

S No	Queries	Reply
1	DMRC has closed loop system and now seeking EOI for open loop Ticketing/Fare Collection system - Will closed loop system co-exist after implementation of open loop platform?	Yes, the closed loop system will coexist with the Open Loop system till the time Open Loop is fully operational. After that the Provider can decide about its continuation. The Business Rules for operation of Open Loop System shall be formulated by the Bidder and shall be subject to Employer's approval. The Business Rules for existing closed loop card may be refurbished subject to DMRC's approval.
2	When does DMRC plan to upgrade all the closed loop platforms to open loop platform ?	The AFC Platform shall support both Closed Loop and Open Loop cards. For some duration, both the closed loop and open loop system will coexist. After a set timeline, based on EMV/Rupay card performance, the system may be migrated to Open Loop Ticketing.
3	We understand that open loop platform is on a revenue share model. Will revenue share of closed loop system be allowed once the Bidder or Contractor starts to manage existing closed loop system ?	Yes, the Fare box revenue means the revenue generated by DMRC through revenue collected from Open Loop AFC System and Closed Loop AFC System
4	Who will bear the responsibility of converting existing close loop system to open loop system: - For the Autogates & station-level equipment - For the AFC backend	The AFC Service Provider (the Consortium) shall be responsible to upgrade the complete hardware plus backend to support both closed loop and open loop. This will include all the necessary development for interface with Bank.
5	- For the closed loop cards already in the hands of the commuters. Will it offer awareness and marketing programs to convert closed loop commuters to open loop within a finite period ?	The awareness generation and marketing programmes shall be in the scope of the Consortium
6	Will DMRC set an outermost date after all systems and cards will be converted to open loop ?	Yes, the same will be detailed out in the RFP Document
7	Who will be responsible for payment of AFC support fee as for existing & contracted new AFC?	The Consortium shall be responsible for payment of AFC support fee for existing and contracted new AFC.
8	If DMRC has already contracted as for the AFC support fee, how long is the support period for each line/procurements?	The 'support' herein after referred as DLP (Defect Liability Period) for all existing lines is over. DMRC (O&M) does the maintenance and repair by itself. In the scope of this RFP, the Contractor shall provide the comprehensive AMC. However, DMRC shall provide the IPC (Illustrated Parts Catalogue carrying the details for Spare Parts) which can be procured by the Consortium.
9	Will the AFC supplier provide upgrading service for open loop ticketing? Has DMRC contracted existing AFC supplier for the upgrading service to open loop?	The upgradation and coordination of AFC Equipments is in the scope of the Bidder.
10	Would you provide information of rest of the AFC supplier for Phase I & II? Current EOI doesn't cover complete information for AFC suppliers. Please provide AFC supplier by station and the number of Auto Gates deployed by them. We also need make, model and year of purchase/commissioning. Also, provide a list (make, model, configuration) of all IT infra both at station end as well as at the back-end DC along with date of purchase. If any purchase is recent, please provide DLP period or remaining DLP period. We will also need information about the different AMC contracts of all equipment – both hardware and software.	The details of make, model, year of purchase and commissioning of all AFC Equipments including the servers at Backend shall be detailed out in the RFP to be floated in the next stage.
11	What is the plan for Phase III line ? Does the Consortium need to introduce & fund the AFC platform for the Phase III line (as this is yet to be contracted with any AFC suppliers) ?	The Phase III Lines (Line 7, 8, extensions of 1,3,5 & 6) are already contracted and under commissioning. The upgradation of SLE at all these stations will also be in the scope of the present RFP. For stations which have not been commissioned yet, the DLP to the existing AFC Contractor shall start from the date of ROD and continue upto 20 weeks from ROD. During the DLP, the AFC Service provider of the Consortium shall depute engineers for transfer of knowledge from the AFC Contractor regarding the 1st line maintenance and failure collection. After 20 weeks, DMRC will handover all the AFC Equipments to the Consortium for comprehensive AMC which will continue upto 10 years from the date of TOC. The Key dates will be detailed out in the RFP.
12	Will DMRC offer 1 st line support for existing & new AFC platform at Station level? Is any other support at the Station level currently provided by DMRC ?	No. See point 8.
13	If Bidder has to fund on AMC for existing AFC after contracted date and fund the Capex to upgrade existing AFC platform, would DMRC bind existing AFC vendors to provide required information/quotation to the potential Bidder ? Note: Without proper support from existing AFC vendors, bidders will not be in a position to offer proposals. - Would DMRC facilitate 1st discussion between potential bidders and existing AFC suppliers?	DMRC can facilitate 1st discussion (if required) between the successful bidder and the existing AFC Suppliers (only for running contracts). Further on, the Consortium will have to take the responsibility for all contractual/ Technical and Financial matters directly with AFC suppliers.
14	Please share detailed definition of "FI" who is expected to be the lead member of the consortium. - Can a Payment Service Provider qualify as a lead member of the consortium?	No
15	In order to choose the better smartcard technology option in terms of high-performance and high security, DMRC should add the latest version of felica listed below: Felica RC-SA01 (AES 4KB type) for CSC having EAL 6+ Certification Felica RC-S966 (Felica Lite-S) for CST Felica SAM RC-S500/S02 for Readers	The given specifications of Felica are for closed loop system. Hence it is not acceptable as currently, DMRC is planning to upgrade the AFC System to support the Open Loop Specifications.
16	The existing AFC technology and infrastructure (Hardware and software including Back office and external interfaces) needs to be updated accordingly. Does the Employer envision to update the existing AFC entirely or partially to meet requirements, for instance, whether to replace a whole gate, or to replace validator with existing one and keep existing gate cabinet and barriers?	The existing infrastructure needs to be updated to meet Employer's requirement. For this, the prospective bidder may explore the method either to replace or upgrade as per their own Design Implementation. This may or may not require replacing the existing Hardware.

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17	The AFC Provider shall be responsible for upgrading the Station level Equipment to support EMV and RuPay Media, 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 [.....]	In regards with NFC Based ticketing, which OS does the Employer intends to support?	Windows OS is installed in SLE. However, Bidder may explore other workable OS in Design phase.
18	Sr. No 13 and 14 #13 : AFC provider as part of consortium should have experience of working on EMV contactless cards. # 14 : AFC provider should carry out one of the following projects in the last 5 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 31.03.2017 price level or One work of contactless smart card based AFC System for minimum 20 stations. OR d. The lead partner (FI) and the AFC Service provider must have minimum 26% individual participation. Partners having less than 26% participation will be termed as non-substantial partners which means their financial soundness and work experience shall not be considered for Evaluation. c. Details of the intended percentage participation given by each member shall be provided and reconfirmed and expanded with complete details of the proposed division of responsibilities and corporate relationships among the individual members.	Please kindly confirm that the references from AFCS provider's parent company/group companies are considered valid.	No, the references from provider's parent company cannot be considered for eligibility. The Company who is bidding, should meet the Eligibility Criteria.
19		Please confirm that each members of Applicant will be allowed to modify the percentage participation provided in the MOU for JV/Consortium at post EOI stage, as such prior to the submission of tender proposal.	Change in the composition of a Consortium may be permitted by DMRC prior to submission of RFP Documents subject to meeting the qualifying requirements of EOI, DMRC, at the specific written request of the qualified consortium/JV, may agree for change of any partner(s) at post EOI stage except that change of the Technology partner (member of the consortium/JV responsible for AFC Solution) would not be permissible.
20	N/A	Only C1.1 EOI Pro-forma templates are enclosed to the EOI documents therein. Please kindly confirm that the other submission documents as instructed for preparation of EOI will be accepted on free-format.	Yes
21	C1.2 Applicant Details State the structure of the applicant's organization, i.e. Joint Venture or Consortium. C1.3 Leader of JV/Consortium	Please confirm that both "C1.2 and C1.3" requirement can be satisfied with the provision duly filled in C1.1 EOI Pro-forma documentation.	Yes
22	(iv) DMRC has implemented AFC for Phase I, II and III system. Phase I and II consists of 6 Lines with 153 stations: (v) Implementation of phase III works for MRTS for Delhi/NCR is going for approx. 87 stations.	Please confirm that implementation of this project will be divided into several phases based on partial taking-over to the Employer along with the MRT lines. If so, please confirm the Employer intends to sign this project's contract with several potential contractors, not only with one contractor.	The implementation of this project will be done in several phases but with only one Consortium. The Key dates for important milestones and access dates for site will be laid down in the detailed RFP at a later stage. However, the Phase III Lines (Line 7, 8, extensions of 1,3,5 & 6) are already contracted and under commissioning. The upgradation of SLE at all these stations will also be in the scope of the present RFP. For stations which have not been commissioned yet, the DLP to the existing AFC Contractor shall start from the date of ROD and continue upto 20 weeks from ROD. During the DLP, the AFC Service provider of the Consortium shall depute engineers for transfer of knowledge from the AFC Contractor regarding the 1st line maintenance and failure collection. After 20 weeks, DMRC will handover all the AFC Equipments to the Consortium for comprehensive AMC which will continue upto 10 years from the date of TOC.
23	NA	Please kindly announce the intended schedule for RFP and LAO.	First stage is EOI. After evaluation of EOI applications, RFP shall be floated.
24	(v) Implementation of phase III works for MRTS for Delhi/NCR is going for approx. 87 stations.	Is there any dependency between this Tender and the implementation of phase III works which will be substantially completed?	Yes, in the scope of RFP, all the upcoming stations of Phase III shall be upgraded to meet the DMRC's requirements.
25	(i) The Contract Period will be Ten (10) Years from Commencement date.	Please kindly confirm that "Commencement date" means the "date on which the Contractor commences the Works on the written instructions of the Employer contained in the Notice to Proceed", not the Effective Date on which Contract comes into force and effect.	The Commencement date is the date of Letter of Acceptance
26	(i) The Contract Period will be Ten (10) Years from Commencement date.	Please kindly confirm that "Contract Periods" means the "periods from the Commencement Date to the end of Revenue Service Periods. If yes, please confirm the length of the Revenue Service Periods along with the upgraded system.	Yes, the Contract Period means the Commencement date to the end of Revenue Service Periods. Revenue Service Period will start from date of Taking Over (TOC) of First Line and end after 10 years.
27	(i) DMRC shall pay to the bidder fare box revenue share during the Revenue Service Period, which will be detailed in RFP Document.	Please kindly confirm that "Revenue Service Periods" means the "periods from the date on the Employer's Taking Over to the last date on Revenue Service. Please also confirm that if the Employer's partial taking-over of each phases is applied to the contract, the commencement of Revenue Service shall be from each single date of the Employer's partial taking-over.	The detailed conditions of contract shall be laid out in the RFP.
28	In order to have a sustainable and technically & financially sound proposal, DMRC shall propose a suitable financial structure for the Applicant in detailed RFP Document.	Please confirm that the Applicant is NOT required to submit anything in regards with C1.7. If it is required, please elaborate what the Applicant is requested to submit.	No

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