

Selecting Prepaid Payment Instrument Issuers for DMRC Fare Collection System



**Delhi Metro Rail Corporation Limited**  
(A JV of Govt. of India and Govt. of Delhi)  
**Metro Bhawan, Barakhamba Road, Delhi-110001 (India)**

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## **Request for Proposal (RFP)**

for

**Selecting Prepaid Payment Instrument Issuers for  
DMRC Fare Collection System**

## **DISCLAIMER**

1. The information contained in this Request for Proposal Document (“RFP Document”) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of Delhi Metro Rail Corporation Limited (“DMRC”) is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.
2. This RFP Document is neither an agreement nor an offer and is only an invitation by DMRC to the entities who are qualified to submit their Proposal (Bidders) as stated in the Notice Inviting Tender.
3. The purpose of this RFP Document is to provide the Bidders with information to assist the formulation of their Proposal.
4. This RFP Document may not be appropriate for all persons, and it is not possible for the DMRC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document.
5. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources.
6. The DMRC, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.
7. DMRC may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.
8. DMRC reserves the right not to proceed with the work, to alter the time table reflected in this document or to change the process of procedures to be applied for selection of PPIs issuer.
9. No reimbursement of cost of any type whatsoever paid to persons, or entities, expressing interest in the work.
10. The profile for all the sections of Metro project, including stations, enclosed with the Bid is for general information of the Bidders and may undergo changes/ revisions.

**SECTION I**

**NOTICE INVITING TENDER**

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**KEY DETAILS**

# Notice Inviting Tender(e-Tender)

Delhi Metro Rail Corporation Limited (DMRC) invites offers from the Prepaid Payment Instrument Issuers For

1. Selecting Prepaid Payment Instrument Issuers for DMRC Fare Collection System for adding Auto top-up Value/Add Value to Contactless Smart Cards through various Payment gateway.
2. Extending Services for Automatic top-up and other services detailed in the scope of work.

Eligibility criteria are detailed in para 2 of section III- Instructions to Bidders. Please refer to 'Key Details' for all important information related to purchase, clarification and submission of RFP/ Bid document. The bid documents can be purchased or downloaded from DMRC website as detailed in s.no. 4 of the Key details.

If any of the day specified in the Key Details, happens to be a holiday in DMRC, the next working day shall be implied. Please note carefully the requirements for submitting bids and the date and time for submittal. The bids must be received in the office of DMRC not later than the specified date and time.

Further, corrigendum/ addendum, if any, issued to the RFP bid document, shall also be published on the website. Bidders are advised to visit the website of DMRC prior to submission of offer. Bids received after the due date and time or those which are incomplete are liable to be rejected.

DMRC reserves the right to accept or reject any or all bids received at its absolute discretion without assigning any reason whatsoever.

**KEY DETAILS**

1.	Tender Security Amount	Rs 2,00,000
2.	Completion Period of Work	16 Weeks
3.	RFP on sale	From 30.03.2015 to 30.04.2015( up to 1100 hours) on e tendering website <a href="http://www.tenderwizard.com/DMRC">www.tenderwizard.com/DMRC</a> RFP Document can only be obtained online after registration of tenderer on the Website <a href="http://www.tenderwizard.com/DMRC">www.tenderwizard.com/DMRC</a> . For further information in this regard, bidders are advised on contact Office of ED/S&T/P-I, Delhi Metro Rail Corporation Limited,6th Floor, B Wing, Metro Bhawan, Barakhamba Road, Delhi-110001
4.	Cost of RFP/ Bid Document	Rs. 21,000/- Non-Refundable (inclusive of 5% DVAT)(D.D./ Banker's cheque in favor of Delhi Metro Rail Corporation Ltd. payable at New Delhi) Cost of RFP document (i.e. D.D./ Banker's Cheque), in original, shall be accepted only up to 30.04.2015 (till 1500 hrs.) in the office of ED/S&T/P-I, Delhi Metro Rail Corporation Limited,6 <sup>th</sup> Floor, B Wing, Metro Bhawan, Barakhamba Road, Delhi-110001
5.	Last date for submission of queries/clarifications	15.04.2015
6.	Last date of issuing Addendum	21.04.2015
7.	Last date and time for submission of Bids	Upto 30.04.2015, 1500 hrs. IST
8.	Date and time of opening of Bids online	30.04.2015t , 1505 hrs. IST

# **SECTION II**

## **DEFINITIONS & ABBREVIATIONS**

## **SECTION II**

### **DEFINITIONS AND ABBREVIATIONS**

#### **A. Definitions**

In this RFP, the following word(s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

1. **Contract** shall mean the Contract agreement signed with the successful bidder to this RFP for the services or any other agreement entered into between the Parties pursuant thereto
2. **CSC** stands for Contactless Smart Card, which is Fare media based on technology of contactless proximity cards. These contactless Cards are already in use.
3. **Combo-card-** A CSC which contains dual interface i.e magnetic/chip interface for PPIs issuer related functionalities of a debit/credit card and a contactless interface for contactless smart card applications.
4. **Loading/ Topping-up:** Action of encoding monetary value in a CSC. This also implies encoding value on Combo-card.
5. **Add-value:** Topping up of additional amount to a CSC for increasing resident value in the card to enable performing journey on Delhi Metro Rail network. The value is added/deducted to/from CSC when it is physically brought in the proximity of a CSC reader/writer.
6. **Stored value :** The monetary value stored in a CSC.
7. **Device:** Any ATM of PPIs issuer or any other device including POS terminals, Mobile phone, website, (for payment gateway and net PPIs issuing application).
8. **TVM/AVMS:** Automatic token vending machines at DMRC metro stations for sale of tokens and adding value to CSCs.
9. **TOM:** Ticket Office Machines provided at Ticket issuing counter in Metro Rail Stations for issuing tokens and CSCs and also perform add value to CSCs.
10. **Automatic Gate:** Gate provided at the line of separation between paid and unpaid areas of a Metro Station for entry/exit of passengers to/from the platform of a station.

11. **Auto Top-Up:** Means AFC device is able to do add value on smart card in case value in the card goes below the specification value.
12. **PPIs issuer System:** PPIs issuer switch / server / connected equipment if any, located at the PPIs issuer premises including network of PPIs issuer viz ATMs etc, POS devices in DMRC and any other related interfacing equipment.
13. **Top-up:** The process of topping up value to CSCs through any of the devices mentioned above.
14. **AFC Contract** means formal agreement signed between DMRC and the Automatic Fare Collection System Technology Provider for the AFC Project of DMRC.
15. **Bid** means the proposal submitted by the Bidder(s) in response to this RFP in accordance with the provisions hereof. Wherever 'Tender' word is used, it shall mean the same as 'Bid'.
16. **Bidder** means an applicant who has submitted the Bid as per notice inviting tender of this RFP document.
17. **Bid Security** or "Earnest Money Deposit" or "EMD" shall have the meaning ascribed to it in Section III hereof.
18. **Bid Process** means the process of selection of the PPIs issuer through competitive bidding and includes release of this RFP document, submission of Bids, scrutiny and evaluation of such Bids as set forth in the RFP.
19. **PPIs issuer** means the successful bidder of this RFP.
20. **Effective Date** shall mean the date on which the Letter of Acceptance is issued by DMRC.
21. **Financial Year** shall mean the period starting from April 1<sup>st</sup> of any given year to March 31<sup>st</sup> of succeeding year.
22. **Letter of Acceptance** or "LOA" means the letter or memorandum communicating to the Successful Bidder the acceptance of its Bid.
23. **Material Adverse Effect** means a material adverse effect of any act or event on the ability of either Party to perform any of its obligations under and in accordance with the provisions of this Agreement and which act or event causes a material financial burden or loss to either Party.
24. **Material Breach** shall mean a breach by a Party of any of its obligations under this Agreement which has or is likely to have a Material Adverse Effect on the Project and which such Party shall have failed to cure.



25. **Pre-paid Payment Instruments:** Pre-paid payment instruments are payment instruments that facilitate purchase of goods and services, including funds transfer, against the value stored on such instruments. The value stored on such instruments represents the value paid for by the holders by cash, by debit to a PPIs issuer account, or by credit card. The pre-paid instruments can be issued as smart cards, magnetic stripe cards, internet accounts, internet wallets, mobile accounts, mobile wallets, paper vouchers and any such instrument which can be used to access the pre-paid amount (collectively called Prepaid Payment Instruments hereafter).
  26. **VISA - VISA International**
  27. **MasterCard** implies MasterCard
  28. **OCC** shall mean Operation Control Centre of DMRC located at Shastripark.
  29. **RFP Document** or “**RFP**” shall mean this RFP document and shall include any addendum(s) issued thereto.
  30. **Successful Bidder** or **The PPIs issuer** shall mean the Bidder, whose Bid is evaluated as the most competitive following the bid evaluation process as set forth in this RFP Document and to whom a Letter of Acceptance is issued subsequently.
- B.** Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

**C. Abbreviations**

**Abbreviation Expanded Form:**

3DES -Triple Data Encryption Standard

AFCS- Automatic Fare Collection System

EMD -Earnest Money Deposit

DMRC –Delhi Metro Rail Corporation Limited

INR -Indian Rupee

LOA -Letter of Acceptance

NIT -Notice Inviting Tender

RBI-Reserve PPIs issuer of India

RFP- Request for Proposal

DPR - Detailed Project Report

SAM -Secure Access Module

POS - Point of Sale terminals (supplied by acquirer PPIs issuers to merchants)

EDC - Electronic Data Capture

RBI - Reserve PPIs issuer of India.

ATM - Automatic Teller Machine of PPIs issuers.

EMV : Europay MasterCard Visa

NFS : National Financial Switch of NPCI

NCR: National Capital Region

IVRS – Interactive Voice Recording System

MIS: Management Information System

CCHS: Central Clearing House System of DMRC

## **SECTION III**

# **INSTRUCTIONS TO BIDDERS**

### SECTION III

#### INSTRUCTIONS TO BIDDERS

#### 1. General

#### 1.1. Delhi Metro Rail Corporation Limited

- 1). Delhi Metro Rail Corporation Ltd. (DMRC) has implemented Automatic Fare Collection system (AFC) for the Phase-I & Phase-II system. Phase-I & Phase-II consists of 6 lines with 137 stations:

Line	Section	No of Station
1	Dilshad Garden – Rithala	21
2	Huda City Centre – Jahangirpuri	34
3	Noida City Centre – Dwarka Sec 21	42
4	Yamuna PPIs issuer – Vaishali	08
5	Inderlok –Kirti Nagar - Mundka	16
6	Central Secretariat - Badarpur	16
	Total	137

- 1.2 DMRC has been authorized to proceed with the implementation of Phase-III of the Mass Rapid Transport System (MRTS) for Delhi/NCR which consists of approx. 77 stations.

- 1.3 The Phase-III system comprises of following sections:

S.No	Line No	Section	Km	No of stations
1	Line 2 extension	<b>Jahagirpuri-Badli</b>		3
	Line 7	<b>Mukundpur-Yamuna Vihar</b>		
		• Mukundpur-Maya Puri	13.40	9 stations + 1 depot
		• Mayapuri- Dhaula Kuan	6.80	3 stations
		• Dhaula Kuan – Hazrat Nizamuddin	13.37	9 stations
		• Hazrat Nizamuddin – IP Extension	9.66	6 stations + 1 depot

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		• IP Extension – Yamuna Vihar	12.26	8 stations
3	Line 8	<b>Janakpuri (West) – Kalindi Kunj – Botanical Garden</b>		
		• Botanical Garden-Kalindi Kunj-Okhla Ph III	11.00	8 stations + 1 depot
		• Okhla-Hauz Khas	6.43	6 stations
		• Hauz Khas – IGD Airport	9.06	5 stations
		• IGD Airport – Janakpuri (West)	10.56	5 stations
4	Line 6 Extension	<b>Badarpur – Faridabad Corridor</b>		
		• Badarpur – YMCA Chowk	13.875	9 stations + 1 Depot
5		<b>Central Secretariat – Kashmere Gate</b>		
		• Central Secretariat –Mandi House	3.2	2 stations
		• Mandi House – Kashmere Gate	6.17	5 stations

- 1.4 The approx. average daily ridership on Delhi Metro over 26 lac out of which at present more than 60% commuters are smart card users.
- 1.5 Presently, cards are issued from the metro stations from manned Ticket Office Machines. At the time of entry, the card is presented by the passenger at reader/writer of the Automatic Gate. The Gate allows entry to passenger to paid area of the stations. At the exit, the fare is deducted from electronic value stored in the card and passenger is allowed to exit from the station. Currently more than 124,00,000 cards are in circulation.
- 1.6 Total number of Cards having Add Value Transaction per day is 2,50,000/day (Average)-this is the number of cards.
- 1.7 More than 70% Add Value Transactions is for Rs 200.00
- 1.8 DMRC is using state-of-art devices for Automatic Fare Collection (AFC) System through Contactless Smart Cards (CSC) and Contactless Smart Tokens (CST) for the commuters. In case of single journey, the passenger exchanges cash for a token at the designated ticket issuing counter at Metro stations called Ticket Office Machine (TOM) office to enter the paid area. In case of multiple journeys where a passenger desires to perform different journeys on same day or different dates from different stations, DMRC issues a CSC. Initially Rs 150 (Configurable parameter) (Rs 100 cash+ Rs 50 security) is loaded into the card at the TOM office against cash payment. This is designated as stored value in the card. This stored value resides on an electronic chip, and as and when a passenger performs journey on the Metro using this card, the stored value gets deducted from the card at Automatic Gates (AG) to the extent of journey performed. The AFC System permits multiple journeys from the card as long as the stored value is greater than the minimum fare fixed by DMRC.. If the stored value becomes less than the threshold, the

card will have to be topped-up by paying money in cash at TOM to enable journeys on the Metro Railway network.

- 1.9 DMRC in the past one year has already launched couple of other measures to facilitate easy top up of smart cards to avoid queues and save time at stations. This includes option of Card Top up using Cash/Credit/Debit card at Counter, Credit/Debit/Net Banking using dmrcsmartcard.com; SMS Top up; Automatic Top up on Combocard through giving standing instructions to Bank.

Procedure for availing existing services are given below:

**I. Web Top up**

To avail Web Top up user need to

- a. User will go to DMRC site i.e. dmrcsmartcard.com or official site. User can either create his account and recharge **or** select Quick Top Up.
- b. User can create his/her account by giving his information like Name, Engraved Id of DMRC Smart Card, email address and Password. To create/generate his/her account user can view their all transaction which was done through web.
- c. Users who have not registered themselves can also do Add Value in their cards by using “Quick Top Up”.
- d. Then, select the option for payment like net PPIs issue ring, credit card/debit card/net PPIs issue ring etc.
- e. After selection, make the payment through Payment Gateway using Credit/Debit/Pre Paid Cards/Net PPIs issue ring. Currently only Credit/Debit Card functionality is under operation.
- f. After this, the passenger need to go to one of the Metro stations, show the Samrt Card at Add Value Machine (AVM: White Color machine) installed near Customer Care Centre of these Metro stations in order to complete the add value process.

**II. SMS Top up:**

The SMS is then required to be sent to **9222208888**. Once SMS is processed, passenger will get the confirmatory message from ICICI PPIs issuer. After this, the passenger need to go to one of the Metro stations, show the Samrt Card at Add Value Machine (AVM: White Color machine) installed near Customer Care Centre of these Metro stations in order to complete the add value process.

**III. Auto Top Up:**

To avail Auto Top up facility the Customer needs to complete the application form for accepting Combo card for debit/credit card as required. Once the application is approved by ICICI PPIs issuer, the Smart Card will be

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registered for the auto Top- up facility and linked to the applied credit card account. Whenever the stored value of CSC goes below the threshold (Rs.100/-), the AFC system (Samsung Gates) will top-up transaction for the value (Rs.200/-) as per the mandate given by the commuter.

Currently, approximately 70 percent of the Metro commuters use smart cards. Approximately 15,000 smart cards are sold every day from the various stations of the network.

- 1.10 Presently, there are approx 300 AVM are installed in Phase-1 & 2 stations. All the cards recharged at website dmrcsmartcard.com need to present at AVM installed at stations to complete the recharge. DMRC plans to install additional 700 (approx) AVM covering existing and new stations.
- 1.11 DMRC plans to extend Web based Top up of Cards through Prepaid Payments Instruments (PPIs) acts as a storage device to electronically load all physical payment forms (credit card, PPIs issuer account information, gift card, etc.). Users can consolidate all payment mechanisms . PPIs should be preferably Mobile Wallets/Internet wallets, as these are easy to load with multiple top-up options and convenient for tap to pay purchases with certain merchants.

## **2. Eligibility Criteria to bid**

- 2.1. The bidder must have sufficient technical expertise and requisite experience to develop and implement the services as asked in RFP. Also the bidder should have facilities for payment through various PPIs issuing Channels as follows:
  - (a) Internet Payment Gateway
  - (b) Mobile PPIs issuing channel
  - (g) Any other method of Payment, if any, suggested (Details may be enclosed).
- 2.2. Certificates of Authorisation issued by the Reserve Bank of India for Setting up and Operating Payment System in India.
- 2.3. The Wallet/PPIs of the applicant should be carrying out minimum 500 transactions per day ( proof to be submitted).
- 2.4. Applicant should have permission to carry out service mentioned in the scope of work (proof for the same to be attached as part of bid submission) from concerned Authorities. All regulatory compliance need to be fulfilled by bidder during the contract period (undertaking from bidder need to submitted as per Annexure 3.)

## **3.0 RFP Document**

- 3.1 The RFP/Tender Document consists of the following:

Section I NOTICE INVITING TENDER & KEY DETAILS

Section II DEFINITIONS & ABBREVIATIONS

Section III INSTRUCTIONS TO BIDDERS

Section IV SCOPE OF WORK

Section V GENERAL TERMS AND CONDITIONS

Section VI BID FORMS AND ANNEXURES

**3.2 Please note carefully the requirements for submitting tenders, and the date and time for submittal.**

3.2.1 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **Executive Director/S&T/P-I**, Delhi Metro Rail Corporation, 'B' Wing, 6<sup>th</sup> floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001.

3.2.2 The intending tenderers must be registered on e-tendering portal [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC). Those who are not registered on the e-tendering portal shall be required to get registered beforehand. If needed they can be imparted training on 'online tendering process'. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.

3.2.3 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid **class-III** digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.

3.2.4 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and towards Tender Security such as Bank Guarantee or Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and other documents as stated in the tender document.

3.2.5 Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.

3.2.6 Tenders shall be valid for a period of 180 days (both days inclusive i.e. the date of submission of tender and the last date of period of validity of the tender) from the date of submission of Tenders and shall be accompanied with a tender security of the requisite amount as per Clause 6.0 of this document.

3.2.7 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons.

3.2.8 No tenderer shall have any cause of action or claim against the DMRC for rejection of his proposal.

**4.0 Amendment of RFP Document**

4.1 Prior to due date of submission of Bids , DMRC may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the RFP Document by issuing amendment(s) thereto.

4.2 Such an amendment in the form of an addendum will be made available at e-tendering website [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC) to all prospective tenderers who have purchased the tender document in the tender period.

4.3 DMRC, in its sole discretion, may extend the deadline for submission and validity of Bids.

4.4 If any amendment is effected in the RFP Document, only the amended RFP Document shall be final and determinative.



## 5.0 Documents / Items Comprising the Bid

The Tenderer shall, on or before the date and time given in the Notice Inviting Tender (NIT), submit his Tender online on e-tendering website [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC) in accordance with the provision in clause 9.0 of ITB comprising of following.

- a) **Technical Bid** : will include:-
  - i. Annexure 1-A
  - ii. Write-ups and supporting documents in support of technical expertise
  - iii. The documents in support of eligibility criteria
  - iv. RFP document with addenda issued
  - v. Power of Attorney of submission of Bid
  - vi. Any further document requested in writing by Employer before submission of Bid
- b) **Financial Bid** as prescribed in Annexure 1-B

## 6.0 PERIOD OF VALIDITY OF PROPOSAL AND TENDER SECURITY

6.1 The Bid shall be valid for a period of **180 days** (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the latest Date of Submission of Tenders. In exceptional circumstances, prior to expiry of the original tender validity period, the Employer may request that the Tenderers extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by facsimile. A Tenderer may refuse the request without forfeiting his Tender Security. A Tenderer agreeing to the request will not be required or permitted to modify his tender, but will be required to extend the validity of his Tender Security for the period of the extension.

6.2 The Tenderer shall submit 'Tender Security' for the sum mentioned in NIT in any one of the following forms:

- (a) Irrevocable bank guarantee issued by a Scheduled Commercial bank based in India or from a branch in India of a scheduled foreign bank in the form given in Annexure-4
- (b) Demand Draft / Pay Order / Bank Draft in favour of Delhi Metro Rail Corporation Ltd. payable at New Delhi from a Scheduled Commercial bank based in India,
- (c) Fixed Deposit Receipt (FDR) of a Scheduled Commercial bank / Post office based in India duly pledged in favour of Delhi Metro Rail Corporation Ltd.

In case of joint venture/consortia, Bank Guarantee or FDR for tender security shall be in the name of joint venture/consortia and not in name of individual members. The Tender Security, in form of Bank Guarantee or FDR shall remain valid **up to 24.11.2015** The tender security shall be submitted in an envelope clearly marked on top "**Tender Security for Bid for Selecting Prepaid Payment Instrument Issuers for DMRC Fare Collection System**".

The "Original" of this Tender Security is to be submitted in an envelope in the office of the Executive Director/S&T/P-I at the address given in the Tender Documents before date & time of submission of tender mentioned in the NIT. Offers submitted without the Tender Security or with invalid Tender Security shall be rejected outright.

6.3 The Tender Security of the unsuccessful Tenderers shall be released after unconditional acceptance of the Letter of Acceptance (LOA) by the successful tenderer.

6.4 The Tender Security of the successful Tenderer shall be returned upon the execution of the Contract and the receipt by the Employer of the Performance Security.

6.5 The Tender Security shall be forfeited:

- a) if the Tenderer withdraws his Tender during the period of Tender validity; or
- b) if the Tenderer does not accept the correction of his Tender price, pursuant to sub- paragraph 13.0 below;
- c) if the successful Tenderer refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time specified by the Employer.

## **7.0 Bid Validity**

7.1 The Bid shall remain valid and open for acceptance for a period of 180 days from the last date for submission of the Bid (“Bid Validity”).

## **8.0 Format and Signing of Bid**

8.1 The Tenderer shall prepare and submit the Technical Bid as per the format specified in Annexure 1A and Financial Bid as per the format specified in Annexure 1B.

8.2 The tenderer shall ensure that the whole tender submission shall be digitally signed by a person duly authorised to sign on behalf of the Tenderer, pursuant to Annexure-5

8.3 The Tender shall contain no alterations, omissions or additions, except those to comply with Instructions issued by the Employer, or as necessary to correct errors made by the Bidder.

## **9.0 SUBMISSION OF BIDS**

9.1 The Bidders shall submit their Bid on-line on e-tendering website [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC).

9.2 Only ‘Tender Security’ and ‘Cost of Tender Document’ shall be submitted in originals (in physical form) as described below:

9.3 The tenderer shall seal the ‘Cost of Tender Documents’ in an envelope, bearing the following identification for cost of tender document:

**“COST OF TENDER DOCUMENTS”, Tender Reference No. – Selecting Prepaid Payment Instrument Issuers for DMRC Fare Collection System**

and submit the same as per schedule mentioned in NIT at the address mentioned below. The tenderer shall also mention his Name and address on above envelope.

9.4 The tenderer shall seal the ‘Tender Security’ in an envelope, bearing the following identification for Tender Security:

Selecting Prepaid Payment Instrument Issuers for DMRC Fare Collection System

“TENDER SECURITY”, Tender Reference No. – **Selecting Prepaid Payment Instrument Issuers for DMRC Fare Collection System**

and submit the same before date and time of submission of tender mentioned in NIT at the address mentioned below. The tenderer shall also mention his Name and address on above envelope.

To,

**The Executive Director /Signaling and Telecommunication**

Delhi Metro Rail Corporation,

6th Floor, B-Wing, Metro

Bhawan,

Fire Brigade Lane, Barakhamba Road, New

Delhi.110001;

- 9.5 The Tenderer shall ensure that a receipt / acknowledgement is obtained for the submission of his online Tender, such receipt being issued free of charge.
- 9.6 It shall be the responsibility of the bidder / tenderer to ensure that the envelope containing 'Tender Security' and 'Cost of Tender Document' is submitted to the office of Executive Director/Signaling and Telecommunication at above-mentioned address before the prescribed dead line.
- 9.7 'Tender Security' and 'Cost of Tender Document' submitted after due date and time shall not be accepted and online tenders of such tenderers shall liable to be rejected summarily.
- 9.8 DMRC will not be responsible for delay, loss or non receipt of 'Tender Security' and 'Cost of Tender Document' sent by post / courier.
- 9.9 DMRC shall not be responsible for 'Tender Security' and 'Cost of Tender Document' delivered to any other place / person in DMRC (like Tapal / DAK section etc) other than the designated officer and does not reach the designated officer before the dead line for submission.
- 9.10 The Employer may, at his discretion, extend the deadline for submission of tenders by issuing an amendment, in which case all rights and obligations of the Employer and the Tenderer previously subject to the original deadline will thereafter be subject to the deadline as extended.

**10.0 Modification, Substitution and Withdrawal of Tenders**

- 10.1 Except where expressly permitted by these Instructions, the Tenderer shall not make or cause to be made any alteration, erasure or obliteration to the text of the documents prepared by the Employer and submitted by the Tenderer with or as part of his Tender.

10.2 The Tender submitted online will be taken as a final bid.

10.3 No Tender shall be allowed to be modified by the Tenderer after the deadline for submission of Tenders.

10.4 Withdrawal of a Tender during the interval between the deadline for submission of bids and the expiration of the period of bid validity specified in the Form of Tender shall result in the forfeiture of the Tender Security.

#### **11.0 Tender Opening**

11.1 Envelopes containing 'Tender Security' and 'Cost of Tender Documents' will be opened first. Tenders of those tenderers who have not submitted valid 'Tender Security' and 'Cost of Tender Documents' shall be considered as non-responsive and liable to be rejected summarily.

11.2 On opening of the Tender, DMRC will first check the tender cost and tender security through online mode by cross verifying with the hard copy submitted. .

11.3 If the documents do not meet the requirements of the Employer, a note will be recorded accordingly by the Tender Opening Authority.

11.4 The tenderers name, details of the tender security and such other details as the Employer or his authorized representative, at his discretion, may consider appropriate will be announced at the time of tender opening.

11.5 The Technical Package of all tenderers who have submitted a valid tender security and cost of tender document shall be opened in the presence of representatives of tenderers who choose to attend on date & time as mentioned in tender document in the office of the Executive Director/S&T/P-I, DMRC, 6<sup>th</sup> floor, B-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001. Tenderers may visit DMRC e-procurement web-site to know latest Technical Opening information after completion of opening process. Tenderers can also see the Technical Sheets (check-list) of other tenderers after completion of opening process by logging into the web-site. If such nominated date for opening of Tender is subsequently declared as a Public Holiday by the Employer, the next official working day shall be deemed as the date of opening of Technical Package. The Tender of any tenderer who has not complied with one or more of the foregoing instructions may not be considered.

11.6 The Financial Package(s) which tenderer(s) have uploaded online will be opened on a subsequent date after evaluation of technical packages. Financial packages of only those tenderers whose submissions are found substantially responsive and technically compliant as per clause 6.0 of ITB will be opened. The time of opening of financial package shall be informed through website only. Tenderer can visit to DMRC e-procurement website for further information.

**12.0 Confidentiality of Tender Information and Copyright**

12.1 Except the public opening of tenders, information relating to the examination, clarification, evaluation and comparison of tenders and recommendations concerning the award of Contract shall not be disclosed to tenderers or other persons not officially concerned with such process.

12.2 Any effort by a tenderer to influence the Employer/Engineer in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning award of contract, may result in the rejection of the tenderers tender.

**13.0 Clarification of Tenders**

To assist in the examination, evaluation and comparison of tenders, the Employer may, at his discretion, ask any tenderer for clarification of his tender, including breakdown of unit rates. The request for clarification and the response shall be in writing or by facsimile, but no change in the price or substance of the tender shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the tenders in accordance with 14.0 of this document.

To assist in the examination, evaluation and comparison of Bids, DMRC may, if necessary, ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing only and no change in the price or substance of the Bid shall be sought, offered or permitted.

#### **14.0 Evaluation of Tenders:-**

Cost of tender Document, Tender Security and Technical documents will first be evaluated which will cover following items:-

- 14.1 **General Evaluation:** First of all it will be determined whether valid 'Cost of Tender Documents' and valid 'Tender security' are submitted in respect of each tender (i.e. the required amount and in an acceptable form). Tenders for which valid 'Cost of Tender Documents' and valid 'Tender security' are not submitted shall be considered non-responsive and liable to be rejected summarily.
- 14.2 **Evaluation of Responsiveness:**The employer will determine whether each tender is substantially responsive to the requirements of the Tender Documents i.e. it conforms to all terms, conditions and specifications of the tender document. In case of any inconformity, the tender shall be disqualified and rejected.

#### **15.0 Criteria for Evaluation of Technical Bids**

- 15.1 The evaluation of Technical Bids of the Bidders will be made on the following parameters:
  - 15.1.1 Fulfillment of eligibility criteria for participating in the bid as specified in clause 2 of Instruction to bidders
  - 15.1.2 Submission of required documents as specified in clause 5 of Instruction to bidders 'Documents / Items comprising the Bid'.

**16.0 Criteria for Evaluation of Financial Bids**

S No	Parameter	Rate	
(a)	(b)	(c)	
		In Figures	In Words
1.	One Time Upfront Payment to DMRC in Rupees.		

16.1 The Financial Bids of only those Bidders, who clear Technical evaluation stage will be evaluated.

16.2 The evaluation of Financial Bids of the Bidders will be made on the following parameters:

1. DMRC will pay 1% (One percentage) of transaction value (Top UP Value) (exclusive of taxes/duties etc.).
2. In respect of Fixed Charges at sl. no. 1 Bidder shall quote his fixed lump sum amount. Service Tax will be payable by the Bidder.

**Award Criteria**

16.3 The evaluation of Financial Bids will be as under:

- **The maximum amount to be given to DMRC as above will be Highest bidder (H1).**
- **The other Bidder (H2, H3 etc. ) can also be eligible to acquire the Contract if they subsequently agree to match the figures of H1.**

16.4 The Bidder whose Bid is responsive, complete and in accordance with the RFP Document and has been determined to be the most advantageous offer (H) to DMRC as in clause 22.1 above will be adjudged as successful Bidder. However, by giving counter offer, DMRC reserves the right to award to award the same work to the other Bidders( H2, H3 etc.) if they subsequently agree to match the figures of H1.

16.5 **Correction of Errors**

The fixed Lump Sum Price stated by the Bidder in words (at the top of the Tender Total Page) shall prevail. Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

**17.0 Payment Terms:**

**17.1 Fixed Charges:**

17.1.1 PPIs issuer will pay One time upfront payment to DMRC (SI No. 2 of Annexure 1-B) within 30 days of signing the contract .

17.2 Recurring Charges: Monthly Recurring Charges calculated with 1% transaction value charge , will be paid by DMRC (on a fixed date of every month) up to the completion of contract period. This will be based on the actual number of transactions that have taken place during a particular month.

17.3 In case the period of contract is extended, as per para 2.0 of section V (General terms and conditions), the recurring charges & One time upfront payment to DMRC of Annexure 1-B, shall only be applicable. The One time upfront payment to DMRC will be pro-rata basis.

**18.0 Right to Accept Any Bid and To Reject Any or All Bids**

18.1 Notwithstanding anything contained in the RFP Document, DMRC reserves the right to accept or reject any Bid in its sole discretion or to reject all Bids and annul the bidding process without assigning any reason whatsoever at its sole discretion at any time before issuance of a Letter of Acceptance without incurring any liability.

**19.0 Notification of Award**

19.1 Prior to the expiry of the period of validity of the Bid, the Successful Bidder shall be notified through a **Letter of Acceptance** sent through fax to be confirmed in writing by Registered/Speed Post/ By hand that its Bid has been accepted.

**20.0 Signing and Acceptance of Letter of Acceptance**

20.1 Upon receipt of the 'Letter of Acceptance' (LOA), the Successful Bidder shall return one copy of the Letter of Acceptance duly signed and stamped by its authorised signatory within 7 (seven) days from the date of issue of Letter of Acceptance.

20.2 Subsequent to acknowledgement of 'Letter of Acceptance' by the Successful Bidder, an agreement ("DMRC contract") would be executed between the Successful Bidder and DMRC. The framework of the Contract would be as set out in this RFP.

20.3 In case the Successful Bidder fails or refuses to enter into the Contract within the time limit specified in the Letter of Acceptance or any extension thereof as may be decided by DMRC, the Bid Security shall be forfeited.

**21.0 Performance Security**



21.1 Prior to the signing of the Contract, the Successful Bidder shall furnish Performance Security in accordance with the General Terms and Conditions.

**22.0 Corrupt Practices**

22.1 Bidders are expected not to indulge in any corrupt and fraudulent practice. They are expected to observe the highest standard of ethics during the procurement and execution of the Contracts. In pursuance of this policy, following definitions are relevant:

- (i) "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in execution of the Contracts; and
- (ii) "Fraudulent Practice" means misrepresentation of facts in order to influence a procurement process or the execution of the Contracts to the detriment of DMRC, and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive DMRC of the benefits of free and open competition.

22.2 If it is found that Bidder(s) had engaged in corrupt/ fraudulent practice in securing and executing the Contracts, DMRC reserves the right:

- (a) not to award Contracts to such Bidder,
- (b) to cancel the Contracts, if already awarded. In case of cancellation, DMRC shall be entitled to recover from the Bidder the amount of any loss arising from such cancellation in accordance with the provisions of the RFP Document. DMRC shall also have the right to forfeit the Bid Security/Performance Security of such Bidder, and
- (c) to ban the business dealing with the Bidder who engaged in such practices either indefinitely or for a specified period of time.