

S.No	EOI Clause	Page No	EOI Condition	Query	DMRC Reply
1	A1 (iii) e. & A2.4 (i)	Page 6 & 9		Is the contract period 10 years or 11.5 years?	Please see Addendum-I
2	A4 (iii) & last page of document	Pages 15 & 60		Will the lessor need to make annual Royalty payments to DMRC during the contract period?	Please see Addendum-I
3	A4 and Last page of document	Pages 15 & 60		Will there be an agreed fixed annual lease amount paid to the lessor? Or is the annual lease amount variable dependant on Fare Box Revenue and Non Fare Box Revenue collection (i.e.. a percentage of a variable revenue source)?	Please see Addendum-I
4	NIT & A2.3	page 2 page 9	on page 2 NIT, DMRC mention that scope : solicit and examine the response of the Financial Institutions/Banks along with firms/companies/entities that are capable of upgrading the AFC System and provide Comprehensive Onsite Maintenance of supplied equipment's/parts p 9, A2.3 DMRC mentions: The Applicant shall be responsible for operation of both existing and new AFC system.	Please clarify DMRC means by operations? How can Applicant be responsible of the existing AFC system ?	Please Refer the scope of work
5		page 3	date of submission of Eol	Request Date of submission of EOI Response to be extended to End of March	Extended upto 05 th of march 2021
6		page 3		Authority and place for submission of EOIs and seeking clarifications : can DMRC provide an email for correspondence and online submission ?	Please see Addendum-I
7	A2.2 (iv) A3.3	page 8 page 15		Can Consortium be more than 3 partners	Refer Clause C1.4 of Revised EOI
8		various pages		is Applicant/consortium-JV/contractor/lessor have same meaning for DMRC ? Please provide definition	Yes. Please see Addendum-I
9	A3 (ii)	page 10		Can DMRC provide a format for clause A3 (ii) - use of intermediary/agent/etc... ?	Self Explanatory
10	Sr. 5	page 11	The Acquirer Bank should be a Bank in India which is approved by Reserve Bank of India.	Please provide approved list of Banks qualified for this project.	information is available on public domain.
11	A3.2	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.	A3.2 Please clarify what is "propulsion system" ?	Please see Addendum-I
12	A3.3	page 15		1/ Please clarify and give definition of Prime Bidder? 2/ Is Prime Bidder and Lead partner are the same? 3/ what are the qualification and eligibility criteria for Prime Bidder	Refer Clause C1.4 of Revised EOI
13	n.	page 7 page 15	point n. page 7, DMRC define Royalty: Service provider will keep this royalty amount and need not pay to DMRC and on section A4 page 15, DMRC mention that Applicant shall pay a Yearly Royalty to DMRC.	Please clarify ?	Please see Addendum-I
14	C1.4. d	page 18	The lead partner, FI and the AFC Service provider must have minimum 26% individual participation. Partners have less than 26% participation will be termed as non-substantial partners which mean their financial soundness and work experience shall not be considered for Evaluation.	C1.4. (d) please clarify 26% participation means (participation of what ?) Please clarify how to calculate the 26% of participation	(percentage participation is to be calculated on the total financial implication on the project)
15	C1.4. e	page 18	The partner in charge (Leader) shall be authorized to incur liabilities, receive payments (if provided for in MOU/Consortium Agreement) and receive instructions for and on behalf of any or all partners of the Joint Venture/Consortium.	C1.4. (e) If consortium partner is a foreign entity, will DMRC pay the Offshore portion in Foreign currency ?	payment can be made in foreign currency.
16	A3.11 Section 9	page 12	The development and commissioning of an EMV based smartcard system would be more applicable to the AFC Provider than the Financial Institution or Acquirer bank	A3.11 Section 9. Please clarify who is the applicant? Is the Bank or AFC Provider	Please refer A1 (iii) c of Revised EOI
17	A3.1 Section 14	page 13	AFC provider should carry out one of the following projects in the last 7 years in a Metro/LRT/Mono Rail System:-	Can wholly owned subsidiary of a foreign company get qualified based on the parent company credentials and be a lead/prime bidder?	will be detailed out in RFP
18	C.1.7	page 19	In order to have a sustainable and technically & financially sound proposal. DMRC shall propose a suitable financial structure for the Applicant in detailed RFP Document.	Please clarify how it will be done?	Please see clause A4 at Addendum-I
19	D1	page 20		Can applicant submit Eol response through online process and/or email instead of submitting 3 hard copies	No Change
21	clause 14	page 41	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.	Please confirm the annual availability of the DMRC WAN, that connects all stations and the DMRC Data Centre, for the past 3 years?	Delhi Metro Airport Line has been deleted and DMRC WAN availability >99.99%
22	Clause 14	page 41	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.	Is the DMRC WAN resilient (i.e. multi connection paths) for every station?	Delhi Metro Airport Line has been deleted DMRC WAN has FOTS as a backbone which is having redundancy.
23	point 1. reporting general	page 58	The system shall include a Reporting Facility that interfaces with the local Operational Data Store, Data warehouses , and other systems as necessary, for the generation of pre-defined and custom reports.	We assume there are two DMRC data centres. How far apart are these data centres and what is the bandwidth and latency of the connection between them that is available for the AFC Provider systems?	Self Explanatory
24		page 41		What connection type (bandwidth and latency) from the DMRC data centres and the internet?	Presently DMRC AFC system is not connected with internet.
25		various pages		Is the DMRC Website hosted at the DMRC Data Centres?	Website is not connected with the AFC system.
26		page 41		What connection type (bandwidth and latency) is currently available between the DMRC WAN termination point in the station and every gate?	station equipment is on ethernet connectivity.
27	A2.2. vi	page 8		Currently the DMRC Mobile application appears to be station information and journey planning only - no account management, ticket purchasing, NFC (HCE) cards or other functions. Will the AFC Provider need to replace the DMRC Mobile app to include the functions? If not, what data is expected to be integrated between the AFC Provider system and the DMRC Mobile application provided by others?	question not clear
28	A3.1 Section 14	page 13		Are contracts executed by wholly owned subsidiaries counted towards the eligibility criteria?	will be detailed out in RFP
29		Page 60		Will there be a sovereign guarantee / bank guarantee for the lease payments?	will be detailed out in RFP
30	C1.4. part d	page 18		Will DMRC accept 4 members in a consortium?	Refer Clause C1.4 of Revised EOI
31	Appendix II - Equipment Specifications	page 28 / 29		Are Type-C cards still required to be supported within the upgraded system?	Yes.

33	A2.2.	page 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.	Given the commoditised nature of RuPay/NCMC and EMV acquiring, will DMRC consider removing the FI role as a mandatory consortium member, as this approach would allow better value for money for DMRC over the term.	No Change
34	C1.3	page 18		1/ Do we need to submit consortium agreement/MoU at the EOI stage 2/ Can we submit just a letter of interest at this stage ? Any format available?	Letter of Intent from FI will be accepted at this stage.
35	C1.4. d	page 18		Do we need to give % participation of each consortium member at the EOI stage	No Change
36	NIT & A2.3	page 2 page 9	In several sections, DMRC states that the Contractor shall be responsible for Operations and Maintenance	. Please can you clarify exactly what Operations are required to be undertaken by the Contractor as it is our understanding that Operations remains the responsibility of DMRC while Contractor is to provide hardware and software maintenance and support.	your understanding is correct.
37	A2.3 (i)	page 9	In section A.2.3 (i) (Page 9) you state that "The Applicant shall be responsible for operation of both existing and new AFC system".	Please can you elaborate on exactly what operational services you require the Applicant to undertake.	Same as reply in Query no 36. above.
38		Page 38	Account based Ticketing is referred in EOI document in multiple locations.	To clarify terminology, this is referring to EMV Mastercard and Visa cards with their global kernels (not NCMC) that support transit ticketing transactions such as Visa MTT and Mastercard Aggregated models. Please clarify.	Yes.
39		Page 38		Does "Account based Ticketing" is referring to the conversion of current card-based stored value card into account based by extracting purse into backoffice?	question not clear
40	K. APPENDIX-III	Page 38	Upgradation & Commissioning of current Gate and new POST/CUC and station computer Central Computer (Hardware & Software)	What is "CUC" refer to?	DMRC Customer Care
41	K. APPENDIX-III	Page 38		The EOI has requested support for "Open Loop EMV NCMC for Card based Rupay, Master & Visa". As per our understanding with NPCI, the only commercial implementation of NCMC is Rupay Contactless. Visa and Mastercard haven't yet implemented NCMC products. Please clarify.	The contractor is to execute the work as per the scope of work at appendix-III.
42		page 49		Does the FI need to be certified for Transit Rules	question not clear
43		Page 49		Can DMRC specify the % or number of payment transactions out of the total transactions listed in p49 matrix (5 Millions)	approx. 60%
44	Point 7	Page 39		"Bank Office" - is this a typo for "Back Office"? Back Office here (and referenced in many places in EOI) is referring to a Central Clearing House - please clarify.	Please see Addendum-I (Corrected --AFC Bank Office-AFC Back office)
45		Page 39		Annexure A is referred in EOI multiple times. But we couldn't find the section Annexure A. Please clarify.	typo error.
46	second 6th point	Page 39		NCMC guidelines defined by MOUHA are only for NCMC card usage in transit space, which is more a card based system as the purse value is on the card. This point is referring account based ticketing to NCMC guidelines, where nothing related to account based system are provided in NCMC specifications. Please clarify.	system should be Account Based Ticketing ready as per scope of work at appendix-III
47	second 7th point	Page 39		EOI requested for upgradation of existing Back Office and Central Computers. We assume "Back Office" here refers to CCHS. Upgrading existing systems would require source code changes to existing vendors' deliverables, which is not possible. Is replacing Central Computers and Back Office systems with our own proposed solution would be an alternative approach acceptable to DMRC?	it is the contractor's choice .
48	point #12	Page 39		EOI requested for hardware and software modification for AFC Equipment. Adding new hardware modules or modifying existing ones are possible. However, for software modification, source code changes to existing vendors' deliverables are not required; which is not possible. As an alternative, proposing replacement of existing devices (SC and CC, not Gates) is acceptable to DMRC?	yes.
49	point #8	Page 39 Page 43 Page 52		EOI is contradicting in hosting approach. Both Cloud and on-premises are elucidated. What is the preference of DMRC for CC and CCHS hosting?	No Cloud based solution
50		General		Is POST, TOM and CUC refer to same device?	CUC- Customer care of DMRC POST & TOM are the same terminology for the hardware system in CUC.
51		General		What is the form factor for QR Code Tickets - only Paper based tickets issued at TOMs or mobile based digital tickets. If mobile, a new mobile application has to be proposed OR is there a DMRC mobile application that needs upgradation?	currently no mobile application for QR of DMRC. It is to be provided by the Contractor.
52		General		There are existing website and other channels where passengers can do web top-up on DMRC cards. Are these going to be part of scope of new CCHS so that devices at station can perform purse update (after top-up).	Yes.
53	point #7(d)	Page 44		Please define more on Mobile based NFC acceptance. HCE and SE are virtualisation technologies; which card is envisaged for virtualisation?	question not clear
54		General		Airport Line is not part of this project. Should the proposed CCHS integrate with Airport Line for apportionment and settlement? Also, there is an existing project for QR Code implementation in Airport Line. And hence the QR ticket generation and validation shall be different from this project. How this integration is envisaged?	Interface Integration is to be done so that settlement & clearance can be done for all but QR ticket of Airport line.
55	point 1 (ii) and 2 (b)	Page 43		Please define AFC Backup office	Please refer scope of work
56	point #2	Page 45		Please define Super Central Computer. Is it referring to same as CCHS? Also, Appendix B is referenced here. However, we couldn't find the section Appendix B. Please clarify.	yes. It is CCHS and appendix B should be read as annexure 'B'.
57	point #8	Page 45		EOI has requested Central computer to manage fare configuration. But there is a CC for each line and fare is common for all Lines. In view of Operations ease, fare might have to be configured only at CCHS and followed by all Line CCs. Please clarify.	your understanding is correct.
58	point #10,11	Page 45		As a part of this project, there are so many hardware and software components that are modified or upgraded. We assume that the DLP and maintenance shall only correspond to components and modules that are provided by us (and nothing related to legacy devices and systems). Please confirm our understanding.	Yes. Please see Addendum-I

59		Page 46, 47		EOI has requested Contractor to submit the complete design for approval for complete process flow. Is this part of EOI submissions?	NO. it is the bidder's choice
60	point ii	Page 49		Each Line has a CC. Does this mean each Line CC handles 5 million transaction per day i.e. with 9 Lines, CCHS should be capable of 45 million transactions?	2 million transactions per CC and 25 million transactions at CCHS
61		General		EOI hasn't spoken on revenue protection devices. Please clarify if new devices have to be procured as a part of this project to support new fare media as well as backward compatibility with DMRC card.	question not clear
62		General		We assume that current top-up infrastructure namely TVMs and AVMs doesn't need any enhancements. Also, believe these devices have a dedicated central computer. The proposed CCHS will integrate with only this system for top-up transactions. Please confirm our understanding.	Yes.