indicative Timelines
1	Inception Report & detailed System Requirement Specification (SRS)	T + 3 weeks
2	System Design Document (SDD) & IT Architecture	T + 4 weeks
3	Development, configuration & unit testing	T + 7 weeks
4	Integration with call center, CRM & notification services	T + 10 weeks
5	User Acceptance Testing (UAT) & security audit / VAPT	T + 13 weeks
6	Pilot rollout (select zones)	T + 14 weeks
7	Citywide go-live	T + 15 weeks

8	Training, handholding & documentation	Ongoing till go-live
9	Operations & Maintenance (IT scope) support	3 years post go-live

T is contract commencement date/ date of Issue of Letter of Award or Workorder

Implementation Period: The IT scope of the project shall be implemented over a period of approximately 16 weeks (~4 months) from the date of contract signing / issue of Letter of Award, followed by an Operations & Maintenance (O&M) support period of 3 (three) years for the IT/software components, extendable at DJB's discretion based on performance.

Definition of Timeline Reference:

For the purposes of this Section and all Deliverables, Milestones and Implementation Timelines specified under the Contract, "T" shall mean the Contract Commencement Date, being the date specified by Delhi Jal Board (DJB) in the Letter of Acceptance (LoA), Work Order, Contract Agreement, or any subsequent written communication authorizing commencement of services under the Contract.

All implementation timelines and milestone due dates specified herein shall be reckoned from T.

In the event of any inconsistency between the dates mentioned in the LoA, Work Order, Contract Agreement, or any other communication issued by DJB, the date expressly notified by DJB as the Contract Commencement Date shall prevail.

Any extension of time granted by DJB in writing shall apply only to the relevant milestone(s) or deliverable(s) and shall not be construed as a waiver, modification, or extension of any other contractual obligation unless expressly approved by DJB in writing.

3.9.1 Key Deliverable Outputs:

The Implementation Agency shall additionally provide:

- Functional Requirement Specifications (FRS)
- Software Requirement Specifications (SRS)
- Solution Architecture Documents
- Interface and Integration Specifications
- Database Design Documents
- Application Source Code
- Mobile Applications
- Web Portal
- AI Chatbot
- UCC Platform
- Intelligent Allocation Engine
- GPS and IoT Integrations
- API Documentation
- Security Audit Reports

- VAPT Closure Reports
- User Manuals
- Administrator Manuals
- Standard Operating Procedures (SOPs)
- Training Materials
- As-Built Documentation
- Disaster Recovery Documentation
- Operations Manuals
- Monthly SLA Reports
- Quarterly Performance Reports
- O&M Support Services
- Route Optimization Module.
- Fleet Management Module.
- Geo-Fencing Configuration.
- Monitoring Dashboard.
- Operational Analytics Dashboard.
- API Integration Framework.
- Security Audit and Compliance Reports.
- Backup and Disaster Recovery Configuration Documents

3.9.2 Source Code and Technical Artefact Handover:

The Selected Agency shall, prior to Final Acceptance of the Project, hand over to DJB all source code, application binaries, API specifications, database schemas, database scripts, configuration files, deployment scripts, integration specifications, technical documentation, system architecture documents, user manuals, administrator manuals, security configurations, operating procedures and all other project artefacts developed, customized or maintained under the Contract. The handover shall include the latest stable and production-ready versions of all deliverables together with access to credentials, repositories, version histories, build procedures and such other information as may be reasonably required by DJB for operation, maintenance, enhancement, migration or transition of the ISWTMS. Completion of the source code and technical artefact handover shall be a mandatory condition for Final Acceptance of the Project and release of any payments linked to final acceptance, if applicable.

The Selected Agency shall maintain all source code, application binaries, scripts, configuration files, APIs, integration artefacts, deployment scripts and related technical artefacts in a DJB-owned or DJB-controlled repository throughout the Contract Period and shall provide continuous access to authorized representatives of DJB. The repository shall be updated with the latest production-ready versions, version histories, configurations and related artefacts throughout the Contract Period

3.9.3 Implementation Period:

Approximately **16 weeks (4 months)** from the date of Contract Award, followed by **three (3) years of comprehensive Operations & Maintenance support**, extendable to 02 years by DJB based on performance and operational requirements. The DJB in its discretion may change the scope of work with deviation +/- 20% as per site requirement on same rates and terms and conditions of NIT.

3.10 Project Governance, Resource Deployment and Reporting:

The Selected Implementation Agency shall establish, implement and maintain a robust project governance framework for effective planning, execution, monitoring, reporting and continuous improvement of

all activities undertaken under the Contract. The governance framework shall ensure timely delivery of services, effective coordination among stakeholders, efficient utilization of resources and successful achievement of project objectives throughout the Contract Period.

The Selected Implementation Agency shall work closely with Delhi Jal Board (DJB), the designated project authorities, user departments and other stakeholders to ensure effective implementation of the Project. The Implementation Agency shall provide all managerial, technical and administrative support necessary for proper governance, oversight and execution of the services.

The governance framework shall, at a minimum, cover project planning, work scheduling, resource deployment, progress monitoring, quality management, risk and issue management, stakeholder coordination, reporting, documentation management and continuous service improvement.

A. Governance Framework:

The Selected Implementation Agency shall establish and operationalize a structured governance mechanism to manage all project activities in an organized, transparent and accountable manner. The governance framework shall support effective decision-making, timely resolution of issues, monitoring of project performance and alignment of project activities with the objectives and priorities of DJB.

The Selected Implementation Agency shall coordinate with DJB, the Work Monitoring Committee (WMC), user departments, implementation partners, technology providers, field teams and any other stakeholders designated by DJB from time to time.

The governance framework shall include, inter alia:

- 1) Project planning and scheduling.
- 2) Work allocation and prioritization.
- 3) Resource deployment and management.
- 4) Progress review and performance monitoring.
- 5) Quality assurance and quality control processes.
- 6) Risk identification, mitigation and issue resolution.
- 7) Stakeholder engagement and coordination.
- 8) Management reporting and documentation.
- 9) Escalation and decision-making mechanisms.
- 10) Continuous improvement and performance optimization measures.

The Implementation Agency shall establish and maintain appropriate management information systems, operational monitoring mechanisms, reporting tools and decision-support frameworks necessary for effective governance, performance monitoring, service management and continuous improvement of the Project.

3.10.1 Change Request Management:

Any request by DJB for modification, enhancement, integration, functionality expansion or scope change after Contract Award shall be processed through a documented Change Request procedure.

The Implementation Agency shall submit an impact assessment indicating the scope, timeline, technical implications, resource requirements and financial implications, if any.

No Change Request shall become effective unless approved in writing by DJB.

Bug fixes, corrective maintenance, security patches, SLA compliance activities and activities necessary for achievement of contractual obligations shall not constitute a Change Request and shall be carried out without additional cost to DJB.

3.11 Service Level Framework:

3.11.1 Service Level Governance:

The Implementation Agency shall comply with the Service Levels (SLAs) specified under the Contract throughout the Implementation and O&M Period.

SLA compliance shall form the basis for:

- performance monitoring.
- service reviews.
- payment certification.
- application of penalties.
- performance improvement measures; and
- contract administration decisions.

The Implementation Agency shall establish and maintain adequate processes, monitoring mechanisms, helpdesk systems, dashboards and reporting arrangements necessary for measurement and reporting of SLA performance.

Failure to achieve the prescribed Service Levels shall attract penalties in accordance with the SLA Penalty Framework specified herein

Table 3.9.1-A: Service Level Agreement for Citizen Service Performance Assessment

Sr. No.	SLA/KPI ID	Activity	Parameter	Service Level Target	Payment Frequency	Measurement of Service Level Achievement (SLA) / Non-Compliance	Applicable Cause Codes	Payment Amount	Payment Adjustment / Penalty
CSSL (Core System Service Levels)									
1	A1	System Operations	Overall System Availability	≥99.5%	Quarterly	Uptime logs generated through ISWTMS	CC-1	Quarterly O&M Charge	1.0% of Monthly O&M Base for every 0.5% shortfall
2	A2	Citizen Service Channels	API Availability	≥99.5%	Quarterly	Channel uptime reports	CC-1, CC-9	Quarterly O&M Charge	0.5% of Monthly O&M Base for every 0.5%

Sr. No.	SLA/KPI ID	Activity	Parameter	Service Level Target	Payment Frequency	Measurement of Service Level Achievement (SLA) / Non-Compliance	Applicable Cause Codes	Payment Amount	Payment Adjust-ment / Penalty
									short-fall
3	A3	Request Processing	Request Registration	95% within 2 Minutes	Quarterly	Registration timestamps	CC-1, CC-2	Quarterly O&M Charge	0.5% of Monthly O&M Base per 1% short-fall
4	A4	Request Processing	Request Capture Accuracy	≥99%	Quarterly	Transaction audit	CC-1	Quarterly O&M Charge	0.5% of Monthly O&M Base per 1% short-fall
5	A5	GIS & Mapping	Geo-Tagging Accuracy	≥95%	Quarterly	Geo-location audit	CC-10	Quarterly O&M Charge	0.5% of Monthly O&M Base per 1% short-fall
6	A6	GPS Monitoring	GPS Fleet Visibility	≥98%	Quarterly	Fleet visibility reports	CC-9	Quarterly O&M Charge	0.5% of Monthly O&M Base per 1% short-fall
7	A7	Integration Services	API Availability	≥99.5%	Quarterly	API monitoring logs	CC-1	Quarterly O&M Charge	0.5% of Monthly O&M Base per 0.5% short-fall
8	A8	Integration Services	API Response Time	≤3 Seconds for 95% transactions	Quarterly	API transaction logs	CC-1	Quarterly O&M Charge	0.5% of Monthly O&M Base upon non-compliance
9	A9	Security	Security & VAPT Compliance	Closure within approved	Quarterly	Audit reports	CC-1	Quarterly O&M Charge	0.5% of Monthly O&M

Sr. No.	SLA/KPI ID	Activity	Parameter	Service Level Target	Payment Frequency	Measurement of Service Level Achievement (SLA) / Non-Compliance	Applicable Cause Codes	Payment Amount	Payment Adjustment / Penalty
				timelines					Base per unresolved finding
10	A10	Business Continuity	Disaster Recovery Compliance	Approved RTO/RPO achieved	Half-Yearly	DR drill reports	CC-1	Quarterly O&M Charge	As per approved DR provisions

OPSL (Operational Performance & Service Integrity Service Levels)									
11	B1	Emergency Service Delivery	Emergency Request Allocation	95% within 5 Minutes	Quarterly	Allocation reports	CC-2, CC-3, CC-6	Quarterly O&M Charge	₹5,000 per verified missed event where deduction is applicable
12	B2	Routine Service Delivery	Routine Request Allocation	95% within 15 Minutes	Quarterly	Allocation reports	CC-2, CC-3, CC-6	Quarterly O&M Charge	₹2,500 per verified missed event where deduction is applicable
13	B3	Manpower Management	Approved Manpower Deployment	≥98%	Quarterly	Attendance and deployment records	CC-11	Quarterly O&M Charge	Person-day recovery plus ₹5,000 per un-manned shift
14	B4	Emergency Response	SOS Response Time	Within 2 Minutes	Quarterly	Incident logs	CC-1, CC-2	Quarterly O&M Charge	₹10,000 per incident
15	B5	Service Integrity	Tanker Acceptance Compliance	≥98%	Quarterly	Acceptance records	CC-11	Quarterly O&M Charge	₹5,000 per unjustified refusal
16	B6	Service Integrity	Capacity Constraint Notification	100% reporting	Quarterly	Shortage and congestion reports	CC-3, CC-4, CC-5	Quarterly O&M Charge	₹5,000 per unreported event
17	B7	Service Integrity	Filling Point Congestion	100% reporting	Quarterly	Congestion records	CC-5	Quarterly O&M	₹2,500 per

			Reporting					Charge	undocu- mente d event
18	B8	Delivery As- surance	Delivery Veri- fication Com- pliance	≥99%	Quarterly	OTP/QR/Geo- tag verification records	CC-11	Quarterly O&M Charge	₹500 per unve- rifi- able deli- very
19	B9	Service Inte- grity	Service Inte- grity Excep- tion Reporting	100% report- ing	Quarterly	Exception re- ports	CC-11	Quarterly O&M Charge	₹10,0 00 per unre- ported event
20	B10	Quantity As- surance	Quantity Shortfall Re- porting Com- pliance	100% report- ing within prescribed timeline	Quarterly	Quantity short- fall register	CC-12	Quarterly O&M Charge	₹5,00 0 per unre- ported quan- tity short- fall event
21	B11	Delivery Sup- port	Delivery Na- vigation & Location As- sistance	≥95%	Quarterly	Navigation- related com- plaints	CC-9, CC-10, CC-11	Quarterly O&M Charge	₹2,50 0 per veri- fied inci- dent

CEKPI (Citizen Experience, Service Quality & Complaint Prevention KPIs)

22	C1	Citizen Satis- faction	Customer Satisfaction Score (CSAT)	Quarterly Average ≥ 80%	Quarterly Review	(Satisfied Res- ponses + High- ly Satisfied Responses) ÷ Total Valid Responses × 100 Minimum sam- ple size shall be 2% of com- pleted requests during the quar- ter or 500 valid citizen res- ponses per month, whi- chever is high-	Trend Analy- sis of CC-1 to CC-13	Quarterly O&M Charge	75% to <80%: Cor- rec- tive Ac- tion Re- port; <75%: PIP Trig- ger; <75% for two con- se- cu- tive quar- ters:
----	----	---------------------------	--	-------------------------------	---------------------	--	---	----------------------------	--

						er.			Retention of up to 2% of Quarterly O&M Charge pending improvement
23	C2	Service Quality	First-Time-Right Delivery (FTR)	Quarterly Average $\geq$ 90%	Quarterly Review	Requests Closed Without Repeat Complaint, Repeat Tanker Request or Reopening Within 72 Hours $\div$ Total Requests Closed $\times$ 100	Cause Code Trend Analysis (CC-1 to CC-13)	Quarterly O&M Charge	85% to <90%: Corrective Action Report; <85%: PIP Trigger; <85% for two consecutive quarters: Retention of up to 2% of Quarterly O&M Charge pending improvement
24	C3	Delivery Assurance	Verified Delivery Rate (VDR)	Quarterly Average $\geq$ 95%	Quarterly Review	Verified Deliveries $\div$ Total Deliveries Completed $\times$ 100	CC-9, CC-10, CC-11	Quarterly O&M Charge	90% to <95%: Corrective

									Action Report; <90%: PIP Trigger; <90% for two consecutive quarters: Retention of up to 1% of Quarterly O&M Charge pending improvement
25	C4	Emergency Service Quality	Emergency Service Delivery Success Rate (ESDSR)	Quarterly Average $\geq$ 95%	Quarterly Review	Emergency Requests Delivered Within 2 Hours $\div$ Total Emergency Requests $\times$ 100	Cause Code Trend Analysis (CC-1 to CC-13)	Quarterly O&M Charge	90% to <95%: Corrective Action Report; <90%: PIP Trigger
26	C5	Complaint Resolution	Complaint Closure Effectiveness (CCE)	Quarterly Average $\geq$ 90%	Quarterly Review	Complaints Closed Without Reopening Within 7 Days $\div$ Total Complaints Closed $\times$ 100	Cause Code Trend Analysis (CC-1 to CC-13)	Quarterly O&M Charge	85% to <90%: Corrective Action Report; <85%: PIP

									Trig- ger; <85% for two con- secu- tive quar- ters: Reten- tion of up to 1% of Quar- terly O&M Charg e pend- ing im- prove ment
27	C6	Complaint Prevention	Repeat Com- plaint Preven- tion Index (RCPI)	≥ 95% Quar- terly Average	Quarterly Review	(Requests Without Repeat Complaint Within 7 Days ÷ Total Re- quests Closed) × 100	Cause Code Trend Analy- sis (CC-1 to CC-13)	Quarterly O&M Charge	90% to <95%: Cor- rec- tive Ac- tion Re- port; <90%: PIP Trig- ger; <90% for 2 con- secu- tive quar- ters: Reten- tion up to 2% of Quar- terly O&M Charg e pend- ing

									im- prove ment
28	C7	Service As- surance	Service As- surance Com- pliance Index (SACI)	$\geq 95\%$ Quar- terly Average	Quarterly Review	(Requests Completed Within Alloca- tion, Dispatch, Delivery and Closure Time- lines $\div$ Total Requests Closed) $\times 100$	Cause Code Trend Analy- sis (CC-1 to CC-13)	Quarterly O&M Charge	90% to <95%: Cor- rec- tive Ac- tion Re- port; <90%: PIP Trig- ger
29	C8	Quantity As- surance	Quantity Ful- filment Index (QFI)	$\geq 98\%$ Quar- terly Average	Quarterly Review	(Deliveries Completed With Approved Quantity With- out Repeat Supply Re- quirement $\div$ Total Deliveries Completed) $\times 100$	Cause Code Trend Analy- sis (CC-1 to CC-13)	Quarterly O&M Charge	$\geq 98\%$: Com- pliant; 95%- 97.99 %: Cor- rec- tive Ac- tion Re- port; <95%: PIP Trig- ger; below 95% for two con- secu- tive quar- ters: retain 2% of Quar- terly O&M Charg e

Suggested Contract Note:

For CEKPIs Cause Code analysis shall be used to identify the principal drivers of KPI deterioration. Where “Cause Code Trend Analysis (CC-1 to CC-13)” is specified, all approved Cause Codes shall be reviewed to determine the primary causes affecting KPI performance. Where specific Cause Codes are listed, analysis shall focus on those

causes most directly linked to the KPI being measured.

Simple Interpretation:

- C1, C2, C4, C5, C6 and C7 → Broad customer outcome KPIs → review all cause codes.
- C3 → Proof of delivery KPI → review only verification-related causes.
- C8 → Quantity delivery KPI → review only quantity-related causes.

Further Note:

TAT for CC-3 and CC-12 should be 24 hours and 72 hours respectively

SLA/KPI ID identifies the performance parameter being measured (“What Failed”).

Cause Code identifies the reason for the failure, delay, complaint, exception or service deficiency (“Why It Failed”).

- For CSSLs and OPSLs: where CSSLs and OPLs is Core System SLAs and Operational Performance and Service Integrity SLAs respectively

Payment Adjustment = SLA Failure + Cause Code Attribution

- For CEKPIs: where CEKPIs is Customer Satisfaction KPIs

Performance Assessment = KPI Trend + Cause Code Analysis

Table 3.9.1-B: Cause Code and Accountability Matrix

Sl No	Cause Code	Description	Deduction Applicable To Agency (Yes/No)
1	CC-1	System / Application Failure	Yes
2	CC-2	Dispatcher Delay	Yes
3	CC-3	Tanker Unavailability attributable to IA	Yes
4	CC-4	Water Unavailability at Filling point	No
5	CC-5	Filling Point Constraint not attributable to the Implementation Agency	No
6	CC-6	Traffic Restriction / Road Closure	No
7	CC-7	Citizen Unavailable / Citizen Not Accessible	No
8	CC-8	Force Majeure	No
9	CC-9	GPS / Tracking Failure attributable to the Implementation Agency	Yes
10	CC-10	Geo-tagging / Mapping Error attributable to the Implementation Agency	Yes
11	CC-11	Contractor Misconduct / Service Integrity Violation	Yes
12	-CC-12	Quantity Shortfall/Insufficient quantity delivered	Conditional
13	CC-13	Other DJB Approved Category	As determined by DJB

		ry	
--	--	----	--

Principle

SLA/KPI ID = What failed

Cause Code = Why it failed

Payment Adjustment = SLA Result + Cause Code Attribution

No deduction shall apply where the applicable Cause Code is classified as “No”.

Table 3.9.1-C: Customer Service Escalation and Service Recovery Matrix

Sl. No.	Event / Trigger	Response Time	Action Owner	Resolution Time	Auto (Escalate To If No Action Taken within timelines)	Required Action
1	Request received	Immediate	UCC Operator	Allocation within pre-scribed time-line	UCC Supervisor	Register request and initiate tanker allocation
2	No tanker allocated	Emergency: 5 Minutes; Routine: 15 Minutes	Dispatcher	Within next 15 Minutes	UCC Manager	Allocate tanker and initiate dispatch
3	Delivery delay anticipated	Immediate upon identification	Operations Manager	Within 1 Hour	Project Manager	Review delay and expedite delivery
4	Delivery likely to miss committed timeline	Immediate	Project Manager	Within applicable TAT	DJB Nodal Officer	Arrange alternate tanker, route or supply arrangement
5	Emergency delivery not completed	Beyond 2 Hours	Project Manager	Within next 2 Hours	DJB Nodal Officer and WMC	Ensure service recovery and delivery completion
6	Routine delivery not completed	Beyond 8 Hours	Project Manager	Within next 8 Hours	DJB Nodal Officer and WMC	Ensure service recovery and delivery completion
7	Citizen complaint received	Acknowledge within 1 Hour	UCC Manager	Investigation within 4 Hours	Project Manager	Register complaint and initiate investigation
8	Emergency complaint unresolved	Within 8 Hours from complaint registration	Project Manager	Immediate priority closure	DJB Nodal Officer	Ensure closure and communicate outcome
9	Routine complaint unresolved	Within 24 Hours from complaint registration	Project Manager	Within next 24 Hours	DJB Nodal Officer	Ensure closure and corrective action
10	Quantity shortfall, tanker breakdown, leakage or insufficient tanker quantity identified	Immediate and within 24 Hours of identification	Operations Manager	Supplementary supply arranged within next 24 Hours	Project Manager & DJB Nodal Officer	Notify DJB and arrange alternate tanker or replenishment
11	Repeated complaints, tanker refusal, route	Immediate upon detection	Project Manager	Investigation within 48 Hours	DJB Nodal Officer / WMC	Investigation and corrective action

	manipulation, quantity manipulation, abnormal delays or suspected collusion/cartelisation					
12	Major service disruption affecting multiple consumers	Within 30 Minutes of identification	Project Manager	Service recovery plan within 2 Hours	DJB Nodal Officer / Competent Authority	Activate mitigation and recovery measures
13	Repeated unresolved complaints, repeated SLA failures, repeated quantity shortfalls, repeated service integrity exceptions or failure of corrective actions	Immediate	DJB Nodal Officer	Review within 7 Days	Competent Authority	Performance Review, PIP initiation, contractor action and contractual remedies

Table 3.9.1-D: Customer Satisfaction Scoring Method

The ISWTMS shall make a provision for automatically collect citizen feedback through SMS, WhatsApp, Mobile App, IVR or Citizen Portal etc after closure of service requests.

Sl no	Rating	Score
1	Highly Satisfied	5
2	Satisfied	4
3	Neutral	3
4	Dissatisfied	2
5	Highly Dissatisfied	1

3.9.2 Deduction Cap, Performance Retention and Chronic Non-Performance:

The aggregate deductions applicable under the Core System Service Levels (CSSLs) and Operational Performance and Service Integrity Service Levels (OPSLs) during any quarter shall not exceed ten percent (10%) of the applicable Quarterly O&M Charge.

Where any Critical Core System Service Level remains non-compliant during two (2) or more months within the same quarter, the aggregate deduction cap for that quarter shall stand enhanced to twenty percent (20%) of the applicable Quarterly O&M Charge.

All deductions shall be calculated in accordance with the Service Level Framework and shall be adjusted against the corresponding quarterly O&M invoice.

For avoidance of doubt, percentage-based deductions and fixed-value deductions shall together be considered for determination of the applicable deduction cap.

Application of deductions shall not relieve the Implementation Agency of its obligation to achieve and maintain the prescribed service levels or otherwise discharge its obligations under the Contract.

In addition to the above deductions, Citizen Experience, Service Quality and Complaint Prevention Key Performance Indicators (CEKPIs) shall be monitored and assessed quarterly. CEKPIs shall not ordinarily attract routine event-based deductions. However, where KPI performance falls below the prescribed thresholds, DJB may require submission of Corrective Action Reports, enhanced monitoring, Performance Improvement Plans (PIP), or retention of a portion of the Quarterly O&M Charge as provided in the Service Level Framework.

Retention under CEKPIs shall not exceed five percent (5%) of the applicable Quarterly O&M Charge in aggregate and shall be released upon satisfactory restoration of performance levels and certification by DJB.

A Performance Improvement Plan (PIP) may be initiated where:

- a) Any Critical CSSL remains non-compliant for three (3) consecutive months;
- b) KPI performance falls below the prescribed PIP threshold;
- c) Two or more CEKPIs remain below the applicable target levels for two consecutive quarters;
- d) Repeated Service Integrity Exceptions are identified; or
- e) Repeated quantity shortfall, service quality or complaint-prevention failures are observed.

Two (2) consecutive quarters in which the maximum applicable deduction cap is reached, or persistent failure of Critical CSSLs, OPSLs or CEKPIs despite corrective action, shall constitute a material performance concern and may result in enhanced monitoring, invocation of contractual remedies, withholding of applicable payments, invocation of Performance Security and/or action in accordance with Clause 4.23 of the Contract.

Failure by the Implementation Agency to submit a Performance Improvement Plan within the period specified by DJB, failure to implement an approved Performance Improvement Plan, repeated Service Integrity Violations, repeated unreported quantity shortfalls, repeated collusion-related incidents, continued KPI deterioration or continued SLA non-compliance may constitute material breach of the Contract.

4 **SECTION 4 – General CONDITIONS OF CONTRACT**

4.1 Payment Terms:

Payments shall be linked to achievement and acceptance of the Deliverables and Milestones specified in the Contract.

The Implementation Agency shall submit invoices together with the relevant Deliverables, supporting documents, acceptance records and such other documents as may be required by DJB.

Payment shall become due only upon successful completion and acceptance of the relevant Deliverable or Milestone by DJB.

The indicative payment schedule shall be as follows:

SI No	Milestone	Payment (%)
1)	Approval of Inception Report and System Requirement Specification (SRS)	10%
2)	Approval of System Design Document (SDD) and Architecture	15%
3)	Completion of Development, Configuration and Integration	20%
4)	Completion of UAT and VAPT Closure	15%
5)	Successful Pilot Rollout	15%
6)	Citywide Go-Live	10%
7)	Final Acceptance	15%

The above milestone-based payments shall apply only during the Implementation Phase. After Go-Live, O&M payments shall be governed by the Service Level Framework (Clause 3.9). Applicable CSSL deductions, OPSL deductions and CEKPI retentions, if any, shall be adjusted against the corresponding Quarterly O&M Charge. Release of any payment shall not be deemed acceptance of deficient services nor a waiver of DJB's rights, remedies, deductions, recoveries, retentions or contractual actions under the Contract.

Operations & Maintenance (O&M) Charges shall be payable quarterly in arrears during the O&M Period, subject to acceptance of Services by DJB and compliance with the applicable Service Level Framework.

All payments shall be subject to:

- Submission of valid and undisputed invoices;
- Acceptance of applicable Deliverables and Services by DJB;
- Compliance with the provisions of the Contract;

- Adjustment of applicable SLA deductions, penalties, recoveries and retentions;
- Compliance with CSSLs, OPSLs and CEKPIs, as applicable; and
- Statutory deductions required under applicable law.

GST shall be paid separately at applicable rates against valid tax invoices and in accordance with prevailing statutory provisions.

Payments shall ordinarily be processed within thirty (30) days from receipt of complete, valid and undisputed invoices together with the supporting documents required under the Contract.

For the purpose of SLA administration, performance under CSSLs and OPSLs shall be measured monthly and reviewed by DJB. Applicable deductions shall be calculated on the basis of the Monthly O&M Base and shall be adjusted against the corresponding Quarterly O&M Invoice.

The Quarterly O&M Charge shall include all recurring O&M services under the Contract, including manpower deployment, application support, command center operations, helpdesk services, monitoring, maintenance, cloud hosting, connectivity, security management, reporting, dashboard management and all other recurring operational obligations of the Implementation Agency.

Citizen Experience, Service Quality and Complaint Prevention KPIs (CEKPIs) shall be measured monthly and assessed quarterly. CEKPIs shall not ordinarily attract routine event-based deductions. However, where CEKPI performance falls below the prescribed thresholds, DJB may require submission of Corrective Action Reports, enhanced monitoring, Performance Improvement Plans (PIP) and may apply performance retention in accordance with Clause 3.9.

Any retention arising from CEKPI under-performance shall be adjusted against the corresponding Quarterly O&M Payment and shall be released only upon satisfactory restoration of KPI performance and certification by DJB.

Post Go Live, O&M Payment will be made Quarterly:

Net Quarterly O&M Payment:

= (Gross O&M Charges)- (CSSL Deductions)- (OPSL Deductions)- (CEKPI Retention, if applicable)

4.2 Languages and Law:

The Contract shall be governed by the laws for the time being in force in India. The language of the Contract shall be English.

4.3 General:

The Implementation Agency shall deliver the Services and fulfill its obligations under the Terms of Reference with the highest standards of diligence, efficiency, and cost-effectiveness, in accordance with accepted professional standards, industry best practices, and sound management principles. The Implementation Agency shall utilize appropriate modern technologies, methodologies, and safe operating practices in the performance of the Services.

In relation to all matters arising out of or connected with this Contract and the Services, the Implementation Agency shall act in good faith and in a professional manner. It shall protect, support, and promote the legitimate interests of DJB at all times and shall ensure that such interests are duly safeguarded in all interactions and dealings with any sub-contractors, sub-agencies, vendors, or other third parties engaged in connection with the Services.

4.4 Expiration of Contract

Unless terminated earlier in accordance with the terms of this Agreement, the contract shall comprise an implementation period of approximately sixteen (16) weeks (four (4) months) from the date of Contract Award, followed by a three (3)-year Comprehensive Operations and Maintenance (O&M) support period. The O&M support period may be extended by DJB based on performance and operational requirements

4.5 Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

4.6 Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

4.7 Force Majeure

4.7.1 Definition

For the purpose of this Agreement, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements. Examples include, but are not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, and lockouts or other industrial action confiscation or any other action by Government agencies.

4.7.2 Force Majeure shall not include (i) any event which is caused by Key Personnel, Sub-Implementation Agency or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both consider at the time of the conclusion of this Contract and avoid or overcome in the carrying out of its obligations hereunder.

4.7.3 Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

4.7.4 No Breach of Contract

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

4.7.5 Measures to be Taken

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

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

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

4.7.8 During the period in which performance of the Services is affected by a Force Majeure Event, the Implementation Agency shall continue to perform such obligations as are reasonably practicable and shall take all reasonable measures to minimize the impact of the Force Majeure Event. The Implementation Agency may submit to DJB details of any additional cost, time impact or relief sought arising directly from the Force Majeure Event. DJB shall examine such requests on a case-to-case basis, having regard to the nature of the event, supporting documentary evidence, contractual provisions and applicable rules. Any extension of time, reimbursement, compensation or other relief shall be granted only upon written approval of DJB and shall not constitute an automatic entitlement under the Contract. DJB may issue such directions as it considers necessary for continuation, suspension, restoration or modification of the Services during the Force Majeure period, and the Implementation Agency shall comply with such directions as it considers necessary for continuation, suspension, restoration or modification of the Services during the Force Majeure period, and the Implementation Agency shall comply with such directions.

4.8 Extension of Time

The DJB may agree to extend any deadline or timeline specified under this clause upon receipt of written request from the Implementation Agency. Any requests for an extension must include a detailed explanation and proposed revised timeline.

4.9 Roles, Responsibilities and Working Arrangements

4.9.1 The Implementation Agency shall function as DJB's designated System Integrator for implementation, operation and maintenance of the Project and shall perform the Services in accordance with the Contract. The Implementation Agency shall not represent, bind or commit DJB in any manner unless specifically authorized in writing by DJB. The Implementation Agency shall maintain impartial records, transparent measurement verification and well-documented recommendations to DJB. The Implementation Agency shall not act as agent, representative or attorney of DJB except to the extent specifically authorized in writing by DJB.

4.9.2 Key decisions (contractual approvals, variations, EOT approvals, payment approvals, acceptance of works) shall remain with DJB; the Implementation Agency will support with technical and contractual analysis.

4.10 Change in Constitution

The Implementation Agency shall promptly notify DJB in writing of any material change in its legal status, ownership, control, shareholding pattern, management structure, merger, acquisition, amalgamation, demerger, restructuring or any other change that may affect its ability to perform the obligations under the Contract. No assignment, transfer or novation of the Contract, in whole or in part, shall be permitted without the prior written approval of DJB.

In the event of any material change in the constitution, ownership or control of the Implementation Agency, DJB may review the impact of such change on performance of the Contract and may require such information, documents or assurances as it may consider necessary. Where DJB reasonably determines that such change adversely affects the Implementation Agency's ability to perform the Contract, DJB may initiate appropriate action in accordance with the provisions of the Contract, including termination, if warranted.

Any approved successor entity or permitted transferee shall remain bound by all rights, obligations, liabilities, warranties, service levels and commitments under the Contract.

4.11 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this contract by DJB, or the Implementation Agency may be taken or executed by the officials so authorized.

4.12 Confidentiality

The Implementation Agency, their Sub-Implementation Agency, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Services, this Contract, or DJB's business or operations.

4.13 Intellectual Property and Data Security

All source code, databases, APIs, configurations, dashboards, reports, logs, documentation, mobile applications, intellectual property and data generated under the Project shall remain the sole property of DJB.

4.13.1 Data Ownership

All data, databases, records, logs, reports, documents, analytics, dashboards, configurations and other information generated, collected, processed or stored under the Project shall remain the sole and exclusive property of DJB. The Implementation Agency shall not acquire any ownership, rights, title or interest in such data except to the extent necessary for performance of the Services under the Contract.

4.13.2 Source code ownership

All source code, custom-developed software, APIs, configurations, scripts, workflows, integration artefacts, databases, documentation and related intellectual property created, customized or developed under the Project shall remain the sole and exclusive property of DJB

4.13.3 Cyber Incident Reporting

The Implementation Agency shall immediately notify DJB of any cyber security incident, security breach, unauthorized access, malware attack, data compromise or other security event affecting the Project. Such incidents shall be reported to DJB within six (6) hours of detection and appropriate containment, mitigation and recovery actions shall be initiated without delay

4.13.4 Audit and Inspection Rights

DJB, its internal auditors, statutory auditors, CAG, Vigilance authorities, Government agencies or any person authorized by DJB shall have the right to inspect, review, verify and audit the records, systems, documents, reports, invoices, timesheets, logs and project-related information of the Implementation Agency relating to the Contract

4.13.5 Record Retention

The Implementation Agency shall preserve all records, project documents, reports, invoices, logs, configurations, correspondence and supporting documentation relating to the Contract for a minimum period of seven (7) years from completion or termination of the Contract or such longer period as required under applicable law.

4.14 Information

DJB shall provide to the Implementation Agency with the available data/ documents/ reports as referred to in the Terms of Reference and as available with DJB pertinent to this Terms of Reference. Designated official by DJB shall facilitate handing over of such information to the Implementation Agency.

4.15 Detailed Outputs of the Services

The Implementation Agency shall deliver all outputs in accordance with the Scope of Work, approved specifications, industry best practices, applicable Government guidelines and the requirements of the Contract.

4.16 Decisions

On all matters properly referred to it in writing by Implementation Agency, DJB shall give a decision in writing within a reasonable time.

4.17 Assistance

DJB on the request of the Implementation Agency, without any obligations shall assist Implementation Agency in:

- a. providing unobstructed access wherever it is required for the performances of Services.
- b. providing access to other organisations for collection of information.

4.18 Completion of Works

All the project deliverables including primary data shall be compiled, classified and submitted by the Implementation Agency to DJB in soft form as well as in hard copies apart from the reports indicated in the Deliverables. The Services shall stand completed on acceptance by DJB of all the Deliverables of the Implementation Agency or on expiry of the Agreement along with extension, if any.

4.19 Indemnity by DJB

DJB agrees to indemnify the Implementation Agency from any claims, damages, losses, and costs, including, but not limited to, legal fees and litigation costs, arising out of claims by third parties for property damage or bodily injury, including death, to the proportionate extent caused by the negligence or willful misconduct of DJB, or its employees or contractors in connection with the Contract.

4.20 Exceptional Circumstances

If circumstances arise for which in the opinion of DJB, the Implementation Agency is not responsible and which makes it impossible for him to perform in whole or in part the Services in accordance with the Contract, he shall promptly dispatch a notice to DJB stating the reasons and the circumstances.

In these circumstances if certain Services have to be suspended, the time for their completion shall be extended by DJB until circumstances no longer apply plus a reasonable period not exceeding 7 days for resumption of them.

4.21 Change in the Law

If there is any change in the Law with respect to indirect taxes (e.g. GST) and associated duties, after the Bid Submission Date, which increases or decreases the cost of services rendered by the Implementation Agency, then the Contract price otherwise payable to the Implementation Agency under this Contract shall be increased or decreased accordingly by agreement between the Parties.

4.22 Warnings and Contract Suspension

4.22.1 Warning Notice

Where DJB determines that the Implementation Agency has failed to comply with any material obligation under the Contract, including failure to achieve prescribed CSSLs, OPSLs or CEKPIs, DJB may issue a written Warning Notice requiring the Implementation Agency to remedy the deficiency within the period specified by DJB.

Without limitation, a Warning Notice may be issued in the following circumstances:

- a) Repeated CSSL or OPSL non-compliance;
- b) Failure to achieve CEKPI targets;

- c) Repeated service delays;
- d) Repeated quantity shortfall incidents;
- e) Service Integrity Exceptions;
- f) Failure to submit required reports;
- g) Failure to comply with approved procedures; or
- h) Any circumstance adversely affecting citizen service delivery.

4.22.2 Corrective Action Report (CAR)

Upon receipt of a Warning Notice, the Implementation Agency shall submit a Corrective Action Report (CAR) within seven (7) days.

The CAR shall include:

- a) Description of deficiency;
- b) Root Cause Analysis;
- c) Corrective measures proposed;
- d) Responsible personnel;
- e) Timeline for implementation; and
- f) Measures to prevent recurrence.

4.22.3 Performance Improvement Plan (PIP)

DJB may direct the Implementation Agency to prepare and implement a Performance Improvement Plan (PIP) where:

- a) Any CEKPI falls below the applicable PIP threshold;
- b) Any Critical CSSL remains non-compliant for three (3) consecutive months;
- c) Two or more CEKPIs remain below target for two consecutive quarters;
- d) Repeated customer complaints are observed;
- e) Quantity fulfilment performance deteriorates;

- f) Service Integrity Violations occur repeatedly; or
- g) Corrective actions fail to restore service levels.
- h) Significant deterioration in citizen outcomes, including repeated complaints, poor customer satisfaction, repeated quantity shortfalls or recurring failure to achieve First-Time-Right Delivery targets.

The PIP shall be submitted within fifteen (15) days and shall contain measurable actions, implementation timelines and monitoring arrangements. The PIP thresholds, KPI thresholds, SLA thresholds, Service Integrity Exceptions, retention provisions and chronic non-performance criteria shall be governed by Clause 3.9.

4.22.4 Temporary Suspension of Payments

DJB may temporarily suspend processing of the affected O&M payment component where:

- a) The Implementation Agency fails to submit the required CAR or PIP;
- b) The Implementation Agency fails to implement an approved PIP;
- c) Material Service Integrity Violations are established;
- d) Repeated quantity shortfall events remain unresolved;
- e) Repeated false reporting, route manipulation or delivery manipulation is established; or
- f) Service performance materially deteriorates despite prior warnings.

Such suspension shall be limited to the extent necessary to protect DJB's interests and shall not affect payment for satisfactorily completed and accepted Services.

Any payment suspension under this Clause shall be proportionate to the affected Service Component and shall be revoked once the deficiency has been rectified to the satisfaction of DJB

4.22.5 Service Recovery Requirement

The Implementation Agency shall continue to provide all Services during the warning, corrective action, PIP or payment suspension period and shall not suspend, reduce or interrupt service delivery.

Citizen-facing services, emergency request handling, complaint resolution, tanker monitoring, delivery verification and service recovery activities shall continue uninterrupted.

4.22.6 Escalation of Chronic Non-Performance

Where:

- a) The maximum SLA deduction cap is reached for two (2) consecutive quarters;
- b) An approved PIP fails to restore performance;
- c) Repeated Service Integrity Violations are established; or

d) CEKPI performance continues to deteriorate despite corrective measures, the matter may be escalated to the Competent Authority for consideration of contractual remedies, including enhanced monitoring, retention, invocation of Performance Security, suspension of Services or termination in accordance with Clause 4.23

4.22.7 Unsatisfactory Response to Warning Notice

Where DJB is not satisfied with the response submitted by the Implementation Agency to a Warning Notice, DJB may initiate action under Clause 4.22.3, Clause 4.22.4 and, where warranted, Clause 4.23 of the Contract.

4.22.8 Rectification Period

Where DJB accepts the response submitted by the Implementation Agency, the Implementation Agency shall remedy the deficiency within a period not exceeding thirty (30) calendar days, or such other period as may be approved by DJB in writing.

Failure to remedy the deficiency within the prescribed period may result in escalation under this Clause and action under Clause 4.23.

4.23 Termination

4.23.1 DJB reserves the right to terminate the contract, in whole or in part, at any time for its convenience, by giving the Implementation Agency ninety (90) days' prior written notice. In such cases, the Implementation Agency shall be entitled only to payment for the services actually performed up to the effective date of termination and duly accepted by DJB, and other expenses, provisional sums, and contingency for expenditures actually incurred prior to the date of termination.

4.23.2 DJB may terminate the contract in whole or in part, without prejudice to any other rights or remedies available, if:

DJB may terminate the Contract, in whole or in part, without prejudice to any other rights or remedies available under the Contract, by issuing written notice to the Implementation Agency, if:

a) The Implementation Agency fails to provide a satisfactory response to a Show Cause Notice issued under Clause 4.22 or fails to remedy the identified deficiencies within the prescribed timelines.

b) The Implementation Agency fails to comply with any material provision of the Contract, Service Level Framework, approved methodologies, implementation schedules or directions issued by DJB.

c) The Implementation Agency fails to deliver the Services, Deliverables, Milestones or O&M obligations within the timelines prescribed under the Contract.

d) The Implementation Agency engages in fraud, corruption, collusion, coercive or other prohibited practices.

e) The Implementation Agency commits a material breach of confidentiality, cybersecurity, data protection, privacy or intellectual property obligations.

f) The Implementation Agency becomes insolvent, bankrupt, enters into liquidation, receivership, restructuring proceedings or otherwise becomes incapable of performing its obligations under the Contract.

g) A Force Majeure Event continues for more than sixty (60) calendar days and substantially prevents performance of the Services.

h) The aggregate SLA deduction cap is reached for two (2) consecutive quarters.

i) Any Critical CSSL remains non-compliant for three (3) consecutive months.

j) Two (2) or more CEKPIs remain below the applicable PIP threshold for two (2) consecutive quarters despite implementation of corrective actions.

k) The Implementation Agency fails to implement an approved Performance Improvement Plan (PIP) within the timelines approved by DJB.

l) Repeated Service Integrity Exceptions are established, including tanker refusal, route manipulation, false delivery confirmation, quantity manipulation, concealment of shortages or other misconduct attributable to the Implementation Agency.

m) Repeated quantity shortfall events are not reported within the prescribed timeline or corrective actions are not initiated.

n) Repeated instances of suspected collusion, cartelisation, manipulation of service delivery, deliberate suppression of requests or other conduct materially affecting citizen service delivery are established.

o) Persistent deterioration in citizen service levels is observed, including recurring failure to achieve Customer Satisfaction Score (CSAT), First-Time-Right Delivery (FTR), Repeat Complaint Prevention Index (RCPI) or Quantity Fulfilment Index (QFI) targets despite corrective action and PIP measures.

4.23.3 Termination under this clause shall become effective immediately upon issue of written notice by DJB, and the Implementation Agency shall be liable for any losses or damage suffered by DJB due to such breach.

4.23.4 Either party may terminate the contract if the performance of obligations is rendered impossible or impracticable due to an event of Force Majeure, provided the affected party gives prompt written notice and adequate evidence. If such a situation continues for a period exceeding sixty (60) days, either party may terminate the contract with fifteen (15) days' notice.

4.23.5 Upon termination:

The Implementation Agency shall immediately cease all further work except such activities as may be specifically directed by DJB for orderly transition and closure.

b) The Implementation Agency shall provide all assistance necessary for transfer of the ISWTMS, source code, databases, applications, APIs, documentation, configurations and related assets to DJB or its nominated agency.

c) All Project Data, Deliverables and Intellectual Property generated under the Contract shall be handed over to DJB without restriction.

d) DJB may invoke the Performance Security, recover applicable deductions, retentions, damages and other contractual recoveries.

e) DJB shall be liable only for payment of Services satisfactorily performed and accepted up to the effective date of termination, after adjustment of all applicable deductions, retentions, penalties and recoveries.

4.23.6 Customer Service Failure as Material Performance Concern

For the purposes of this Contract, repeated failure to meet citizen service outcomes shall be treated as a material performance concern.

Without prejudice to other remedies available under the Contract, DJB may initiate enhanced monitoring, corrective actions, Performance Improvement Plans (PIP), retention of payments, invocation of Performance Security or termination proceedings where:

- Customer Satisfaction Score (CSAT) remains below the prescribed threshold;
- First-Time-Right Delivery (FTR) remains below the prescribed threshold;
- Repeat Complaint Prevention Index (RCPI) remains below the prescribed threshold;
- Quantity Fulfilment Index (QFI) remains below the prescribed threshold; or
- Significant citizen dissatisfaction, recurring complaints, repeated delivery failures or service integrity violations are observed over successive review periods.

4.23.7 Cessation of Rights and Obligations

Upon termination of this Agreement, pursuant to clause 4.23, or upon expiration of this Agreement pursuant, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality, and (iii) any right a Party may have under the Applicable Law.

4.23.8 Cessation of Services

Upon termination of this Agreement by notice of either Party, the Implementation Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum and ensure return of documents, facilities or equipment provided by DJB.

4.24 Rights and Liabilities of the Parties

Termination of the Agreement shall not prejudice or affect the accrued rights or claims and liabilities of either party.

Liability of Implementation Agency to DJB: Implementation Agency shall only be liable to pay compensation to DJB as agreed between the parties and arising out of or in connection with the Agreement if a breach of Contract is established against Implementation Agency.

- a. To the maximum extent permitted by law, Implementation Agency's liability for DJB's damages will not, in the aggregate, exceed the contract value of this Agreement. This clause takes precedence over any conflicting clause of this contract or any document incorporated into it or referenced by it. This limitation of liability will apply whether Implementation Agency's liability arises under breach of contract or warranty; tort, including negligence; strict liability; statutory liability; or any other cause of action, and shall include Implementation Agency's officers, affiliated corporations, employees, and subcontractors.
- b. In no event will one Party be liable to the other Party for, and each Party hereby releases the other Party from, loss of revenue or profits, whether anticipated or actual, loss of use of capital, loss of use of facilities or increased cost of using facilities, loss of contract(s) or business interruption, damages for failure to meet other contractual commitments or deadlines, loss of business reputation or opportunities, or for any special, incidental, indirect or consequential damage or loss, regardless of cause and even if caused by the breach, fault, breach of any duty or negligence, in any form, of the Party released pursuant hereto.

4.25 Duration of Liability

Implementation Agency shall not be considered liable for any loss or damage resulting from any occurrence unless a claim is formally made on him before the expiry of the Contract or such earlier date as may be prescribed by law.

4.26 Insurance

4.26.1 Insurance to be Taken out by the Implementation Agency.

The Implementation Agency

- a. shall take out and maintain, at its own cost but on terms and conditions approved by DJB, insurance against the risks, theft and for the coverage specified in the section below, and
- b. shall provide evidence to DJB showing that the insurance has been taken out and maintained and that the current premiums have been paid. The Implementation Agency shall ensure that such insurance is in place prior to commencing the Services as stated in below. The cost of insurance shall be included in the rates quoted by the Implementation Agency.

4.26.2 Insurance Coverage

The insurance coverage against the risks shall be as follows:

- a. Professional Indemnity insurance, with a minimum coverage of contract price + 10%
- b. Third Party motor vehicle liability insurance in respect of motor vehicles operated in DJB's country by the Implementation Agency or its Experts or Sub-Implementation Agency, with a minimum coverage of INR Ten Lakh in accordance with the applicable law in DJB's country.
- c. Third Party liability insurance, with a minimum coverage of Rupees Ten Lakh in accordance with the applicable law.
- d. employer's liability and workers' compensation insurance of the Experts and Sub-Implementation Agency in accordance with the relevant provisions of the applicable law, as well as, with respect to such Experts, any such life, health, accident, travel or other insurance as may be appropriate; and
- e. insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Implementation Agency's property used in the performance of the Services, and (iii) any documents prepared by the Implementation Agency in the performance of the Services.

4.27 Extension of Contract for Additional Work

DJB may, at its sole discretion, extend the Operations & Maintenance (O&M) Period and/or assign additional work of a similar nature on the same terms and conditions, subject to satisfactory performance of the Implementation Agency.

For the purpose of considering any extension, DJB shall review, inter alia:

- a) Compliance with applicable Core System Service Levels (CSSLs);
- b) Compliance with applicable Operational Performance and Service Integrity Service Levels (OPSLs);
- c) Performance of Customer Satisfaction KPIs (CEKPIs);
- d) Customer Satisfaction Score (CSAT);
- e) First-Time-Right Delivery (FTR);
- f) Repeat Complaint Prevention Index (RCPI);
- g) Quantity Fulfilment Index (QFI);
- h) Complaint Closure Effectiveness (CCE);
- i) Service Assurance Compliance Index (SACI);
- j) Service Integrity Exception history;
- k) Quantity Shortfall incidents and reporting compliance;
- l) Corrective Action Reports (CARs); and
- m) Performance Improvement Plans (PIPs), if any.

DJB shall not be under any obligation to extend the Contract.

No extension shall ordinarily be granted where:

- a) The Implementation Agency is operating under an active PIP at the time of review;
- b) The maximum applicable SLA deduction cap has been reached during two (2) consecutive quarters;
- c) Repeated Service Integrity Violations have been established;
- d) Repeated unreported quantity shortfall events have occurred;
- e) CEKPI performance remains below the applicable PIP thresholds; or
- f) Material service deficiencies continue despite corrective actions.

4.27.1 Exit Management

Upon expiry, termination or non-renewal of the Contract, the Implementation Agency shall provide all assistance required by DJB for smooth transfer of the Project to DJB or its nominated agency for a minimum period of sixty (60) days or such period as may be specified by DJB.

The Implementation Agency shall prepare and maintain an Exit Management Plan covering transition activities, timelines, responsibilities and resource deployment requirements.

The Implementation Agency shall hand over, transfer and provide unrestricted access to:

- a) All source code, application software, mobile applications, APIs, databases, configuration files, deployment scripts and integration artefacts;
- b) All project documents, manuals, reports, SOPs, training materials, dashboards and technical documentation;
- c) All project records, logs, audit trails, backups and historical data;
- d) All credentials, licenses, repositories and administrative rights necessary for continued operation of the ISWTMS; and
- e) All other assets, information and materials required for uninterrupted continuation of services.

The Implementation Agency shall provide adequate knowledge transfer, training, technical support and operational support to DJB or its nominated agency during the Exit Management Period.

The Implementation Agency shall ensure uninterrupted continuation of citizen-facing services during the Exit Management Period and shall provide all assistance reasonably required by DJB for smooth transfer of request management, complaint management, tanker allocation, tracking, monitoring, dashboards, reporting and related functions.

Upon completion of the transition:

- a) All DJB data shall remain the sole property of DJB;
- b) The Implementation Agency shall not retain, restrict, use, disclose or otherwise deal with any DJB data except as required under applicable law;
- c) The Implementation Agency shall certify deletion of DJB data from its systems wherever required and permitted under law; and
- d) The Implementation Agency shall provide a written Exit Completion Certificate.

Exit Management shall be deemed completed only upon written acceptance by DJB.

DJB may withhold any pending payments, retention amounts or release of Performance Security until all Exit Management obligations have been satisfactorily completed.

4.28 Notices and Communications

4.28.1 General

All notices, approvals, directions, instructions, requests, reports, certificates, warnings, corrective actions, Performance Improvement Plans (PIPs), service deficiency notices, Service Integrity Exception notices and other communications under the Contract shall be in writing.

Such communications may be delivered through:

- a) Registered Post;
- b) Speed Post;
- c) Courier with delivery acknowledgement;
- d) Hand Delivery against acknowledgement;
- e) Email from officially designated email addresses; or
- f) Such digital communication mechanism as may be approved by DJB.

4.28.2 Effective Date of Notice

A notice shall be deemed to have been received:

- a) On the date of acknowledgement, in case of hand delivery;
- b) On the date recorded by the delivery service, in case of registered post, speed post or courier;
- c) On the date and time of successful transmission, in case of email communication; or
- d) On the date of acknowledgement through any approved digital system.

4.28.3 Project Communications

For the purposes of implementation, operations, service delivery monitoring, SLA administration and contract management, the following shall also be treated as valid communications under the Contract:

- a) Approved minutes of meetings;

- b) Approved project reports;
- c) SLA reports;
- d) Service Integrity Exception reports;
- e) Corrective Action Reports (CARs);
- f) Performance Improvement Plans (PIPs);
- g) Dashboard-generated alerts acknowledged through ISWTMS;
- h) System-generated escalation records; and
- i) Written instructions issued by authorized representatives of DJB.

4.28.4 Change of Contact Details

Each Party shall promptly notify the other Party of any change in:

- a) Address;
- b) Email address;
- c) Telephone number; or
- d) Authorized representative.

Until such notification is received, communications sent to the last notified details shall be deemed valid.

4.28.5 Electronic Communications and Audit Trail

The Implementation Agency shall ensure that all project-related communications, service notifications, escalations, complaint records, quantity shortfall notifications, Service Integrity Exceptions, corrective actions and closure records are maintained in auditable electronic form. Such records shall form part of the Contract documentation and may be relied upon for:

- SLA administration;
- payment certification;
- application of deductions;
- retention decisions;
- performance reviews;
- PIP evaluation; and

- dispute resolution.

4.29 Continuous Service Improvement

The Implementation Agency shall continuously monitor, analyse and improve the quality, efficiency and reliability of services provided under the Contract with the objective of improving citizen satisfaction, reducing repeat complaints, ensuring timely delivery, maintaining quantity assurance and achieving the prescribed CSSLs, OPSLs and CEKPIs.

Where any CSSL, OPSL or CEKPI falls below the prescribed target, or where recurring complaints, quantity shortfalls, service delays, Service Integrity Exceptions or other material service deficiencies are identified, the Implementation Agency shall undertake a documented Root Cause Analysis and implement appropriate corrective and preventive actions at its own cost.

The Implementation Agency shall submit such reports, action plans, performance reviews and improvement measures as may be required by DJB and shall implement all approved corrective actions within the timelines specified by DJB.

Failure to achieve sustained improvement, recurrence of deficiencies after corrective action, or continued deterioration in service quality may result in issuance of a Corrective Action Report (CAR), initiation of a Performance Improvement Plan (PIP), application of contractual remedies, retention of payments, invocation of Performance Security or any other action permissible under the Contract.

The Implementation Agency shall ensure that all continuous improvement activities are recorded in the ISWTMS and supported by auditable records, performance data and outcome-based evidence demonstrating improvement in citizen service delivery.

5 SECTION5 –TECHNICALSUBMISSIONFORMS

FORM-I:TECHNICALBIDSUBMISSIONFORM

Date: _____

To
Deputy Director (IT)
Delhi Jal Board,
A-Building, Varunalaya,
Karol Bagh, New Delhi-110005

Kind Attention:

Subject: Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.

We, the undersigned, offer to provide the Services for “Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board” in accordance with the provisions of this Request for Proposal (RFP)

We are hereby submitting our Proposal as a single legal entity and confirm that we shall be solely responsible for execution of the Contract and fulfilment of all obligations arising therefrom

We hereby declare that-

- (i) we have gone through the NIT and RFP conditions and accept the same.
- (ii) all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
- (iii) if our proposal is accepted, we agree to commence the services within one week of issue of the Work Order or such other date as may be specified by DJB.
- (iv) work order to commence and to complete the entire Services within stipulated timeline, as indicated in the data sheet.
- (v) We agree to abide by this proposal for a minimum period of 180 days from the last date fixed for submission of the same and it shall remain binding upon us and may be accepted at any time before the expiry of that period or any extended period mutually agreed to.
- (vi) We understand you are not bound to accept any Proposal you receive
- (vii) we have no conflict of interest with the Client and that none of our partners, directors, or key personnel have any close relatives employed with DJB.
- (viii) If our proposal is accepted, we understand that we are to be held solely responsible for the due performance of the Contract.

We further declare that we have not been blacklisted or debarred by any Central or State Government ministry/ department, organization, Implementation Agency, multilateral or bilateral funding Implementation Agency, autonomous body, public sector undertaking, or by any other client-entity or authority that has imposed such restriction for reasons including unsatisfactory past performance, corrupt or fraudulent practices, or any other unethical or prohibited business conduct, whether such debarment arose during an ongoing contract or prior to the award or signing of a contract and no such blacklisting or bar is in force as on the Bid Submission Date.

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

FORM-II: PARTICULARS OF THE BIDDER

1.	Title of Services: Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.
2.	State whether applying as Principal Firm or Sister concern/subsidiary with complete details:
3.	State the following: Name of Company or Firm: Legal status (e.g. incorporated private company, unincorporated business, partnership etc.): Country of incorporation: Registered address: Year of Incorporation: Year of commencement of business: Principal place of business: Brief description of the Company including details of its main lines of business: Name, designation, address and phone numbers of authorized signatory of the Bidder: Name: Designation: Company: Address: Phone No.: E-mail address:
4	Litigation History: (The Bidder shall disclose all material litigation, arbitration and regulatory proceedings), if any.

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

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

FORM - III: STATEMENT OF LEGAL CAPACITY

(To be forwarded on the letterhead of the Bidder
)

Ref. Date:

To
Deputy Director (IT)
Delhi Jal Board,
A-Building, Varunalaya,
Karol Bagh, New Delhi-110005

Dear Sir,

Subject: Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.

I/We hereby confirm that we, the Bidder, satisfy the terms and conditions laid down in the RFP document. I/We have agreed that (insert individual's name) will act as our Authorized Representative and has been duly authorized to submit our Bid. Further, the authorized signatory is vested with requisite powers to furnish such bid and all other documents, information or communication and authenticate the same.

Yours faithfully,

(Signature, name and Designation of the authorized signatory)

For and on behalf of.....

FORM - IV: DESCRIPTION OF THE METHODOLOGY AND WORK PLAN
(Maximum 15 pages)

Comments and Suggestions of the Implementation Agency on the Scope of Work / Terms of Reference.

1. Understanding of the Services

- Understanding of project scope, objectives, deliverables, constraints, and expectations.
- Assessment of sectoral, institutional, and technical context influencing execution.

2. Overall Technical Approach

- Conceptual framework and guiding principles.
- Strategy for data acquisition, validation, and stakeholder interaction.
- Use of analytical tools, modelling systems, and applicable standards.

3. Detailed Methodology

- Task-by-task methodology for executing the services.
- QA/QC framework covering internal review and compliance.
- Risk identification and mitigation strategy.

4. Work Plan

- Narrative description of sequencing of activities and dependencies.
- Activity schedule (Bar Chart/Gantt Chart) – to be enclosed separately.
- Milestone-linked deliverables schedule.

5. Staffing & Deployment Plan

- Team structure with roles and reporting hierarchy.
- Man-month deployment matrix.
- Mobilisation schedule for key and support staff.

6. Communication & Reporting Mechanism

- Coordination protocol with the Delhi Jal Board.
- Reporting frequency, formats, and escalation matrix.

7. Compliance with Terms of Reference

- Mapping methodology and deliverables to TOR clauses.
- Assumptions, clarifications, and required support.

8. Declaration

- A declaration confirming compliance and commitment.

Authorized
Name:
Designation:
Firm:
Date:

Signatory:

FORM – V. A.: BIDDER’S REFERENCES

Relevant Services Carried Out During the Last Ten (10) Years that Best Demonstrate the Bidder's Qualifications

Using the format below, provide information on each reference service for which your firm/entity, individually as a corporate entity was legally contracted.

Services Name:		Country:
Location within Country:		Key professional staff provided by Your Firm/entity (profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; duration of services:
Start- Date (Month/Year):	Completion- Date (Month/Year):	Approx. Value of Services (in Current Indian Rupees)
Name of Associated Implementation Agency, if any:		No. of Months of Key professional staff, provided by Associated Implementation Agency:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved, and functions performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

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

Name and Title of Signatory: _____

Name of Firm: _____

FORM – V. B.: FINANCIAL CAPACITY OF THE BIDDER

Turnover

Type of Bidder	Firm/Bidder's Name	Turnover in FY 2022-23	Turnover in FY 2023-24	Turnover in FY 2024-25	Average Turnover of last 3 FY
Single Entity					

Note: The Bidder(s) shall provide a CA/ Auditor's Certificate specifying the Annual Turnover of the Bidder during the last three (3) financial years. The certificate must be UDIN.

FORM-VI:POWEROFATTORNEY

Know all men by these presents, we, ... (name of Firm and address of the registered office), do hereby constitute, nominate, appoint and authorize Mr./Ms., son/daughter/wife of, and presently residing at, who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for “Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board” by Delhi Jal Board (the “DJB”), including but not limited to signing and submission of all applications, bids and other documents and writings, participating in pre-bid and other conferences and providing information/responses to DJB, representing us in all matters before DJB, signing and execution of all contracts and undertakings consequent to acceptance of our Bid and generally dealing with DJB in all matters in connection with or relating to or arising out of our Bid for the said Project and/or upon award thereof to us till the entering into of the Agreement with DJB.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2026

For.....
(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Notarized
Accepted

.....
(Signature, name, designation and address of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a non-judicial stamp paper of Rs. 100 (hundred) and duly notarized by a notary public.*
- *Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, Bidders from countries that have signed the Hague Legislation Convention 1961 need not get their Power of Attorney legalized by the Indian Embassy if it carries a conforming apostille certificate.*

FORM - VII: CURRICULM VITAE FOR PROPOSED PROFESSIONAL STAFF
(5 No. Page Limit)

1.	ProposedPosition	5.1.10
2.	NameofFirm	5.1.11
3.	NameofStaff	5.1.12
4.	DateofBirth	5.1.13
5.	Nationality	5.1.14
6.	EducationalQualification	(Indicatecollege/universityandotherspecializededucation of staff member, giving names of institutions, degrees obtained and years of obtainment starting from latest degree)
7.	Membershipof Professional Organization	5.1.15
8.	Training&Publications	(IndicateSignificanttrainingsinceeducationdegrees(under 5) were obtained)
9.	LanguagesKnown	5.1.16
10.	Employment record (<i>starting with the present position, list in reverseordereveryemploymentheldbystaffmemberssince graduation</i>)	5.1.17
11.	DetailsofTaskAssigned	5.1.18
12.	Work Undertaken that best illustratescapabilitytohandle Tasks assigned.	[Among the services in which the Staff has been involved, indicate the following information for those services that best illustrate staff capability to handle the tasks assigned] Nameofservicesorproject: Year:Location:Client:Project: Cost: Mainprojectfeatures:Positionsheld: Activitiesperformed:
13.	Certification	I,theundersigned,certifythattothebestofmyknowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualificationordismissal,ifengaged.
SignatureDate:- NameofStaffMember		SignatureDate:- NameofAuthorizedSignatoryofBidder

FORM-VIII:DELETED
FORM – IX: DELETED
FORM – X: DELETED

ANNEXURE TO FORM X- DELETED
FORM– XI: DELETED

6 SECTION 6 – FINANCIAL FORMS

FORM FIN 1: FINANCIAL BID COVERING LETTER (On Bidder's Letterhead)

Date

Reference

To,

.....
.....
.....

Dear Sir,

Subject: Selection of a System Integrator for Implementation of Integrated Smart Water Tanker Management System (ISWTMS) for Delhi Jal Board.

I/We, (Bidder's name) herewith enclose the Financial Bid for selection of my/our firm as Implementation Agency for above. I/We agree that this offer shall remain valid for a period of 180 (one hundred eighty) days from the Bid Due Date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

Note:

- a. The Financial Bid is to be submitted strictly as per Excel based forms given in the RFP.
- b. Rates quoted shall be exclusive of all taxes and duties. Implementation Agency shall quote the rates in both figures and words. The quoted amount shall be used for Financial Evaluation under the Least Cost Selection (LCS) methodology.
- c. As applicable, GST shall be quoted separately.
- d. Taxes shall be governed by the provisions of the Contract and applicable law.
- e. In case of discrepancy in figures and words, the rates quoted in words shall be taken as correct.

FORM FIN 2: FINANCIAL BID-SCHEDULE OF QUANTITY (BOQ)

Sl. No.	Item	Specifications/ Scope	Unit	Quantity	Rate(Rs/Quantity)	Amount in Figures (₹)	Amount in Words (₹)
A	SOFTWARE APPLICATION DEVELOPMENT & LICENSING						
1	Inception Report & System Requirement Specification (SRS)	As per ToR	Lot	1			
2	System Design Document (SDD) & IT Architecture	As per ToR	Lot	1			
3	Multi-Channel Request Intake Module	Mobile app, web portal, call-centre/IVR, WhatsApp, ward/zonal office, in-person & bulk request intake integrated into single omni-channel layer	Lot	1			
4	UCC Request Processing Engine	Register, de-duplicate (AI), categorise, prioritise/SLA-assign	Lot	1			
5	Intelligent Tanker Allocation Engine	Nearest-tanker identification	Lot	1			
6	Filling Point Management Software	QR/geo-tag mapping, IoT water-level integration, availability verification, digital validation	Lot	1			
7	UCC Dashboard & Analytics	Tanker/filling-point status, demand-vs-supply, SLA compliance, alerts/complaints, analytics & insights	Lot	1			
8	Citizen 360° View Module	Consolidated citizen profile: service history, requests, interactions, complaints, SLA & feedback	Lot	1			
9	API Gateway / Integration Hub	RESTful APIs & event streams for real-time exchange	Lot	1			
10	Call Centre / IVR Integration	Voice, IVR, agent console integration	Lot	1			

11	CRM Integration	Customer profile, interaction & case management integration	Lot	1			
12	Notification Services Integration	SMS, Email, Push, WhatsApp gateway integration & credits (initial)	Lot	1			
13	Database Management System Licence	Operational + analytics database (If required)	Lot	3			
14	GIS / Mapping Platform Licence	Base map & routing engine licence (If required)	Lot	1			
15	Security Tools (IAM/RBAC, Encryption, SIEM) Licence	Identity & access management, encryption, audit/compliance monitoring	Lot	1			
B		HARDWARE, IOT & FIELD EQUIPMENT					
16	Network Equipment (Core Switches, Routers, Firewall, Load Balancer, Controllers for each filling station and others IT equipments.	High-availability network stack for UCC and filling station	Set	1			
17	UPS with Battery Backup (UCC)	Power backup for UCC infrastructure	No.	2			
18	Storage Area Network (SAN)/Backup Storage	For backup/snapshots	TB	100			
19	Operator Workstations (Desktop + Monitor)	i5- class desktop with dual 24" monitors. For UCC shift staff	No.	10			
20	Video Wall / Large Display Screens for UCC	3X3 55" ultra-narrow-bezel LED video incl controller, mounts and commissioning. Live dashboard & map monitoring wall	No.	1			
21	IP Telephony / Call Centre Headsets & Handsets	For helpline agents	No.	10			
22	GPS Tracking Device (with SIM slot)	Real-time GPS tracking of every tanker, AIS-140 compliance VLTD with internal battery (as per requirement)	No.	1000			
23	Panic / SOS Button Unit	Driver-safety panic button, linked to UCC	No.	1000			

24	Vehicle QR Code / Tag	Unique identification tag per tanker	No.	1000			
25	IoT Water-Level Sensors	Real-time level sensing at UGR/filling station (avg 3 per site, for each hydrant) Radar /Ultrasonic level transmitter with IP67 enclosure, gateway share and calibration with controller	No.	80			
26	IoT gateway	IoT gateway with water pump control and live data	No.	25			
27	Water management Controller	Suitable for IoT Sensors, existing pumps and other accessories	No.	25			
28	ANPR Camera at Entry/Bay	2 per site (entry+ bay). Camera with IR illuminator plus per-channel ANPR engine licence. Number-plate recognition for tanker/bay validation	No.	50			
29	Boom Barrier with Controller	2 per site (entry+ exist). Heavy duty 6 m boom, high-duty-cycle motor, controller and loop detectors. Automated entry control at filling station	No.	50			
30	RFID Reader (Entry + Exit)	Long- range UHF reader with antenna and mounting pole, integrated with boom barrier controller. Tanker/bay identification & validation	No.	50			
31	CCTV Camera (IP, with NVR)	4 MP IP camera INR 12,000-16,000 plus per-channel share of NVR,STQC Compliance, PoE switch, cabling and mounting.	No.	100			

		Local CCTV feed for registration control room (4 per site)					
32	QR Code Signage / Plate for Filling Point	Weatherproof ACP-backed plate with geo-tagged QR, pole-mounted. Unique geo-tagged QR per filling point	No.	25			
33	Local Networking Kit (Switch, Router, Wi-Fi AP)	24-port PoE switch, 4G-failover router, 2 Wi-Fi APs, rack and structured cabling per site. LAN/Wi-Fi connectivity within CCR	Set	25			
34	Air Conditioner (1.5 Ton)	2 per site (control room + equipment rack area). 5-star inverter split, incl. installation and copper. For registration control room	No.	50			
35	Computer & Display Set-up for CCR	Desktop + 24" monitor + multifunction printer/scanner + barcode scanner per registration desk. Desktop/monitor + request-portal entry terminal per site	Set	25			
36	UPS (Filling Point, small capacity)	3 kVA online UPS with 30-minute battery bank for CCR IT load. Power backup at each control room	No.	25			
C	TESTING, TRAINING, DOCUMENTATION & HANDHOLDING (ONE-TIME)						
37	User Acceptance Testing (UAT)	As per ToR	Lot	1			
38	Security Audit / VAPT	Vulnerability Assessment & Penetration Testing incl. re-test	Lot	1			
39	Pilot Rollout Support (Select Zones)	As per ToR	Lot	1			
40	Training of DJB / UCC Staff	Classroom + hands-on training for operators, supervisors	Job	1			

41	Training of Field Staff / Drivers	Driver-app & field-equipment training	Batch	1			
42	User Manuals & SOP Documentation	System user manuals, SOPs, admin guides	Lot	1			
43	Change Management Support	Handholding support during transition	Lot	1			
D	AMC, CLOUD HOSTING & CONNECTIVITY (O&M, 3 YEARS)						
44	Application Software AMC (post-warranty)	Bug-fix, minor enhancements, support (per year)	Year	3			
45	Field Equipment AMC (GPS/IoT/ANPR/CCTV/Boom Barrier/RFID)	Comprehensive AMC for all field devices (per year)	Year	3			
46	SIM / Data Connectivity for Tankers	1000 GPS/IoT devices x annual data charge (per year)	Year	3			
47	Internet Leased Line / MPLS at UCC & Filling Points	Connectivity for UCC + 25 filling points (per year)	Year	3			
48	SMS / WhatsApp / Push Notification Credits	Recurring notification-service usage charges (per year)	Year	3			
E	MANPOWER (O&M, 36 MONTHS)						
49	CCR Registration Operator	2 operating shifts + reliever = 3 per site x 25 sites = 75, over 36 months	Person-Month	2,700			
50	UCC Operator (24x7)	5 operators per shift x 2 shifts + 2 operators in Night shift+ 2 relievers = 14, over 36 months	Person-Month	504			
	GRAND TOTAL (Project Cost — Excl. GST)						
	Add: GST @ 18%						
	GRAND TOTAL (Incl. GST)						

Notes

- a. The quoted prices shall be inclusive of all costs, expenses, duties, levies, consumables, licenses, subscriptions, manpower, hardware, software, equipment, logistics, project management, training, documentation, support services and all other obligations necessary for complete execution of the Project in accordance with the NIT and Contract.

- b. The amount quoted shall be considered as the Evaluated Financial Quote (Total Cost of Ownership - TCO) for the purpose of Financial Evaluation.
- c. All Software modules would be hosted in DJB Oracle Cloud. Firm has to include cloud hosting charges in their cost.
- d. GST shall be quoted separately in BOQ.
- e. The Bidder shall quote for all components. Incomplete, conditional, nil-valued or partially filled Financial Bids may be treated as non-responsive.
- f. In case of any discrepancy between the amount in figures and the amount in words, the amount stated in words shall prevail.
- g. In case of any arithmetic error, DJB shall correct the same and the corrected amount shall be considered for evaluation.
- h. Bids submitted without a duly completed FIN-2 in the prescribed format shall be treated as non-responsive and shall not be considered for evaluation.
- i. Escalation @ 6% per year would be paid on consecutive O&M Cost only starting from second year with base rate of previous year O&M.
- j. For the purposes of SLA administration during the Operations & Maintenance (O&M) Period:
 - (i) Annual O&M Charge shall mean the O&M Cost quoted for the respective Contract Year.
 - (ii) Quarterly O&M Charge shall mean one-fourth (1/4) of the applicable Annual O&M Charge.
 - (iii) Monthly O&M Base shall mean one-third (1/3) of the applicable Quarterly O&M Charge.
 - (iv) Applicable CSSL deductions, OPSL deductions and CEKPI retentions, if any, shall be calculated and adjusted against the corresponding Quarterly O&M Invoice in accordance with Clause 3.9 and Clause 4.1 of the Contract..

ANNEXUREA: FORM OF BID SECURITY (BANK GUARANTEE)
(in stamp paper)

B.G.No:

Dated:

WHEREAS (name of Bidder) (hereinafter called “the Bidder”) has submitted its Bid (hereinafter called the “Bid”) dated (date) for the performance of (name of Contract).

KNOW ALL PEOPLE by these presents that We (name of Bank) of (name of country), having our registered office at (hereinafter called “the Bank”), are bound unto (hereinafter called “the Client”) in the sum of for which payment well and truly to be made to the said Client, the Bank binds itself, its successors, and assigns by these presents.

[The Bidder should insert the amount of the guarantee in words and in figures. This figure should be the same amount as set out in the NIT to this RFP. The details related to the Bid Security are set out in Clause 2.26 of the RFP.]

The CONDITIONS of this obligation are:

- a. If the Bid has been termed as non-responsive in accordance with the relevant clauses of the NIT document.
- b. If the Bidder withdraws its Bid during the Bid Validity Period; or
- c. If the Bidder, having been notified of the acceptance of its Bid by the Client during the period of Bid validity:
 1. fails to sign the Agreement in accordance with and when required by NIT Clause 2.32.2; or
 2. fails to provide the Performance Security to the Client in accordance with and when required by NIT Clause 2.27.
- d. If the Bidder fails to commence the services as per Clause 2.32.3 of the NIT document.

We undertake to pay to the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of one or more of the conditions set out above, specifying the occurred condition or conditions.

This Guarantee will remain in full force up to and including 45 days after the expiry of the Bid Validity Period, and it may be extended by the Client in accordance with the NIT, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date or the extended date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.

SEALED with the Common Seal of the said Bank this..... day of _____, [Year].

WITNESS SIGNATURE OF THE BANK

(signature, name and address) SEAL

Name: _____

Position: _____

BID SECURITY DECLARATION (For MSE Bidders)

Date: _____

To,

[Name of Tender Inviting Authority]

[Department / Organization]

[Address]

Subject: Bid Security Declaration for Tender No. _____

Sir/Madam,

I/We, the undersigned, hereby submit this Bid Security Declaration In lieu of Earnest Money Deposit (EMD), in accordance with Rule 170 of the General Financial Rules (GFR) 2017, as amended, which exempts Micro & Small Enterprises (MSEs) from payment of Bid Security.

I/We hereby declare that:

1. We are an MSE registered under the Udyam Registration system of the Government of India, and our registration covers the category of services/goods required in this tender.

Udyam Registration No.: _____

Validity: _____

2. We understand that our bid must remain valid for the period specified in the RFP, and that this Declaration is enforceable if we withdraw or modify our bid during the bid validity period.

3. We agree that our organization will be suspended from participating in any procurement of the tendering authority for the period specified under procurement rules, if:

- a. We withdraw or modify our bid during the bid validity period.
- b. We are awarded the contract but fail to sign the contract, or fail to furnish the required Performance Security, or fail to comply with any mandatory condition of award.

4. We understand that this suspension is without prejudice to any other legal remedies available to the Purchaser.

Authorized

Signatory:

Name:

Designation:

Firm/Company

Name:

Address:

Phone/Email:

Signature

with

Seal:

ANNEXURE B: BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

(The Bank Guarantee shall be on a Stamp Paper of appropriate value in accordance with Stamp Act and shall be purchased in the name of the guarantee issuing Bank or the Party on whose behalf the BG is being issued.)

Ref Bank Guarantee No.....

Date.....

To

[Name of Tender Inviting Authority]

[Department / Organization]

[Address]

Whereas M/s.....with its Registered/ Head Office at..... (name and address of the Implementation Agency, hereinafter called “the Implementation Agency”, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) has undertaken, in pursuance of contract no date..... to delivery (description of Services) (hereinafter called “the contract”).

And Whereas you (unless repugnant to the context or meaning thereof, including your successors, administrators, executors and assigns) have stipulated in the said contract that the Implementation Agency shall furnish you with a bank guarantee by a Scheduled bank for the sum specified therein as security for compliance with its obligations as per the contract.

And Whereas we with our Head Office at..... (name and address of the Bank, hereinafter referred to as the ‘Bank’, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) have agreed to give the Implementation Agency such a bank guarantee.

Now, Therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Implementation Agency, up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Implementation Agency to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein, notwithstanding any difference between you and the Implementation Agency or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We hereby waive the necessity of your demanding the said debt from the Implementation Agency before presenting us with the demand.

The Bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee herein contained shall continue to be enforceable till you discharge this guarantee. This guarantee will not be discharged due to a change in the constitution of the Bank or the Implementation Agency’s.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Implementation Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the day of 20.....

Our.....branch at.....*(Name & Address of the* (branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

**Preferably at the authority's headquarters competent to sanction the expenditure for procurement of goods/services or at the concerned district headquarters or the state headquarters.*

ANNEXURE C:PRE-BID QUERY FORMAT

RFP Title: _____

NIT No.: _____

Name of Bidder: _____

Date of Submission of Queries: _____

TABLE – PRE-BID QUERIES

Sl. No.	RFP Section / Clause No.	Page No.	Existing Provision in RFP	Query / Clarification Requested	Proposed Suggestion (if any)

Declaration:

We confirm that the above queries are submitted in accordance with the RFP instructions. Any further information required will be provided upon request.

Authorized Signatory: _____

Name: _____

Designation: _____

Bidder's Seal: _____

ANNEXURE-D MINIMUM MANPOWER DEPLOYMENT MATRIX

Sl. No.	Role	Minimum Qualification	Location	Shift Requirement	Minimum Nos.	Key Personnel
1	Project Manager	B.Tech/BE/MCA	UCC/HQ	General	1	Yes
2	Solution Architect	B.Tech/BE/MCA	UCC/HQ	General	1	Yes
3	GIS & Route Optimization Expert	Engineering/GIS Graduate	UCC/HQ	General	1	Yes
4	GPS/IoT Integration Expert	Engineering Graduate	UCC/HQ	General	1	Yes
5	Information Security Expert	Engineering Graduate with Security Certification	UCC/HQ	General	1	Yes
6	Database Administrator	B.Tech/MCA	NOC	General	1	No
7	Cloud Infrastructure Engineer	B.Tech/MCA	NOC	General	1	No
8	UCC Manager / Operations Manager	UCC	General	1	No	
9	UCC Supervisors	UCC	24×7	2	No	
10	UCC Operators	UCC	24×7	14	No	
11	Helpdesk/NOC Support Staff	NOC	24×7	4	No	
12	Application Support Engineers	UCC/NOC	24×7	4	No	
13	Call Centre Executives	Call Centre	Shift Basis	As Required	No	
14	CCR Registration Operators	25 Filling Points	Shift Basis	75	No	
15	Field Technical Support Engineers	Field Locations	General	4	No	

Note:

The minimum manpower deployment requirement shall comprise all manpower positions specified in this Annexure. The manpower deployed under the Contract shall be maintained throughout the Contract Period and shall form the basis of SLA measurement under SLA No. 30.

ANNEXURE-EWATER TANKER APPLICATION

Purpose

This manual explains the operational flow of the Water Tanker application based on the provided module flow. It covers Employee, Vendor, Driver, Citizen and Fixed Point Scheduler activities.

1. User Roles & Responsibilities

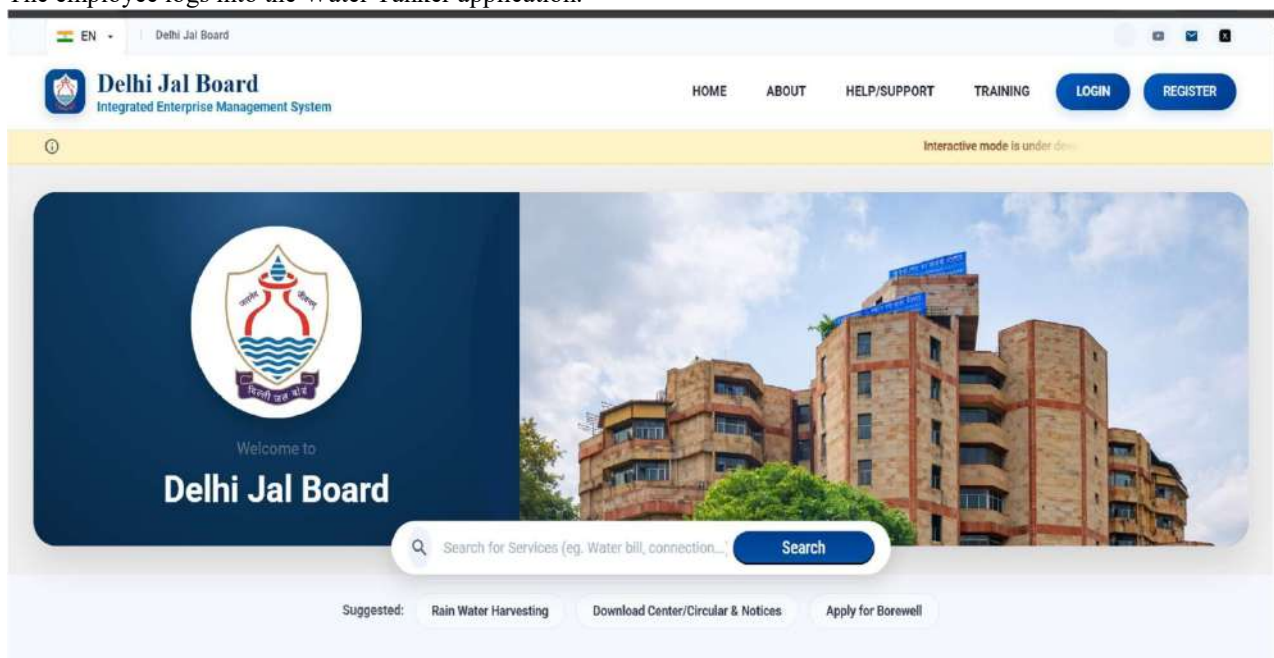
Role / User	Main Activities
Employee / WT_CEMP	Register users with roles; create fixed/filling points; assign vendors; create vendor, vehicle and driver records; manage fixed-point schedules; add trip details; map fixed points and filling points; track tanker status.
Vendor	Login; add vehicles and drivers; map vehicles with drivers; map vehicle, filling point and driver.
Driver	Login; receive trip/booking details; start trip; complete/end trip.
Citizen	Register; create normal water tanker booking; create emergency water tanker booking. Fixed Point Scheduler functionality, Such as Automatically create tanker bookings for fixed points using active filling points and the configured timetable.

2. Initial Setup – Citizen and Employee through

Visit on <https://ejalsewa.delhi.gov.in/>

2.1 Citizen Employee Login

The employee logs into the Water Tanker application.



2.2 Register Employee with Role

Employees can be registered with the roles WT_CEMP, EMPLOYEE or WT_VENDOR.

**Delhi Jal Board**
Integrated Enterprise Management System

[Accessibility](#) | [FY 2026-27](#) | [IN](#) | 

REGISTRATION PROGRESS

1

Step 1
Enter Mobile Number

2

Step 2
Verify OTP

3

Step 3
Set Profile Details

Step 1: Enter Mobile Number

1 of 3

Enter your mobile number to receive OTP.

Mobile Number

+91



Enter mobile number

We will send a 6-digit code

☐ I agree to the [Privacy Policy](#)

SEND OTP

© 2026 Delhi Jal Board. All rights reserved.

2.3 Map Fixed Point & Filling Point

Connect the relevant fixed point with the filling point.

3. Vendor Workflow

Step 1 – Vendor Login: Vendor logs into the application.

Step 2 – Add Vehicle: Vendor adds vehicle details.

Step 3 – Add Driver: Vendor adds driver details.

Step 4 – Map Vehicle & Driver: Vendor maps the driver to the appropriate vehicle.

Step 5 – Vehicle Section Mapping: Map the vehicle with the filling point and driver.

4. Driver Workflow

Driver Login: Driver logs into the application.

Receive Trip Details: The driver receives assigned trip/booking details.

Start Trip: Driver starts the trip from the assigned booking.

End / Complete Trip: Driver completes the trip after delivery.

5. Citizen – Normal Water Tanker Booking

Register Citizen: Citizen creates an account/registration.

Create Booking: Citizen submits a normal water tanker booking request.

Assignment: The booking is handled through the configured employee/vendor/driver/vehicle flow.

Driver Action: Driver receives the booking, starts the trip and completes it.

6. Emergency Water Tanker Booking

Citizen creates an Emergency Water Tanker Booking.

Select Fixed Point.

The fixed point address details are filled automatically.

Select Filling Point, Vendor, Vehicle and Driver.

Select the use of water, water quantity/quantity, delivery date and delivery time.

Submit the request. The driver receives the water tanker request.

Driver starts the trip.

Driver completes the trip.

7. Fixed Point Scheduler

The Fixed Point Scheduler automatically creates water tanker bookings for fixed points using all active filling points and the configured timetable/schedule. This reduces the need to manually create recurring fixed-point bookings.

8. End-to-End Operational Flow

Stage	Flow
1	Citizen registers.
2	Citizen requests a water tanker booking.
3	Water Tanker Employee (WT_CEMP) maps the booking with vendor, driver and vehicle.
4	Driver receives booking details.
5	Driver starts the trip.
6	Driver completes the trip.
7	Employee or Vendor can track the driver/tanker status after the trip is started.

9. Quick Reference – Who Does What?

Activity	Responsible User
Citizen registration	Citizen
Normal booking	Citizen
Emergency booking	Citizen
Fixed/filling point setup	Employee
Vendor/vehicle/driver master setup	Employee / Vendor
Vehicle-driver mapping	Vendor
Filling point-driver-vehicle mapping	Vendor / Employee flow
Fixed-point schedule	Employee / Fixed Point Scheduler
Receive trip	Driver
Start trip	Driver
Complete trip	Driver
Tanker status tracking	Employee / Vendor

10. Important Notes

This manual is based strictly on the supplied Water Tanker module flow. The source describes the workflow and user responsibilities but does not provide screen-by-screen UI instructions, field names beyond the listed booking fields, validation rules, screenshots, or error-handling procedures.

For emergency bookings, the source specifically identifies Fixed Point, automatically populated address details, Filling Point, Vendor, Vehicle, Driver, use of water, quantity, delivery date and delivery time as the booking information.

Operational sequence: Request ☐ Assignment/Mapping ☐ Driver Receives ☐ Start Trip ☐ Complete Trip.

WATER TANKER APPLICATION

Citizen User Manual – Normal Water Tanker Request

Scope of this draft: This section documents the normal water tanker request process performed by a citizen on the Delhi Jal Board portal, using the screenshots and instructions provided so far.

Normal Water Tanker Request – Overview

The citizen first registers and logs into the official Delhi Jal Board Portal. After login, the citizen opens the Water Tanker service, selects Request Tanker, chooses the Water Tanker request type, completes the form, and proceeds using Save & Next.

Process at a glance

Step	Citizen Action
1	Register on the official Delhi Jal Board Portal and log in with the registered credentials.

2	From the logged-in home screen, select the Water Tanker card.
3	On the Water Tanker service screen, select Request Tanker.
4	In the Request Type popup, select Water Tanker, complete the mandatory form fields, and click Save & Next.

Step 1 · Register and Login

The citizen must first register on the official Delhi Jal Board Portal. After successful registration, log in to the portal using the registered credentials.

Step 2 – Open the Water Tanker Service

After logging in, the citizen is shown the portal home screen. Locate the Water Tanker card and click it to open the Water Tanker service.

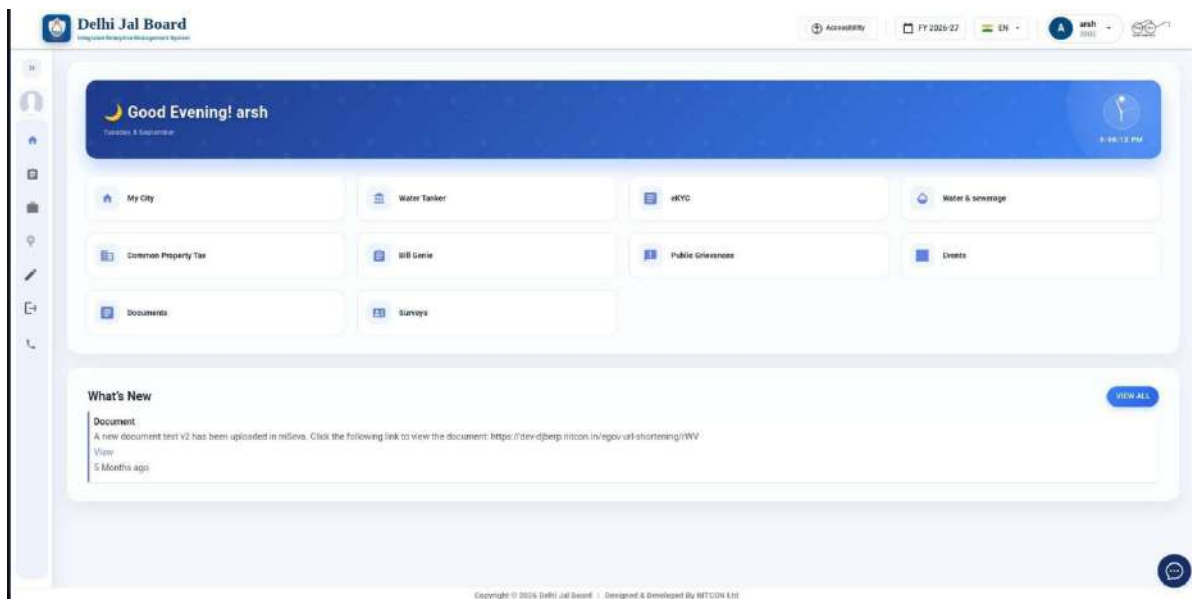


Figure 1. Portal home screen – select the Water Tanker card.

Step 3 – Select Request Tanker

On the Water Tanker service screen, the citizen will see the available options under Citizen Services. Click Request Tanker to begin the tanker request.

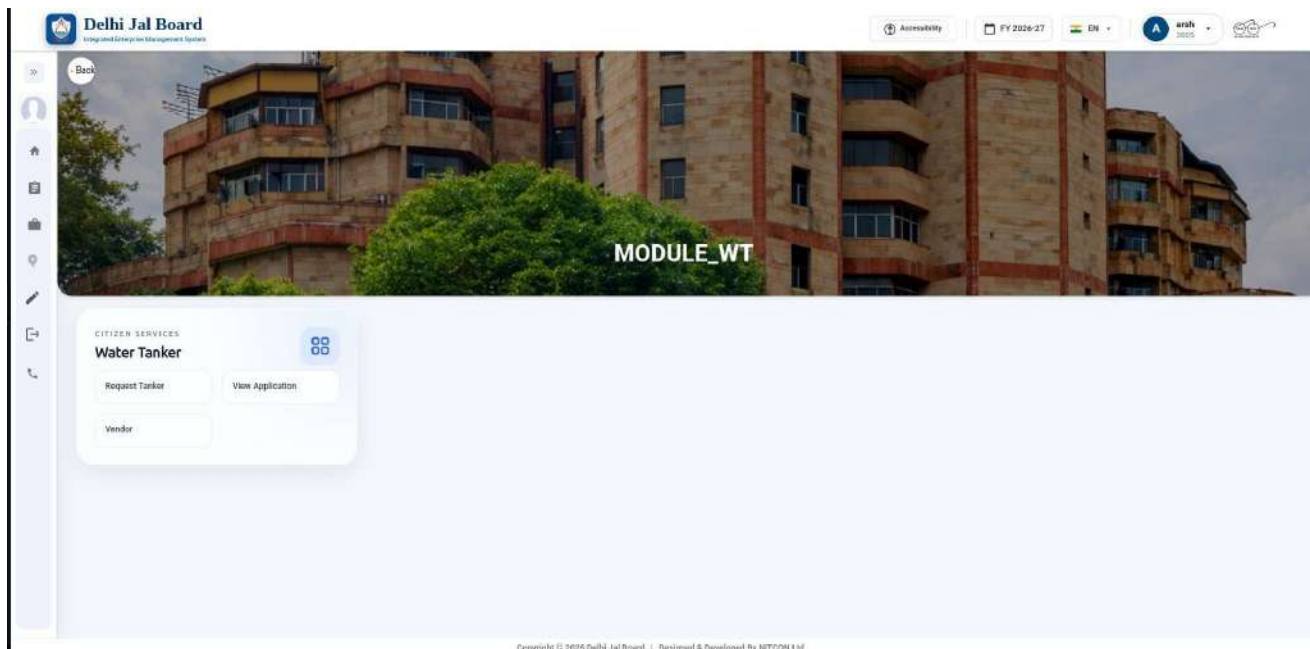


Figure 2. Water Tanker service screen – select Request Tanker.

Step 3A – Select Request Type

A Request Type popup is displayed. In the Request Type field, select Water Tanker. After selecting the service type, continue to the request form.

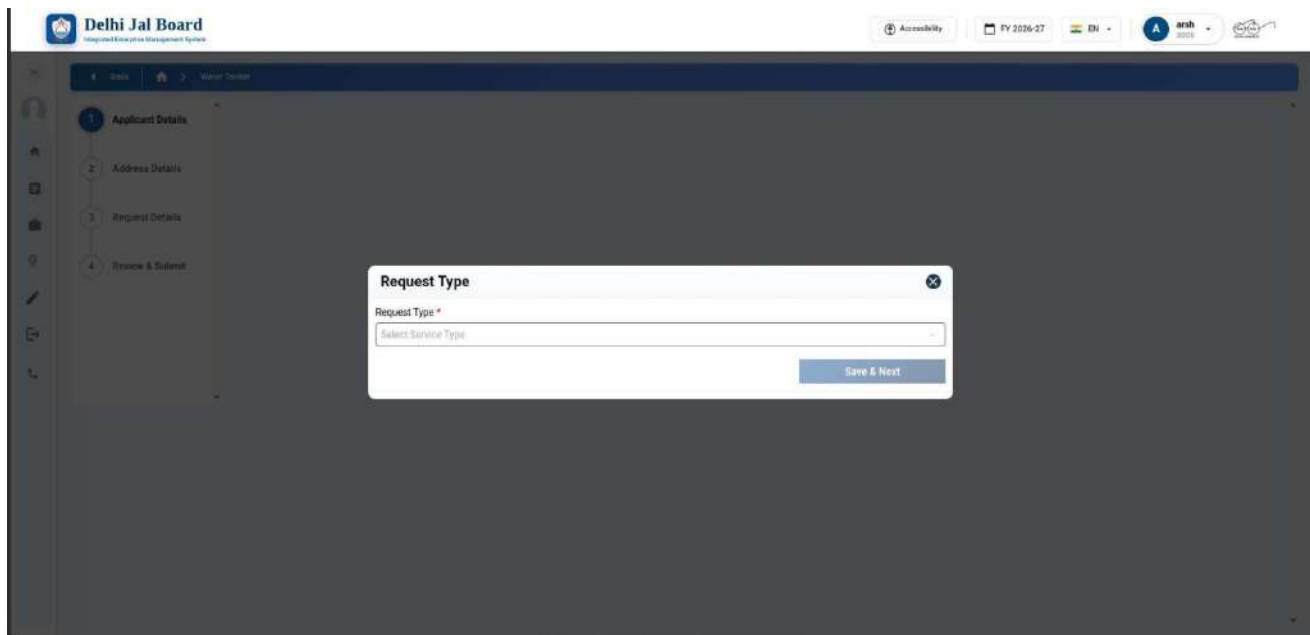


Figure 3. Request Type popup – select Water Tanker.

Step 4 – Fill the Request Form

Complete the request form and provide all mandatory fields. Mandatory fields are marked with a red asterisk (*). After entering the required information, click Save & Next.

Delhi Jal Board
Integrated Customer Management System

Accessibility | FY 2023-27 | EN | **arsh** 2023

Water Tanker

1 Applicant Details

Applicant Name *
arsh

Mobile Number *
+91 7007759137

Alternate Mobile Number
+91

Email ID
arshkumar436@gmail.com

Save & Next

Address Details

Address Type *
Permanent

City *
Delhi

Locality *
Select

Sub-locality
Enter Sub-locality

Street Name/ Gali Name
Enter Street Name

Address Line 1 *
Enter Address

Address Line 2
Enter Address

House No.
Enter House No.

Longitude
77.2018719

Latitude
28.6498273

Assembly
Enter Assembly

Copyright © 2023 Delhi Jal Board | Designed & Developed By NITECON Ltd

Figure 4. Applicant and Address Details form.

Step 4 – Water Tanker Request Details

The Water Tanker Request Details section contains the request-specific information. The screen shown includes fields for tanker type, use of water, water quantity, tanker quantity, delivery date, delivery time, document upload, description and an Immediate Delivery option. Complete the required fields before proceeding with Save & Next.

Delhi Jal Board
Integrated Customer Management System

Accessibility | FY 2023-27 | EN | **arsh** 2023

Water Tanker

1 Applicant Details

Longitude
77.2018719

Ward
Enter Ward

Landmark
Enter Landmark

Assembly
Enter Assembly

Zone
Enter Zone

Water Tanker Request Details

Tanker Type *
☒ Tanker ☐ Trolley

Use of Water *
Please select a use of water

Water Quantity *
Select Water Quantity

Tanker Quantity *
1

Delivery Date *
mm/dd/yyyy

Delivery Time *
--:--

Upload Document
Upload

Description *

☐ Immediate Delivery

Save & Next

Copyright © 2023 Delhi Jal Board | Designed & Developed By NITECON Ltd

Figure 5. Water Tanker Request Details screen.

Current Status of the Manual

This is the first draft section of the complete manual. It covers the normal citizen tanker request flow up to the Save & Next action and records the visible request-detail fields from the supplied screenshots. Further steps will be added as the remaining application screens and instructions are provided.

Employee Assignment, Vendor Creation and Driver Trip Execution

Create Vendor, Vehicle & Driver

Maintain vendor, vehicle and driver records needed for tanker operations.

EMP Login → Vendor Management → Add Vendor → Enter Vendor Details → Submit → Vendor Created → Confirmation

Delhi Jal Board
Integrated Enterprise Management System

Accessibility Delhi FY 2026-27 EN Devendra Superintending Engineer (B&R) deva.123

Back Vendor Management Add New Vendor

1 New Vendor Details

2 Address Details

New Vendor Details

Vendor Name * Phone Number *
+91
Email * Service Type
WT

Property Address

Address Type * City *
Permanent Delhi
Pincode * Locality *
Enter Pincode Select
SubLocality Street Name/ Gali Name
Enter Sub-locality Enter Street Name
Address Line 1 * Address Line 2

Submit

Copyright © 2026 Delhi Jal Board | Designed & Developed By NITCON Ltd

After the citizen submits the normal water tanker request, the request moves to the employee side for processing. The employee reviews the booking and assigns the required vendor and driver. Once assigned, the driver receives the trip details through the mobile application and performs the trip to the destination.

Step 5 – Employee Opens the Water Tanker Inbox

The employee logs into the Water Tanker employee site and opens the Inbox. The inbox displays tanker booking information such as Booking No., Applicant Name, Mobile Number, Locality, Filling Point, Created At and Status. The employee can use the available filters/search options to locate a booking.

Delhi Jal Board
Integrated Enterprise Management System

Accessibility Delhi FY 2026-27 EN Devendra Jal Superintending Engineer (B&R) deva.123

Back Water Tanker Inbox

Water Tanker

TOTAL BOOKINGS: 396 PENDING: 04 SOLVED: 74 NOT SOLVED: 22 REJECTED: 01

Booking No. Mobile Number
+91

CLEAR SEARCH Search

FILTER BY:
Status
From Date To Date
Apply

Download CSV

BOOKING NO.	APPLICANT NAME	MOBILE NUMBER	LOCALITY	FILLING POINT	CREATED AT	STATUS
WT0.B.00074	anish	7907759130	NEERAM/DEEN/EAST	-	08/07/2024 06:41 PM	Booking Successfully Created And Pending For Approval
WT0.B.00190	shah shama	998784233	Sona Harak Nagar	-	03/08/2024 07:03 PM	Booking Successfully Created And Pending For Approval
WT0.B.00180	shankha	8076007895	NARELA VILLAGE	-	19/07/2024 04:56 PM	Booking Successfully Created And Pending For Approval
WT0.B.001876	shubh	8705567876	Bookimpus	-	13/07/2024 03:44 PM	Approved And Pending Payment From Citizen
WT0.B.001878	prashant	8196288098	Kasturba Nagar (Sona Nagar)	-	13/07/2024 12:09 AM	Approved And Pending Payment From Citizen
WT0.B.001846	test_jal	8437043467	Lok Road Institutional Area	-	18/07/2024 12:13 AM	Approved And Pending Payment From Citizen
WT0.B.001844	Jasvjit	9826527632	Kapur Road And Elys	-	06/07/2024 05:18 PM	Approved And Pending Payment From Citizen
WT0.B.001842	anish mehta	8801201804	Lokh Colony	-	06/07/2024 02:04 PM	Approved And Pending Payment From Citizen
WT0.B.001807	shankha	7929454540	MAMOODPUR VILLAGE	-	08/07/2024 01:23 PM	Approved And Pending Payment From Citizen
WT0.B.001838	anish kumar mehta	7929454540	SINGOLA VILLAGE	-	08/07/2024 01:23 PM	Approved And Pending Payment From Citizen

Show per page: 10 1-18 of 396

Copyright © 2026 Delhi Jal Board | Designed & Developed By NITCON Ltd

Figure 7. Water Tanker Booking Details screen with workflow and Take Action option.

Step 6 – Open the Water Tanker Booking

The employee selects the relevant booking from the Inbox to open Water Tanker Booking Details. The booking details screen shows the workflow status and the request information. The employee uses the available Take Action option to process the booking and perform the required assignment.

Water Tanker Booking Details

Delhi Jal Board
Strategy and Enterprise Management System

Accessibility Delhi FY 2025-27 EN Devanshu Jain 2025 (Drawing and Distribution Officer) 2281

Water Tanker Water Tanker Booking Details

Workflow

Booking Created 06/09/2025 10:01
BOOKING SUCCESSFULLY CREATED AND PENDING FOR APPROVAL
Assigned To: ank

Tanker Type Tanker
Use Of Water Drinkable
Tanker Quantity 1
Water Quantity 1000
Delivery Date 2025-09-09
Delivery Time 19h 40m
Description wdegrh
Immediate Delivery YES

Vendor Details
Vendor Name N/A
Mobile Number N/A
Alternate Mobile Number N/A
Email id N/A

Driver Details
Driver Name N/A
Mobile Number N/A
Alternate Mobile Number N/A
Email id N/A

Vehicle Details
Vehicle Number N/A

TAKE ACTION

Copyright © 2025 Delhi Jal Board | Designed & Developed By NETCON Ltd

Step 7 – Assign Vendor and Driver

The employee processes the booking by assigning the required Vendor and Driver. The assignment connects the tanker request with the operational resources needed to execute the delivery.

The supplied booking-details screen contains separate sections for Vendor Details, Driver Details and Vehicle Details. The screenshot currently shows these fields as N/A for the displayed booking, while the user-provided workflow specifies that the employee must assign the vendor and driver.

Step 8 – Driver Receives the Trip

After the employee assigns the vendor and driver, the driver receives the assigned trip details in the mobile application.

Step 9 – Driver Starts the Trip

The driver uses the mobile application to start the trip and proceeds with the tanker toward the destination.

Step 10 – Filling Point Photo

At the filling point, the driver takes a photograph of the tanker using the mobile application as part of the trip execution process.

Step 11 – Reach the Delivery Point

The driver travels to the destination/delivery point. After reaching the delivery point, the driver takes a photograph of the tanker at the delivery point using the mobile application.

Step 12 – Complete the Trip

The trip ends at the delivery point. After the required delivery-point action/photo is completed, the driver completes/ends the trip through the mobile application.

Current End-to-End Flow

Stage	Action	User
1	Citizen registers and logs in.	Citizen
2	Citizen opens Water Tanker and submits a normal tanker request.	Citizen
3	Request appears in the employee Water Tanker Inbox.	Employee
4	Employee opens the booking details.	Employee
5	Employee assigns vendor and driver.	Employee
6	Driver receives trip details in the mobile application.	Driver
7	Driver starts the trip.	Driver
8	Driver takes tanker photo at the filling point.	Driver
9	Driver reaches the delivery point and takes tanker photo.	Driver
10	Driver ends/completes the trip at the delivery point.	Driver

Note: No driver-mobile screenshots have been provided yet. The driver steps in this section are documented from the workflow description supplied by the user. Driver screenshots can be added later without changing the process sequence.

Emergency Water Tanker Request

An Emergency Water Tanker Request is created by the employee. The employee fills the emergency tanker request form with the required information. Once the form is submitted, the request is sent directly to the assigned driver, who executes the trip using the mobile application from the filling point to the delivery point.

Step 1 – Open Emergency Water Tanker Request

From the Water Tanker employee site, open the Emergency Water Tanker Request screen.

Delhi Jal Board
Integrated Enterprise Management System

Accessibility Delhi FY 2026-27 EN D Dhanashu Jain
DDO (Planning and Distribution Officer) 2021

Back Home Water Tanker Emergency Water Tanker Request

Applicant Details

Existing Fixed Point/Delivery Point? ☒ YES ☐ NO

Fixed Point/Delivery Point
Select Fixed Point

Mobile Number * +91

Alternate Mobile Number +91

Email Id

Address Details

Select an Address from the List
Select Address Type

Address Type * Permanent City * Delhi

Pincode * Enter Pincode Locality * Select

Sub Locality Enter Sub Locality Street Name/ Gali Name Enter Street Name

Address Line 1 * Enter Address Address Line 2 Enter Address

House No. Enter House No. Latitude 28.6498269

Copyright © 2026 Delhi Jal Board | Designed & Developed By NITCOM Ltd

Figure 8. Emergency Water Tanker Request – Applicant Details and Address Details.

Step 2 – Complete Applicant and Address Details

Complete the applicant information and address information required on the form. The screen includes an option to indicate whether an existing Fixed Point/Delivery Point is being used. Mandatory fields are marked with a red asterisk (*). Applicant Details: Existing Fixed Point/Delivery Point, Fixed Point/Delivery Point selection, Mobile Number, Alternate Mobile Number and Email ID.

Address Details: Address Type, City, Pincode, Locality, Sub-locality, Street/Gali Name, Address Line 1, Address Line 2, House No., Latitude and other address/location information visible on the screen.

Step 3 – Enter Dispatch Details

In the Dispatch Details section, select the Filling Point, Vendor and Vehicle. The screen also contains the Driver field.

Delhi Jal Board
Integrated Enterprise Management System

Accessibility Delhi FY 2026-27 EN A arsh 2025

Back Home Water Tanker Emergency Water Tanker Request

Applicant Details

Longitude 77.2018719 Assembly Enter Assembly

Ward Enter Ward Zone Enter Zone

Landmark Enter Landmark

Water Tanker Request Details

Tanker Type * ☒ Tanker ☐ Trolley Use Of Water * Please select a use of water

Water Quantity * Select Water Quantity Tanker Quantity * 1

Delivery Date * mm/dd/yyyy Delivery Time * --:--

Upload Document Description *

☐ Immediate Delivery

Save & Next

Copyright © 2026 Delhi Jal Board | Designed & Developed By NITCOM Ltd

Emergency Water Tanker Request

Step 4 – Complete Water Tanker Request Details

Fill the required water tanker request information. The screen provides fields for Use of Water, Water Quantity, Tanker Quantity, Delivery Date, Delivery Time, document upload, description and an Immediate Delivery option.

Complete all mandatory fields before submitting the request. Required fields are identified with a red asterisk (*). After the form is completed, click Save.

Step 5 – Request Goes Directly to Driver

After the employee submits the emergency water tanker request, the request goes directly to the driver.

Step 6 – Driver Starts the Emergency Trip

The driver receives the request in the mobile application and starts the trip from the selected Filling Point towards the Delivery Point.

Emergency Water Tanker Flow

Stage	Action	User
1	Open Emergency Water Tanker Request.	Employee
2	Enter applicant and address details.	Employee
3	Select filling point, vendor and vehicle/driver details.	Employee
4	Enter water quantity, tanker quantity, delivery date/time and other required details.	Employee
5	Click Save to submit the request.	Employee
6	Request is sent directly to the driver.	System / Driver
7	Driver starts the trip from filling point to delivery point using the mobile application.	Driver

Note: The current emergency-flow screenshots document the employee-side request form. Driver mobile screenshots for the emergency trip have not yet been provided and can be added when available.

Fixed Point Schedule Management

Fixed Point Schedule Management is used when a water tanker is required for a fixed point on multiple days in a week. Instead of creating a separate booking request every day, the employee can create a recurring trip schedule. The scheduled trip is then automatically created for the configured day and proceeds to the driver for execution.

Step 1 – Open Fixed Point Schedule Management

From the employee Water Tanker module, open Fixed Point Schedule Management. The screen displays existing fixed-point schedules and provides an + Add Trip option.

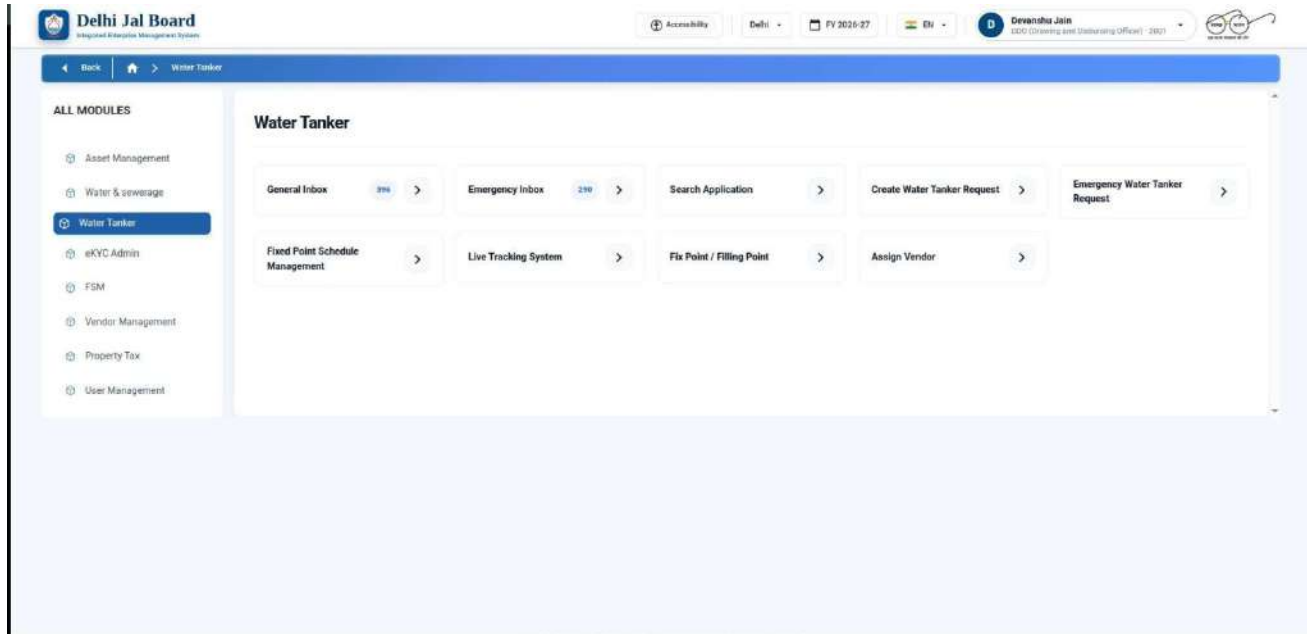


Figure 10. Fixed Point Schedule Management screen.

Step 2 – Add a New Scheduled Trip

Click + Add Trip to create a new schedule. An Add Trip form opens where the employee enters the fixed-point and trip schedule information.

FIXED POINT CODE	FIXED POINT NAME	DAY	ARRIVAL TO FPL	DEPARTURE FROM FPL	ARRIVAL AT FIXED POINT	DEPARTURE AT FIXED POINT	RETURN TO FPL	VOLUME	ACTIVE	ACTION
FXP-01 1503	Delhi Fix Point	MONDAY	06:29 PM	07:29 PM	08:29 PM	09:29 PM	10:29 PM	6000	N	Edit
FXP-01 1503	Delhi Fix Point	MONDAY	06:29 PM	07:29 PM	08:29 PM	09:29 PM	10:29 PM	6000	N	Edit
FXP-01 1503	Delhi Fix Point	MONDAY	06:29 PM	07:29 PM	08:29 PM	09:29 PM	10:29 PM	6000	N	Edit
	Satyam Kumar Gupta	SUNDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	N	Edit
	Satyam Kumar Gupta	SATURDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	N	Edit
	Satyam Kumar Gupta	FRIDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	N	Edit
	Satyam Kumar Gupta	THURSDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	N	Edit
	Satyam Kumar Gupta	WEDNESDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	N	Edit
	Satyam Kumar Gupta	TUESDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	N	Edit
	Satyam Kumar Gupta	MONDAY	07:17 PM	07:17 PM	07:17 PM	07:17 PM	07:17 PM	3000 ltr	Y	Edit

Add Trip · Fixed Point Schedule

Step 3 – Select Fixed Point and Filling Point

In the Add Trip form, select the Fixed Point Code and Filling Point. The fixed-point selection displays the associated address information.

Step 4 – Select the Scheduled Day

Select the day or days on which the tanker service is required using the Day field. This allows the employee to schedule recurring trips for multiple days of the week without creating individual requests each day.

Step 5 – Enter Trip Timings

Enter the required timings for the scheduled trip, including:

Arrival Time to Filling Point

Departure Time from Filling Point

Arrival at Fixed Point

Departure at Fixed Point

Return to FPL

Step 6 – Enter Volume and Remarks

Enter the required Volume for the tanker trip. Add Remarks if any additional information is required for the scheduled trip.

Step 7 – Save the Schedule

After entering the required schedule information, click Save. The schedule is added to the Fixed Point Schedule Management list.

Figure 12. Fixed Point Schedule Management list showing configured schedules.

Step 8 – Automatic Booking on the Scheduled Day

Once the fixed-point schedule has been configured, the system automatically creates the water tanker booking on the scheduled day. This removes the need to manually submit a separate booking request for each scheduled day.

Step 9 – Driver Receives and Executes the Scheduled Trip

The automatically created scheduled trip is sent to the driver. The driver receives the trip through the mobile application, starts the trip, travels to the filling point and then proceeds to the fixed delivery point. The driver completes/ends the trip according to the configured trip flow.

Fixed Point Schedule – Process Summary

Stage	Action	Responsible
1	Open Fixed Point Schedule Management.	Employee
2	Click + Add Trip.	Employee
3	Select Fixed Point Code and Filling Point.	Employee
4	Select the required day/days.	Employee
5	Enter arrival, departure and return timings.	Employee
6	Enter volume and remarks.	Employee
7	Click Save.	Employee
8	System automatically creates the booking on the scheduled day.	System
9	Driver receives the scheduled trip in the mobile application.	Driver

10	Driver starts and completes the trip.	Driver
----	---------------------------------------	--------

Note: The schedule screen shows fields for Fixed Point Code, Filling Point, Day, arrival/departure timings, Return to FPL, Volume and Remarks. The exact validation rules for these fields are not specified in the supplied instructions.

Live Tracking System

The Live Tracking System is available on the Water Tanker employee site and is used to track a tanker after the driver has started the delivery trip. The employee can open the Live Tracking System and select an online driver to view the live location/tracking of the associated tanker.

Step 1 – Open the Water Tanker Module

From the employee site, open the Water Tanker module. The Water Tanker module provides several operational options, including General Inbox, Emergency Inbox, Search Application, Create Water Tanker Request, Emergency Water Tanker Request, Fixed Point Schedule Management, Live Tracking System, Fix Point / Filling Point and Assign Vendor.

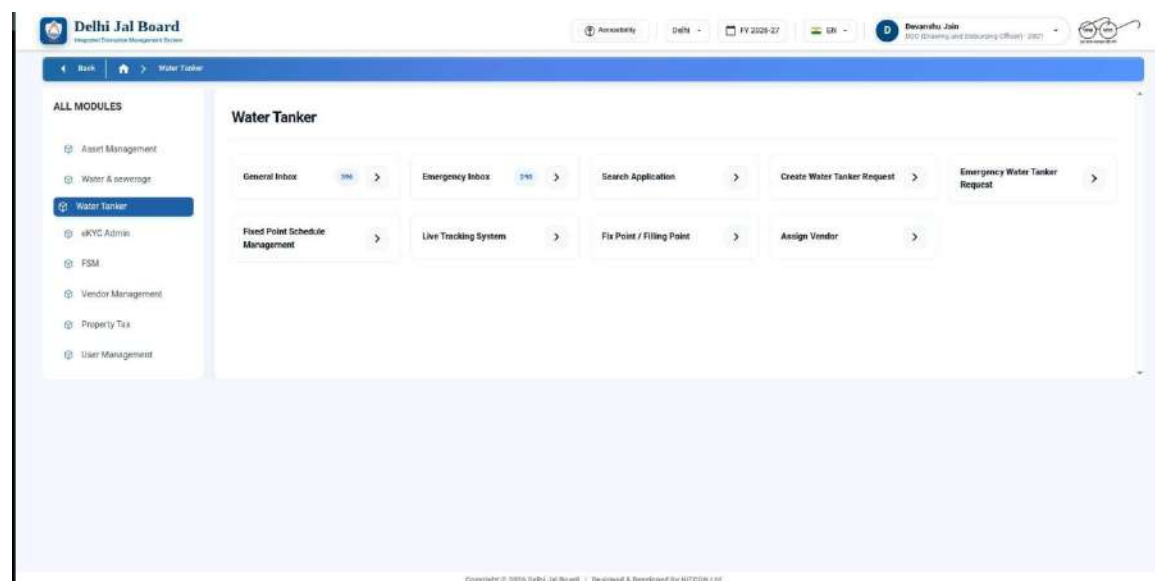
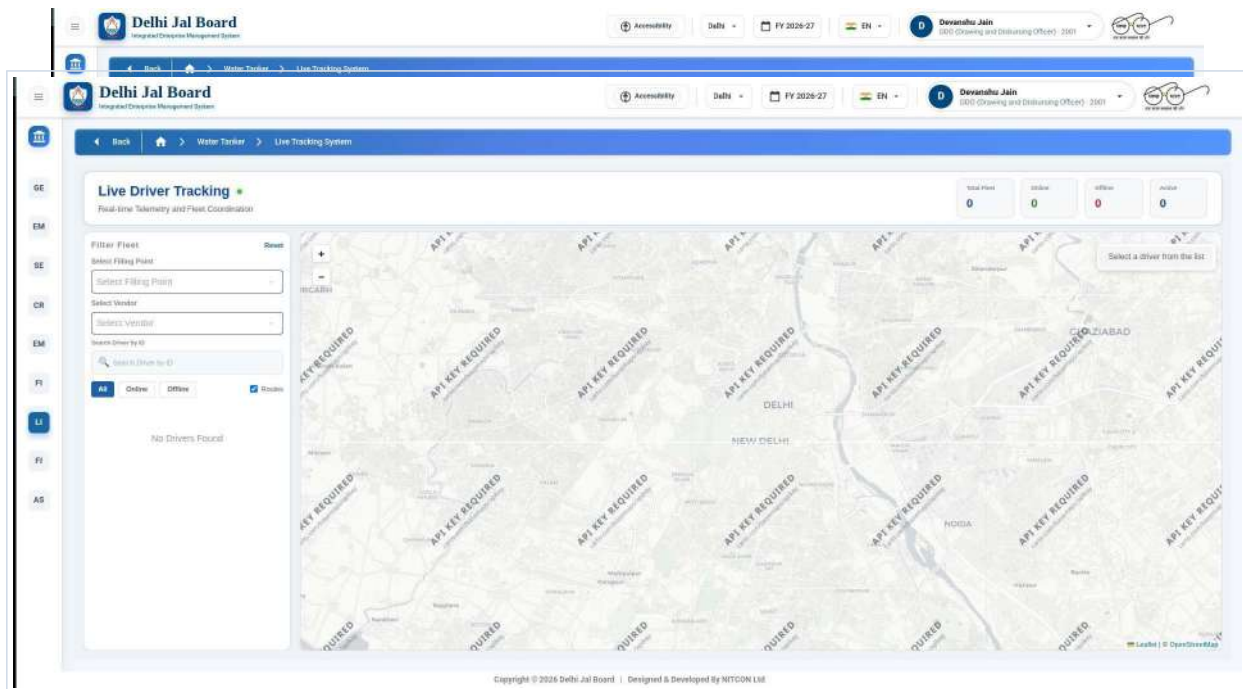


Figure 13. Water Tanker employee module showing the Live Tracking System option.

Step 2 – Open Live Tracking System

Click Live Tracking System. The system opens the Live Driver Tracking screen, which provides real-time telemetry and fleet coordination.



Live Driver Tracking

Step 3 – Select an Online Driver

The Live Driver Tracking screen provides fleet status information including Total Fleet, Online, Offline and Active counts.

To track a tanker, select the driver who is currently Online. The screen also provides filtering options for Filling Point and Vendor, a Search Driver by ID field, and All / Online / Offline filters.

Step 4 – View Live Tanker Tracking

After selecting the online driver, the employee can view the driver's live tracking information on the map. The map is used to monitor the movement/location of the tanker associated with the selected driver while the delivery trip is active.

Live Tracking – Process Summary

Stage	Action	User
1	Open the Water Tanker module on the employee site.	Employee
2	Click Live Tracking System.	Employee
3	Open the Live Driver Tracking screen.	System
4	Identify/select the driver who is Online.	Employee
5	View the selected driver's tanker on the live tracking map.	Employee

Note: The supplied screenshots show the Live Driver Tracking interface and its filters/map. They do not show a specific online driver being selected or a moving tanker marker, so this manual documents the selection and tracking action according to the workflow instruction provided.

Fix Point / Filling Point Management

The Fix Point / Filling Point option is used by the employee to create and manage the fixed delivery points and filling points required for Water Tanker operations. A fixed point represents the destination/delivery location, while a filling point represents the location from which the tanker is filled.

Step 1 – Open Fix Point / Filling Point

From the employee Water Tanker module, click the Fix Point / Filling Point option.

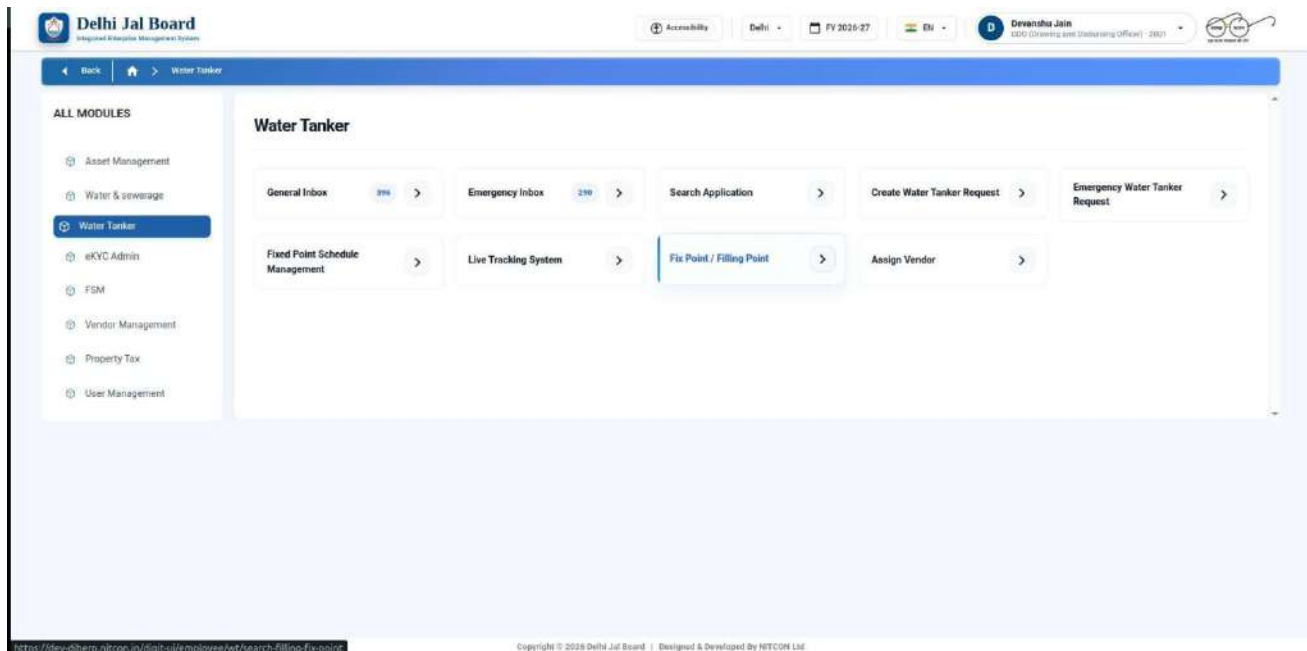


Figure 15. Water Tanker employee module – Fix Point / Filling Point option.

Step 2 – Open the Fix Point / Filling Point Management Screen

The Fix Point / Filling Point screen provides separate tabs for Filling Point, Fixed Point and View on Map. To create a new point, use the Add (+) button available on the right side of the screen.

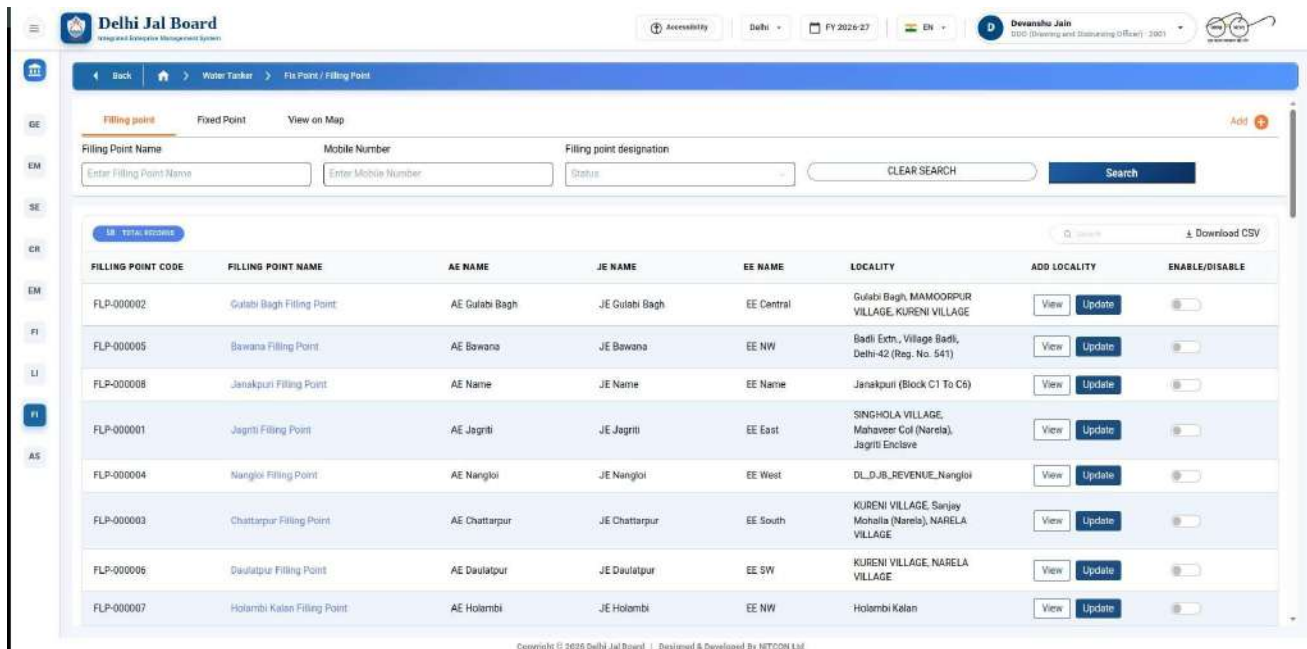


Figure 16. Fix Point / Filling Point management screen with Add option.

Step 3 – Add a Fixed Point

Select the Fixed Point tab and click the Add (+) button. The Add Fixed Point form opens.

Delhi Jal Board
Integrated Sewerage Management System

Accessibility Delhi FY 2026-27 EN Devanshu Jain
SDO (Drawing and Estimating Officer) - 2001

Back Home Water Tanker Fixed Point Address

1 Add Fixed Point

Fixed Point Details

Fixed Point Name * Mobile Number *
+91
Email ID Alternate Mobile Number
+91

Address Details

Pincode Locality
House No. Street Name/ Gali Name
Address Line 1 Address Line 2
BLOCK ZONE
LATITUDE LONGITUDE
28.6498269 77.2018692
Assembly Constituency Landmark

Save

Copyright © 2025 Delhi Jal Board | Designed & Developed By NETCON Ltd

Figure 17. Add Fixed Point form.

Step 4 – Fill Fixed Point Details

Enter the required information in the Fixed Point Details and Address Details sections. The form contains fields including Fixed Point Name, Mobile Number, Email ID, Alternate Mobile Number, Pincode, Locality, House No., Street Name/Gali Name, Address Line 1, Address Line 2, Block, Zone, Latitude, Longitude, Assembly Constituency and Landmark. Complete the mandatory fields marked with a red asterisk (*) and click Save to create the fixed point.

Step 5 – Add a Filling Point

Return to the Fix Point / Filling Point management screen, select the Filling Point tab and click Add (+). The Add Filling Point form opens.

Delhi Jal Board
Integrated Sewerage Management System

Accessibility Delhi FY 2026-27 EN Devanshu Jain
SDO (Drawing and Estimating Officer) - 2001

Back Home Water Tanker Add Filling point

1 Add Filling Point

Filling Point Details

Filling Point Name * AE Name *
AE Mobile Number * AE Email ID
+91
JE Name * JE Mobile Number *
+91
JE Email ID EE Name *
EE Mobile Number * EE Email ID
+91

Address Details

Pincode Locality
House No. Street Name/ Gali Name
Address Line 1 Address Line 2
BLOCK ZONE

Add Filling Point

Figure 18. Add Filling Point form.

Delhi Jal Board

Integrated Enterprise Management System

Accessibility

Delhi

FY 2026-27

EN

Devanshu Jain

DDO (Drawing and Subscribing Officer) 2001

Back

Water Tanker

Emergency Water Tanker Request

Applicant Details

Existing Fixed Point/Delivery Point*

YES

NO

Mobile Number *

+91

Alternate Mobile Number

+91

Email Id

Fixed Point/Delivery Point

Select Fixed Point

Address Details

Select an Address from the List

Select Address Type

Address Type*

Permanent

City*

Delhi

Pincode *

Enter Pincode

Locality*

Select

Sub-locality

Enter Sub-locality

Street Name/ Gali Name

Enter Street Name

Address Line 1 *

Enter Address

Address Line 2

Enter Address

House No.

Enter House No

Latitude

28.6498269

Copyright © 2026 Delhi Jal Board | Designed & Developed By NITCOIN Ltd

Step6–FillFillingPointDetails

Enter the required information in the Filling Point Details and Address Details sections. The Filling Point Details form includes Filling Point Name, AE Name, AE Mobile Number, AE Email ID, JE Name, JE Mobile Number, JE Email ID, EE Name, EE Mobile Number and EE Email ID. The Address Details section contains fields such as Pincode, Locality, House No., Street Name/Gali Name, Address Line 1, Address Line 2, Block and Zone.

Complete the mandatory fields marked with a red asterisk (*) and use Save to create the filling point.

Fix Point / Filling Point – Process Summary

Stage	Action	User
1	Open Water Tanker module.	Employee
2	Select Fix Point / Filling Point.	Employee
3	Click Add (+).	Employee
4	For a fixed point, select Fixed Point and fill the required form.	Employee
5	Click Save to create the fixed point.	Employee
6	For a filling point, select Filling Point and click Add (+).	Employee
7	Fill the required filling point and address details.	Employee
8	Click Save to create the filling point.	Employee

Note: The screenshots show the available fields and interface. The exact field-level validation rules are not specified in the

supplied instructions, so this manual identifies mandatory fields only where the interface marks them with (*).

Viewing and Managing Fixed Points & Filling Points

The Fix Point / Filling Point module also allows employees to view existing filling points and fixed points, review or edit their details, and view the locations of mapped points on a map.

Step 1 – Open Fix Point / Filling Point

From the Water Tanker employee module, open Fix Point / Filling Point.

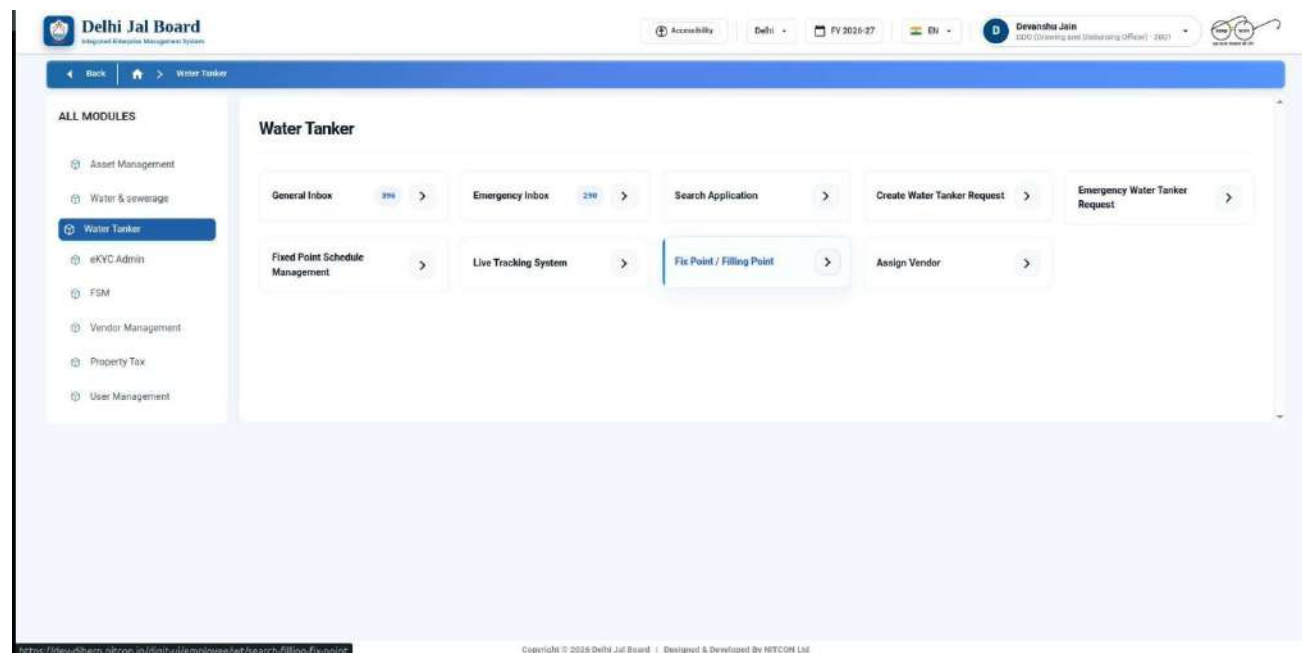


Figure 19. Water Tanker module with Fix Point / Filling Point selected.

Step 2 – View Filling Point Details

Select the Filling Point tab. The system displays the available filling points in a list. Use the displayed records to review filling point information. The screen also provides options such as View, Update and Enable/Disable for the listed filling points.

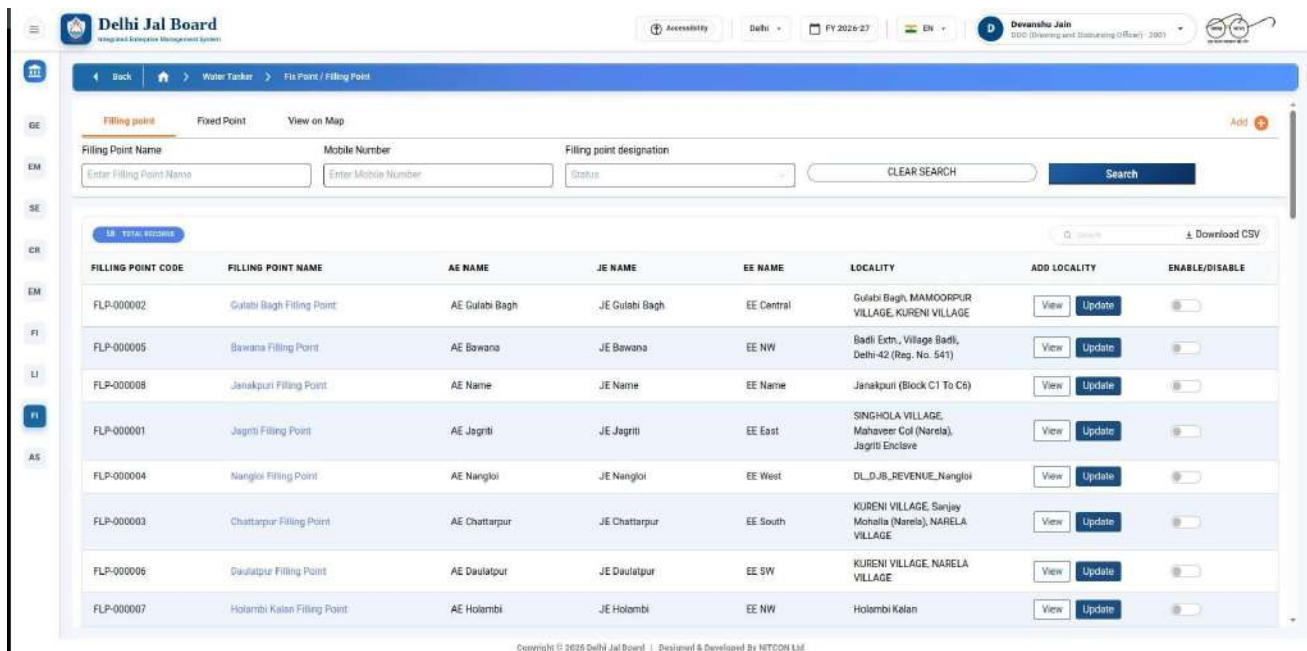


Figure 20. Filling Point list and management screen.

Step 3 – View Fixed Points on the Map

Select the View on Map tab. The map displays the mapped fixed points associated with the selected filling point. The left panel shows the selected filling point, the number of mapped fixed points, and the available fixed-point records. The map provides a visual representation of their locations.

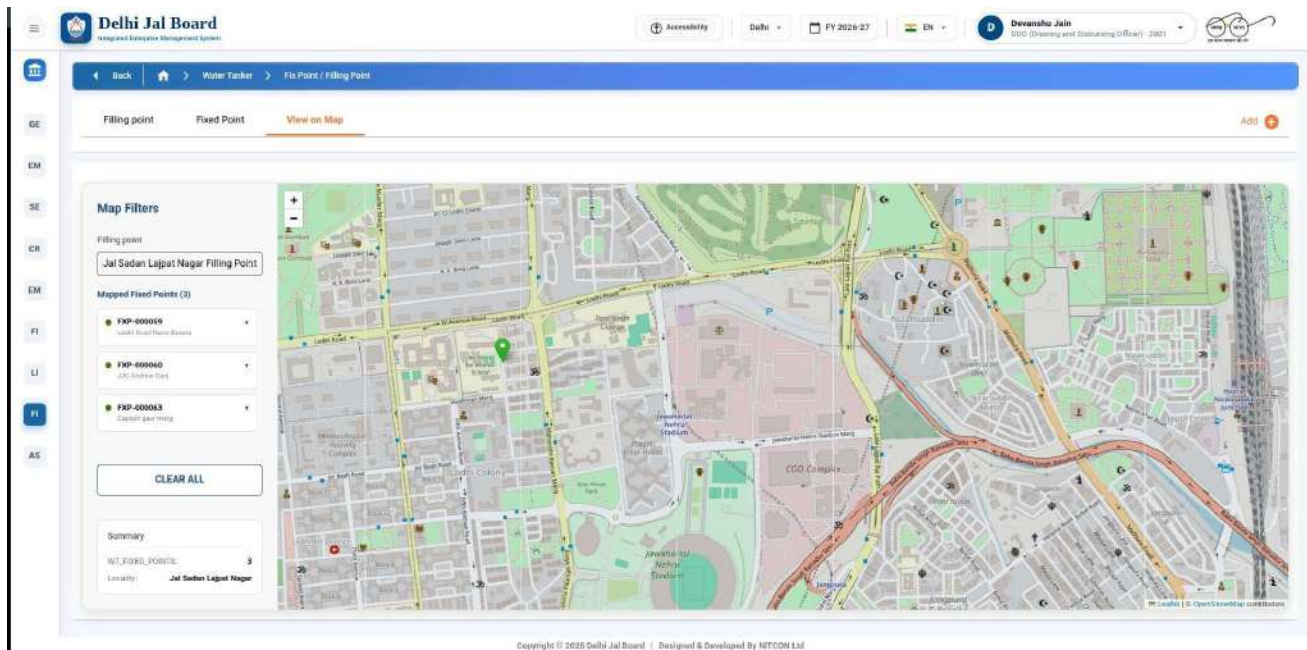


Figure 21. View on Map screen showing mapped fixed points.

Step 4 – View Fixed Point Details

Select the Fixed Point tab. The system displays the fixed-point records along with information such as Fixed Point Code, Fixed Point Name, Mobile Number, Locality, Latitude, Longitude and the associated Filling Point.

The Filling Point field can be used to associate a fixed point with a filling point.

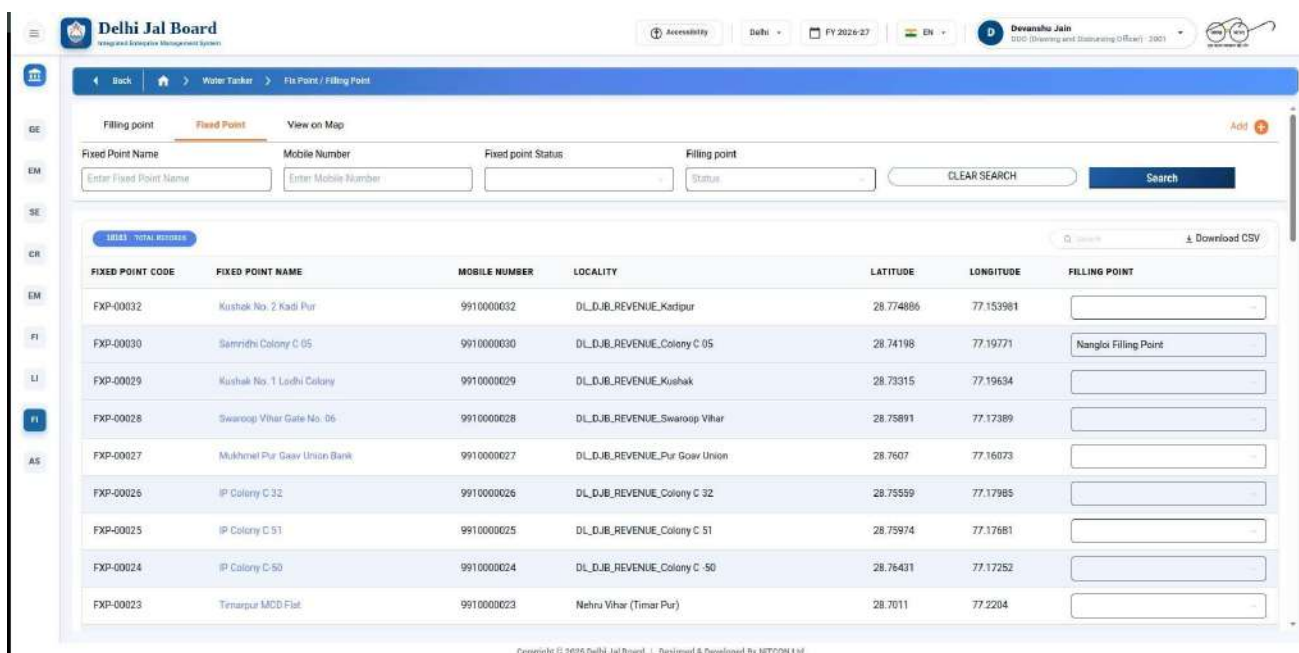


Figure 22. Fixed Point list and management screen.

Step 5 – View or Edit Existing Point Details

The Filling Point and Fixed Point tabs provide access to the existing records. For filling points, use View to see details or Update to edit the record. For fixed points, select the relevant fixed-point record and use the available record controls to review or manage its details.

View / Edit / Map – Process Summary

Stage	Action	User
1	Open Water Tanker ☐ Fix Point / Filling Point.	Employee
2	Select Filling Point to view the filling point records.	Employee
3	Use View or Update to review/edit filling point details.	Employee
4	Select View on Map to see mapped fixed points.	Employee
5	Select Fixed Point to view fixed point records and associated filling point.	Employee

Note: The supplied screenshots demonstrate the Filling Point list, View on Map, and Fixed Point list interfaces. The manual describes only the actions supported by the supplied workflow instructions and visible controls.

ANNEXURE-F Minimum Technical Specifications for Devices, Equipment and Infrastructure

1. GPS / AVL Vehicle Tracking Unit (as specified in RFP)

Sl.	Parameter	Minimum Specification
1	Standard	AIS-140 compliant
2	Certification	Certified by ARAI or other approved testing agency before sale/installation
3	Panic / SOS	Physical SOS/panic button for driver safety
4	Data transmission	Real-time transmission to certified backend server; dual-IP transmission (transport authority + emergency response)
5	Update frequency	Position refresh not exceeding 30 seconds on dashboard
6	Battery backup	Minimum 4 hours internal battery at 60-second update frequency
7	Connectivity	Embedded M2M SIM
8	Enclosure	Tamper-proof casing
9	Alerts	Tamper, GPS disconnection, prolonged communication loss, unauthorised removal
10	Integration	Compatible with existing and new GPS solutions of DJB

1 ANPR Camera (Entry / Exit of Filling Points)

Sl.	Parameter	Minimum Specification
1	Sensor / Resolution	2 MP to 5 MP progressive scan CMOS
2	Lens	5–50 mm varifocal / motorised, auto-iris
3	Compression	H.265 / H.264, dual stream
4	IR illumination	Built-in IR, range 20–30 m; 0 lux with IR
5	WDR	≥ 120 dB true WDR
6	Recognition accuracy	≥ 95% (day), ≥ 90% (night) for Indian HSRP and commercial plates
7	Capture speed	Vehicle speed up to 40 km/h
8	Protocols	ONVIF Profile S/T; open API / SDK for ISWTMS integration
9	I/O	Alarm/relay output or TCP/IP trigger to boom barrier
10	Enclosure	IP66/IP67, IK10 vandal-proof
11	Operating temperature	0 °C to 60 °C, humidity up to 95% non-condensing
12	Power	PoE / 12 V DC / 24 V AC

3. Automatic Boom Barrier

Sl.	Parameter	Minimum Specification
1	Type	Electro-mechanical, heavy duty, continuous duty operation
2	Boom length	3 m to 6 m (as per lane width), aluminium, with reflective strips
3	Opening / closing time	1.5 s to 6 s (depending on boom length)

Sl.	Parameter	Minimum Specification
4	Duty cycle / life	100% duty cycle; MCBF $\geq$ 3–5 million cycles
5	Motor	Brushless DC / AC motor with gearbox
6	Safety	Inductive loop detector (anti-close on vehicle) and photo-beam safety sensor
7	Manual override	Manual release in case of power failure
8	Power backup	Optional battery / UPS backup for minimum operations
9	Control interface	Dry contact, RS-485, TCP/IP; interface with ANPR / RFID / controller
10	Protection	Controller cabinet IP54/IP55; powder-coated weatherproof housing
11	Power supply	230 V AC $\pm$ 10%, 50 Hz
12	Operating temperature	-10 °C to +60 °C

RFID Reader and Tags (Tanker Authentication)

Sl.	Parameter	Minimum Specification
1	Frequency	UHF 865–867 MHz (India band)
2	Protocol	ISO 18000-6C / EPC Class 1 Gen 2
3	Read range	Up to 8–10 m (fixed reader)
4	Interfaces	Ethernet (TCP/IP), RS-485, Wiegand
5	Reader enclosure	IP65 or better, outdoor rated
6	Tags	Tamper-evident windshield tags (self-destruct on removal), unique ID, min. 10 years life
7	Alternative	QR code scanner at bay to scan QR from driver app (as per RFP)

5. Bay Data Logger / Filling Controller

Sl.	Parameter	Minimum Specification
1	Type	Industrial PLC / RTU based controller
2	Authentication input	QR scanner / RFID reader interface
3	I/O	Digital I/O to control solenoid valve / pump; analog/pulse input from flow meter
4	Data buffering	Local storage of transactions during network failure with auto-sync
5	Communication	4G/LTE and Ethernet; MQTT / Modbus TCP / REST
6	Display	HMI / LED display for bay status and quantity
7	Enclosure	IP65, industrial grade
8	Power	230 V AC with UPS backup

6. Electromagnetic Flow Meter (per Filling Bay)

Sl.	Parameter	Minimum Specification
1	Type	Full-bore electromagnetic flow meter
2	Size	DN 80 to DN 150 (as per bay hose flow)

Sl.	Parameter	Minimum Specification
3	Accuracy	± 0.5% of reading or better
4	Standards	ISO 4064 / OIML R49; NABL-traceable calibration certificate
5	Outputs	Pulse, 4–20 mA, RS-485 Modbus RTU
6	Totaliser	Non-resettable totaliser with tamper / event logging
7	Protection	Sensor IP68; transmitter IP67 (integral or remote)
8	Lining / electrodes	Hard rubber / PTFE lining; SS316 electrodes
9	Power	230 V AC / 24 V DC

7. IoT Water Level Sensor (UGR / Sump)

Sl.	Parameter	Minimum Specification
1	Technology	Non-contact radar (preferred) or ultrasonic
2	Range	0–10 m or more (as per UGR depth)
3	Accuracy	± 3 mm (radar) / ± 0.25% (ultrasonic)
4	Output	4–20 mA / RS-485 Modbus
5	Telemetry unit	4G / NB-IoT RTU with MQTT / HTTPS to cloud
6	Protection	IP68
7	Power	Mains with battery backup; solar where required
8	Data interval	Configurable, minimum every 5 minutes

8. Automated Filling Arm (Preferred as per RFP)

Sl.	Parameter	Minimum Specification
1	Type	Top-loading arm, motorised / pneumatic positioning
2	Alignment	Auto-alignment with tanker inlet (head/mouth)
3	Spill control	Overfill / high-level cut-off probe
4	Interlock	Interlocked with bay controller and flow meter; dispensing only after authorisation
5	Material	SS304 / MS epoxy-coated, suitable for potable water

9. CCTV Cameras and Video Management System

Sl.	Parameter	Minimum Specification
1	Camera type	4 MP IR bullet / dome, outdoor
2	IR range	30–50 m
3	Compression	H.265 / H.264
4	Protocols	ONVIF Profile S/G/T; PoE
5	Enclosure	IP67, IK10 (dome)
6	NVR / VMS	Min. 30 days recording at 25 fps; RAID storage; ANPR and analytics integration

Sl.	Parameter	Minimum Specification
7	UCC integration	Live streaming to UCC video wall and dashboard

10. UCC Video Wall

Sl.	Parameter	Minimum Specification
1	Display	55" LCD / LED video wall cubes (e.g. 3×2 or 4×2 matrix)
2	Bezel	≤ 1.8 mm (bezel-to-bezel)
3	Brightness	≥ 500 nits
4	Resolution	Full HD (1920×1080) per panel
5	Operation	24×7 rated
6	Controller	Video wall controller with multi-source input (IP streams, HDMI, dashboards)

11. Operator Workstation / Registration Kiosk

Sl.	Parameter	Minimum Specification
1	Processor	Intel Core i7 / AMD Ryzen 7 or equivalent (latest generation)
2	Memory / storage	16–32 GB RAM; 512 GB SSD
3	Display	Dual 24" Full HD monitors (UCC workstations)
4	OS	Licensed Windows 11 Pro or equivalent
5	Kiosk (filling points)	All-in-one touch PC / kiosk with thermal printer and QR scanner
6	Network	Gigabit Ethernet, Wi-Fi

12. Handheld Devices / Tablets (Drivers and Field Staff)

Sl.	Parameter	Minimum Specification
1	OS	Android 13 or higher
2	Display	8" to 10" HD touch screen
3	Connectivity	4G LTE, Wi-Fi, Bluetooth, GPS/NavIC
4	Camera	13 MP rear (geo-tagged photo proof of delivery)
5	Memory	Min. 4 GB RAM, 64 GB storage
6	Battery	≥ 5000 mAh
7	Ruggedness	IP65 / ruggedized
8	Management	MDM (Mobile Device Management) support

13. Networking and Power Equipment

Sl.	Parameter	Minimum Specification
1	Router (field sites)	Industrial 4G/5G router, dual SIM failover, VPN support
2	Switches	Managed PoE+ switches, industrial grade for field

Sl.	Parameter	Minimum Specification
3	Firewall (UCC)	Next-Generation Firewall with IPS, VPN, content filtering
4	UPS	Online double-conversion UPS; 1–2 hours backup for field equipment
5	Protection	Surge / lightning protection and proper earthing at every site
6	Enclosure	IP55 outdoor junction box / rack for field equipment

14. General Compliance (All Items)

Sl.	Parameter	Minimum Specification
1	Security	CERT-In guidelines and GNCTD IT security policy
2	Hosting	MeitY-empaneled cloud / Government data center
3	Certification	BIS / STQC / ARAI as applicable
4	Procurement	Make in India (PPP-MII) compliance
5	Warranty	3-year comprehensive onsite warranty aligned with O&M period
6	Integration	Open APIs; no proprietary lock-in; integration with ISWTMS / UCC

In case of Contradiction in specifications between BOQ and above mentioned,, the above mentioned BOQ would prevails limited to the extent of contradiction

DD(IT)