

REQUEST FOR EXPRESSION OF INTEREST
For
Auto top up of DMRC smart card through a mandate facility

Delhi Metro Rail Corporation is engaged in the business of constructing, operating & maintaining Mass rapid Transport Network.

DMRC is an operator for Smart Card authorized by RBI for issuance and operation of Pre-paid payment instrument for Mass Transit systems (PPI-MTS) vide COA no. DPSS.CO.AD.No.2274/02027.004/2016-17 dated 20.02.2017.

Delhi Metro Rail Corporation Limited invites expression of interest (EOI) from the interested banks/service providers with relevant experience of leading metro rail corporations to operate and maintain smart card auto top-up facility through a mandate for all banks/cards. Thus, providing commuters an option of auto top-up of their smart card, duly following the general terms and conditions attached with this expression of interest (EOI).

Scope:

- I. The provision of this mandate facility should be broad based and account holders of all banks/ cards should be covered. All the banks/ service providers are invited for this work so that maximum number of customers can be benefited.
- II. The mechanism for mandate will be as under:

A commuter willing to avail the auto top up facility for smart card will submit a mandate form to bank/service provider with relevant details of his/her bank account/ service provider to debit the bank/ card account. The bank/ service provider will maintain a rolling deposit scheme (RDS) with DMRC and the RDS will be deducted for each auto top up. The auto top up amount in turn will be collected from the customer subsequently by service provider.
- III. In addition, the commuter can use a dedicated app of the bank/ service provider on his smart phone to activate the auto top up facility.
- IV. The bank/service provider will procure DMRC smart cards from empanelled card manufacturer as per DMRC Smart card specification to be further distributed to their customers. Auto top-up enabling of these smart cards will

be done by DMRC. These smart cards will be a single chip DMRC smart cards and no other chip or magnetic strip apart from DMRC chip will be allowed on these cards. However advertisement by Bank/service provider on smart card will be allowed. Printing of advertisement on smart card will require approval of DMRC representative.

- V. The bank/service provider will be solely responsible towards collection of amount post auto top-up of the smart card. DMRC will not be liable for any risk related to the payment collections. The bank/service provider will deposit BG of appropriate amount during the contract period.

In this reference, DMRC Ltd invites the letter of 'expression of interest' from the interested Bank and other service providers having relevant experience with leading metro rail corporations to provide this auto top-up facility for DMRC smart card.

Interested parties may submit their proposal for expression of interest to: **Jt. General Manager**, Signalling and Telecommunications (O&M), 6th Floor, B-Wing, Metro Bhawan, Delhi Metro Rail Corporation, Fire Brigade Lane, Barakhamba Road, Delhi 110001.

The expression of interest should contain brief technical proposal and any specific terms & conditions which the bank/service providers may like to include.

Last date for submitting the proposal for Expression of Interest is 26.11.2018

Any technical queries, information and clarifications may be addressed to **Jt. General Manager**, Signalling and Telecommunications (O&M), 6th Floor, B-Wing, Metro Bhawan, Delhi Metro Rail Corporation, Fire Brigade Lane, Barakhamba Road, Delhi 110001 and may also be emailed to sudhirmittal@dmrc.org