

# **DELHI METRO RAIL CORPORATION LTD.**



## **INVITATION OF EXPRESSION OF INTEREST: LAST MILE CONNECTIVITY FROM DELHI METRO STATIONS BY E-RICKSHAW SERVICES [No.DMRC/EOI/E-RICK/2019]**

**Issued by:**

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

## **REQUEST FOR EXPRESSION OF INTEREST : LAST MILE CONNECTIVITY FROM DELHI METRO STATIONS BY E-RICKSHAW SERVICES**

Delhi Metro Rail Corporation Limited invites Expression of Interest (EoI) from the interested Applicants for provision of e-rickshaw services to cater to last mile connectivity from Delhi Metro Stations duly following the General 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.2.0 of the EoI document).

Subject to all the terms given in this EoI document, interested Applicants who are operating fleet of at least 100 e-rickshaws with working experience of at least 12 months and having operational Smart-phone App for booking the ride with e-payment facility, 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 16.08.2019 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. DMRC may ask for supplementary documents / information, if required, at its sole discretion. Applicants shall not have any cause of action or claim against DMRC for rejection of any proposal.

## **GENERAL TERMS & CONDITIONS FOR OPERATION OF LAST MILE CONNECTIVITY FROM DELHI METRO STATIONS BY E-RICKSHAW SERVICES**

### **1.0 OBJECTIVES**

There is a mushroom growth of 3-Wheelers and unorganized transport mediums like e-rickshaw and Gramin Sewa in Delhi / NCR, which not only blocks the entry-exit points of metro stations but also create pollution and impart ugly look at the metro stations. To mitigate this issue to some extent, need is felt to facilitate e-rickshaws at the metro stations for provision of last mile connectivity. The objectives are outlined hereunder: -

- 1.1 To provide convenience to the passengers by way of last mile connectivity with availability of eco-friendly feeder services at the metro stations.
- 1.2 To ensure dedicated, safe & secure, punctual and reliable last mile feeder services to the metro Passengers.
- 1.3 Short loop services covering 3-4 kms route (not parallel to metro stations) to be provided by e-rickshaws. The services may act as Hop-on-Hop off service connecting metro stations with neighbouring areas.
- 1.4 **Hub-and-Spoke concept:** There are places where feeder buses / buses cannot have access because of narrow roads & streets. Feeder services with e-rickshaws will facilitate hub-and-spoke concept.
- 1.5 DMRC may like to partner with interested operators / aggregators of e-rickshaws with a view to compete with e-rickshaws running in the unorganized sector without any defined / dedicated model.
- 1.6 To provide space at the metro stations for stabling / parking of e-rickshaws and setting up of battery charging infrastructure for charging of e-rickshaws, subject to availability & feasibility of space, on technical & commercial terms as decided by DMRC.

With these objectives, Delhi Metro will be able to contribute to environment with the ultimate objective to emulate its Vision, Mission and Culture.

### **2.0 TECHNICAL ELIGIBILITY OF THE APPLICANT**

For provision of last mile connectivity from Delhi Metro stations by e-rickshaw services, Applicant(s) would be selected based on the following: -

- 2.1 To provide co-ordinated & dedicated services, fleet operators of e-rickshaws (owner or aggregator) shall have a minimum operating fleet size of 100 e-rickshaws anywhere in India.
- 2.2 The fleet operator must have at least 12 months experience of running fleet of 100 e-rickshaws.
- 2.3 An operational Smart-phone App for booking the ride and having facility of App-based e-payment.

For the purpose of 2.1, 2.2 & 2.3 above, an affidavit, duly certified by Chartered Accountant, having mention of availability of fleet size (with details like registration number of e-rickshaws, Owner(s) name, date of registration of e-rickshaw(s) and authority by whom the e-rickshaws have been registered), related experience and availability of operational Smart-phone App with 'Name of the App' for booking the ride and having facility

of e-payment, is to be submitted. The affidavit should be on a stamp paper of Rs.100/- (India Non Judicial) duly notarized and signed by authorized signatory of the Applicant.

2.4 In case of multiple Applications for operation of last mile connectivity at the Delhi Metro stations by e-rickshaws, preference will be given to Operators who are registered under the Companies Act, 1956 / 2013, to ensure professionalism in their services.

### **3.0 E-RICKSHAWS - FUNCTIONAL REQUIREMENTS**

e-rickshaws are powered exclusively by electric motors whose traction energy is supplied by batteries. A typical e-rickshaw for operation of last mile connectivity from Delhi Metro stations should have the following features:-

#### **3.1 e-rickshaw Type and Seating Capacity**

3-Wheeler aesthetically designed electric vehicle (eco-friendly) that have seating capacity of max 4-pax (excl. driver) per e-rickshaw with maximum luggage of 40 KG in total as defined in the notification by Ministry of Road Transport & Highways, Govt. of India. The model of the e-rickshaw must be duly approved as per the statutory provisions and the e-rickshaw shall be registered with the appropriate authority.

#### **3.2 Security Features of e-rickshaw**

In-built GPS tracking system to be available / installed to ensure added safety for passengers especially ladies / women commuters. The vehicle should be equipped with First Aid box and Fire Extinguisher.

#### **3.3 Make in India**

The e-rickshaw shall be fully compliant with the Government's Make in India campaign.

#### **3.4 Safety features in E-rickshaws**

e-rickshaws should have covered passenger cabin and a full front windscreen to ensure driver and passenger safety & comfort.

Before inducting e-rickshaw model by the Operator as per above features from 3.1 to 3.4, the prototype of e-rickshaw is required to be shown to DMRC by the Operator and necessary changes needs to be incorporated in the e-rickshaw by the Operator as per the suggestions given by DMRC. The e-rickshaw needs to be approved by the appropriate statutory authority before induction of e-rickshaw fleet in services.

### **4.0 OPERATIONAL REQUIREMENTS**

The Operator shall meet following requirements and indemnify DMRC on all counts related with procurement and running of e-rickshaw services to & fro the metro stations: -

4.1 All e-rickshaws, to be operated to & fro the metro stations, to be registered with the appropriate authority with valid fitness certificate. The model of the e-rickshaw must be duly approved as per the statutory provisions.

4.2 The drivers of the e-rickshaws shall have a valid license issued by the appropriate authority.

- 4.3 The Operator is required to obtain Police verification of all the drivers with particulars / antecedents duly verified from the Police and the same shall be kept with the vehicle at all times.
- 4.4 The Operator is required to display the photographs of the authorized driver(s) in the e-rickshaws.
- 4.5 All the Drivers / Other staff deployed for running the e-rickshaws shall be required to possess valid licenses, wherever required, from appropriate authorities, display valid ID Card, wear uniform in prescribed colour with identification name badges.
- 4.6 The Time Schedule for the operation of e-rickshaw services as last mile connectivity from the Delhi Metro stations shall be 10 minutes prior & post departure of first & last metro train respectively from the respective stations.
- 4.7 As far as practicable, the fleet operator shall arrange to run the e-rickshaws as per the defined / agreed frequency.
- 4.8 Relevant helpline numbers should be displayed on the e-rickshaws. This shall include Operator's helpline number to address the 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 performa, about the complaints / suggestions received from general public / commuters on monthly basis.
- 4.9 The name, address and telephone number of e-rickshaw owner shall be displayed on the e-rickshaw at an appropriate place.
- 4.10 The Operator is required to display on the e-rickshaw, the last mile connectivity route and applicable ticket charges for the journey undertaken.
- 4.11 Reports pertaining to passengers served & revenue generated, etc. shall be generated on daily basis by the Operator preferably through electronic media. The Operator shall be required to share the same with DMRC whenever asked.
- 4.12 The Operator is required to follow all statutory provisions and directions applicable from time to time towards traffic regulation.
- 4.13 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.
- 4.14 The Operator is required to appoint a Manager for the project for day to day management of the activities including timely receipt and dispatch of last mile connectivity services.
- 4.15 The Operator shall ensure proper cleanliness of the e-rickshaws during their operation.
- 4.16 The Operator shall ensure that the drivers and 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.

- 4.17 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 e-rickshaws 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 impinging DMRC, the Operator shall be required to take adequate comprehensive passenger liability insurance at its own cost.
- 4.18 The Operator shall be required to maintain all fittings and accessories in excellent working condition with specific attention to ensure provision of 1 Fire extinguisher of applicable type and 1 First Aid box.
- 4.19 The Operator is required to deal with other similar services providers at the station for Operation of last mile connectivity.
- 4.20 All applicable rules & regulations on various aspects of Operation of e-rickshaws for last mile connectivity services and associated activities shall be followed by the Operator.
- 4.21 The e-rickshaw driver shall charge pre-defined fares fixed from time to time by the concerned State Transport Authority. In case no such notification is there from the concerned State Transport Authority or any other appropriate authority, the fares, for shared rides, as earmarked in Annexure-A shall be applicable.
- 4.22 The ownership of vehicle shall not be transferable except under the provisions of the Motor Vehicles Act and that too with prior approval of DMRC.
- 4.23 Operator should be able to offer payment integration with DMRC through Delhi Metro Smart Card.
- 4.24 Operator's Smart-phone App for booking ride should have facility of sending one click SOS message in cases of an emergency.
- 4.25 In case of breach of any of the terms by the Operator or unsatisfactory performance or violations as observed by DMRC during routine inspections, DMRC may withdraw the permissions at any point of time without assigning any reasons.
- 4.26 E-rickshaw service operator shall run the services from those Delhi Metro stations only wherein plying of e-rickshaws are not prohibited on the adjacent / nearby roads to the metro stations. Further no two Operators shall be allowed to provide services from common stations.

## **5.0 FACILITIES TO BE PROVIDED BY DMRC**

- 5.1 DMRC may provide space, subject to availability & feasibility, on technical & commercial terms [including Security Deposit] as decided by DMRC, for movement / stabling of e-rickshaws and also for installation of battery charging infrastructure. Rental for the space for stabling / parking / battery charging of e-rickshaws shall be pro-rate to the applicable license fees for nearest parking lots of DMRC and the same shall be revised as & when any change in license fees of parking lot happens.

- 5.2 Based on Operator's request, DMRC may spare electricity load, subject to feasibility / availability, for setting up battery charging infrastructure within the DMRC's allotted land. For the purpose, the Operator shall be required to tap the electricity from the DMRC's Distribution Board / Point and the Operator has to bear all costs related with provision of electricity supply or its augmentation. The provision of electricity shall be on chargeable basis. Further, all related clearances for setting up battery charging infra has to be obtained by the Operator from appropriate authorities.
- 5.3 Use of DMRC name and DMRC logo on the e-rickshaws will not be permitted, unless specifically approved by DMRC based on request from the Operator.
- 5.4 The arrangement shall initially be for a period of 5 years, unless extended, from the date of agreement / MOU between the Operator and DMRC.

## **6.0 SPECIAL DISPENSATION**

- 6.1 DMRC may facilitate the e-rickshaw Operator in obtaining clearances from concerned authorities.
- 6.2 DMRC may allow the Operator to place limited number of non-commercial signage, as per DMRC's discretion, within the DMRC premises / land, for information to metro commuters about the availability of services. All costs associated for the purpose needs to be borne by the Operator.
- 6.3 No subsidy shall be provided by DMRC for procuring e-rickshaws / charging infrastructure.

## **7.0 PROCEDURE FOR APPLICATION**

- 7.1 Interested Applicants may submit their proposal addressed to: -  
**Office of the General Manager / Last Mile Connectivity**  
Delhi Metro Rail Corporation Ltd.  
9/11, Mall Road, Near Vishwavidyalaya Metro Station, New Delhi-110054.
- 7.2 The proposal should be submitted in a sealed envelope duly superscribed 'LAST MILE CONNECTIVITY FROM DELHI METRO STATIONS BY E-RICKSHAW SERVICES' with the following documents: -
- 7.2.1 General Information of the Applicant (As per Annexure-B) along with Memorandum of Association and Article of Association, in case the Applicant is a Company.
- 7.2.2 Power of Attorney authorizing the signatory to submit the Application.
- 7.2.3 Signed & stamped copy of this EoI document as token of acceptance of all terms & conditions.
- 7.2.4 2 passport size photographs along with 3 specimen signatures of authorized signatory.
- 7.2.5 Copy of PAN Card & GST Regn. Certificate of Applicant / Applicant's company.
- 7.2.6 A cancelled cheque of the Applicant / Applicant's Company.
- 7.2.7 Affidavit duly certified by Chartered Accountant to be submitted mentioning availability of fleet size (with details like registration number of e-rickshaws, Owner(s) name, date of registration of e-rickshaw(s) and authority by whom the e-rickshaws have been registered), related experience and availability of operational Smart-phone App

with 'Name of the App' having facility of e-payment, is to be submitted. The affidavit should be on a stamp paper of Rs.100/- (India Non Judicial) duly notarized and signed by authorized signatory of the Applicant.

- 7.2.8 Demand Draft of Rs.5,900/- (non-refundable) drawn in favour of Delhi Metro Rail Corporation Ltd. and payable at New Delhi.
- 7.3 The finalization of e-rickshaw Operator(s) and the stations from which the selected Operators would run the services for provision of last mile connectivity to and fro Delhi Metro stations shall be made at the sole discretion of DMRC.
- 7.4 DMRC reserves the right to curtail, expand, prepone, postpone the process 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 shall have 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.



**FARES OF E-RICKSHAWS OPERATED TO & FRO METRO STATIONS [FOR SHARED RIDES]**

<b>S/N</b>	<b>DISTANCE</b>	<b>FARE *</b>	<b>REMARKS / EXAMPLE</b>
1.	0-2 KMS	Rs.10/-	Rs.10/- up to 2 KMS
2.	Every subsequent KM	Rs.5/- per KM	Rs.15/- for distance > 2 KMS and up to 3 KMS Rs.20/- for distance > 3 KMS and up to 4 KMS and so on .....

\* The above fares shall prevail in case no such notification is there from concerned State Transport Authority. In other cases, notified fares from the concerned State Transport authority shall prevail.

**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.