

DELHI METRO RAIL CORPORATION LTD.



INVITATION OF EXPRESSION OF INTEREST: IMPLEMENTATION OF PUBLIC BICYCLE SHARING SYSTEM FROM DELHI METRO STATIONS [No.DMRC/EOI/PBS/2019]

Issued by:

**DELHI METRO RAIL CORPORATION LIMITED
4th Floor, B-Wing, Metro Bhawan, Fire Brigade Lane,
Barakhamba Road, New Delhi-110001.**

INVITATION FOR EXPRESSION OF INTEREST : IMPLEMENTATION OF PUBLIC BICYCLE SHARING SYSTEM FROM DELHI METRO STATIONS

Delhi Metro Rail Corporation Ltd. invites Expression of Interest (Eoi) from the interested Applicants for implementation of Public Bicycle Sharing System from Delhi Metro stations duly following the terms & conditions as mentioned in this Eoi document.

All interested Applicants are requested to submit their proposal accordingly that would then be evaluated based on the technical eligibility (mentioned at Serial No.2 of the Eoi document) and allotment of bare spaces for running Public Bicycle Sharing System shall carried out after analyzing project requirements (mentioned at Serial No.3 of the Eoi document).

Subject to all the terms given in this Eoi document, interested Applicants who are operating minimum fleet size of 200 bicycles in India or at least 100 bicycles in any one single project being operated in India and have total working experience of at least 12 months may submit their proposals at the following mentioned address: -

Office of the General Manager / Last Mile Connectivity

Delhi Metro Rail Corporation Ltd.

9/11, Mall Road, Near Vishwavidyalaya Metro Station,

New Delhi-110054

on or before 30.06.2019 between 10:00 AM and 05:00 PM with all supporting documents along with Demand Draft of Rs.5,900/- (non-refundable) drawn in favour of Delhi Metro Rail Corporation Ltd. and payable at New Delhi.

DMRC reserves the right to accept or reject any or all proposals without assigning any reason and may ask for supplementary documents / information, if required, at its sole discretion. No bidder shall have any cause of action or claim against DMRC for rejection of his proposal.

TERMS & CONDITIONS OF EXPRESSION OF INTEREST: IMPLEMENTATION OF PUBLIC BICYCLE SHARING SYSTEM FROM DELHI METRO STATIONS

1.0 OBJECTIVES

With a view to provide means of last mile connectivity and to propagate environment friendly mode of transportation, DMRC intends to allot bare spaces, subject to availability & feasibility, to interested cycle service operators at its metro stations for provision of Public Bicycle Sharing (PBS) System.

Cycling is one of the most convenient modes of last mile connection from metro stations. To meet the constant demand for cycle services at the metro stations, need is felt to provide cycle sharing services at the metro stations for provision of last mile connectivity. The objectives of the proposed system are outlined hereunder: -

- 1.1 To provide convenience to the passengers by way of last mile connection with availability of eco-friendly transportation services at the metro stations.
- 1.2 To ensure low-cost, flexible, safe & secure and comfortable last mile mobility services for the metro Passengers.
- 1.3 There are places where feeder buses / auto-rickshaws / cycle rickshaws cannot have access because of narrow roads & streets. Bicycles will facilitate to & fro movement between metro stations and nearby areas such as market places, commercial locations, educational institutes, offices, etc. falling in heavily congested areas.
- 1.4 DMRC may like to partner with interested operators with a view to reduce people's dependency on automobiles, reduce traffic congestion, vehicular emissions & demand for motor vehicle parking.

With these objectives, Delhi Metro will be able to contribute to the environment side by side providing last mile connection to its commuters thereby emulating its outlined Vision, Mission and Culture statement.

2.0 TECHNICAL ELIGIBILITY OF APPLICANT(S)

Applicant(s) would be selected based on the following parameters: -

- 2.1 Applicant should be providing cycle sharing services with a minimum fleet size of 200 bicycles in all projects together operating in India or at least 100 bicycles in any one single project being operated in India.
- 2.2 Applicant should have at least 12 months experience of running public bicycle sharing system in any of the project in India or cumulatively for all projects in India for which distinct period of provision of services shall be counted.

For 2.1 & 2.2 above, the Applicant shall be required to submit Experience Certificate(s) on Client's letter-head having mention of experience of the Operator with successful completion of project(s) on PBS system or PBS system(s) in operation, including duration of services provided and the number of bicycles used / in use for the project.

- 2.3 An operational Smart-phone mobile App for renting of the bicycles.

For 2.3 above, the Applicant shall be required to submit write-up on their Smart-phone app viz. its name, platforms on which mobile App works, features of the app, acceptable payment modes, proposed fares with time duration, etc. on their Company's letter head.

3.0 PROPOSAL FROM THE OPERATORS: OPERATIONAL REQUIREMENTS OF PBS SYSTEM

3.1 An Applicant shall be required to submit its proposal duly mentioning names of the metro stations from which the Applicant intends to provide cycle sharing services.

3.2 The proposal should also contain detailed plan wherein the Applicant proposes to set-up satellite stands (at least 4 satellite stands; complete address of each satellite stand) along with the confirmation from the concerned land owning / civic agency, educational institutions, hospitals, RWAs, office complexes, etc. for provision of land at their end for operating cycle sharing services by the Applicant by installing satellite stands / using the space for the purpose in the land owning agency premises / jurisdiction. An Applicant may utilize already installed / operational satellite stand(s), owned by it independently, in nearby areas of the proposed main cycle stand at the metro station. For all these purposes, those satellite stands will only be considered which are falling within 2 KMS radius of the main cycle stand at the metro station or 2 KMS radius of the satellite stands. For the purpose, radial distance (as in Google maps) would be used to determine inter-distances between main / satellite cycle stands.

3.3 If an Applicant proposes to feed the proposed cycle stands at the metro stations through other group of cycle stands already being operated by the Applicant or its Partner or other Operator or Applicant's Employer in the nearby vicinity, the same may be certified through certificate, to be submitted on Client's letter head, that the mentioned group of stands would feed each other and the client has 'No Objection' in the cycle stands being utilised in future for feeding the cycle stands to be installed at the metro stations.

Details for 3.1, 3.2 and 3.3 shall be filled in Appendix-2. Proof of satellite stand / proposed satellite stand is mandatory for evaluation of the proposal.

3.4 For operational eligibility, a main cycle stand at the metro station should have at least 4 satellite stands. For the purpose, the Applicant shall be required to submit a confirmation from the land owning agency that they intend to provide an area of at least 10 SQM for a minimum period of 3 years to the Applicant for the purpose of operating cycle stand.

3.5 Applicants shall be required to conduct site surveys and provide detailed drawings for each proposed station showing the layout, positioning of the main cycle stand and nearby satellite stands. For carrying out site surveys at metro stations, DMRC will assist the Applicant for the same. For the purpose Shri Sushil Kumar Gupta, Manager/Operations, DMRC may be contacted at mobile No.9910376091.

Besides requirements at 2.0 and 3.1 to 3.5 above, the Applicant shall be required to submit the following with their proposal for evaluation: -

3.6 General Information of Applicant (as per Appendix-1) alongwith copy of Memorandum & Articles of Association, in case the Applicant is a Company.

3.7 Power of Attorney, in case of Applicant being a Company, authorizing the signatory to submit the proposal.

3.8 2 passport size photographs along with 3 specimen signatures of authorized signatory.

3.9 Copy of PAN Card & GST Registration Certificate of Applicant/Applicant's Company.

4.0 GUIDELINES FOR OPERATION OF PUBLIC BICYCLE SHARING SYSTEM

4.1 Bicycles

- 4.1.1 For the purpose of cycle sharing services, the Applicant may induct regular paddle bicycles or electric (battery operated) bicycles or mix of both types in the fleet of bicycles to be operated / rented from metro stations. Battery operated bicycles should have the following features: -
- 4.1.1.1 the thirty minutes power of the motor is less than 0.25 KW;
 - 4.1.1.2 the maximum speed of the bicycle is less than 25 KMPH;
- 4.1.2 Both the above types of cycle i.e. the paddle bicycles and e-cycles should be fully compliant with the Government's Make in India campaign and statutory BIS standards.

4.2 Cycle Stands

- 4.2.1 Successful Applicant may install a fully automated docking system or they may provide dock-less cycle sharing services or mix of both types.
- 4.2.2 In case of dock-less cycle stands, a geo-fence zone / platform should be incorporated. In such a system, hooves / bicycle racks may be installed by the successful Applicant for parking of bicycles in a convenient and orderly way to contribute to a well organised space.
- 4.2.3 The design of physical structures, wherever created, should be modular & easy to construct & dismantle so that location can easily be changed, if required.
- 4.2.4 Provision of Attendants and / or CCTV cameras may be incorporated by the successful Applicant for ensuring safety.
- 4.2.5 Cycle Stand should not impede pedestrian or vehicular traffic or cause inconvenience to the metro commuters.

4.3 Renting of bicycle through mobile App

- 4.3.1 Applicant should have a working Smart-phone mobile app which is to be used for renting of bicycles.
- 4.3.2 In case of dock-less bicycle sharing system, locking Mechanism for the bicycle should be QR based. User should be able to unlock the bicycle by using QR code. Once the bicycle is placed in the geo-fenced area / dock, it will auto lock and calculate time & fare.

5.0 OPERATIONS RELATED REQUIREMENTS

Applicant shall be required to meet the following requirements and indemnify DMRC on all counts related with procurement and running of cycle sharing services to & fro the metro stations: -

- 5.1 The installation of main cycle stand and associated satellite stands, as proposed by the Operator around main cycle stand in the nearby areas, shall be installed & made operational within 90 days from the date of takeover of site from DMRC (for main stand at the metro station) / 90 days from the date of issue of LOA by DMRC (for satellite stands).
- 5.2 All potential users shall be required to register on the mobile App using a valid ID proof issued by Government Authorities for Indian Citizens and Passport for foreign nationals.
- 5.3 The cycle sharing services should be operated for a period of at least 12 hours every day preferably from 8:00 am to 8:00 pm.
- 5.4 The operator shall ensure that the Bicycles are redistributed on a regular basis between stations to ensure that no station / cycle stand is

either empty (without any Bicycles) or full (with no free dock available) at any point of time.

- 5.5 The number of docks (wherever installed) at each station should be more than the number of authorised bicycles at each station, to ensure availability of excess docking space, to accommodate peak hour demand.
- 5.6 Relevant helpline numbers of the Operator should be displayed on the bicycles / cycle stands. This shall include Operator's helpline number to address the query, grievance / complaint of general public / metro commuters. DMRC Ltd. shall not be liable to handle any such complaint. However, the Operator is required to inform DMRC, in the agreed proforma, about the complaints / suggestions received from general public / commuters on monthly basis and the same needs to be submitted within first week of next month by the Operator.
- 5.7 Reports pertaining to no. of trips / cycles issued & revenue generated, etc. shall be generated on daily basis by the Operator through the mobile App database.
- 5.8 The Operator is required to follow all statutory provisions and directions applicable from time to time towards traffic regulation.
- 5.9 The Operator is required to comply with all the statutory and other stipulations including but not limited to Labour Laws / Legal / Police / Taxation / Excise / STA / Transport Policy and that issued by DMRC from time to time.
- 5.10 The Operator is required to appoint a Manager for the project for day to day management of the activities including maintenance and redistribution of cycles / cycle stands. Contact details of the Manager is to be shared with DMRC for coordination purposes.
- 5.11 The Operator shall ensure proper cleanliness of the bicycles and cycles stands during their operation.
- 5.12 The Operator shall ensure that the staff / other personnel engaged for the purpose do not involve in any subversive activities, disruption in normal services and inconvenience and / or harassment to the commuters / general public.
- 5.13 DMRC will not be held liable for any accidents / claims / liabilities / or any criminal proceedings or statutory requirements at any time arising out of operation of cycle sharing services or on account of any act / omission / default on the part of the Operator or its non-compliance with the statutory requirements. The Operator shall INDEMNIFY DMRC in this regard. As a safeguard measure to any possible litigation arising out of accidents / acts / omissions impeding DMRC, the Operator shall require to take adequate passenger liability insurance at its own cost.
- 5.14 The Operator shall be required to maintain all fittings and accessories of the cycles and that of the cycle stands in excellent working condition with specific attention to ensure provision of minimum 1 Fire extinguisher of applicable type wherein physical cycle stand structure is installed.
- 5.15 The operator shall be needed to ensure that the Bicycles and all other assets of the system are regularly maintained on a regular basis on global standards basis in a workmanlike manner. The operator shall be required to do a maintenance check on every cycle stand of the

system at least once a week to ensure the quality of the cycle stand infrastructure and the Bicycles of the system.

- 5.16 The Operator is required to deal with other similar services providers at the station for Operation of last mile connectivity.
- 5.17 All applicable rules & regulations on various aspects of Operation of cycle sharing services for first & last mile connectivity services and associated activities shall be followed by the Operator.
- 5.18 In case of breach of any of the terms by the Operator, DMRC may withdraw the permissions at any point of time without assigning any reasons.
- 5.19 No funding shall be provided by DMRC for procuring bicycles / cycle stand infrastructure. It is required that proposals should be self-sustaining without provision of Advertisement Rights or Viability Gap Funding (VGF) of any kind from DMRC.

6.0 FACILITIES TO BE PROVIDED BY DMRC

- 6.1 DMRC may provide bare space upto 20 SQM per station at the proposed metro stations, subject to availability & feasibility, to the operator on free rental basis on agreed terms, for installation of cycle stands / using the bare space, to whom DMRC may decide to partner.
- 6.2 The sites would be allotted initially for a period of 3 years which may be extended further based on the performance of the operator, on mutually agreeable conditions.
- 6.3 Use of DMRC name and DMRC logo will not be permitted on the bicycles and the cycle stands.
- 6.4 The provision of space shall be with the following stipulations: -
 - 6.4.1 The space shall be provided on free rental basis.
 - 6.4.2 The space shall be utilized ONLY for installing cycle stand infrastructure and operation of cycle sharing services therein.
 - 6.4.3 **NO ADVERTISEMENT / BRANDING** of any type shall be permitted on the cycle stands at the metro stations / bare spaces at the metro stations.
 - 6.4.4 Electricity load of up to 1 KVA, subject to feasibility / availability, shall be provided on chargeable basis from DMRC Distribution Board for which the Operator is required to install DMRC approved pre-paid meter at the site.
 - 6.4.5 All safety & security measures related to cycle stand infrastructure and that of bicycles shall be undertaken by the Operator and DMRC shall remain indemnified at all times for any possible liability arising out of any mis-happening.

7.0 PROCEDURE FOR APPLICATION & ALLOTMENT

- 7.1 Interested Applicants may submit their proposal addressed to: -
General Manager / Last Mile Connectivity
Delhi Metro Rail Corporation Ltd.
9/11, Mall Road, Near Vishwavidyalaya Metro Station,
New Delhi-110054.
- 7.2 Subject to technical eligibility, in case more than one operator submits its proposal for the same station, the allotment would be done based on the following, in order of merit:-
 - 7.2.1 Number of satellite locations / hub / feeder locations proposed by the Applicant. The Applicant proposing more number of satellite stands in

the vicinity of the metro station would be given first preference.
(Supporting documents required from land owning agency)

- 7.2.2 In case, two or more Applicants proposes the same number of satellite cycle stand locations then their duration of experience for providing Cycle sharing services in India would be considered. The Operator having more period of experience would be given first preference.
(Supporting documents required)
- 7.3 The finalization of cycle service Operators to run cycle sharing services to & fro metro stations by installing cycle stands at the metro stations shall be made at the sole discretion of DMRC. DMRC may allow multiple Operators to provide cycle sharing service from one metro station.
- 7.4 DMRC reserves the right to curtail, expand, prepone, postpone the cited approval and its implementation at any stage before or during the running of this arrangement for any development or whatsoever reason deemed suitable by competent authority of DMRC. Allottee has no right, title or interest in the premises allotted to him / her. Nor is he / she having or deemed having any exclusive possession thereof, except the permission to use the said allotted space, site, location for the period and purpose as specified in the approval letter from DMRC. No claim or compensation will be entertained on this account.
- 7.5 The project should be implemented by the Applicant within a time period of 3 months from the date of issuance of LOA.

GENERAL INFORMATION OF THE APPLICANT

1. (a) Name:
- (b) Country of incorporation:
- (c) Address of the corporate headquarters and its branch office(s), if any, in India:

2. Details of individual(s) who will serve as the point of contact / communication for DMRC within the Company:
 - (a) Name :
 - (b) Designation :
 - (c) Company :
 - (d) Address :
 - (e) Telephone Number :
 - (f) Fax Number :
 - (g) E-Mail Address :

Signed

(Name of the Authorized Signatory)
For and on behalf of

(Name of the Applicant)

Designation

Place:

Date:

Note: Please also attach Memorandum of Association and Article of Association, in case of Applicant being a Company

METRO STATION FOR MAIN CYCLE STAND AND LOCATION OF SATELLITE STANDS

S/N	Metro Station	Location of Satellite Stand (complete Address)	Ownership of Satellite location (along with copy of confirmation letter)
1.		Should have at least 4 satellite stand	Copy of confirmation letter from Client on his letter head is mandatory for consideration of proposal
2.			
....			