

S.No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	DMRC Reply	Clarification-II	DMRC Reply -II
1	Eligibility criteria	Average Annual financial turnover during the last 5 financial years (as applicable in the country or origin), should be at least INR 100 Crore.	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. 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.	Will be defined in RFP.	Given the Eligibility Criteria of the EOI, only the eligible bidders would be allowed to participate in the RFP. The change in particular clause is required at the EOI stage. Hence request you to do the needful.	No Change
2	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 defined in RFP.	Given the Eligibility Criteria of the EOI, only the eligible bidders would be allowed to participate in the RFP. The change in particular clause is required at the EOI stage. Hence request you to do the needful.	Refer Clause C1.4 of Revised EOI-II
3	Consumables	Query	DMRC shall provide the consumables like printer paper rolls, printer toners etc for the project duration, is that understanding correct?	No	It is understood that the bidders shall put new kiosk counter to issue EMV co-branded cards, the bidder shall be responsible to provide consumables for that kiosk only? The paper QR shall be issued from the DMRC existing TOM counters and the consumables related to existing system and QR issuance shall be provided by DMRC, is that understanding correct?	Yes.

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4	Up-gradation of AFCS system, page no 8	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>	<p>(b) There are no NPCI/RBI guidelines with respect to the card issuance / annual maintenance fee . All Metro Open loop projects allows to charge the customer for the card issuance and annual maintenance fee. Hence bank should be allowed to charge for the same. Is that understanding correct?</p> <p>(e) Net settlement means the percentage share of the bank on account of acquiring financial transactions, will be deducted on daily basis and rest of the amount shall be settled in the DMRC account on T+1 basis.</p> <p>e.g. 100 Lakhs is the daily throughput on cards, the agreed percentage is 0.9%, the bank share would be 90,000. The bank will settle the 99,10,000 in DMRC account on T+1 day.</p>	<p>(b)Bank will follow the guidelines as defined by NPCI/RBI.</p> <p>(e) Refer Annexure-B of scope of work.</p>
5	Ownership of the Hardware deployed	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	Please clarify on the ownership of the equipments during the tenure of the project as the ownership of the equipments will define the tax advantage on depreciation to the bidder for tenure of the project.	Refer clause A2.3
6	Scope of Work, Page no 38	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	Request you to provide the details of the equipments to be supplied as part of POST. E.g. A fully loaded POST consist of various component such as Desktop computers, cash drawers, QR code reader, receipt printers, ticket Printers, passenger information display, mic speaker etc. Hence clarity on the various sub components to be supplied is required for estimating the BOM.	Presntly TOM/POST/CUC consist of various component such as Desktop computers, Monitor, Card reader, Token Dispenser, printers, Passenger information display with speaker etc.. Applicant wil supply the new TOM/POST/CUC equipments that meets the operational and performance requirement of scope of work

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7	Advertisement and Branding Rights	Query	Consortium shall be given avenues of branding and advertisement rights such as Gate wraps, back side of QR tickets and branding on the cards. 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. 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.	suggestions may please be given so that same may be considered in RFP.	Suggestion: The advertisement spaces like advertsing standees at TOM, QR Ticket backside, DMRC card backside advertisements, Gate wraps , radio jingles in train and station , Advertisements on digital display should be allowed to the selected bidder for the tenure of the project.	advertsing standees at TOM, QR Ticket backside, DMRC card backside advertisements, Gate wraps , radio jingles in train and station will be considered subject to the non violation of DMRC advertisement policy.
8	QR based ticketing	Query	Digital transactions through Mobile on QR is a fast growing form factor for enabling ticket purchase in the transit eco-system in India. 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.	As per scope of work. Tender shall provide interface document for other service provider.	Will the bidder be provided exclusive rights for integration with multiple B2C apps for issuance of QR tickets from its platform. The bidder shall provide aggregation platform through which the QR ticket issuance will happen. The bidder shall be responsible for onboarding the customer facing apps for the DMRC, thus reducing DMRC burden for distribution and propagation of Digital QR tickets	NO
9	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	It should be responsibility of respective public transit authourity to enable acceptance of the DMRC open loop cards on to its systems as it shall include device level changes for the respective PTO, is that understanding corect?	it is not a DMRC open loop card but a bank's NCMC card.
10	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.	When a closed loop/ Open loop card is tapped on the new reader, the transaction for the closed loop system would be sent to the existing AFCS backend as per the format provided by DMRC and the transactions for open loop system would be sent to open loop AFCS backend for further processing . Is that understanding correct?	Closed loop transaction will go to new back office and open loop transaction also go to new back office as well as to acquirer bank .
11	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.	Payment terms will be define in RFP	in the absence of payment terms, and FI not being part of the consortium now, please confirm that bidder is not required to submit prices as per format given in page 60R	No Change, FI has to take part in this EOI with applicant. Refer clause C1.4 and note 6 of A3.1 of Revised EOI-II. Here amount quoted by applicant is used for exploring market viability and not the criteria for selection of L-1 bidder.

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12	page 3		date of submission of Eol		Request Date of submission of EOI Response to be extended to End of March	Extended to 15.03.2021
13	page 3				Can DMRC provide an email for correspondence and online submission ?	Email for correspondance: vkgupta@dmrc.org. No Online submission
14				Letter of Intent from FI will be accepted at this stage.	Can FI submit Letter of Interest (LoI) to more than one consortim	Refer clause C1.4 and note 6 of A3.1. of Revised EOI-II
15				Letter of Intent from FI will be accepted at this stage.	Kindly provide draft format for LoI	No specific format
16					Please update Clause C1.4 as per clarification replies	Refer Revised EOI-II
17	page 15		Various Queries in Reply 1 and Reply 2	Refer Clause C1.4 of Revised EOI	Clause C1.4 of revised Eol (Addendum 1) not updated 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-II
18			General question		Will DMRC evaluate CCHS Capabilities of the bidders? Is there any minimum eligibility criteria for CCHS requirement?	Refer Eligibility Criteria
19	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.	(percentage participation is to be calculated on the total financial implication on the project)	Request to put this condition at the RFP stage The complete financial offer will be only after RFP hence this requirement should be removed during Eol Stage	Refer clause C1.4 of Revised EOI-II
20				Refer Clause C1.4 of Revised EOI	Revised Eol (Addendum 1) not updated. Kindly update Clause C1.4 of Revised Eol	Refer clause C1.4 of Revised EOI-II

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21	A3.1 Intial Eligibility Criteria (Eligibility criteria for AFC Solution provider; pt 13)	AFC Solution Provider as part of consortium should have experience of working on EMV contactless cards.	Since all the international companies having proven AFC experience with the requested new technologies (EMV, ABT, QR code, etc) were addressing AFC tender in India directly through their foreign entities with International experience so to promote Make In India we would request you to kindly allow Indian subsidiary of foreign OEM to participate and kindly allow; (i) 100% Indian subsidiary of foreign entity to take the eligibility credentials both technical & financial of the Parent company and participate to the bid by using Associate references. Request you to kindly confirm?	Refer clause C 1.4 of Revised EOI-II
22	A3.1 Intial Eligibility Criteria (Eligibility criteria for AFC Solution provider; pt 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 OR b) Must have completed Two works of similar nature of Contactless Smart Card Based AFC System of each costing minimum INR 62.5 crore at 31.12.2020 price level OR Each of these 2 work of Contactless Smart Card based AFC system for minimum 12 stations OR c) Must have completed THREE works of similar nature of Contactless smart card based AFC system of each costing minimum INR 50Crores at 31.12.2020 price level OR each of three work at minimum 10 stations.	Since all the international companies having proven AFC experience with the requested new technologies (EMV, ABT, QR code, etc)were addressing AFC tender in India directly through their foreign entities with International experience so it is not possible for our Indian entity to bring the eligiblity criteria alone. We would request you to kindly allow; (i) 100% Indian subsidiary of foreign entity to take the eligibility credentials both technical & financial of the Parent company and participate to the bid by using Associate references.	Refer clause C 1.4 of Revised EOI-II
23	A3.1 Intial Eligibility Criteria (Eligibility criteria for AFC Solution provider; pt 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.	Since all the international companies having proven AFC experience with the requested new technologies (EMV, ABT, QR code, etc) were addressing AFC tender in India directly through their foreign entities with International experience so it is not possible for our Indian entity to bring the eligiblity criteria alone. We would request you to kindly allow; (i) 100% Indian subsidiary of foreign entity to take the eligibility credentials both technical & financial of the Parent company and participate to the bid by using Associate references.	Refer clause C 1.4 of Revised EOI-II
24	A2.2 (iv) Upgradation of AFC System	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.	At the EOI stage we request you to allow participation with Letter of Intent "LOI" from the Financial Institution "FI" and no requirement of consortium agreement with AFC supplier at EOI stage. Request you to kindly confirm?	Refer clause C 1.4 and Not 6 of A3.1 of Revised EOI-II

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25	A3 Eligible Applicants	EOIs for this Contract will be considered only from those consortia and joint ventures that pass the initial Eligibility criteria based on submissions with the EOI. Only such eligible applicants will be allowed to participate in the next stage of the project, i.e. RFP.	At the EOI stage we request you to allow AFC Solution provider/Indian Applicant (100% subsidiary of Foreign Company) to participate by using the eligibility credentials both technical & financial of the Parent company, by using Associate references along with Letter of Intent "LOI" from the Financial Institution "FI". Request you to kindly confirm?	Refer clause C 1.4 of Revised EOI-II
26	Key Details (Pri -EOI Meeting)	22/02/2021 at 15:00hrs at Metro Bhawan, Barakhambha Road New Delhi-110001	We request you to please share an online link for this Pri-EOI meeting, so as to allow online participation as well.	Prebid held as per schedule
27	C 1.8 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) Parent company undertakings (c) Parent company Guarantees	Kindly confirm that no PCG/PCU required at EOI stage ? Furthermore, in the context of a "Lease model contract" for which there is no transfer of ownership to the Employer of the part of the system which has been upgraded by the Contractor (it will happen at the end of AMC period only), PCG & PCU are not applicable (since the ownership of the upgraded part of the system remains with the Lessor all along the forecasted lifetime of the system). Please confirm that PCG & PCU will not be requested at RFP stage.	Please see the Revised EOI-II
28	Key Details (Date and time of submission of EOIs)	05/03/2021 up to 15:00 Hrs	In order to conclude our discussions with possible FI's, we request you to further extend the EOI submission date by 4 weeks from the present due date.	Extended up to 15.03.2021.
29	A2.7 Operating Expenses	(i) The complete cost of Up-gradation, Operation and Maintenance of supplied AFC Equipment's/parts shall be borne by the JV/Consortium. (ii) 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. (iii) One Counter at each station will be provided to Acquirer for issuance of NCMC. (iv) Issuance of Token will be discontinued after implementation of QR-Ticket in all DMRC AFC system,	Could we consider that on exit Gates a phasing could be made. - At first step, half of exit gates will be updated with NCMC/Desfire/QRCode but without token and half of exit Gates will remain Desfire/Tokens. - When token will be removed (QRCode will replace token), we will upgrade the half gates with token to NCMC/Desfire/Token. Please confirm.	Implementation shall be in a phased manner in such a way that services are available at all the stations. details shall be provided at the time of RFP.
30	A2.8 Comprehensive Maintenance and Up-gradation of AFC Equipment's	(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.	Could you confirm that warranty and AMC will concern only what is changed in the scope of Upgrade. For example on a Gate, if we change Reader and CPU unit, the AMC will cover only Reader+CPU+Software in reader and CPU. Others elements of Gate like obstacle , modules and Software not concerned by the upgrade will remain upon DMRC ownership and responsibility.	Refer Annexure-B. Page 48R
31	Annexure B BILL of Quantity	AMC of all parts supplied by bidders is in the scope of bidder	Could you confirm that warranty and AMC will concern only what is changed in the scope of Upgrade. For example on a Gate, if we change Reader and CPU unit, the AMC will cover only Reader+CPU+Software in reader and CPU. Others elements of Gate like obstacle , modules and Software not concerned by the upgrade will remain upon DMRC ownership and responsibility.	Self Explanatory

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32	General Technical Specifications:- 14. Local Area Network (LAN)	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 means stations to stations fibre connectivity.	In terms of network could you confirm that WAN (fiber between stations) is not in the scope of EOI. Please confirm.	Yes.																														
33	General Technical Specifications:- 14. Local Area Network (LAN)	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 means stations to stations fibre connectivity.	Can you please confirm that the Ticket Vending Machines and associated CC are not included in this EOI for upgrade ? Can you please confirm that these sub-systems will not be interfaced to the new BO ? Or should the LAN part for Ticket Vending Machines be included only as mentioned in this clause ?	Refer Scope of work. Ticket Vending Machines are not in the scope of work, however integration of their CC is in the scope of this work																														
34	General Technical Specifications:- 16. Station Level Network	Complete station level networking works and network equipment like switches routers including Ethernet / OFC cable ties conduits legends terminations other accessories power supply distribution panels power/ control cable and all fixing and termination accessories. However, the control router / switch shall be equipped to support all stations.	In terms of Network in station, could you confirm that we can connect new Ethernet connection needed to existing switches available if there is available ports. Could you confirm also that in case there is not enough ports available on switch that additional switches to provide are in the scope of EOI provider.	Existing LAN ports can be used by applicant subject to availability. However if any extra modification required for implementation of this project will be in the scope of applicant																														
35	J. APPENDIX-II	<p>J. APPENDIX-II</p> <table border="1"> <thead> <tr> <th>Function/Performance</th> <th>Mobile based NFC ticketing</th> <th>QR code based Ticketing</th> <th>Contactless Smart Card</th> <th>EMV</th> </tr> </thead> <tbody> <tr> <td>Minimum Operating Lifetime with Data Retention in Memory</td> <td>05 years</td> <td>As per expiry for one time usage</td> <td>5 years</td> <td></td> </tr> <tr> <td>Recyclable</td> <td>No</td> <td>No</td> <td>No</td> <td></td> </tr> <tr> <td>Recharge-Purchase Tickets or Increase 'Pay As You Go'</td> <td>Yes</td> <td>N/A</td> <td>Yes</td> <td></td> </tr> <tr> <td>Auto Top-up 'Add Value' Via Arrangement with Debit or Credit Card Provider</td> <td>Yes</td> <td>N/A</td> <td>Yes – details to be agreed with Employer</td> <td></td> </tr> <tr> <td>Maximum time to complete a transaction</td> <td>500 m Sec</td> <td>600 m Sec</td> <td>500m Sec</td> <td></td> </tr> </tbody> </table>	Function/Performance	Mobile based NFC ticketing	QR code based Ticketing	Contactless Smart Card	EMV	Minimum Operating Lifetime with Data Retention in Memory	05 years	As per expiry for one time usage	5 years		Recyclable	No	No	No		Recharge-Purchase Tickets or Increase 'Pay As You Go'	Yes	N/A	Yes		Auto Top-up 'Add Value' Via Arrangement with Debit or Credit Card Provider	Yes	N/A	Yes – details to be agreed with Employer		Maximum time to complete a transaction	500 m Sec	600 m Sec	500m Sec		In terms of transaction performance. For NCMC could you please confirm that transaction time is specified considering time to treat NCMC card at equipment level only ?	Yes
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37	General Technical Specifications:-	6. It also includes supply, installation and commissioning of all the networking equipment's and cables for station LAN central computer system LAN and for the connectivity with the communication backbone (Station to station connectivity) provided by Telecom (DMRC).	If there is a need to do some cabling like addition of Ethernet cable in a station for example, could you please confirm if installation of this cable is in the scope of EOI for upgrade or excluded (done by DMRC) ?	Yes, In the scope of applicant
38	Part 2 – Supply & Commissioning of current Gate and new POST/CUC and station computer Central Computer (Hardware & Software)	Supply:- Supply of all required accessories like Network switches, cables, etc required for current Gate and new POST/CUC, Station Computer & central computer.	If there is a need to do some cabling like addition of Ethernet cable in a station for example, could you please confirm if installation of this cable is in the scope of EOI for upgrade or excluded (done by DMRC) ?	Existing LAN ports can be used by applicant subject to availability. However if any extra modification required for implementation of this project will be in the scope of applicant
39	A2.2 Up-gradation of AFC System	(vi) The AFC Solution Provider shall be responsible for upgrading the Station level Equipments to support EMV and RuPay NCMC, QR and NFC Based ticketing, 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 supplied equipment's/parts including the Back Office. Details scope of work at Appendix-III	If there is some civil work to carry out in the station (for example in case a Gate would be changed or in case we need to add a cable tray), could you confirm if this is in the scope of EOI for upgrade or excluded (done by DMRC) ?	Any such civil work required for this work shall be in the scope of applicant.
40	Part 2 – Supply & Commissioning of current Gate and new POST/CUC and station computer Central Computer (Hardware & Software)	Supply:- Supply of all required accessories like Network switches, cables, etc required for current Gate and new POST/CUC, Station Computer & central computer.	Could you please confirm whether the Contractor will be authorized to use existing hardware like OEM for TOM, station server or Back Office. And in this case could you please confirm that hardware warranty will remain on DMRC scope (except new elements provided in scope of EOI) ? But the software warranty for the new versions provided in the scope of EOI) will naturally be covered by the ContractorI during complete period of contract. Please confirm this understanding.	No change in scope of work
41	Part 2 – Supply & Commissioning of current Gate and new POST/CUC and station computer Central Computer (Hardware & Software) - Service	Detailed scope of work for current GATE/POST/CUC (Hardware & Software) includes but not limited to following:- 1. Contractor will develop new firmware & software for current AFC Gate/POST/CUC	Could you please confirm whether the Contractor will be authorized to use existing hardware like OEM for TOM, station server or Back Office. And in this case could you please confirm that hardware warranty will remain on DMRC scope (except new elements provided in scope of EOI) ? But the software warranty for the new versions provided in the scope of EOI) will naturally be covered by the ContractorI during complete period of contract. Please confirm this understanding.	No change in scope of work
42	General Technical Specifications:-	15. Installation & Commissioning of complete system	Could you please confirm that all works to do for upgrade of equipment in stations will have to be done at night when there is no passengers ?	Implementation shall be in a phased manner in such a way that services are available at all the stations. details shall be provided at the time of RFP.

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43	General Technical Specifications:-	16. Complete station level networking works and network equipment like switches routers including Ethernet / OFC cable ties conduits legends terminations other accessories power supply distribution panels power/ control cable and all fixing and termination accessories. However, the control router / switch shall be equipped to support all stations.	In case there will be a new fiber arrival at station installed by DMRC, could you please confirm whether the replacement of the router is in the scope of the Contractor or could we consider that we will have Ethernet connections available ?	Self explanatory, No change in scope of work
44	Page No. 60R of the revised EoI	Year wise Lease amount to be paid to lessor by DMRC	We request that the lease amount to be quoted be done at the time of RFP submission.	No Change, Here amount quoted by applicant is used for exploring market viability and not the criteria for selection of L-1 bidder.
			As the Lease amount quoted will be one of the evaluation parameters for the selection of the consortium, the same should not be disclosed at the EoI stage.	
			Further, the EoI mentions that the Financial structure will be detailed in the RFP and the detailed scope of work will also be provided in the RFP, therefore, the bidders will be better placed to work out the financials of the project at the time of RFP.	Estimated lease amount is to be provided at this stage based on the scope of work given in the EOI. These shall be the indicative prices only.
			We also suggest that the Lease amount be paid monthly/quarterly to the lessor by DMRC.	Refer Clause A4 of Revised EOI_II
45	Page No. 48R of the revised EoI	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	MDR being a payment processing fee for accepting payments from customers through Credit & Debit Cards, UPI, etc., covers payments and settlements between the Card issuing Bank, the Bank which puts in the PoS terminals, Payment Gateways and Networks, and covers only the cost elements such as interchange fee payable to Card issuing Bank and switching fee payable to Card network.	DMRC paying the cost of implementation of this work over the period of 10 years.
			For transit projects like DMRC, the Bank has to deploy customized end-to-end infrastructure towards Issuance & Acquiring system. These costs are in addition to and beyond the ambit of MDR. Specifically, in this case, for providing the issuance and acquiring services called for by the EoI, the Bank needs to appoint Issuer and Acquirer Host, besides mandatory and regulatory operating elements like KYC compliance and customized database management, reconciliation and monitoring of the Card balances, etc.	
			Moreover, MDR is a governed rate and is subject to policy changes, and therefore, the revenue calculations based on MDR would distort the revenue accruals of the project in the long term, impacting commercial viability.	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
			We, therefore, suggest a revenue sharing model, capturing the cost outlays in creating end-to-end infrastructure may be reckoned. A Fixed Transaction charges in lieu of MDR to be considered to make the project commercially viable for the Bidders. The Transaction charges can also be included as part of the Bid evaluation.	

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46	Page 19R, Section C1.8	Guarantees and Warranties:	We would suggest that the Performance Security requirement may be waived off. Instead, a Letter of undertaking can be submitted by the Bidder.	Only details to be provided at this stage. Performance security to be submitted at the time of submission of RFP
		The Applicant shall submit full details of the identity of the proposed parties who would respectively provide or issue: (a) The Performance Security	In case the Performance security has to be provided by the Bidders, We suggest that the same may be submitted in the form of a Bank Guarantee.	
47	General	Existing Closed Loop Solution	We understand that DMRC intends to continue closed loop system for transit ticketing even after the open loop system is implemented.	Open loop and Close loop ticketing system will coexist.
			We suggest phasing out the existing Closed Loop System in a time bound manner – say within 6 months of implementation of the Open loop system.	
			We also suggest that the AFC system for the existing Closed loop system be managed by the Consortium on chargeable basis.	No Change
			Request you to please advise the total number of Closed loop cards issued by DMRC as on date.	Mor than 3 Crore (Approx)
			How many Cards are being used on a regular basis?	21 Lakhs (Appox)
			What is the average share of Cards in the ticketing?	70 -75%(Appox) of daily ridership
48	General	Revenue Sources for the Bank	To cover the Capex & Opex requirement of such complex projects, prevalent Card fees are:	The system will accept all NCMC card issued by any bank. Charges such as issuance fee, Personalization fee, Re-issuance Fee and AMC fee etc. are to be governed by the RBI guidelines time to time. DMRC will give MDR per transaction on NCMC card to Bank as per NPCI/RBI guidelines only.
			a. Issuance Fee: One-time fee payable by the applicant at the time of Card issuance.	
			b. Personalization Fee: Additional charge in case applicant opts for Personalized Card.	
			c. Re-issuance Fee: In the event of expiration of Card validity or misplaced/stolen Card, duplicate Card shall be issued, and Re-issuance fee shall be charged.	
			d. AMC Fee: Annual Maintenance fee shall be levied for managing the Card life cycle.	
			e. Top-up Fee: A certain percentage of top-up amount shall be charged for adding value to the card.	
			f. Cash Pick-up charges: Cash collection and deposit charges.	No cash pickup required for the counter operated by DMRC

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			<p>In the absence of any of these charges, the project may not remain commercially viable. We, therefore, suggest that selected bidder may be allowed to charge and collect these fees from cardholders.</p> <p>Further, since the Consortium will be handling all types of ticketing, viz, Card, QR Ticketing, Mobile based ticketing, etc., we suggest that the Consortium be compensated for managing ticketing in any form.</p>	DMRC paying back the cost of implementation of this work over the period of 10 years as leased rent.
49	General		Kindly confirm that in Gate two ECU/EMM are acceptable i.e. the existing one for equipment management (manufactured by other OEMs) and the other one for NCMC/EMV treatment.	No change
50	General		Can you please confirm that for gates supplied by the other AFC suppliers, two readers are acceptable, i.e. to keep the existing one (for ISO 14443A&C) for equipment management as it is currently in operation for DESFire processing and another one can be added for NCMC/EMV treatment ?	Single reader required
51	General		<p>Kindly confirm that source code with related interface specifications will be made available by DMRC for modification in all systems (including the ones supplied by other AFC suppliers) for supporting 512 stations and 64 fare zones upgrade on all equipment.</p> <p>Otherwise, kindly confirm that this part of SW upgrade (512 stations and 64 fare zones along with data layout modifications) will be dealt separately with respective AFC supplier for their equipment and will not be a requirement of current EOI sow ?</p>	DMRC doesn't have firmware software for integration. DMRC will support applicant with available resources up to best extent.
52	General		Kindly confirm that TOM and GATE equipment are currently in the scope of this EOI. Can you please also confirm that TVM, RCTM, SCVM & AVM sub-systems are not considered in the scope of current EOI, nor their interface to Back-Office ?	Ticket Vending Machines are not in the scope of work, however interface with their CC is in the scope of the applicant
53	Replies to query_15022021, S No 41 Page no. 6	As per the clarification, No cloud solution is required.	Request DMRC to allow Bidder to choose between a on-premise and cloud solution?	No cloud solution is required.
54	C1.4 MOU for JV/Consortium: Page no. 18	<p>a. A Memorandum of Understanding/Consortium Agreement, comprising of all the members, shall be provided.</p> <p>b. Lead member of the consortium or Joint Venture to be in-charge (Leader), and this authorization shall be covered in the Power of Attorney signed by the legally authorized signatories of all members of consortium or joint venture.</p>	Request DMRC to accept a teaming agreement, comprising of all the members. MoU/ Consortium Agreement and Power of Attorney can be submitted at the RFP stage?	Refer clause C1.4 of Revised EOI-II

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55	A4. Payment to the Employee/Contractor	DMRC will pay the quoted amount in 10 equal yearly installments	Request DMRC to modify the clause to: DMRC will pay 25% of the Capex at the time of supply of equipment. DMRC will pay 25% of the capex at the time of installation of the equipment. DMRC will pay 25% of the capex at the time of Go-Live. DMRC will pay the remaining of the quoted amount in 40 equal quarterly installments.	Refer Clause A4 of Revised EOI_II
56	A2.2	iv) 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.	Request DMRC to allow AFC partner to participate as a sub contractor and not as a consortium member. Other members/Lead partner would be responsible for all services as per the scope of work	Refer Clause C 1.4 of Revised EOI_II
57			The EOI asks for RuPay NCMC compatibility for the current project, but then is also asking for ABT compliance at a future date. It would not be possible to add the ABT compliance at a later date as it then involves a everything module to be re-done – the L3, the acquiring host integration and also adding a middleware to handle the fare transaction “stitching” etc.. this will also be then need to be re-certified and will be a lot of resources / costs needed here. It would be better to ask for this compliance / capability at this stage itself.	Refer Scope of Work
58			On the existing gates in the DMRC network – While Thales support is available, we understand Samsung / Indra has limited support available with DMRC. Would it be OK to plan for retaining the existing closed loop readers in these gates to let them operate as they currently are and add the open loop reader as an additional reader ? OR DMRC would like to install a single reader also in these gates ? In this case, we may need DMRC help on the EMM / PLC connectivity documents in these gates to then integrate directly here. Would this be possible ?	Refer Scope of Work
59			The EOI also asks for a single ECU board in the gates, but then to install the NCMC + ABT EMV card processing capability, we need a PCI certified ECU board to handle the card processing capabilities at the gates. Would DMRC allow us to add this additional PCI-DSS-POI certified ECU board only for the EMV / NCMC card processing capabilities in addition to the existing regular ECU board ?	Refer Scope of Work
60			Getting the standard FG ECU board certified for PCI-DSS-POI will not be possible as there are multiple other modules already hosted on this ECU.	Refer Scope of Work