

Section/Clause/Pageno.		Content of Eoi/Clause Description	Bidders Query	DMRC Reply	
1	Key Details	3	Date & time of Submission of EOIs = 11/02/2021 up to 15:00 Hrs	Request DMRC to extend the last date of submission by 7 weeks as we need to do lot of legal formalities?	Extended upto 05/03/2021
2	Key Details	3	11.5 years (including years for supply and commissioning of QR Code , EMV (Account Based Ticketing (Master, VISA & Rupay)& Rupay Based System and 5 years of Comprehensive Onsite Maintenance).	Please confirm if the 5 years of onsite maintenance is within the contract period of 11.5 years?	1.5 years implementation time 2 years DLP and 8 Years CAMC
3	Key Details: Expected Completion period of the work	3	11.5 years (including years for supply and commissioning of QR Code , EMV (Account Based Ticketing (Master, VISA & Rupay)& Rupay Based System and 5 years of Comprehensive Onsite Maintenance).	The tenure is too long. Pl check with the solution/delivery team	no change
4	A1.i	6	"Automatic Fare Collection System for Ph-I, Ph-II & Ph-III of Delhi Metro of supplied equipment's/parts"	Where are the Phases and the supplied equipment's/parts in each phase defined?	equipments and stations details as per Appendix-II
5	A1.i	6	Delhi Metro Rail Corporation (DMRC) Limited invites proposals from the bidders for implementation of QR Code, EMV enabled Account Based Ticketing (Master/VISA),and Rupay based Open Loop Ticketing (National Common Mobility Card) extendable to feeder buses, parking services and other services in Delhi and Comprehensive Onsite Maintenance of Automatic Fare Collection System for Ph-I, Ph-II & Ph-III of Delhi Metro of supplied equipment's/parts.	Please confirm what is the scope and quantity of feeder buses, parking services and "other services"?	Only interface with feeder buses , Parking and other services
6	A1.iii.m.a	7	Upgrade the Automated Fare Collection System of Delhi Metro Rail Corporation Limited to enable the QR Code, EMV (Account Based Ticketing) and Rupay based open loop ticketing following the NCMC standard model as specified by MoHUA for interoperability with other operators by use of non-proprietary standards so that the interface is scalable to other networks (transit operator/retail outlets/parking etc.) in Delhi/NCR; and	DMRC has a closed loop system and is now seeking EOI for an Open Loop Ticketing solution. Would DMRC confirm whether this is an upgrade/ replacement of the existing Close Loop system or a new Open-Loop system (alongside existing Closed-Loop)?	yes it is an upgrade/replaced of the existing closed loop system.

7	A1.iii.m.a	7	Upgrade the Automated Fare Collection System of Delhi Metro Rail Corporation Limited to enable the QR Code, EMV (Account Bases Ticketing) and Rupay based open loop ticketing following the NCMC standard model as specified by MoHUA for interoperability with other operators by use of non-proprietary standards so that the interface is scalable to other networks (transit operator/retail outlets/parking etc.) in Delhi/NCR; and	Would DMRC please provide us with the specifications of the NCMC standard model? Would DMRC also please kindly share the NCMC Card Design which we need to implement in the DMRC under this EOI.	It will be part of RFP
8	A1.iii.m.b	7	Execute the Comprehensive maintenance of supplied equipment's/parts including the Back Office.	Please confirm whether "Comprehensive maintenance" also includes software as well as hardware maintenance?	Yes
9	A1.iii.m.b	7	Execute the Comprehensive maintenance of supplied equipment's/parts including the Back Office.	Will DMRC provide the design and architecture documents to the winning consortium for maintenance of Back Office System?	Tenderer has to provide all documents before implementation. Tenderer has to execute the scope of work define in Appendix III.
10	A1.iii.m.b	7	Execute the Comprehensive maintenance of supplied equipment's/parts including the Back Office.	Please confirm who will be responsible for fixing of bugs in the current backend system?	Please go through Scope of work appendix III
11	A2.2.iv	8	The proposed Business Model shall have a Consortium of a Financial Institution, a AFC Solution provider and/or a third member. The Financial Institution and AFC Solution provider is the mandatory member of the consortium.	Are the only options approved by DMRC is for the AFC provider either a consortium (not subcontractor) as per the eligibiliy criteria? Would DMRC allow an authorised systems integrator partner of the AFC Solution Provider to be in the consortium in place of the AFC Solution Provider? If Yes, then in that scenerio the eligibility criteria of AFC has to be met by AFC Solution Provider?	Please see addendum 1
12	A2.2.ii	8	Ministry of Housing and Urban Affairs has laid down the Smart NCMC standard model specifications. Following the NCMC standard model, the common Mobility card will enable seamless travel by different metros and other transport systems across the country besides retail shopping and purchases.	Please confirm whether this is referring to normal retail shopping/ purchases with standard (non-transit) EMV cards or the extension of the Transit System Common Mobility cards to perform retail transactions?	NCMC card
13	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	Please confirm whether "Station Level Equipments"refer to the Card Readers only or to the Gates, TVMs, TOMs etc?	Please see Appendix III Scope of work.
14	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	For NFC based ticketing, please confirm whether DMRC also requiring support for Apple Pay, Samsung Pay, Android Pay etc?	Please se Addendix III scope of work page 44 of 60 point no 7

15	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	Please confirm the requirement for QR ticketing? Are DMRC requiring all gates to be upgraded with QR scanners?	yes
16	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	Please confirm how the QR code will be generated? Will it be generated within the DMRC Mobile Application, at the POS, within the central back office etc.?	Mobile Application as well as Paper QR.
17	A2.2.vi	8	Integration of clearing house and smart Card host system of FI, Integration of DMRC mobile application with AFC System and provide the Comprehensive Onsite Maintenance of the complete DMRC AFC System including the Back Office.	Please clarify what the DMRC Mobile Application is and what its functionality is?	Tenderer has to provide the mobile application as well as interface documents so any mobile app who get the permission from DMRC can issue the Mobile QR.
18	A2.2.vi	8	Integration of clearing house and smart Card host system of FI, Integration of DMRC mobile application with AFC System and provide the Comprehensive Onsite Maintenance of the complete DMRC AFC System including the Back Office.	Please supply further details on the back office. Does this mean the individual L2 and L3 (Station and Operator BackOffice) AFC systems as well or will these continue to be maintained by the existing suppliers?	Please go through Scope of work appendix III
19	A2.2 Up-gradation of AFC System - point iv	8	The proposed Business Model shall have a Consortium of a Financial Institution, a AFC Solution provider and/or a third member. The Financial Institution and AFC Solution provider is the mandatory member of the consortium.	As per our understanding, any consortium partner can be lead. Please confirm	Please see C 1.3 of EOI
20	A4.ii	9	The Percentage sharing of Fare Box Revenue to be paid by the Employer and the percentage of Non-fare Box Revenue share to be paid by the Consortium shall be fixed and detailed out in the RFP Document.	Please confirm the definition of "Non-Fare Box Revenue" and the elements this contains?	deleted
21	A2.3.i	9	The AFC Contractor shall be responsible for operation of both existing and new AFC Equipments.	Please confirm whether "equipments" refers to existing readers, station equipment and central systems (such as current DMRC Closed-Loop system)?	Please see Scope of Work Appendix-III
22	A2.4.i	9	The Contract Period will be 11.5 Years (including 5 years of operation and maintenance) from Commencement date.	Please confirm what is the proposed "Commencement Date"? In clause A1.iii.d it is stated that "'Commencement Date" means the date of Letter of Acceptance." However, there is no definition for "the Letter of Acceptance".	LOA (Letter of Acceptance) is the official confirmation letter from DMRC for the successful bidder to start the work.

23	A.2.7.ii	9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	Please specify the training requirements in more detail?	The Hardware & Software supplied by the contractor as per scope of work.
24	A.2.7.ii	9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	As the operation of the System is with DMRC and maintenance is with the consortium, can DMRC please clarify how will be the liability for damage of equipments and revenue losses due to this be defined?	Both the party will be responsible for the damage for their supplied part for the period of the contract. Damaged parts are to be replaced as per the performance criteria in the scope of work at Appendix-III.
25	A.2.7.ii	9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	As the ticketing counters are being managed by DMRC, can DMRC please confirm who will bear the revenue loss in case of Fraud at TOM / EFO.	if the fraud is due to deficiencies in the design then it shall be on part of the contractor.
26	A2.8	9	Comprehensive Maintenance and Upgradation of AFC Equipments	Please confirm whether DMRC expect replacements of all existing equipment and, if so, what is DMRC's preferred timeline for this?	Please see Scope of Work Appendix-III. Timeline for implementation of system 1.5 Years
27	A2.8	9	Comprehensive Maintenance and Upgradation of AFC Equipments	Will DMRC share the interface and API documentation for interfacing with the current system and equipments with the winning consortium?	The work is to be executed as per Scope of work Appendix-III by the contractor. However, DMRC will support to the best extent as possible depending up on the availability of resources.No API documents available with DMRC.
28	A4.iii	9	The Contractor shall also pay Yearly Royalty to DMRC which shall be detailed in RFP Document.	Please provide more information and clarity around the the "Yearly Royalty" payment?	No royalty paid to DMRC.
29	A6.ii	9	However, the minimum Local Content shall ordinarily be 50%. The 'Local Content' means the amount of value added in India, which shall unless otherwise prescribed by the Nodal Ministry, be the total value of item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.	Please confirm whether the work performed by a local (wholly-owned) subsidiary of a foreign company is considered as "Local Content"?	As per the guidelines of the nodal ministry in respect to this.

30	A4.ii	9	The Percentage sharing of Fare Box Revenue to be paid by the Employer and the percentage of Non-fare Box revenue share to be paid by the Consortium shall be fixed and detailed out in the RFP Document	Please confirm whether the percentage of revenue share of DMRC revenue will include the Fare Box revenue of just the new Open Loop AFC system or the complete revenue from both the new Open Loop and existing Closed Loop AFC systems?	Only the new open loop AFC system implemented by the contractor as per the provisions of this contract.DMRC will pay MDR on NCMC card as defined by NPCI/RBI only.
31	A.4.iii	9	The Contractor shall also pay Yearly Royalty to DMRC which shall be detailed in RFP Document.	Please confirm whether the payment period starts from the TOC or whether it will start from LOA?	payment will start from TOC
	A2.3 Functional and Performance Based specifications	9	(i) The Applicant shall be responsible for operation of both existing and new AFC system.	Can we request the incumbent vendor support the existing AFC system till such time the new AFC system is rolled out	The work is the executed as per the scope of work by the contractor at Appendix-III.DMRC will support to the best extent as possible depending up on the availability of resources
33	A2.9.ii	10	The Contractor shall carry out Integrated Testing and Commissioning of EMV and Rupay based ticketing, QR and NFC functionality on the system in coordination with the Engineer.	Please confirm whether DMRC requires barcode readers in all Gates, TOM, Inspection Devices etc across all lines/stations?	Please see reply in reference to Query no 15 above.
34	A3.2 and A3.3	14	A3.2 One EOI per Applicant Each Applicant shall submit only one EOI. If an Applicant submits an EOI in his own name and at the same time participates and submits an EOI as a member of a consortium/joint venture, both applicants will be disqualified. However, a propulsion system supplier can participate either as a member of any JV/Consortium bidding for this EOI or as a sub vendor to other Applicants. A3.3 Applicant Conditions Prime bidder, as part of its technical proposal, is allowed to propose up to 3 (three) entities as options for the role of AFC provider in the consortium subject to following conditions:	Please clarify if the AFC provider is the prime bidder, is the AFC provider allowed to submit as a part of another consortium?	Please see C1.3 of EOI

35	A6 Indigenization	16	ii. However, the minimum Local Content shall ordinarily be 50 %. The 'Local Content' means the amount of value added in India, which shall unless otherwise prescribed by the Nodal Ministry, be the total value of item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.	Hope this would not be an issue in terms of deliveries	Question not clear.
36	C1.8	19	Guarantees and Warranties The Applicant shall submit full details of the identity of the proposed parties who would respectively provide or issue: a. The Performance Security; b. The Revenue Security; c. Parent company Undertakings; d. Parent company Guarantees.	Please confirm what is the value of the "Performance Security / Guarantee"?	This will be defined in RFP .
37	C1.8	19	Guarantees and Warranties The Applicant shall submit full details of the identity of the proposed parties who would respectively provide or issue: a. The Performance Security; b. The Revenue Security; c. Parent company Undertakings; d. Parent company Guarantees.	Please elaborate and provide more clarity on the "Revenue Security/Guarantee"?	see addendum-I
38	E	21	EOI OPENING AND EVALUATION	Please clarify the process of informing applicants whether they have been successful (and shortlisted for the RFP) following the EOI?	RFP will be issued to successful applicant
39	E1	21	EOI Opening The EOI will be opened at time and date as specified in Bid Data Sheet in the Office of DMRC, Metro Bhawan, New Delhi. The Applicants are allowed to be present at the time of opening.	Please confirm whether all consortium members need to be present for the opening of the EOI or whether representation can be made by some of the consortium parties?	self explanatory
40	APPENDIX II	37	DESIGN PARAMETERS	Please provide details on the performance timings of the current equipment/readers for Mobile/EMV and QR media? How are DMRC planning to conduct/validate performance tests for these areas?	You have to submit test report of your supplied equipment.
41	Appendix III	38	Hosting	DMRC has asked for a cloud hosted solution, is it required this is hosted in India, or if aspects of the solution are provided as SaaS offerings may they be hosted offshore?	No cloud solution

42	Appendix III	39	7. One Bank Office for all for settlement between all Line Central computer as well as all external operator and banks.	Please define Bank Office	Typo Error- see Addendum-I
43	Appendix III	39	10. Complete Interface with FI and Bank switches.	Please confirm that this is only for the FI/Bank who is part of the consortium	as per the scope of work Appendix-III
44	Appendix III	39	13. Complete Interface with current AFC system at all levels like AFC Gate, Network, Database, AFC Back office.	Please confirm if DMRC will facilitate the discussions between the consortium and incumbent solution providers	The work is to be executed as per Scope of work Appendix-III by the contractor. However, DMRC will support to the best extent as possible depending up on the availability of resources.
45	Annexure B	48	BILL of Quantity	Need clarity on what needs to be done with the BOQ.	Task to be executed as per scope of work Appendix-III
46	Annexure B	48	Total time for DLP and 5 years AMC will be 7 years and same can be extended in future for 2 years . DLP will be completed with the completion of DLP period of OCC. AMC of all parts supplied in the scope remaining with DMRC.	Is the project for 11.5 years tor 7 years. Pl do provide clarity on this.	1.5 years implementation time 2 years DLP and 8 Years CAMC
47	Back Office Architecture, Point 2	52	The back-office platform shall be cloud-hosted and support flexible scaling-up and scaling-down, in order to handle changing transaction volumes and different operational environments.	As per our understanding, all the solution will be cloud hosting and everything will be on cloud. Please confirm	no
48	Year wise Lease Amount to be Paid to lessor by DMRC	60	Year wise Lease Amount to be Paid to lessor by DMRC	Need clarity as to why this table is mentioned and what amount would be paid to the bidder by DMRC	Equal Amount paid every year to the tenderer by DMRC.

49	General			<p>Request DMRC to add the following clause: DMRC will provide necessary and adequate infrastructure to enable Applicant to fulfill its commitment for the assignment. This will be applicable for each Applicant Consultant associated with the project and will be arranged for and provided at no cost to Applicant. The infrastructure will include:</p> <ol style="list-style-type: none"> i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). <p>The above-mentioned infrastructure will be required for work to be carried out at the site of DMRC during regular working hours. DMRC shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.</p>	<p>DMRC will provide only the land for site office & warehouse and no any other item/thing will be provided.</p>
50	General			<p>Request DMRC to add the following clause: DMRC will provide timely clarifications and feedback sought by Applicant's Consultants during the period of this assignment. DMRC will allocate a Project Co-ordinator to interact with Applicant, fix appointments with various DMRC Personnel and provide local assistance to Applicant's Consultants. The Project Co-ordinator will have necessary authorization from DMRC to take decisions and give timely approvals as per the need of the project.</p>	<p>will be detailed out in RFP.</p>
51	General			<p>Request DMRC to add the following clause: The DMRC will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Applicant to understand and document the same for the purpose of time-bound formal approval by the DMRC, before the service is undertaken by Applicant. Necessary and sufficient time will have to be spent by Users in DMRC with Applicant personnel during this stage of the assignment.</p>	<p>will be detailed out in RFP.</p>

52	General			<p>Request DMRC to add the following clause: Methodology, Tools and Techniques: Applicant will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the DMRC will need to be communicated to Applicant in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.</p>	will be detailed out in RFP.
53	General			<p>Request DMRC to add the following clause: Acceptance of Deliverables: DMRC will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to DMRC as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of DMRC. DMRC will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by DMRC. Applicant will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by DMRC, will be notified to Applicant in writing not later than two (2) weeks of delivery. Applicant will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. DMRC will confirm acceptance in writing to Applicant. The DMRC shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by DMRC if the DMRC (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).</p>	will be detailed out in RFP.

54	General			<p>Request DMRC to add the following clause: Change Management Procedure: A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the DMRC to Applicant or vice-versa in the form of a Change Request document. The request for change will then be assessed by Applicant to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Applicant will present this assessment to the DMRC for its approval within a reasonable time period. Applicant will incorporate the change after receiving the DMRC's written approval. In case of delay in approval by the DMRC, the baseline itself may undergo a change; this will mean a reassessment of the charges.</p> <p>Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Applicant to the DMRC. These will be evaluated jointly by the DMRC and Applicant and will be provided by the DMRC at no cost to Applicant.</p>	will be detailed out in RFP.
55	General			<p>Request DMRC to add the following clause: Payment of Invoices/Bills: All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Applicant also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by DMRC and any such withholding by the Applicant shall not be treated as breach by it of the provisions of this Agreement.</p> <p>All fees payable to Applicant are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, DMRC shall be responsible to pay or reimburse Applicant the amount of such taxes. Where applicable, Applicant shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the DMRC. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the DMRC. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p>	will be detailed out in RFP.

56	General			<p>Request DMRC to add the following clause: Reimbursement of Tax/Levy: Applicant shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Applicant.</p>	will be detailed out in RFP.
57	General			<p>Request DMRC to add the following clause: Intellectual property rights: All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Applicant's proprietary products or components thereof any development carried out by Applicant thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Applicant and DMRC shall not acquire any right title or interest of any nature therein except to the extent provided herein. Applicant shall however grant in favour of DMRC the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes DMRC to (a) separate Applicant pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Applicant pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Applicant in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Applicant pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Applicant's licensor and DMRC shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p>	will be detailed out in RFP.
58	General			<p>Request DMRC to add the following clause: Additional Support and Services: In case the DMRC requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Applicant on availability-basis at its then current market rate.</p>	will be detailed out in RFP.

59	General		<p>Request DMRC to add the following clause: Confidentiality: Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective DMRCs. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to evaluate the proposal provided that, a contract is awarded to this proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it:</p> <p>a. obtained from another source without restriction.</p>	will be detailed out in RFP.
60	General		<p>Request DMRC to add the following clause: Non-employment: The DMRC will neither offer to employ nor employ, directly or otherwise, any Applicant employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising herefrom.</p>	will be detailed out in RFP.

61	General			<p>Request DMRC to add the following clause:</p> <p>Liability: Applicant shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the DMRC or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Applicant is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the DMRC, then Applicant shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Applicant is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the DMRC. Such failures or delays shall be brought to the notice of the DMRC and subject to mutual agreement with the DMRC, then Applicant shall take such actions as may be necessary to correct or remedy the failures or delays. Applicant shall be entitled to invoice the DMRC for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</p> <p>Notwithstanding anything to contained in this Agreement or under any other document, neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue, loss of data), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of either party arising from or relating to this Agreement or otherwise shall not exceed the total amount paid to Applicant by the DMRC in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose); provided, however, that</p>	will be detailed out in RFP.
62	General			<p>Request DMRC to add the following clause:</p> <p>General Indemnity: The DMRC will, during the period of the coverage of this assignment, indemnify and hold Applicant harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Applicant arising out of the use or possession of the equipment or location of the DMRC by Applicant or its personnel, unless caused by the negligence of Applicant personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.</p>	will be detailed out in RFP.

63	General			<p>Request DMRC to add the following clause: Indemnity for infringement of intellectual property rights: The DMRC warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Applicant harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.</p>	will be detailed out in RFP.
64	General			<p>Request DMRC to add the following clause: Arbitration: In the event of a dispute or difference of any nature whatsoever between Applicant and the DMRC during the course of the assignment arising as a result of this proposal, the same will be referred for arbitration to Delhi International Arbitration Center (DIAC) Delhi High Court New Delhi by a sole arbitrator to be mutually appointed by the parties. Such Arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act 1996 and the place of arbitration shall be New Delhi. Governing law: This proposal shall be governed by and construed in accordance with Laws of India and the parties submit to the exclusive jurisdiction of the courts in Delhi.</p>	will be detailed out in RFP.

65	General		<p>Request DMRC to add the following clause:</p> <p>Termination:</p> <p>The Agreement resulting from this proposal may be terminated:</p> <p>(a) By either party by giving the other party not less than ninety (90) days written notice of termination;</p> <p>(b) Forthwith if either party commits any material breach of any term of this contract and which in the case of a breach capable of being remedied shall not have been remedied within thirty (30) working days of written notice to remedy the same;</p> <p>(c) Forthwith by either party if the other party shall convene a meeting of its creditors or if a proposal is made for a declaration as insolvent or a proposal for any other composition scheme or arrangement (or assignment for the benefit of its creditors), or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business assets of the other party or if an order is made or a resolution is passed for the purpose of the winding-up of the other party or for the making of an administration order (otherwise than for the purpose of amalgamation or reconstruction);</p> <p>(d) By either party pursuant to Force Majeure.</p> <p>Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.</p> <p>In the event of this assignment being terminated, the DMRC shall be liable to make payments of all the amount due under this assignment for which services have been rendered by Applicant's Consultant's. Forthwith on the expiry or earlier termination of this agreement, each party shall, return to the other party all documents and materials, belonging to the other party with regard to this</p>	<p>will be detailed out in RFP.</p>
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66	General			Request DMRC to add the following clause: IPR indemnity from DMRC: DMRC warrants to Applicant that the software, materials, and other assistance ('DMRC materials') supplied by DMRC to Applicant for the purpose of execution of the terms of the agreement are either DMRC owned properties or are properties obtained by DMRC under proper intellectual property licenses. DMRC further warrants that the said software, material and other information, to be provided by DMRC shall not infringe the intellectual property rights, proprietary rights or any other property rights of any party. If DMRC materials supplied by DMRC are found to infringe the intellectual property rights of any party, then DMRC shall hold harmless and indemnified Applicant, against all claims and actions associated with such infringement, including without limitation the attorney fees spent by Applicant in defending such actions and claims, and any compensation that may be paid by Applicant to settle such claim either in satisfaction of a court decree or otherwise. This clause shall survive the termination of this agreement. The DMRC will indemnify, defend and hold Applicant harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Applicant arising out of the use or possession of the facilities/equipment or location of DMRC by Applicant or its personnel, unless caused by the negligence of Applicant personnel and the limitation of liability provided herein shall not apply to such loss, injury, claim or damages.	will be detailed out in RFP.
67	A3.1	11	Has the Applicant (any member) abandoned any work in the last ten (10) years?	Abandoned mean what? Does it mean the 'discontinued' due to some issue. Pls modify to relect the same.	No
68	General		Technical and Functional Architecture	May functional and technological Architecture including network architecture, deployment architectue wrt line details also be provided in the EoI document.	Please see Appendix 3 scope of work
69	Supply and Services item '1'	38	Upgradation/supply of DMRC Line 1 to Line 9 AFC system certified Readers and passenger information display for AFC equipment's / server that supports close loop card, Open Loop EMV NCMC for Card based Rupay, Master & Visa & Account based Ticketing (Master & Visa)	The readers and display and other equipments for the AFC solution are required to be separate for 'closed loop cards' and 'open loop card? Pls elaborate if the solution is required to be separate for closed loop and open loop cards.	Please see Appendix 3 scope of work
70	pt 7	39	One Bank Office for all for settlement between all Line Central computer as well as all external operator and banks. Back Office also able to handle all interface of QR-Code Ticketing , NCMC ,Account Based Ticketing (brief description in Annexure A)	What are the detailed requirements around functions of bank office? What are the specification in Annexure A?	Please see Appendix 3 scope of work

71	General Technical Specification - Point no. 15	41	Station computer – Station computer shall be the station level AFC management application responsible for monitoring station level equipment generating station level reports sending control command from AFC BackOffice system.	How are Station Computer connected/related to central server systems? How ae backoffice designed? Is backoffice at station level and central level different? Is connectivity through Optical fibres also in scope for the projet?	Please see Appendix 3 scope of work
72	General Technical Specification - Point no. 22	42	Blacklist shall be sent automatically and frequency of sending blacklist parameter should be configurable and a report of card is required which give the information about all blacklisted card which come in the system after doing blacklisting.	What are requirements around black listing? How will whole system of blacklisting work? Pls elaborate.	Please see Appendix 3 scope of work
73	General Technical Specification - Point no. 23 (power and cable)- sub-point 3.g	43	A brief description of scope also at Annexure A.	What are the details for scope of work detailed in Annexure A?	Please see Appendix 3 scope of work
74	pt 7	39	Complete Software Designing. Development & Up gradation of existing AFC Back office means station computer and other central computer of all vendors	What is the meaning of upgradation of existing application. What are the specification for application upgradation? Pls elaborate?	Please see Appendix 3 scope of work
75	Services, Item '2'	45	Contractor will develop a software for station computer for each station and Line wise central computer means every line shall have one central computer and one super central computer that make all settlement corresponding connected line wise Central Computer so revenue can be settle among all lines as well as other service like BUS ,Parking etc as define in Appendix B	What are the details of settement between different lines? Also what are other entities (like BUS, Parking etc) , with which the solution needs to do the settlement? What is Appendix B?	Please see Appendix 3 scope of work
76	Appendix III	38	Upgradation Supply & Service for Implementation of Open Loop EMV NCMC Card Based for RuPay/Maser/Visa, QR Code and Account base ticketing at equipment's (Gate/Customer Care and POS details at Annexure A)	Request DMRC to share the specifications of the NCMC card format?	will be provided in the RFP.
77	Appendix III	38	Upgradation Supply & Service for Implementation of Open Loop EMV NCMC Card Based for RuPay/Maser/Visa, QR Code and Account base ticketing at equipment's (Gate/Customer Care and POS details at Annexure A)	Kindly confirm whether there is an existing specification for the intended QR code ticket or whether the bidder is expected to develop this as part of the project?	Please see Appendix 3 scope of work

78	Appendix III	38	Upgradation & Commissioning of current Gate and new POST/CUC and station computer Central Computer (Hardware & Software)	Can DMRC please confirm the meaning of the acronym "CUC"? Is this the same as "CC - Customer Care" listed in the abbreviations?	CUC is CC
79	Appendix III	38	Brief Scope of Work for Implementation of Open Loop EMV NCMC Card Based for Rupay, QR Code Ticketing and Account Based Ticketing that includes but not limited to following: -	Regarding the " not limited to ", Can DMRC please confirm that the scope of work that is listed in APPENDIX III is complete or, if not, can DMRC please clarify any missing scope of work?	not clear
80	Appendix III	38	1. Upgradation/supply of DMRC Line 1 to Line 9 AFC system certified Readers and passenger information display for AFC equipment's / server that supports close loop card, Open Loop EMV NCMC for Card based Rupay, Master & Visa & Account based Ticketing (Master & Visa)	Can DMRC please confirm that the full list of EMV card schemes to be supported is RuPay, Mastercard and Visa?	Yes
81	Appendix III	38	2. Supply of all required network accessories like Network switches, cables etc required for working for Open Loop EMV NCMC Card Based for Rupay/Master/Visa,QR Code ,QR Code ticketing and Account based Ticketing Implementation as well existing close loop card.	Can DMRC please confirm whether existing Network Infrastructure, if suitable, can be re-used or whether this is referring to replacing all existing closed-loop network switches and infrastructure?	yes, tenderer can use existing network and wherever required more tenderer will provide.
82	Appendix III	38	4. Upgradation of station server for working of Open Loop EMV NCMC Card Based for Rupay/Master/Visa,QR Code ,QR Code ticketing and Account based Ticketing as well as close loop card Implementation.	There is a missing Item (3) in the list prior to this clause. Can DMRC please confirm whether this has been intentionally removed?	Typo Error- see Addendum-I
83	Appendix III	38	4. Upgradation of station server for working of Open Loop EMV NCMC Card Based for Rupay/Master/Visa,QR Code ,QR Code ticketing and Account based Ticketing as well as close loop card Implementation.	Can DMRC please confirm the specification of the existing station server and the additional Open Loop EMV NCMC card functions they wish to make available on the station server through the upgrade process that are not existing closed-loop features?	Please see Addendum 3 scope of work
84	Appendix III	38	Upgradation of station server for working of Open Loop EMV NCMC Card Based for Rupay/Master/Visa,QR Code ,QR Code ticketing and Account based Ticketing as well as close loop card Implementation.	Can DMRC please confirm whether physical Open-Loop EMV NCMC station servers are an explicit requirement if the solution is cloud-hosted?	No cloud solution
85	Appendix III	39	6. Every Line have one central computer for handling of transaction and equipment parameters and all reports related to Line and supervision of line.	Can DMRC please confirm whether the physical Open-Loop EMV NCMC Central Computer System (CC) is an explicit requirement if the solution is cloud-hosted?	No cloud solution

86	Appendix III	39	6. Complete Software Designing, Development & Upgrade for supporting Open Loop EMV NCMC Card Based for Rupay/Master/Visa , QR Code Ticketing and Account based Ticketing as per their guidelines (NCMC guideline define by MOUOA) and also compatible with existing close loop card.	There are multiple item #6 and #7 in this summary list	Typo Error- see Addendum-I
87	Appendix III	39	6. Complete Software Designing, Development & Upgrade for supporting Open Loop EMV NCMC Card Based for Rupay/Master/Visa , QR Code Ticketing and Account based Ticketing as per their guidelines (NCMC guideline define by MOUOA) and also compatible with existing close loop card.	Can DMRC please provide access to the referred "NCMC guideline define by MOUOA"?	It will be part of RFP
88	Appendix III	39	7. Complete Software Designing. Development & Up gradation of existing AFC Back office means station computer and other central computer of all vendors.	Can DMRC please clarify that this is requesting the bidders to upgrade existing station computers and central computer hardware and software that has been previously delivered by other vendors? Do DMRC own all the source code of the existing software and have the right to modify / amend this software? Or are DMRC suggesting that the bidder can provide new station computer / CC that sits alongside existing?	Please see appendix 3 scope of work
89	Appendix III	40	2. The intention is to make the systems interoperable with other Public Transport Organizations in Delhi like DTC DIMTS and, RMGL, the AFC system shall integrate and synchronize seamlessly with a collection of multiple systems, like the inter-site transmission network, master clock system, power supply system, main earthing facilities, cable routing facilities, fault monitoring system.	Can DMRC please clarify whether the actual integration of DTC DIMTS, RMGL or any other such Public Transport Organizations are in scope of this project or whether this project needs to provide the ability for these organizations to integrate later as part of a seperate project?	yes intergation with other service provider is part of this project
90	Appendix III	40	4. Contractor shall do all interface which are required for final AFC System which able to handle QR Code /Open Loop Card (Rupay/Master/Visa)/Existing DMRC Card/Account Based Ticketing.	Can DMRC please clarify whether the future intention is to move all existing closed-loop cards to a new ABT card format or whether the CBT/ABT/EMV media should operate alongside each other in the future?	All work together. Please see Appendix3 scope of work
91	Appendix III	41	12. Issuance infrastructure- this shall comprise of setting up the issuance infrastructure at the POST/CUC which will be used to issue the pre-personalized EMV NCMC and DMRC Smart Card.	Can DMRC please clarify what is meant by "pre-personalized EMV NCMC and DMRC smart card" and how DMRC envisages the pre-personalization process?	This is in the scope of Bank
92	Appendix III	41	12. Issuance infrastructure- this shall comprise of setting up the issuance infrastructure at the POST/CUC which will be used to issue the pre-personalized EMV NCMC and DMRC Smart Card.	Can DMRC please clarify whether the supply of EMV NCMC and/or DMRC smart card (card-based or account-based) fare media is in scope or whether DMRC will be supplying all fare media?	DMRC will provide close loop card and supply and issuance of EMV card.

93	Appendix III	41	14. Local Area Network (LAN) – This shall comprise of networking of the systems including but not limited to ticket vending machines automated gates ticket office machines workstations and all network equipment's necessary for operations. The WAN connectivity shall be provided by Delhi Metro Airport line means stations to stations fibre connectivity.	"Ticket Vending Machines" are mentioned here but are not mentioned in the previous bullet that "Fare media Acceptance Infrastructure - This shall comprise of EMV contactless readers to read process ticketing media (Open Loop Card, Existing DMRC Smart Card, QR Code and Account Based Ticketing) . This infrastructure shall be made available at the Automatic Gates POST, CUC etc." Can DMRC clarify whether the supply / upgrade of TVM card reader/writers are also in-scope?	Ticket Vending Machines is not part of scope of work.
94	Appendix III	41	14. Local Area Network (LAN) – This shall comprise of networking of the systems including but not limited to ticket vending machines automated gates ticket office machines workstations and all network equipment's necessary for operations. The WAN connectivity shall be provided by Delhi Metro Airport line means stations to stations fibre connectivity.	Can DMRC confirm that this means that all WAN connectivity is out of scope and that Delhi Metro Airport Line will be providing WAN connectivity for all Central Offices/Lines/Stations?	Typo Error- see Addendum-I
95	Appendix III	42	20 e. Smart card Host to Central Back Office	Can DMRC please clarify what is meant by "smart card host"? Does this refer to the DMRC smart card issuer(s) and, if so, can DMRC please provide details of these issuers?	this is interface between host smart card and Central back office which is in the scope of tenderer.
96	Appendix III	42	1 i. Design, Develop & Upgrade Kernel & Firmware of Gate Reader's for acceptance of Open Loop EMV NCMC card based RuPay card, QR code and Account based ticketing	Can DMRC please clarify that this is requesting bidders bid new Readers rather than upgrade the existing reader software which (a) may / may not be EMV compliant and (B) would be the intellectual property of the existing reader suppliers?	Please see Appendix 3 scope of work
97	Appendix III	42	1. Acceptance of Open loop EMC NCMC card based Rupay card having store value & QR code and Account based ticketing at Gate and Ticket Office Machine :-	Can DMRC please provide details of any existing: (A) AFC Gate reader hardware / software - Manufacturer and Model (B) AFC TVM reader hardware / software - Manufacturer and Model (C) AFC POS reader hardware / software - Manufacturer and Model (D) AFC Gate hardware / software - Manufacturer and Model (E) AFC TVM hardware / software - Manufacturer and Model (F) AFC POS hardware / software - Manufacturer and Model	Please see Appendix-II.
98	Appendix III	43	2 f. Commuters will be able to pay in:- 1. Cash 2. Scanning of QR Code 3. Debit, Credit & Prepaid Cards 4. Wallet 5. Online payment 5. Any other Payment mode	Can DMRC please clarify whether "Wallet" is referring to the ABT back office account linked to a new DMRC ABT smart card? Also, can DMRC please clarify what "Online Payment" and "Any other Payment mode" means in this TVM/POS context?	TVM is not in the scope of work. Rest all are the payment options in vogue for a commuter to pay for recharging his/her NCMC card.

99	Appendix III	44	7 d. Mobile based NFC acceptance is also enabled at the gates using Host Card Emulation (HCE), Secure Element etc.	Can DMRC please clarify the scope of the virtual cards to be accepted via "Mobile based NFC acceptance"? For example, if this referring to where a user has virtualized their RuPay/Mastercard/Visa card into the phone and presents the virtual card using Apple / Android / Samsung Pay?	Yes. payment options as mentioned in appendix-III Scope of work.
100	Appendix III	46	1 b. The AFC equipment would validate the Bank Card based on Delhi Metro Business rules (minimum. balance on the card, blacklist status from the card, etc) as per EMV Guidelines & NCMC Rupay rules.	Can DMRC please clarify whether the EMV card they are referring to here has a pre-paid stored value element or whether this requirement is implying that the gate needs to perform an online balance check with the passenger's card issuer/bank prior to allowing entry?	Please go through the NPCI's Guidelines on NCMC standard for clarity over the same.
101	Appendix III	53	5. The financial management subsystem shall allow for integration with the Agency's enterprise accounting systems.	Can DMRC please clarify the Agency's enterprise accounting systems that need to be interfaced with?	Here agency refers to DMRC.
102	A1.(i)	6	"Delhi Metro Rail Corporation (DMRC) Limited invites EOI for Implementation of QR Code, EMV enabled account based ticketing (Mastercard / VISA) and Rupay based Open Loop Ticketing in DMRC including Comprehensive Maintenance of Automatic Fare Collection System for Ph-I,Ph-II & Ph-III stations of supplied equipment's / parts."	What is the other scope included in this EOI like feeder buses, parking services and "other services"?	Only the interface part with feeder buses ,Parking and other services existing in DMRC
103	A1.(iii).h	3	Fare box revenue means revenue generated by DMRC through fare collection from it's metro	As per clause A1.(iii).h the Fare box revenue is the complete revenue i.e. from open loop and closed loop systems of DMRC. It contradicts the Clause A4.(i). We request you to kindly confirm the consortium will be paid the % of complete fare box revenue (both open loop and closed loop) OR % of the revenue only from open loop system.	Only the new open loop AFC system implemented by the contractor as per the provisions of this contract.DMRC will pay MDR on NCMC card as defined by NPCI/RBI only.
104	A1.iii.m.a	7	"Upgrade the Automated Fare Collection System of Delhi Metro Rail Corporation Limited to enable the EMV and RuPay based open loop ticketing following the NCMC standard model as specified by MoHUA for interoperability with other operators by use of non-proprietary standards so that the interface is scalable to other networks (transit operator/retail outlets/parking etc.) in Delhi/NCR; and"	kindly provide us with the specifications of the NCMC standard model? Kindly share the NCMC Card Layout Design which we need to implement in the DMRC under this EOI.	Will be provided in the RFP

105	A1.iii.m.b	7	Execute the Comprehensive maintenance of Complete DMRC AFC System including the Back Office.	Does it include the maintenance of software currently deployed in DMRC?	No. only the software and hardware provided by the tenderer
106	A1.iii.m.b	7	Execute the Comprehensive maintenance of Complete DMRC AFC System including the Back Office.	Will DMRC provide the design and architecture documents for maintenance of Back Office System?	Tenderer has to provide all documents before implementation. Tenderer has to execute the scope of work defined in Appendix III.
107	A1.iii.m.b	7	Execute the Comprehensive maintenance of Complete DMRC AFC System including the Back Office.	Who will be responsible for fixing of bugs in the current backend system?	Please see Scope of work at Appendix-III.
108	A1.iii.m.b	7	Execute the Comprehensive maintenance of Complete DMRC AFC System including the Back Office.	Currently DMRC has been provided training by the System Integrators like Thales, Samsung, Indra. Will such training be provided to consortium by DMRC / Thales / Indra / Samsung	No. Work is to be executed as per the scope of work at Appendix-III.
109	A1.iii.n	7	“Royalty” means premium paid by service provider to DMRC to get rights to issue EMV and Rupay Cards to commuters at metro stations and facilitate existing DMRC AFC system for new services. NCMC/EMV cards issued by Other bank cards also accepted at entry and exit. Service provider will keep this royalty amount and need not pay to DMRC.	As per this clause Service provider need not pay any Royalty to DMRC. It is in contradiction to clause A4.iii which says yearly royalty needs to be paid to DMRC. We request you to confirm if the consortium needs to pay the yearly royalty or not.	Deleted.
110	A2.2.iii	8	The existing AFC technology and infrastructure (Hardware and software including Back office and external interfaces) needs to be updated accordingly.	What all equipments at station level needs to be upgraded? Will it be only Gates & TOM or it will include all the AFC equipment like AG, TOM, EFO, TVM, AVM etc. Kindly confirm.	Please see Appendix-II and scope of work at appendix-III. TVM,AVM is not included in the scope of work
111	A2.2.iii	8	The existing AFC technology and infrastructure (Hardware and software including Back office and external interfaces) needs to be updated accordingly.	Will the complete current DMRC backoffice provided by Thales / Samsung / Indra needs to be upgraded. Kindly confirm.	Please see Scope of work at Appendix-III.
112	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	Does "Station Level Equipments"refer to the Card Readers only or to the Gates, TVMs, TOMs etc? Can DMRC please propose the timeline for it.	Please see Appendix-II and scope of work at appendix-III. TVM is not included in the scope of work
113	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	What is the requirement for QR ticketing? Are DMRC requiring all gates to be upgraded with QR scanners?	Yes

114	A2.2.vi	8	The AFC Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay Media, QR and NFC Based ticketing,	How will the QR code be generated? Within the DMRC Mobile Application, at the POS, within the central back office etc.?	Mobile Application as well as Paper QR.
115	A2.2.vi	8	Integration of clearing house and smart Card host system of FI, Integration of DMRC mobile application with AFC System and provide the Comprehensive Onsite Maintenance of the complete DMRC AFC System including the Back Office.	Can you please elaborate regarding the currently functionality of the DMRC mobile app and the future functionality required in that app.	Tenderer has to provide the mobile application as well as interface documents so any mobile app who get the permission from DMRC can issue the Mobile QR.
116	A2.2.vi	8	Integration of clearing house and smart Card host system of FI, Integration of DMRC mobile application with AFC System and provide the Comprehensive Onsite Maintenance of the complete DMRC AFC System including the Back Office.	Can you please confirm who will provide the manpower for the maintenance. Will it be DMRC or the consortium? Kindly confirm. If the manpower is of DMRC, then who will bear the risk of damages due to mishandling etc. Kindly confirm it will be DMRC or Consortium.	Both the party will be responsible for the damage for their supplied part for the period of the contract. Damaged parts are to be replaced as per the performance criteria in the scope of work at Appendix-III.
117	A2.3.i	9	The AFC Contractor shall be responsible for operation of both existing and new AFC Equipments.	Does "equipments" refer to existing readers, station equipment and central systems (such as current DMRC Closed-Loop system)?	Please see Scope of Work Appendix-III
118	A2.6	9	The account ownership for the float of DMRC CSC amount shall remain with DMRC	Can you please confirm who will provide the manpower for the maintenance. Will it be DMRC or the consortium? Kindly confirm. If the manpower is of DMRC, then who will bear the risk of damages due to mishandling etc. Kindly confirm it will be DMRC or Consortium.	same as query no 15 above.
119	A.2.7.ii	9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	Can DMRC please specify the training requirements in more detail?	The Hardware & Software supplied by the contractor as per scope of work.
120	A.2.7.ii	9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	As the operation of the System is with DMRC and maintenance is with the consortium. Can you please clarify how will the liability for damage of equipments and revenue losses due to that damage be defined?	Both the party will be responsible for the damage for their supplied part for the period of the contract. Damaged parts are to be replaced as per the performance criteria in the scope of work at Appendix-III.

121	A.2.7.ii	9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	As the ticketing counters are being managed by DMRC, who will bear the revenue loss in case of Fraud at TOM / EFO.	Same as reply to query no 19 above.
122	A2.8	9	Comprehensive Maintenance and Upgradation of AFC Equipments	Will DMRC share the interface documents & API for interfacing with the current system and equipments with the winning consortium?	The work is to be executed as per Scope of work Appendix-III by the contractor. However, DMRC will support to the best extent as possible depending up on the availability of resources.No API documents available with DMRC.
123	A2.9.ii	10	The Contractor shall carry out Integrated Testing and Commissioning of EMV and Rupay based ticketing, QR and NFC functionality on the system in coordination with the Engineer.	Do DMRC require barcode readers in all Gates, TOM, Inspection Devices etc across all lines/stations?	Please see reply in reference to query no 12 above.
124	A3.1.14	13	AFC provider should carry out one of the following projects in the last 7 years in a Metro/LRT/Mono Rail System:-	We have worked as the sub-contractor to the main contractor. Will our experience will be considered for the eligibility. Kindly confirm.	yes
125	A3.1.14	13	AFC provider should carry out one of the following projects in the last 7 years in a Metro/LRT/Mono Rail System:-	Our parent company has the eligibility for fulfilling this condition. Can we being the Indian Subsidiary use the experience of our parent company? Kindly confirm.	will be detailed out in RFP.
126	A4	15	Payment to Employer / Contractor	This clause mentions that a % of fare box revenue will be paid by DMRC to the consortium. But the last page of the EOI document mentions about the lease payment from DMRC. Can you please clarify how to payment will be done to the consortium by DMRC.	10 installments of equal value.
127	A4.iii	15	The Percentage sharing of Fare Box Revenue to be paid by the Employer and the percentage of Non-fare Box revenue share to be paid by the Consortium shall be fixed and detailed out in the RFP Document	Can DMRC please confirm whether the percentage of revenue share of DMRC revenue will include the Fare Box revenue of just the new Open Loop AFC system or the complete revenue from both the new Open Loop and existing Closed Loop AFC systems?	DMRC will pay MDR on NCMC card as defined by NPCI/RBI only.

128	C1.8	19	<p>Guarantees and Warranties</p> <p>The Applicant shall submit full details of the identity of the proposed parties who would respectively provide or issue:</p> <p>a. The Performance Security;</p> <p>b. The Revenue Security;</p> <p>c. Parent company Undertakings;</p> <p>d. Parent company Guarantees.</p>	Can you please elaborate what is Revenue Guarantee?	will be detailed out in RFP.
129	K.1	38	Upgradation/supply of DMRC Line 1 to Line 9 AFC system certified Readers and passenger information display for AFC equipment's / server that supports close loop card, Open Loop EMV NCMC for Card based Rupay, Master & Visa & Account based Ticketing (Master & Visa)	Does this upgrade also include the upgrade / migration of the current closed loop backend of DMRC. Kindly confirm.	Please see Scope of work at Appendix-III.
130	K.6	39	Every Line have one central computer for handling of transaction and equipment parameters and all reports related to Line and supervision of line.	Will this line computer will handle open loop as well as closed loop system. Kindly confirm.	yes.
131	K.7	39	One Back Office for all for settlement between all Line Central computer as well as all external operator and banks. Back Office also able to handle all interface of QR-Code Ticketing ,NCMC ,Account Based Ticketing (brief description in Annexure A)	As per our understanding a CCHS System needs to be provided which is able to handle both open loop and closed loop transactions. Kindly confirm.	yes.
132	K.7	39	Complete Software Designing. Development & Up gradation of existing AFC Back office means station computer and other central computer of all vendors.	Does DMRC will provide knowledge & source code for the current system which is currently deployed.	The work is to be executed as per Scope of work Appendix-III by the contractor. However, DMRC will support to the best extent as possible depending up on the availability of resources. No API documents available with DMRC.
133	K.8	39	Complete setup of Servers (Station Computer as well as Central Computer).	Will the central servers be located in DMRC premises OR at cloud location?	No Cloud Solution
134	K.11	39	All required Certifications to be taken for commercial operations for working of Open Loop EMV NCMC Card Based for Rupay/Master/Visa,QR Code ,QR Code ticketing and Account based Ticketing.	Who will be responsible for the PCI-DSS Certification?	Successful bidder/consortium
135	K-Annexure B	48	Total time for DLP and 5 years AMC will be 7 years and same can be extended in future for 2 years	Kindly confirm when will the DLP for station equipment start.	after the TOC.

136	K-Annexure B	48	Total time for DLP and 5 years AMC will be 7 years and same can be extended in future for 2 years	Kindly confirm when will the DLP for station equipment end.	DLP is for the period of 02 years.
137	K-Annexure B	48	AMC of all parts supplied in the scope remaining with DMRC.	1. Kindly clarify who will provide the AMC of the supplied parts? 2. Also please clarify who will do the maintenance of the remaining modules of the equipment.	1. successful bidder/consortium 2. Successful bidder/consortium shall be responsible for the maintenance of the equipment supplied/installed by them and remaining all modules will be maintained by DMRC
138	K-Annexure B	48	DMRC will give MDR per transaction on NCMC card to Bank as per NPCI circular same will be updated as per NPCI/Govt. Of India/RBI guideline	Kindly confirm will the MDR for VISA / MasterCard be paid. If yes then what is the current %?	as per the NPCI/RBI extant guidelines
139	K-Annexure B	57	Key Management Facility	Does the consortium needs to provide the KMS system for the close loop system?	yes
140	K-Annexure B	57	Key Management Facility	Does DMRC have procedure for extraction and injection of keys from old KMS to new KMS?	No.
141	K-Annexure B	57	Key Management Facility	Who will be responsible if the keys extracted from the current KMS is not usable? Kindly clarify.	tenderer
142	K-Annexure B	60	Year wise lease amount to be paid to lessor by DMRC	Kindly confirm how this amount will be calculated?	10 installments of equal value.
143	K-Annexure B	60	Year wise lease amount to be paid to lessor by DMRC	Kindly confirm if this amount will be over and above the payment terms defined in clause A4.	please see Addendum-I
144	One EOI per Applicant, page 14		Each Applicant shall submit only one EOI. If an Applicant submits an EOI in his own name and at the same time participates and submits an EOI as a member of a consortium/joint venture, both applicants will be disqualified. However, a propulsion system supplier can participate either as a member of any JV/Consortium bidding for this EOI or as a sub vendor to other Applicants.	Please clarify what is understood by propulsion system supplier? As there are few AFCS players with such expertise of implementation of open loop AFCS Upgrade & limited banks are active in transit space, specifically for participation in such capex intensive project, It is suggested to allow only one Bank one AFCS player per consortium for fair & better participation. Any member participating as a part of one consortium should not be allowed to bid separately or as part of any other consortium.	Please see addendum1
145	Initial Eligibility Criteria, Page no 13		AFC provider should carry out one of the following projects in the last 7 years in a Metro/LRT/Mono Rail System:- a) Must have completed ONE work of Contactless Smart Card based AFC System of minimum value equal to INR 100 crore at 31.12.2020 price level or One work of contactless smart card based AFC System for minimum 20 stations	BRTS is a also gated environment similar to Metro/ LRT/Monorail. The Contactless Smart Card based AFC System is also utilised in BRTS for card based ticketing. In lieu of this, work experience of BRTS card based ticketing implementation should also be considered for evaluation.	No change

146	Initial Eligibility Criteria, Page no 13	<p>AFC provider should carry out one of the following projects in the last 7 years in a Metro/LRT/Mono Rail System:-</p> <p>a) Must have completed ONE work of Contactless Smart Card based AFC System of minimum value equal to INR 100 crore at 31.12.2020 price level or One work of contactless smart card based AFC System for minimum 20 stations</p>	<p>Work involving Fare collection system in Transit along with payment processing should be allowed in the eligibility criteria.</p> <p>Justification: Fare collection system involves complex modules related to banking such as Payment device L2 kernel development, issuance of CSC, acquiring of CSC, ticketing transaction processing, reconciliation, accounting & settlement, lifecycle management & other several modules to cater inter-operable journey in the city. These modules involving payment processing are critical components for functioning of card based ticketing. When the card is tapped on the validator device on the gates, the transaction goes to the backend where the integrated platform of the fare calculation and fare collection system consumes and completes the transaction.</p>	No change
147	Eligibility criteria	<p>Average Annual financial turnover during the last 5 financial years (as applicable in the country or origin), should be at least INR 100 Crore.</p>	<p>Given the focus of government on allowing MSMEs with relevant experience to play a critical role, Home grown startups/MSME's should be encouraged to undertake such scope of work with relevant transit experience. In lieu of the above, DMRC should consider to waive off the turnover/ Financial Eligibility criteria for MSMEs with relevant transit experience for any role as a part of consortium in this EOI.</p> <p>Financial eligibility clause should be applicable to the participating bank. The project scope entails substantial amount of investments over a long duration of time and requires handling of huge financial transaction volumes. A financial institution has the financial strength to handle projects with large financial exposures. In lieu of the above the participating FI should be with a strong financial footing. Keeping this in mind the Average Annual turnover criteria of 100 Crores should be restricted to the FI.</p>	will be defined in RFP
148	Initial Eligibility Criteria, Page no 13	Eligibility criteria	Prime bidder/ Consortium members should be allowed to use credentials of the parent or subsidiary company.	will be detailed out in RFP.
149	Operations Related			

150	Instruction to Applicants, Page no 6	Delhi Metro Rail Corporation (DMRC) Limited invites proposals from the bidders for implementation of QR Code, EMV enabled Account Bases Ticketing (Master/VISA),and Rupay based Open Loop Ticketing (National Common Mobility Card) extendable to feeder buses, parking services and other services in Delhi and Comprehensive Onsite Maintenance of Automatic Fare Collection System for Ph-I, Ph-II & Ph-III of Delhi Metro of supplied equipment's/parts.	1)clarification is sought on the number of on ground Manpower per shift and the number of shifts per day which will need to be deployed for station for comprehensive onsite maintenance of the new deployed AFCS under the subject EOI. 2) The maintenance of already installed AFCS of phase I, II & III will be responsibility of DMRC, is that understanding correct?	(1)Tenderer should propose in their bid. (2) Yes
151	NIT, Page 3	11.5 years (including years for supply and commissioning of QR Code , EMV (Account Based Ticketing (Master, VISA & Rupay)& Rupay Based System and 5 years of Comprehensive Onsite Maintenance).	As pre EOI meeting discussion, The tenure for implementation of the subject project is 1.5 years along with 2 years of DLP plus 8 years of AMC for the maintenance of Open loop system only, deployed by the bidder. Is that understanding correct?	yes
152	Consumables	Query	DMRC shall provide the consumables like printer paper rolls, printer toners etc for the project duration, is that understanding correct?	No
153	Operating Expense, Page no 9	The personnel required for staffing the Customer Care Counters/Excess Fare Offices at DMRC stations shall be provided by DMRC and shall be adequately trained by the JV/Consortium on the required ticketing operations.	DMRC will provide the scope of training and training modules. Is that understanding correct?	Tenderer will give the details of training for approval of DMRC
154	Functional and Performance based specifications, Page no 9	The Applicant shall be responsible for operation of both existing and new AFC system.	As per Pre- EOI meeting, O&M for only newly deployed AFC system will be in the scope of work of consortium, is that understanding correct?	yes
155	Business Related			
156	Co-Branding of Open Loop Cards	Query	The open loop card issued by the consotium will be Co-branded, is that understanding correct?	yes
157	Payment to Employer/ Contractor, page 15	The Contractor shall also pay Yearly Royalty to DMRC which shall be detailed in RFP Document.	As per pre-EOI meeting, No royalty is to be paid to DMRC by consortium, is that understanding correct?	yes
158	Revenue Security, page no 19	Revenue Security	DMRC shall quantify and provide the basis of calculation for the revenue security amount in the RFP, is that understanding correct?	refer addendum-I

159	Promotion of Cobranded DMRC EMV Open loop Cards
160	Up-gradation of AFCS system, page no 8
161	Ownership of the Hardware deployed
162	Lease Payment, Page no 60
163	Scope of Work, Page no 38

Query	DMRC shall allow propagation of Bank co-branded EMV/ NCMC Cards through Jingles in train and station areas. Is that understanding correct?	yes but within the policy framework of the DMRC.
The Financial Institution shall be responsible for Issuance of EMV/Rupay Dual Interface smart cards and other fare media and related logistics, including marketing, customer contact center support on card transactions and Fraud Management Setup of online card top-up/renewal, customer account management and customer support with payment gateway and authentication services as per RBI requirements, settle Fare Revenues with DMRC and other Public Transit system revenues with respective operators.	<p>A. Consortium will be given exclusivity of Issuance of Co-branded DMRC cards on the stations for the entire duration of contract. is that understanding correct?</p> <p>B. Bank will have the flexibility to decide the fee to be charged to the customers for card issuance and annual maintenance of the card. is this understanding correct?</p> <p>C. Issuance of the bank cards can start from the Go-Live of 1st phase of Implementation, is that understanding correct?</p> <p>D. There will be no capping on selling of EMV cards over Rupay cards for the consortium, is that understanding correct?</p> <p>E. Fare Revenues settlement with DMRC & other public transit systems will be on a net settlement basis, is that understanding correct?</p>	<p>(a) Yes</p> <p>(b) Bank will follow the guidelines as defined by NPCI/RBI</p> <p>(c) Yes</p> <p>(d) Yes</p> <p>(E) Question Not clear</p>
Query	Consortium shall retain the ownership of the hardware deployed throughout the tenure of the project. At the end of the tenure, the hardware shall be transferred to DMRC. During the tenure of the project DMRC shall pay the lease the lease amount per year and the payments shall be disbursed to consortium in the starting of every month. is that understanding correct?	Payment term will be defined in RFP
query	As substantial investment shall be required to implement the project in the initial 1.5 years, we request DMRC to support the bidder by providing One year of lease payment as upfront at the time of commissioning of the project before ROD. Balance payment should be given on monthly basis at the beginning of the month.	No Change
Upgradation & Commissioning of current Gate and new POST/CUC and station computer Central Computer (Hardware & Software)	Please provide the detailed BOQ for the POST and other devices as per the requirement of the project and define CUC for better understanding.	Please go through Appendix-II

164	Discount on card Usage
165	Account Based Ticketing (ABT)
166	Top Up Charges
167	Advertisement and Branding Rights
168	Issuance of Cards
169	Passes
170	QR based ticketing
171	Technology Related

Query	<p>DMRC shall pass on the same discount on the co-branded EMV cards usage, as per the current discount offered on the DMRC closed loop card, to promote the usage of EMV NCMC cards. Is that understanding correct?</p> <p>EMV NCMC cards also helps in enabling digital transactions just like the DMRC closed loop card. Enabling digital transactions is a very big initiative of Govt. of India as it has multiple benefits of savings in cash handling cost, growing the digital economy and bringing small ticket cash transactions into the main stream economy on an electronic mode.</p> <p>In lieu of the above, extending the price benefit currently available on the closed loop DMRC cards to the co-branded EMV NCMC card, will go a long way in promoting transactions through NCMC card and help in implementation of Govt of India initiative of national common mobility card implementation.</p>	Presently no discount
Query	As per Pre-EOI meeting the ABT on mastercard and Visa shall not be enabled from the date of ROD. is that understanding correct?	Please see scope of work .DMRC will inform enabling of ABT approx. 2 to 3 months in advance.
Query	Consortium shall be allowed to levy top up charges for EMV cards from the customer through any form factor as per the allowance given by other open loop metro implementation in the country. Is that understanding correct?	As per NPCI/RBI policy
Query	<p>Consortium shall be given avenues of branding and advertisement rights such as Gate wraps, back side of QR tickets and branding on the cards.</p> <p>Implementation of EMV NCMC cards involves huge expenditure and the adoption of its usage by the customer will have a substantial gestation period and the growth of transactions through the card will be over a period of time.</p> <p>During this period for the bidder to sustain and spend on marketing the card will also involve substantial costs. In lieu of the same, the branding and advertisement rights as seeked above should be considered.</p>	suggestions may please be given so that same may be considered in RFP.
Query	The consortium can choose any payment scheme that can enable transit area NCMC as provided by CDAC, is that understanding correct?	All payment mode as specify in addendix III scope of work.
Query	Consortium to be allowed to issue different type of passes i.e.Validity based or Trip based passes or unlimited passes on both EMV card and Mobile QR	as per DMRC business rule
Query	<p>Digital transactions through Mobile on QR is a fast growing form factor for enabling ticket purchase in the transit eco-system in India.</p> <p>Keeping this in mind DMRC can consider implementation of an integrated QR based ticketing platform as part of this RFP. This platform shall act as an exclusive aggregation platform for integrating all third party applications to promote digital transactions through QR.</p>	As per scope of work. Tender shall provide interface document for other service provider.

172	Detailed Scope of Work. Page no 42	Design, Develop & Upgrade Kernel & Firmware of Gate Reader's for acceptance of Open Loop EMV NCMC card based RuPay card, QR code and Account based ticketing	In case the existing readers on Gates are not EMV compliant or cannot be upgraded for acceptance of Open Loop EMV NCMC based RuPay card, QR code and Account based ticketing, the bidders shall have to 1. Replace the old readers with new readers on Gates which are compliant as per requirement to handle both closed loop and EMV NCMC open loop cards. In case this understanding is correct, DMRC shall provide the SAM modules from existing readers on Gates and necessary support for integrating with existing AFCS. or 2. Install additional reader which are compliant as per requirement along with the existing readers in the same gate. Request a clarification on the above.	Single Reader for handling all cards
173	Comprehensive Maintenance and Up-gradation of AFC Equipment's, Page no 9	The maintenance and upkeep of the supplied AFC Equipment's/ parts and facilities, over the entire contract period shall be responsibility of the JV/Consortium.	The standard life of the equipment for commercial usage in transit projects is around 6 years. In lieu of the above, request you to keep the tenure for maintenance and upkeep of Hardware up to 6 years from the date of ROD of a particular station, as responsibility of JV/consortium With reference to most of the transit RFPs in the country, tenure for AMC is kept maximum upto 6 years. For smooth functioning of the systems and to avoid any hassle to the commuters, DMRC can directly buy hardware equipment and devices beyond 6 years from ROD on need basis.	No change
174	Upgradation of AFCS, Page no 8	In order to upgrade the ticketing technology, DMRC envisages to upgrade the existing Automatic Fare Collection System to enable the QR Code,	As per Pre- EOI meeting, Contactless smart token shall be discontinued once paper/mobile QR systems goes live, is that understanding correct?	yes
175	Scope of Work, Page no 39	Complete Software Designing, Development & Upgrade of existing Network as per banking standards for all settlement like report to bank as well as other service provider like Bus (DTC, DIMTS, Feeder), Parking.	DMRC to ensure that acquiring service provider and respective AFCS of DTC, DIMTS, Feeder, Parking need to enable the acceptance of DMRC EMV open loop cards on their ticketing devices. Also the devices used for ticketing to be EMV/NCMC compliant and EMV Rupay L2 certified.	The work is to be done by the contractor as per scope of work at appendix-III
176	Acceptance of Closed Loop Cards	Query	The new reader will accept the closed loop cards along with open loop EMV NCMC cards and send closed loop transactions in the format requested by the existing AFCS. Is that understanding correct?	Yes but transactions for all the fare medias as per the scope of work at appendix-III is to be sent.
177		Qualifying Criteria	Question by bidders	

178			Acquirer Bank should have the experience of handling channels of payment gateways (web, mobile etc.), processing NEFT/RTGS, IMPS,ATMs, IVR, SMS etc.:-	In case of no ATMs, Are payments bank live on AEPS providing facilities equivalent to ATMs allowed?	Refer Addendum-1
179			Applicant should have the experience of developing and commissioning EMV based smart card system	Are banks offering virtual debit/prepaid cards eligible?	Refer Addendum-1
180			Upgradation Supply & Service for Implementation of Open Loop EMV NCMC Card Based for RuPay/Maser/Visa, QR Code and Account base ticketing at equipment's (Gate/Customer Care and POS details at Annexure A)	Are QR based payments allowed? If yes- UPI QR or Bharat QR?	Refer Appendix-III of scope of work
181			All required Certifications to be taken for commercial operations for working of Open Loop EMV NCMC Card Based for Rupay/Master/Visa,QR Code ,QR Code ticketing and Account based Ticketing.	Since NCMC standards are different across networks, does this mean only NCMC Specs (Rupay) will be considered for acceptance? For other networks like Mastercard Visa, Account based txns will happen? No MCHIP/VISA contactless certification is required?	No Change
182			Acquirer Bank should have the experience in providing corporate banking services:	Will SME Banking(Salary Accounts) be considered.	Refer Addendum-1
183			Acquirer Bank should have the experience of executing projects with loyalty program design or management of retail customer base	Will Cashback schemes considered Loyalty Programme	Refer Addendum-1
184			Transfer of ownership of installed hardware	In which year will the ownership of the hardware get transferred from Consortium to DMRC	after the completion of the contract period.
185			MDR of Fare box collection	There should be a fixed MDR on the transactions because if NPCI after a few years makes the transactions MDR free, then the FI will have no earning avenue left.	MDR only on NCMC cards as per guidelines pf NPCI/RBI
186			Only NCMC Transport Card	Can Airtel Payments Bank just issue Transport related NCMC Based Card.	Yes subject to guidelines issued by RBI/NPCI
187			Can DMRC maintain a Bank account with the consortium FI for managing the overall float(Open loop & closed loop)	DMRC to maintain a current account with the FI	will be detailed out in RFP.
188	Section A1, Introduction and Definition, Page No. 6	Point(n)	"Royalty" means premium paid by service provider to DMRC to get rights to issue EMV and Rupay Cards to commuters at metro stations and facilitate existing DMRC AFC system for new services. NCMC/EMV cards issued by Other bank cards also accepted at entry and exit. Service provider will keep this royalty amount and need not pay to DMRC.	Does this mean that the bidder need not pay the Royalty to DMRC. Please Clarify?	Addendum-1

189	Section A2.3, Functional and Performance Based specifications, Page No.9	Point(i)	The Applicant shall be responsible for operation of both existing and new AFC system.	Our Understanding is that the Bidder needs to provide a new AFC system which allows the use of Open Loop card as fare media along with Token and Possibly QR. We are not clear with the requirement of operating the existing AFC System. Kindly clarify?	Addendum-1
190	Section A2.4, Contract Period, Page No. 9	Point(i)	The Contract Period will be 11.5 Years (including 5 years of operation and maintenance) from Commencement date.	Our Understanding is that the successful bidder will have to provide the O&M till 5 years from the Go Live date and not the Commencement date (as under the definitions the commencement date starts from the Date of letter of Acceptance). As there has to be an implementation period for the Open loop based AFC system to be in place before its O&M can be started. Please clarify?	Addendum-1
191	Section A2.4, Contract Period, Page No. 9	Point(i)	The Contract Period will be 11.5 years (including 5 years of operation and maintenance) from Commencement date.	Further our standing for the Break up of this 11.5 Years is : 1.5 years of Implementation + the contract period of 10 Years from the commencement date. Please confirm?	Addendum-1
192	Section A2.6, DMRC Liability, Page No. 9	Point(i)	The account ownership for the float of DMRC CSC amount shall remain with DMRC ,	Our Understanding from the CSC here refers to the Existing Closed Loop Cards being issued by DMRC. Please confirm?	Yes Self Explanatory
193	Section A2.6, DMRC Liability, Page No. 9	Point(i)	The account ownership for the float of DMRC CSC amount shall remain with DMRC	While we understand that DMRC will be the A/c owner for the existing CSC, however request you to please provide clarity for the DMRC A/c to be maintained with the winning FI	will be detailed out in RFP.
194	Section A2.6, DMRC Liability, Page No. 9	Point(i)	The account ownership for the float of DMRC CSC amount shall remain with DMRC	Does this mean that DMRC wants to continue with the closed Loop cards even after the introduction of the Open Loop cards? Please clarify.	Yes Self Explanatory
195	Section A2.8 Comprehensive Maintenance and Up-gradation of AFC Equipment's Page no. 9	Point(i)	The maintenance and upkeep of the supplied AFC Equipment's/ parts and facilities, over the entire contract period shall be responsibility of the JV/Consortium.	Request you to kindly modify this clause in ,in-line to the Other clauses from the Eol which clearly states the DLP and AMC period to be 2 years and 5 years respectively and not for the entire duration of the Contract i.e. 10 Years	Addendum-1

196	Eligibility Criteria, Page no 13	Point No. 14	AFC provider should carry out one of the following projects in the last 7 years in a Metro/LRT/Mono Rail System:- a) Must have completed ONE work of Contactless Smart Card based AFC System of minimum value equal to INR 100 crore at 31.12.2020 price level or One work of contactless smart card based AFC System for minimum 20 stations	We would request DMRC to also include BRTS along with Metro/LRT/Mono Rail System as BRTS is a gated solution having throughput similar to that of the metro, hence the implementation & working of BRTS is identical to that of Metro rail. Hence BRTS should be considered for evaluation/ eligibility criteria along with Metro/LRT/Mono Rail System. Fare collection systems involves complex modules related to banking such as Payment device L2 kernel development, issuance of CSC, acquiring of CSC, ticketing transaction processing, reconciliation, accounting & settlement, lifecycle management & other several modules to cater inter-operable journey in the city. The reason the experience for fare collection system involving payment processing is important because, once the card is tapped on the validator device and transaction goes to the backend everything is managed by the Payment system provider. Whereas Fare calculation system involves only the computation & business rules related to the transit authority and Fare collection is a major component of complete AFC system. Hence work involving Fare collection system along with payment processing should be allowed in the eligibility	No Change
197	Eligibility Criteria, Page no 13	Point No. 15	Average Annual financial turnover during the last 5 financial years (as applicable in the country or origin), should be at least INR 100 Crore.	Home grown start ups/MSME's should be encouraged to undertake such scope of work with relevant transit experience. Govt. has notified the amendments to the General Financial Rules 2017 to ensure that henceforth global tenders will be disallowed in government procurement up to Rs 200 crore, as announced in the #AatmanirbharBharat Package. A big boost to domestic suppliers, especially MSMEs Given the focus of government on allowing MSMEs with relevant experience to play a critical role, Request you to waive off the turnover criteria for MSMEs.	No change
198	Eligibility Criteria, Page no 13	NA	Additional Point: Eligibility	Will prime bidder/ Consortium members be allowed to use credentials of the parent or subsidiary company?	will be detailed out in RFP.
199	Scope of Work, Page No. 39	Point No. 6	Complete Software Designing, Development & Upgrade of existing Network as per banking standards for all settlement like report to bank as well as other service provider like Bus (DTC, DIMTS, Feeder), Parking.	To enable the acceptance of EMV open loop cards of DMRC across the DTC/DIMTS/feeder and other transit services, the devices used for ticketing needs to be EMV/NCMC compliant and L2 certified	Only interface with feeder buses , Parking and other services
200	Detailed Scope of Work. Page no 42	Point 1(i)	Design, Develop & Upgrade Kernel & Firmware of Gate Reader's for acceptance of Open Loop EMV NCMC card based RuPay card, QR code and Account based ticketing	Will the bidder needs to replace the old reader with new reader for enablement of open loop and QR or a supplementary reader shall be deployed on the gates? In case new reader is to be placed, will the old screen be used or 2 screens need to be accommodated, in case of 2 different readers? In case of a single new reader deployment who shall provide the SAM modules for integrating with existing AFCS ?	Single Reader for handling all cards. Refer Appendix-3 : Scope of work.

201	Section 2, Page 43	Point 2(5)	All payment mode data need to be captured & validated from AFC for issuance & top up of EMV cards.	Please note: For the Top up of an EMV Pre-Paid card, no validation is required from the AFC system, However there are RBI Balance Limit regulation which are to be adhered to. Therefore no integration/validation would be required with the AFC system at least for the Card top Up	No Change
202	Annexure B, Page No. 48	Bill of Quantity	Total time for DLP and 5 years AMC will be 7 years and same can be extended in future for 2 years	the Earlier clauses in the Eol state the O&M Period to be 5 Years from Commencement Date. However there is 2 Years DLP also which Ideally should start from the Date of Go Live and the O&M starts after that for a period of 5 Years. Please confirm if the understanding is correct?	Addendum-1
203	Annexure B, Page No. 48	Bill of Quantity	Total time for DLP and 5 years AMC will be 7 years and same can be extended in future for 2 years	While the Average life of the equipment's supplied will already exceed the end of Life Period by the 7th year, therefore the no OEM will provide support thereafter. Hence, the further extension of AMC needs to be looked into carefully by DMRC.	Addendum-1
204	Annexure B, Page No. 48	Bill of Quantity	DMRC will give MDR per transaction on NCMC card to Bank as per NPCI circular same will be updated as per NPCI/Govt. Of India/RBI guideline	As the Government guidelines for the current MDR is only pertaining to financial transaction processing and interchange costs. We would request DMRC to not consider the proposed NPCI's MDR for Acquiring as a benchmark figure as the project involve other business scope like AFC software, Hardware supply, Card issuance and related infra, certifications, Data connectivity for transaction processing and few other business cost factors to be considered. Therefore request you to not treat teh NPCI's MDR as a Benchmark figure as the scope of the project is way moe than	No Change
205	19	Cl.8	Below is the detail of clause Cl.8: Guarantees and Warranties The Applicant shall submit full details of the identity of the proposed parties who would respectively provide or issue: (c) Parent company undertakings (d) Parent company Guarantees If the Applicant comprises a consortium or joint venture, a parent company of each member of participant will be required to execute the Undertakings and Guarantees referred to in sub-paragraphs (c) and (d) above.	Shall we check if it is possible to remove point c) and (d) at RFP stage, as per clause Cl.8 ?	No change

206	19	Cl.5	<p>Below is the detail of clause Cl.5: Power of Attorney for each member and for leader, as applicable The Applicants to qualify for award of Contract shall submit a written power of attorney bearing specimen signatures of the authorized signatories of the EOI to commit each member of the partnership, consortium or joint venture. In case of Foreign Partners, Power of Attorney(s) and Board Resolution/Commercial Register confirming authority on the persons issuing the Power of Attorney for such actions, shall be submitted duly notarized by the notary public of country of origin and should be stamped by Embassy/High Commission. Applicants from Member Countries of Hague convention may submit all these documents with "Apostille" stamp instead of Embassy.</p>	<p>For Foreign Partners, shall we check if we need to submit (at EOI) the documents to be notarized by the notary public and be stamped by Embassy/High Commission, as per following clauses? Or shall we submit at RFP stage? "Power of Attorney(s) and Board Resolution/Commercial Register confirming authority on the persons issuing the Power of Attorney for such actions, shall be submitted duly notarized by the notary public of country of origin and should be stamped by Embassy/High Commission.'</p>	No Change
207				Could you please confirm if CCHS will be part of the RFP requirement?	Yes, Please see scope of work at appendix-III.
208				What is the expected ridership for this project?	Refer Clause A 2.1 (ii)