

Request for Proposal (RFP)



**Empanelment of Banks/FIs for
Issuance of
National Common Mobility Card (NCMC) by Integrating with
Existing Automatic Fare Collection System (AFCS) having ETM Machines
for travelling in
all the Public Transport System in Delhi
for various categories**

Tender Ref. No.:RFP/ITD/2511/2

**Delhi Transport Corporation
(Govt. of NCT of Delhi)**

IT Department, DTC HQs, IP Estate, New Delhi - 110002

E-mail ID: dcgmit@dtc.nic.in

Website: <https://dtc.delhi.gov.in>

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1. Table- NIT - Important Information / Time schedule

S. No.	Subject	Description
1	Description of Work	RFP for Empanelment of Banks/FIs {Bidder(s)} for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories
2	Organization	Delhi Transport Corporation, IT Department, IP Estate, New Delhi – 110002
3	Reference Number	RFP/ITD/2511/2
4	Inviting Authority	Dy.CGM(IT)
5	Bid Document Availability including Corrigendum(s)/ amendments, if any to be issued	https://govtprocurement.delhi.gov.in and https://dtc.delhi.gov.in
6	Bid Submission Mode	Open through e-procurement portal of GNCTD at https://govtprocurement.delhi.gov.in
7	Date of Publication	18.11.2025 (Tuesday)
8	Last date of submission of Pre-bid Queries	On or before 25.11.2025 (Tuesday) 1200 hrs. All communications regarding points / queries requiring clarifications shall be given by e-mail. Format for seeking clarification is enclosed as Form-6 (in Excel only).
9	Pre-bid meeting Date & Venue	28.11.2025 (Friday) from 1200 hrs. onwards through VC or in person. Invite will be sent to the emails given by Bidder(s).
10	Corrigendum (If any)	Published on 02.12.2025 (Tuesday) by 1500 hrs.
11	Last Date & Time for submission of bids	10.12.2025 (Wednesday) up to 1200 hrs.
12	Date, Time & Venue for opening of Technical Bids	10.12.2025 (Wednesday) up to 1500 hrs. at Dy. Manager(Tender Cell), Room No. 207, Delhi Transport Corporation, Head Quarters, IP Estate, New Delhi – 110002. Authorized representatives of Bidder(s) may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder(s) representatives.
13	Date, Time & Venue for opening of Commercial Bids	Price bid of technically qualified Bidder(s) only will be opened on a subsequent date under intimation to the qualified Bidder(s).
14	Earnest Money Deposit (EMD)	Rs. 5,00,000 (Rs. five lakh only)
15	Contact Person, Address and Email	Deputy Chief General Manager (IT), Room No. 120, DTC HQs, IP Estate, New Delhi-110002, Email: dcgmit@dtc.nic.in managerit2@dtc.nic.in
16	Bid Validity	180 days

Special Instruction:

1. All the pages of the bid/response should be numbered and signed & stamped by the authorized signatory of Bidder(s).
2. Total number of pages of submitted proposal should be indicated in the covering letter.
3. The above schedule is subject to change. Notice of any changes will be uploaded on e-procurement portal, GNCTD & DTC's Official Website.

Disclaimer

- This document is neither an agreement nor an offer by Delhi Transport Corporation (hereinafter referred to as DTC or DTC) to the prospective Bidder(s) (hereinafter referred to as Bank/Fl). The purpose of this document is to provide information to the interested parties that may be useful to them in the formulation of their proposal.
- DTC does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this document and it is not possible for DTC to consider particular needs of each party who reads or uses this document. This includes statements which reflect various assumptions and assessments arrived at by DTC in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. Each prospective applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this document and obtain independent advice from appropriate sources.
- DTC will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of Agreement, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this document, any matter deemed to form part of this document, the award of the assignment, the information and any other information supplied by or on behalf of DTC or their employees, any Agency or otherwise arising in any way from the selection process for the assignment. DTC will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon any statements contained herein.
- DTC will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that DTC is bound to select an applicant or to appoint the selected applicant, as the case may be, for the services and DTC reserves the right to accept/reject any or all of proposals submitted in response to this document at any stage without assigning any reasons whatsoever. DTC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Application.
- The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. DTC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- DTC reserves the right to change/ modify/ amend any or all provisions of this document. Such revisions to the RFP document will be made available on the website of e-procurement portal of GNCTD and DTC official website. Any such corrigendum or Addendum shall be deemed to be incorporated into this RFP.

2. INVITATION TO BID

- 2.1 This RFP is issued by Delhi Transport Corporation, IT Department, (herein after referred to as 'DTC'), having its Head Quarters at IP Estate, New Delhi-110002 for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories for a period of Five Years.
- 2.2 This invitation of Bids is limited to vendor(s) having presence in India, provided Bidder(s) who meets the eligibility criteria given in this RFP and willing to provide the Service as required in this RFP. The interested Bidder(s) who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP.
- 2.3 Address for submission of online Bids, contact details including email address for sending communications are given in Table of Contents/Time Schedule of this RFP.
- 2.4 The purpose of DTC behind this RFP is to seek a detailed technical and commercial proposal for empanelment of multiple Bidder(s) for *"Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories"*.
- 2.5 This RFP document shall not be transferred, re-produced or otherwise used for purpose other than for which it is specifically issued.
- 2.6 The DTC shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP, Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
- 2.7 Interested Bidder(s) are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder(s) will be entirely at DTC's discretion.
- 2.8 As per the ridership data for the last six (06) months from January 2025 to June 2025 for both DTC and Cluster Buses, the average daily ridership has been assessed at approximately 14.25 Lakh for male passengers and 14.79 Lakh for female passengers, excluding Monthly Pass commuters. This data is being provided solely for indicative and reference purposes to enable the Bidder(s) to estimate the potential volume of Smart Card issuance. DTC/TD shall not be held liable or responsible in any manner whatsoever in case of any variation in the actual ridership and/or Smart Card issuance, and the Bidder(s) shall not be entitled to raise any claim, demand, or compensation on account of reliance placed on this data, either during or after the execution of the Contract.
- 2.9 DTC is presently issuing Monthly Passes across various categories, under which approximately 7.3 Lakh General Category Passes and 3.5 Lakh Concessional Category Passes have been issued during the Financial Year 2024–25. The aforesaid information is being provided strictly

for informational and reference purposes only. The figures mentioned herein do not create any commitment or warranty, express or implied, on the part of DTC/TD. The Bidder(s) acknowledges and agrees that no claim, right, or cause of action shall arise against DTC/TD in future on account of any discrepancy, deviation, increase, or decrease in the actual number of passes issued or passengers availing such passes.

3. Introduction & Background

3.1. About the Department

Transport Department, GNCTD, presently, is in the process of induction of 5780 electric buses (2840 DTC + 2940 Cluster). In addition, 2442 CNG Buses (692 DTC + 1750 Cluster) are in operation, 692 CNG DTC buses would gradually go out of road due to life coverage by the end of 2025 and 1750 CNG Cluster buses by 2030-31. A total of 81 Depots are in operation (44 DTC Depots + 37 Cluster Depots). Depots are further divided into four regions e.g. North, East, West and South each headed by a Regional Manager and each depot is headed by a Depot Manager. In addition, 40 Pass Sections are in operation across Delhi.

3.2. About the Project

DTC invites bids for Empanelment from eligible and reputed Bidder(s) for Issuance of Smart Cards (NCMC Open Loop) for travelling in all the Public Transport System in Delhi for the following categories: -

Target Group / Main Category	Sub Category	Type of Card	Bus Travel in Delhi	Metro /Other Public Tpt.	KYC Requirement*	Mode for Applying/ Obtaining
Pink NCMC Smart Card for Women /Transgender*	Zero KYC (Mobile & Aadhaar Card Linked)	NCMC Prepaid Card	Free in DTC/Cluster buses	Paid (top-up required)	Zero KYC (Mobile OTP & Delhi Based Aadhaar OTP required)	Direct by Bidder(s) or DTC/ other authorized centers
Blue General NCMC Smart Cards for All (any Gender)	Zero KYC (Mobile Linked)	NCMC Prepaid Card	Paid (top-up required)	Paid (top-up required)	Zero KYC (Mobile OTP required)	Direct by Bidder or DTC /other authorized centers
Orange Monthly Pass NCMC Smart Card for General & Concessional Category Commuters**	Full KYC (Personalized with Photo & Name, Mobile, Aadhaar etc.)	NCMC prepaid cards/ NCMC Debit Cards	Free in DTC/Cluster buses during pass validity period	Paid (top-up required)	Full KYC (Mobile, Name, Aadhaar Photo etc.).	Direct by Bidder(s)

* A certificate from District Magistrate under section 5 & 6 of the “Transgender Person Protection Rights Act-2019” is to be checked & uploaded.

** General & Concessional Passes shall be issued as per details mentioned in **Annexure-D &**

Annexure-C

The Bidder(s) shall provide the above NCMC cards (Open Loop) categories data through API to the TD/DTC on real time basis. DTC itself or through its AFCS provider shall compile this data for MIS purposes etc. Further, the Bidder(s) will also be responsible for the issuance of such National Common Mobility card (NCMC) cards at the locations as prescribed above in the table.

4. Instructions to the Bidder(s)

4.1. General

1. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidder(s) must form their own conclusions about the solution needed to meet requirements.
2. All information supplied by Bidder(s) may be treated as contractually binding on the Bidder(s), on successful award of the assignment by DTC on the basis of this RFP.
3. No commitment of any kind, Contractual or otherwise shall exist unless and until a formal written Agreement has been executed by or on behalf of DTC. Any notification of preferred Bidder(s) status by DTC shall not give rise to any enforceable rights by the Bidder(s). DTC may cancel this public procurement at any time prior to a formal written Agreement being executed by or on behalf of DTC.
4. NCMC Smart Cards are also to be used in Cluster Buses, where AFCS is presently not operational. Hence, the usage of NCMC Cards in Cluster Buses shall commence only after AFCS implementation, and no claim of any sort shall be entertained against TD/DTC on this account.
5. **Acceptance / Rejection and Introduction of NCMC Card Categories:** - TD/DTC shall have the sole and absolute discretion to accept or reject, either in whole or in part, any category of NCMC Card prescribed under this RFP, without being under any obligation to provide justification or reasons thereof. TD/DTC further reserves the unfettered right to introduce, modify, or discontinue any category of NCMC Card at any time during the currency of the contract. The successful Bidder(s) shall be bound to comply with such directions, instructions, or modifications as may be issued by TD/DTC from time to time, and no claim, demand, or compensation of whatsoever nature shall lie against TD/DTC on account of such acceptance, rejection, or introduction of new categories.

4.2. Compliant Proposals and Completeness of Response

1. Bidder(s) are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
2. Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidder(s) must:
 - i) Include all documentation specified in this RFP;

- ii) Follow the format of this RFP and respond to each element in the order as set out in this RFP;
- iii) Comply with all requirements as set out within this RFP;

4.3. Code of Integrity

No official of Bidder(s) shall act in contravention of the codes which includes:

1. Prohibition of:
 - i) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - ii) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - iii) any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
 - iv) improper use of information provided by the procuring entity to the Bidder(s) with an intent to gain unfair advantage in the procurement process or for personal gain.
 - v) any financial or business transactions between the Bidder(s) and any official of the procuring entity related to tender or execution process of Agreement; which can affect the decision of the procuring entity directly or indirectly.
 - vi) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - vii) obstruction of any investigation or auditing of a procurement process.
 - viii) making false declaration or providing false information for participation in a tender process or to secure a Agreement;
2. Disclosure of conflict of interest.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a Bidder(s) or prospective Bidder(s), as the case may be, has contravened the code of integrity, may take appropriate measures.

4.4. Consortium/ Joint Venture

Consortium/ Joint Venture is not allowed for this bid.

4.5. Earnest Money Deposit (EMD)

1. An EMD of Rs.5,00,000 (Rs. Five Lakh only) in the form of Bank Guarantee/Demand Draft/Banker's Cheque or Fixed Deposit Receipt, from any of the Scheduled Bidder(s) only drawn in favour of "MD, Delhi Transport Corporation" is to be submitted on or before last date of bid submission without which the proposals shall

be rejected as non-responsive. Firms having local MSME/Start Ups are exempted from submission of EMD as per GFR,2017.

2. Bid not accompanied by EMD shall be rejected as non- responsive.
3. **EMD Exemption:** The Bidder(s) seeking EMD exemption, must submit the valid supporting document under MSE category, only manufacturers for goods & Bidder(s) for Services and StartUps recognized by the DPIIT and Public Sector Banks (PSBs) are eligible for exemption from EMD.
4. No interest shall be payable by DTC on EMD.
5. The EMD of the unsuccessful Bidder(s) would be returned back within one month of signing of the Agreement with successful Bidder(s).
6. In case of the Selected Bidder(s), EMD shall be retained till the selected Bidder(s) submits Performance Security as per relevant clause.
7. Forfeiture of EMD- The EMD shall be forfeited by the DTC in the following events:
 - i. If the firm does not start the work as per stipulated timelines or withdraws its bids during the period of Bid validity or prior to award of work.
 - ii. If a Bidder(s) engages in a corrupt practice, fraudulent practice, coercive/collusive practice, undesirable practice or restrictive practice.
 - iii. In case Selected Bidder(s) fails to submit / furnish the Performance Security within the prescribed timeline of document.
 - iv. In case the Selected Bidder(s), commits any breach thereof prior to furnishing the Performance Security.

4.6. Performance Security

1. The selected Bidder(s) will be required to furnish Performance Security @ Rs.20,00,000 (Rupees Twenty Lakhs only) in the form of Bank Guarantee/ Bank Draft / Bankers cheque in favor of "Delhi Transport Corporation" on any Nationalized/ Scheduled Commercial Bank payable at Delhi.
2. All charges whatsoever such as premium, commission, etc. with respect to the Performance Security shall be borne by the selected Bidder(s).
3. The Performance Security shall be submitted by the selected Bidder(s) within 15 days from the date of award of Agreement.
4. If the selected Bidder(s) fails or neglects to observe or perform any of his obligations under the Agreement, the Performance Security furnished by the selected Bidder(s) shall be forfeited by DTC.
5. In case of any extension of Agreement, Agreement obligation period, the selected Bidder(s) shall be liable to suitably extend the validity of the Performance Security.
6. The Performance Security may be discharged/ returned by DTC after satisfied due

performance & obligations of the selected Bidder(s) as per the Agreement T&C. However, no interest shall be payable by DTC on the Performance Security. Validity period of Performance Security should be up to 60 days beyond period of Agreement.

7. DTC shall also be entitled to make recoveries from Performance Security, in-line with relevant Penalty Clause.
8. The selected Bidder(s) shall be responsible for extending the validity date and claim period of the Performance Security as and when it is due on account of non-completion of the service during the work order period.

4.7. Pre-Bid Meeting

1. A pre-bid meeting is scheduled to be held through physical/Video Conference on date and time mentioned in the NIT. Bidder(s) designated representatives (maximum two persons) may attend the pre-bid meeting.
2. The purpose of the meeting will be to clarify the doubts raised by the probable Bidder(s).
3. The Bidder(s) is requested to submit queries/clarifications to the DTC to the email ids mentioned in the Time Schedule in the NIT above and format provided in Form-6.
4. The “Replies to the Queries” along with amendments, if any, will be published on e-procurement & DTC website and will form part of the Bidding document.

4.8. Amendment of bidding documents

1. At any time prior to the deadline for submission of bids, the DTC, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder(s), may modify/ cancel/ extend/ amend the Bidding Document by modification(s) / amendment(s).
2. Any bid submitted by a Bidder(s) under this RFP process cannot be withdrawn / modified after submission of the bids.

4.9. Clarification of Bids

1. During evaluation of the bids, the DTC may, at its discretion, seek clarification from the Bidder(s). The request for clarification and the response shall be in writing/ by email, and no change in the substance of the bid shall be sought, offered, or permitted.
2. The Bidder(s) shall make their own interpretation of any and all information provided in the Bidding Document. The DTC shall not be responsible for the accuracy or completeness of such information and/or interpretation.
3. Although certain information are provided in the Bidding Document, however, Bidder(s) shall be responsible for obtaining and verifying all necessary data and information, as required by them. The DTC shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of DTC in this regard shall be final.

4.10. Tenure of the Empanelment of the Bidder(s)

The empanelment of the selected Bidder(s) shall be initially valid for a period of **five (5) years** from the date of issue of Letter of Empanelment. The tenure may be **extended by the Authority** for the further period on yearly basis, on the same terms and conditions, subject to satisfactory performance and mutual agreement. DTC reserves the right to:

1. **Review the performance** of the empanelled Bidder(s) periodically.
2. **Terminate the empanelment** at any stage during the tenure if the Bidder(s) is found to be non-compliant with the terms of engagement or is underperforming.
3. **Any extension or termination shall be communicated in writing by the Authority at least thirty (30) days in advance.**

4.11. DTC's Rights

The DTC reserves the right to:

1. Amend, modify, or cancel this RFP and to accept or reject any or all proposals without assigning any reason and to annul the RFP process/ Public procurement process, prior to award of Agreement, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such action.
2. Change any of the scheduled dates stated in this RFP.
3. Reject proposals that fail to meet the RFP requirements.
4. DTC may terminate the RFP process at any time and without assigning any reason. DTC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

4.12. Language

The Proposal should be filled by the Bidder(s) in English language only.

4.13. Submission of Proposals

1. The Bidder(s) should submit their responses as Technical & Commercial Proposal through online mode only.
2. All pages of the bid shall be initialed and stamped by the authorized signatory of the Bidder(s) on the relevant pages (applicable for scanned copy upload) and the document should also be digitally signed by the authorized signatory of the Bidder(s).

4.14. Proposal Preparation Costs

1. The Bidder(s) shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by DTC to facilitate the evaluation process, and in negotiating a

definitive Agreement or all such activities related to the bid process.

2. DTC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.15. Submission of Proposals

1. The Bidder(s) should submit their responses as Technical Proposal and Financial Proposal through online mode only. Please Note that Prices should not be indicated in the Technical Proposal.
2. The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder(s) itself. Any such corrections must be initiated by the authorized person who sign(s) the bid.
3. In case of any discrepancy observed by DTC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, DTC may ask the Bidder(s) for resubmission of such documents.
4. Bidder(s) should go through the tender document carefully to understand the documents required to be submitted as part of the bid and corrigendum/addendum published on the tender document before submitting their bids.
5. All the pages of the Proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder(s) Proposal.
6. Bidder(s), in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.
7. Bidder(s) should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder(s) will be responsible for any delay due to other issues.
8. Bidder(s) are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the BOQ file is found to be modified by the Bidder(s), the bid will be rejected.
9. Prices quoted must be firm till the completion of the Agreement.

4.16. Late Bids

1. Bidder(s) needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-procurement portal of Delhi. The bids submitted physically or by e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
2. DTC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the e-procurement portal of Delhi. It is the responsibility of the Bidder(s) to ensure submission of bid much prior to the deadline and report the

issues (If any) in the help desk for resolution, so as to avoid last minute rush.

3. DTC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

4.17. Bid Validity

The offer submitted by the Bidder(s) should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected Bidder(s) will be for entire Agreement period as mentioned in the RFP and the extension period, if any.

4.18. Evaluation Process

1. Tenders for this Agreement will be assessed in accordance with Least Cost Selection (LCS i.e. L1) system.
2. DTC will constitute a Proposal Evaluation Committee to evaluate the responses of the Bidder(s).
3. The Proposal Evaluation Committee constituted by DTC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
4. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, only those who qualify, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents.
5. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
6. The Proposal Evaluation Committee may ask for meetings with the Bidder(s) to seek clarifications on their proposals, if required.
7. The Bidder(s) understands that if at any stage, information provided by the Bidder(s) is found to be inaccurate, Proposal Evaluation Committee may, at its discretion, disqualify the Bidder(s).
8. The Bidder(s) understands that DTC retains the right to ask to demonstrate certain scenarios, details of which will not be provided in advance, the right to reject the offer at any stage of the process without assigning any reasons and DTC will not be liable to pay any costs incurred by the vendor during technical verification process.
9. The Offer shall first be given to the L1 Bidder(s). In case DTC decides to empanel more than one Bidder(s), the opportunity shall be extended to other technically qualified Bidder(s) strictly in the order of their ranking (i.e., first to L2, then L3, then L4, and so

on). If any Bidder(s) in this sequence declines to match the L1 quoted rates, the offer shall automatically move to the next ranked Bidder(s). Only those Bidder(s) who agree to match the L1 quoted rates shall be empanelled. All such empanelled Bidder(s) shall be required to deposit the prescribed Performance Security amount.

10. The decision regarding offer & empanelment beyond L1, selection of additional Bidder(s), and determination of the maximum number of Bidder(s) to be empanelled shall rest exclusively with TD/DTC and shall be final and binding on Bidder(s).

4.19. Integrity Pact

No sums, in cash or kind, have been paid or shall be paid, by Bidder(s) or on its behalf, to any person by way of fees, commission or otherwise for entering into this Agreement or for influencing or attempting to influence any officer or employee of DTC in connection therewith. For this purpose, DTC will sign integrity pact separately with Bidder(s).

4.20. Fraud and Corruption

DTC observe the highest standard of ethics during the selection and execution of such Agreements. In pursuance of this policy, the DTC defines, for the purpose of this provision, the terms set forth below as follows:

1. "Corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in Agreement execution;
2. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a Agreement to the DTC; and includes collusive practice among Bidder(s), prior to or after bid submission, designed to establish bid prices at artificially high or non- competitive levels and to deprive the DTC of the benefits of free and open competition.
3. "Collusive practices" means a scheme or arrangement between two or more Bidder(s), with or without the knowledge of the DTC, designed to establish prices at artificial, non- competitive levels;
4. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of an agreement;
5. Measures to be taken by the DTC
 - i. The DTC may terminate the Agreement if it determines at any time that representatives of the Bidder(s) were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that Agreement, without the Bidder(s) having taken timely and appropriate action satisfactory to the DTC to remedy the situation;
 - ii. The DTC may also sanction against the Bidder(s), including declaring the Bidder(s) ineligible, either indefinitely or for a stated period of time, to be empanelled if it

at any time determines that the Bidder(s) has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a DTC Agreement.

4.21. Modifications or Variations

Any modification or variation of the terms and conditions of this Agreement, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party. For any modification or variation, firstly written consent of the DTC is required.

4.22. Force Majeure

For the purposes of this Agreement, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non- performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government.

4.23. General Confidentiality

Except with the prior written consent of the DTC, the Bidder(s) and the Personnel shall not at any time communicate to any person or entity any confidential information acquired, stored and received from DTC in the course of the Services, nor shall the Bidder(s) and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

4.24. Dispute Resolution & Jurisdiction

1. The DTC shall make every effort to resolve amicably by direct informal negotiation on any disagreement or dispute arising between them under or in connection with the Agreement.
2. If, after thirty (30) days from the commencement of such informal negotiations, the DTC and the selected Bidder(s) have been unable to resolve amicably an agreement dispute, the dispute should be referred to the MD, DTC for resolution.
3. All disputes, differences, or claims arising out of or in connection with this RFP, including its interpretation, execution, or termination, shall be subject to litigation before the competent Trial Court having jurisdiction at Delhi/New Delhi. The courts at Delhi/New Delhi shall have exclusive jurisdiction in all such matters.

4.25. Liquidated Damages

Time is the essence of this project. The Bidder(s) shall be liable to pay DTC Liquidated Damages (LD) for delay in implementation as specified in the Project Implementation Schedule.

Bidder(s) shall have to pay liquidated damages to DTC at the rate of one (1) percent per week for late rollout to be deducted from the Performance Security.

There shall be an upper ceiling of maximum amount equal to the Performance Security amount deposited by the Bidder(s). The liquidated damages as applicable shall be deducted from the Performance Security deposited by the selected Bidder(s).

- a. In case of shortfall in the uptime / SLA, etc. the payment shall be adjusted as per the credits specified in SLA clause.
- b. The Bidder(s) agrees and considers that the liquidated damages set out herein above are fair and reasonable and that he will raise no objection or dispute with regard to DTC's right to recover the liquidated damages.
- c. Liquidated Damage is not applicable for the reasons attributable to DTC and Force Majeure.
- d. DTC may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder(s) in its hands (which includes the DTC's right to claim such amount against Bidder(s) Performance Security) or which may become due to the Bidder(s). Any such recovery or liquidated damages shall not in any way relieve the Bidder(s) from any of its obligations to complete the works/services or from any other obligations and liabilities under the Agreement.

4.26. Exit Management / Transition Support

- a. During the acceptance test, the Bidder(s) shall provide at least two expert personnel at the site on a full time basis, in addition to such other personnel as may be deployed at the site by the Bidder(s) for performance of this Agreement. These personnel shall be responsible for all transition supports, necessary to complete the acceptance test on the Systems.
- b. The Bidder(s) shall provide a comprehensive exit management/transition out plan to ensure smooth transfer of the services so as to continue to meet DTC's business requirements in a way that minimizes unplanned business interruptions.
- c. The Bidder(s) shall include a project plan ("Transition Project Plan") indicating the tasks, timeframes, resources, and responsibilities associated with the transition activities.
- d. The Bidder(s) shall ensure that all the documentation required for smooth transition including configuration documents are kept up to date and is made available to DTC at regular intervals as well as during the exit management process.

4.27. Termination

- a. DTC may at any time terminate this Agreement after giving notice of 30 days, if the Bidder(s):
 - i. has winding-up or insolvency proceedings commenced against it which are not withdrawn within 14 (fourteen) days of such commencement;
 - ii. is placed in voluntary liquidation
 - iii. has change in its ownership or control so as to materially impede its ability to discharge its obligations under this agreement; or,
 - iv. is not able to perform any or all of its Contractual obligations pursuant to any reason or Force Majeure.
- b. Forthwith on the expiry or earlier termination of this Agreement, each Party shall, return to the other party all documents and materials, belonging to the other party with regard to this Agreement.

4.28. Miscellaneous Provisions

1. The Bidder(s) shall notify the DTC of any material change in their status, in particular, where such change would impact on performance of obligations under this Agreement.
2. The Bidder(s) shall at all times indemnify and keep indemnified the DTC against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project.
3. The Bidder(s) shall not make or permit to be made a public announcement or media release about any aspect of the Agreement.
4. Financial Transaction related-
 - a) The concerned Bank/FI shall be responsible for any miss transaction/refund due to technical glitches.
 - b) The DTC will not be responsible in case of insolvency issues/bankruptcy issues. The Bank will inform DTC prior than declaring.
 - c) The bank will be responsible for refund in case of double/wrong transactions by the customer in case of complaint raise.
 - d) The Corporation (DTC) shall recover from the Bank (s) qua any kind of loss whatsoever and damages due to aforesaid reasons.

4.29. Signing of Agreement

The parties shall enter into an Agreement, incorporating all clauses, pre-bid clarifications and the proposal of the Bidder(s), between DTC and the successful Bidder(s).

4.30. Compliance to applicable Laws

Bidder(s) shall comply with the provision of all laws including Information Technology Act (as amended), labour laws, rules, regulations and notifications issued there under from

time to time. The successful Bidder(s) shall also comply with Delhi Govt. policies like IT policy, Information Security policy, Cyber Security Policy, Digital Personal Data Protection Policy etc. in key concern areas relevant to the RFP, details of which shall be shared with the successful Bidder(s).

4.31. Workmen Safety and Insurance

The Bidder(s) shall alone be fully responsible for safety and security and insurance or life insurance of their personnel who is working on the project. The Bidder(s) shall adhere to all the extant labour laws.

4.32. Correspondences

Bidder(s) shall nominate a Project Manager immediately on acceptance of the order, whom shall be the Single Point of Contact (SPoC) for the project at Delhi. However, for escalation purpose, details of other persons shall also be given. The Project Manager nominated by the Bidder(s) should have prior experience in implementing similar systems in the past.

4.33. Indemnity Clause

If at the time of the supplying the goods or services or installing the platform/ software in terms of the present agreement / order or subsequently it appears at any point of time that an infringement has occurred of any right claimed by any third party in India or abroad, then in respect of all costs, charges, expenses, losses and other damages which the DTC may suffer on account of such claim, the Bidder(s) shall indemnify the DTC and keep it indemnified on that behalf.

4.34. Data Ownership

The customer data (Name, Mobile No. etc.), card data (Card numbers, Card Track Details) is exclusively the property of DTC. The ownership of the data will also include all data related to Cards.

5. Eligibility Criteria

5.1. Only competent vendors meeting the respective technical requirement stated hereunder shall be qualified for the project:

S. No.	Criteria	Specific Requirement	Supporting Documents to be submitted
1.	Legal Status	The Bidder should be registered as a Bank/Financial Institutions in India.	• Copy of Certificate of Incorporation/Registration. • Copy of RBI license for prepaid issuance
2.	Turnover	The average annual financial turnover of the Bidder during the last three financial years, should be minimum of Rs. 3 Crore (Rs Three Crore) in last three	• Copy of audited Profit & Loss Statement • Turnover certificate from CA

		financial years ending at 31 st March 2025 (i.e. 2022-23, 2023-24 & 2024-25).	
3	Technical Capability/ Past Experience	The Bidder should have issued at least One-lakh Debit/Credit/NCMC cards up to 31 st October'2025.	Certificate from the system auditor or Bidder.
4.	Blacklisting	The Bidder must not be blacklisted/debarred by any State Govt./ Central Govt./ PSU / other institution in India at the time of bid submission.	Under taking as per Form-3.
5.	Regulatory Compliance	Must be NPCI-certified for NCMC issuance and integrated with NPCI infrastructure	Copy of NPCI certification
6.	Operational Presence	Functional branch offices/ BC network / Partner network service support in Delhi	Certificate with details of Delhi branch presence

*** Commercial bids of only the successful technical qualified Bidder(s) will be opened for evaluation.**

5.2. Evaluation of Commercial Bids

1. The Commercial Bids of technically qualified Bidder(s) will be opened on the prescribed date in the Conference Room of Delhi Transport Corporation, Head Quarters, IP Estate, New Delhi – 110002. The Bidder(s) representatives may also attend.
2. Only fixed price financial bids indicating total prices as asked in the Commercial Bid of the RFP document, however deliverables are mentioned in 3.2 and services specified in this bid document will be considered.
3. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
4. Any conditional bid would be rejected.
5. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
6. DTC reserves the right to negotiate the price with the finally short-listed Bidder(s) before awarding the Agreement.
7. All deliberations and evaluations performed by DTC will be strictly confidential and will be maintained as property of DTC exclusively and will not be available for discussion to any respondent of this RFP.
8. Any time during the process of evaluation, DTC may seek specific clarifications from any or all Bidder(s). Any decision in this regard by the DTC shall be final, conclusive and binding on all the Bidder(s).
9. Bid will be evaluated by a Committee of Officers of the DTC. It is DTC's discretion to decide at the relevant point of time.

10. If the commercial quote is incomplete either for not providing quote for required services. The DTC may in its absolute discretion disqualify a Bidder(s) whose commercial quote is found to be incomplete.

5.3. Correction of Error in Commercial Bid

DTC reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed, it will be rectified on the following basis:

1. Price quoted by Bidder(s) in figures in e-procurement portal will be considered for commercial evaluation instead of price breakup submitted. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
2. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
3. If there is discrepancy in the total arrived at (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the DTC and the same will prevail over the total furnished by the Bidder(s).
4. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
5. If the Bidder(s) does not accept the correction of errors, the bid will be rejected and EMD may be forfeited.

5.4. Award / Empanelment Criteria

1. DTC will empanel Bank/FI on the uniform rates for all category of Smart Cards (NCMC). The Bidder(s) other than L1 Bidder who are technically qualified and accepting the L1 rate shall also be empanelled.
2. The first offer shall be extended to the L1 Bidder. If DTC decides to empanel more than one Bidder, the offer shall then be extended to other technically qualified Bidder(s) in the order of their ranking (i.e., first to L2, then L3, then L4, and so on). In case any Bidder declines to match the L1 quoted rates, the offer shall automatically move to the next ranked Bidder(s). Only those Bidder(s) who agree to match the L1 quoted rates shall be considered for empanelment. All such empanelled Bidder(s) shall be required to deposit the prescribed Performance Security.
3. The decision regarding offer & empanelment beyond L1, selection of additional Bidder(s), and determination of the maximum number of Bidder(s) to be empanelled shall rest exclusively with TD/DTC and shall be final and binding on Bidder(s).
4. DTC will empanel the successful Bidder(s) whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process defined in the RFP and Commercial Bid Form.

5.5. Agreement Finalization

DTC shall reserve the right to negotiate with the Bidder(s). On this basis the agreement would be finalized for empanelment & signing.

5.6. Signing of Agreement

After DTC notifies the successful Bidder(s) that its proposal has been accepted, DTC shall issue Empanelment Order and enter into an agreement with the successful Bidder(s) taking into account the relevant clauses of RFP, Corrigendum(s), the proposal of the Bidder(s) in addition to other agreed clauses. Service Agreement (SA) would be signed for entire project period & value.

6. Scope of Work

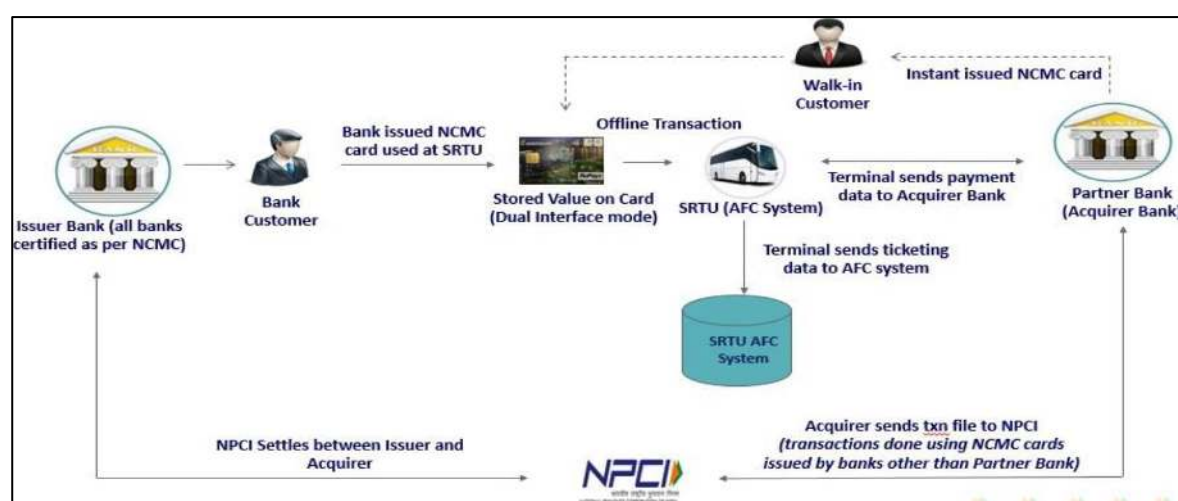
The Scope of Work for participating Bidder(s) includes but is not limited to the following:

6.1. About NCMC Smart Card

The Smart Card–NCMC (National Common Mobility Card) is a contactless travel prepaid card issued by Bidder(s), allowing the owner to travel in all Public Transport Services in Delhi or other places where applicable.

- When issued as **Pink NCMC Smart Card** to Women/Transgender bonafide residents of Delhi, they may travel free of cost in Delhi Transport Corporation (DTC) and Cluster buses and on paid basis in other PT like DMRC, RRTS etc. using the same NCMC Card.
- When issued as **Blue NCMC Smart Card** to General Commuters, they may travel on paid basis in Delhi Transport Corporation (DTC) & Cluster buses and other PT like DMRC, RRTS etc.
- When issued as **Orange NCMC Smart Card Monthly Passes** to Generals & Concessional Category Commuters as per details mentioned in the RFP, they may travel without paying fare in Delhi Transport Corporation (DTC) and Cluster buses for the validity period and on paid basis in other PT like DMRC, RRTS etc. using the same NCMC Card.

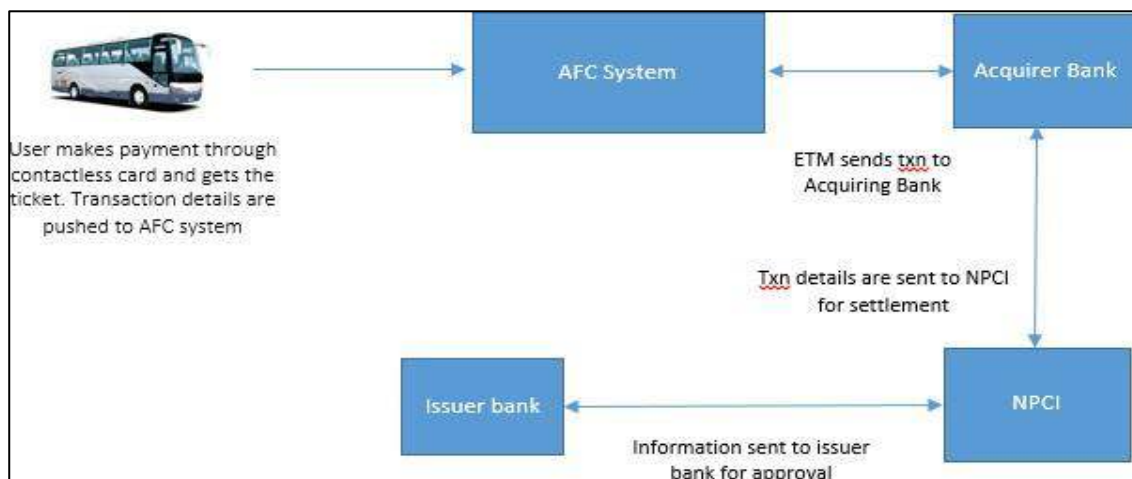
NPCI plays a role of settlement of account between the NCMC Card issuer Bank and the acquirer bank of the STU as per following flowchart: -



The commuter may get NCMC cards from selected Bidder(s) of their own choice through their branches or other service channels. The instant issuance of NCMC cards at service delivery points of the Authority will be done by the selected Bidder(s). The commuter shall use the NCMC cards for fare payments at multiple transit modes (like DTC buses, DMRC, NCRTC etc). The ticket as well as digital fare collection transactions will be captured by the AFCS using ETM /PoS devices in the buses of DTC & Cluster. The AFCS using ETM/PoS devices will send the transactions to the Acquirer Bank. The Acquirer Bank shall further send these transactions to NPCI CCH for settlement of transactions with the multiple Issuer Bidder(s).

6.2. Ticketing Transaction Flow: -

The business workflows involved in the Ticketing Transaction is described below:-



1. In case of TD/DTC the transactions from “NCMC Pink Smart Card for the commuter (Women/Transgender)” and “Orange NCMC Monthly Passes Smart Cards” in AFCS shall be zero. But data will be captured at the backend for the complete information of journey and fare to be charged, which shall be informed to TD/DTC in the relevant MIS by AFCS.
2. The interchange fee (i.e. portion of MDR) for the issuer Bidder(s) for women’s free-travel NCMC Smart Cards shall be zero, as no fare is charged on DTC and Cluster buses. However, the Issuer Bidder(s) may earn this when such cards are used for fare payment in other public transport systems such as Metro, RRTS, etc.
3. Delhi Govt. is giving 10% discount on purchase of tickets through digital payments, so the deduction of interchange fee (i.e. portion of MDR) for the issuer @ .58% shall be made from the 10% discount amount to be given to the commuter, wherever applicable, means the amount of purchase of tickets shall be deducted @ 90.58 %. AFCS and NPCI shall take care for this while sending transaction data and settling the accounts of issuer Bidder(s) and acquirer bank respectively. No MDR shall be charged for DTC’s acquirer bank for any of the category of cards, as the Canara Bank waives off it.
4. Similarly, the interchange fee (i.e. portion of MDR) for the issuer Bidder(s) for Orange Monthly Passes NCMC Smart Cards shall be zero, as no fare is charged on DTC and Cluster buses during the validity period. However, the Issuer Bidder(s) may earn this when such

cards are used for fare payment in other public transport systems such as Metro, RRTS, etc.

5. The selected Bidder(s) shall provide NCMC Card management system, including customer on-boarding, card issuance and printing, and NCMC offline transaction authorization, network management, integration with the Bank and program managers, MIS, accounting, Reconciliation and Dispute resolution. Procurement of card plastic, card personalization and dispatch will be taken care by the Bidder(s).
6. The solution should be fully compliant with the Master Directions issued by Reserve Bank of India & NPCI on NCMC and updated from time to time. It should be capable of issuing various types full-KYC and No-KYC Pre-Paid cards mentioned in the RFP and capable of loading/ re-loading of pre-paid cards through cash, web portal, payment gateway, Mobile App or through any 3rd party APIs, strictly as per the RBI's master directions.
7. The Bidder(s) shall provide a 24x7 support team to resolve the complaints and enquiries received from the cardholders and the DTC, through the mobile App/ Portal, E-mail and phone.
8. The solution should have a robust Dispute Resolution Management System and provide Charge Back. Online dispute resolution (ODR) feature should be available to the cardholder for raising disputes.
9. On cessation of agreement or termination, the data (including card-wise transaction, wallet balance and dispute details) should be returned to the DTC securely in a format that is readable by the DTC's systems. There should be Payload encryption between the Bidder(s) solution and the AFCS Bidder(s).
10. The successful Bidder(s) shall adhere to the system uptime requirements and other SLA requirements mentioned in the RFP.
11. Issuer Bidder(s) shall issue NCMC cards to the commuters after receiving all necessary documents, if applicable, as specified by TD/DTC/RBI for the card category (Zero KYC or Full-KYC).
12. During travel in a bus, the commuter specifies the destination of travel to the conductor who then uses the ETM to punch in the necessary details (destination code, commuter category, no. of tickets, etc.) and generate the e-ticket through ETM printer. Commuter will tap the contactless NCMC card on the ETM machine, which will validate the card and deduct the fare amount, if applicable, for the route from the card. The final amount will be written back on the card by the ETM device.
13. Ticket and Fare transactional data from the ETM shall be transmitted to AFCS back-end servers over GPRS at a regular pre-configured frequency over a secure communication channel.
14. ETM/AFCS System shall further send the transactions data to the Acquirer Bank.
15. Clearing House settles the payment balances between the Issuing and Acquirer Bidder(s)

- on a daily basis (in case of an Open Loop card implementation).
16. The commuter may re-charge or load the card through Internet banking or by paying at Point of Sale locations or other payment channel as provided by Issuing Bank.
 17. At the end of the trip, the Cash and digital money collected during the trip against the issued tickets shall be deposited at the respective depots by the crew. The depot manager will reconcile this amount received from the crew with the data received at the backend server (using revenue reports) and mark the status of the trip closure report accordingly.
 18. Commuters who have any issues related to the Smart cards or the deduction of fares can contact the prescribed Complaint Cells.
 19. At any point of time, it shall be possible for an inspector to inspect the e-ticket and Smart card validity, using his ETM. In case the e-ticket or the card is found invalid, the inspector may penalize and charge appropriate fine from the commuter and issue a system-generated receipt (from the Electronic Ticketing Machine) for the same.
 20. Selected Bidder(s) shall provide various payment channels for the Card Top-up on the web/mobile interface provided by the Authority/its vendor. This will include:-
 - i. Online top-up through various channels
 - ii. QR codes on the back of card for easy top up through UPI apps
 - iii. Mobile App for online top-up, the app should also facilitate balance update functionality for NFC enabled phones.
 - iv. Auto top-up feature - Provide facility to automate top-up of card from any bank account in case of low balance
 - v. Bank/Financial Institution (FI) to tie-up with retailers for loading points etc.
 21. The Selected Bidder(s) will be responsible for all certifications and compliances required for transactions acquiring of NCMC cards
 22. Provide NCMC Card dedicated support to Issuer Bank with reference to transaction dispute, refunds, chargeback and merchant account management as per RBI requirements
 23. Selected Bidder(s) shall provide access to all MIS reports
 24. Selected Bidder(s) should have a local technical team set-up in city for operations and support. Also to provide details of a dedicated Relationship Manager to take care of all issues of commuters arising out of this Agreement.
 25. Provide training to concerned persons/staffs/officials in Hindi/ English/ local language for citizen-friendly operations. Also to provide training material and user manuals.
 26. Selected Bidder(s) should provide training on the MIS report and fund reconciliation.
 27. Selected Bidder(s) shall manage hardware on field like PoS/Tablets/Mobile/Desktop whichever is required for issuance of NCMC Smart Cards from the designated counters to be operated by Bidder(s). The TD/DTC at its own discretion may provide manpower, if

required.

28. Solution should provide end to end digital on-boarding of customers with all types of KYC with Zero KYC verifications through OTP & Aadhaar authenticated mobile number which shall be verified through Bank's API through UIDAI or Full KYC.
29. The solution should be capable of issuing with magnetic stripe, EMV contactless cards and NCMC cards. The solution should have feature of setting daily and per transaction limits at card level, Card Program level, Program Manager level and Business level.
30. The solution should have feature to block the NCMC card based on the reply received from the customer.
31. Reports required: Card inventory, activation, expiry, closure, balances, transactions (including offline & top-up), income, inactive cards, dispatch details, KYC details, suspicious transaction details, disputes, reconciliation related MIS, recon exception reports, Data audit & user activity reports etc. with filtering at various levels/hierarchy/card type and time period.

6.3. AFCS integration with Bidder(s) using APIs for Pink NCMC Smart Cards, Blue NCMC Smart Cards and Orange Monthly Passes NCMC Smart Cards

- a. **Prevention of Multiple Card Issuance:** While issuing the Pink Smart Card to Women / Transgender, bidder will first Validate the previous issuance status (if any) of the beneficiary from AFCS of DTC using API. If no any card is previously issued to the beneficiary then issue the Card after completing the KYC process. This new data will be instantly updated in the AFCS software in real-time through API.
- b. The Bidder(s) shall provide all the NCMC cards (Open Loop) categories data through API to the TD/DTC on real time basis. DTC itself or through its AFCS provider shall use this data for internal verifications, processes and MIS purposes etc.
- c. Provision for blacklisting of lost/theft cards and to provide data of such cards through API for updation in TD/DTC's AFCS.
- d. Bidder(s) will develop a System for registration and issuance of Zero-KYC & Full-KYC Pink NCMC Smart cards to bonafide resident of Delhi Women.
- e. Bidder(s) will develop a System for registration and issuance of Orange Monthly NCMC Smart Cards to the General & Concessional category commuters using Full-KYC methods.
- f. The procedure for obtaining Pink NCMC Smart Cards, Blue NCMC Smart Cards and Orange Monthly Passes NCMC Smart Cards for both Zero KYC and Full KYC methods shall be publicized by TD/DTC in public domain before its launch.

6.4. Transaction Acquiring & Settlement:

The commuter will use the NCMC cards for digital payments for paying bus fare in DTC/Cluster Buses besides other mode of Public Transport System like Metro, RRTS etc. Presently the

acquirer Bank for TD/DTC is Canara Bank. Canara Bank shall support the transactions settlements across multiple Issuer Bidder(s) through Central Clearing House (NPCI). The selected Bidder(s) will act as issuer bank.

6.5. Tentative Eligibility Criteria of applicant for issuance of NCMC Smart Cards

Target Group / Main Category	Tentative Eligibility Criteria of applicant
Pink NCMC Smart Card for Women/ Transgender	1. Initial Top up not needed 2. The Candidate should be Female/Transgender 3. Bonafide resident of Delhi (this may be checked using list of Pin Codes) 4. The candidate should be 12 years of Age on the date of issue of the Smart Card 5. In case of transgender, a certificate from District Magistrate under section 5 & 6 of the "Transgender Person Protection Rights Act-2019" shall be required 6. Any of the above criteria may be amended or new criteria may be added by Delhi Govt. at later stage
Blue General NCMC Smart Cards for All (any Gender)	1. Initial top up needed 2. Any Male/Female/Transgender may opt this option 3. Resident of India 4. Any of the above criteria may be amended or new criteria may be added by Delhi Govt. at later stage
Orange Monthly Passes NCMC Smart Cards for General & Concessional Categories	1. Initial top up not needed 2. Any Male/Female/Transgender may opt this option for obtaining passes as per details at Annexure-D and Annexure-E. 3. Resident of India 4. Any of the above criteria may be amended or new criteria may be added by Delhi Govt. at later stage

6.6. Card Issuance & Personalization

The Selected Bidder(s) will be responsible for issuance of Instant NCMC Smart Cards at service delivery points of Authority as well as their own delivery points.

A. Pink NCMC Smart Card for Free Travel by Women/Transgender:-

a. Type of Cards

- Zero KYC (NCMC Prepaid) Cards:** Aims to provide free bus travel for bonafide Women/Transgender residents of Delhi on DTC and Cluster Buses.

In addition to enabling free travel within the DTC and Cluster Bus network, this card will be top-up/recharge enabled, allowing its use across other transit systems as well.

b. Issuance process to be Followed (Step-by-Step)- Bidder(s) can further simplify

- i. **Zero KYC (NCMC Prepaid):** Over the Counter of Bank, DTC places, Metro stations etc. using PoS after Mobile OTP and Aadhaar OTP verification and pincode for Delhi based check. Card to be handed over instantly. The tentative Flow Chart of the system: -



B. Blue General NCMC Smart Card for Male/Women/Transgender:-

a. Type of Cards

i. Zero KYC (NCMC Prepaid) Cards:-

This card will support top-up and recharge functionalities for use across multiple transit systems, including DTC and Cluster Buses.

b. Issuance process to be Followed (Step-by-Step)- Bidder can simplify further

i. Zero KYC (NCMC Prepaid) Cards:-

Issuance Process: It may requires only Mobile no. and after Mobile OTP verification, can be issued over the counter to applicant, providing a quick and accessible option for all commuters. Card can be handed over instantly. The tentative flow chart of the system: -



C. Orange Monthly Pass NCMC Smart Cards: -

Delhi Transport Corporation (DTC), currently issues monthly bus passes (General, & Concessional) in its **own format** through Manual Counters, Mobile Apps and Online Portal

on paper passes & e-passes, intend to start issuing the **same passes via National Common Mobility Cards (NCMC)**.

1. Current Process of issuance of Passes

- a. DTC issues paper passes / e-passes with QR codes on mobile phones from online portal, Mobile Apps, from counters at Pass Sections
- b. Commuter pays (cash/digital), gets a physical pass /e-pass valid for 30 days or so.
- c. Conductors/Checking Staff or ETMs verify pass validity manually/visually or with handheld devices.
- d. Type of Monthly/quarterly/half yearly/yearly Passes as **Annexure-D**
- e. Details of documents required for issuance of concessional Passes as at **Annexure-E**

2. Transition to NCMC-based Passes

(A) Integration with AFCS & ETMs

- a. Existing **ETM machines** in buses are NCMC-compliant (which they are under DTC's AFCS project).
- b. ETM will validate NCMC cards in **tap-in** mode.
- c. When a passenger taps, ETM checks **valid monthly pass** stored digitally on the card or backend.

(B) Process Flow for Monthly Pass on NCMC

a. Customer Onboarding

- Passenger gets an NCMC Card issued by empanelled banks (Zero KYC / Full KYC).
- Card can be topped up or loaded with a **monthly bus pass product**.

b. Purchase of Monthly Pass

- Options:
 - **Online:** via DTC App/Portal integrated with bank/NPCI.
 - **Offline:** at DTC counters or bank branches.
- Passenger pays the pass fee.

c. Pass Issuance on NCMC

- Backend system writes a "Bus Pass Token" (product code, validity dates, category: general/concessional/student) onto the NCMC card chip.
- Alternatively, details shall also be stored in **central AFC server** linked to the card ID.

d. Bus Validation

- Passenger taps the NCMC card on ETM.
- ETM checks:
 - If "Monthly Pass Token" is active and valid → **No fare deducted.**
 - If expired/not present → ETM deducts fare from stored value (wallet).

e. Settlement

- For pass-based rides: No per-trip deduction, only validation.
- For pay-as-you-go rides: Fare deducted and settled via NPCI switch.

(C) Categories Handling

- a. **General Monthly Pass** → Loaded as standard product with validity.
- b. **Concessional Pass (students, senior citizens, etc.)** → Flagged by category code; loaded only after verification at counter/portal.
- c. **Free Category (e.g., Women in Delhi buses)** → NCMC can carry a “free travel token,” validated in ETM without deduction.

3. Technical & Operational Requirements

- a. **Card Issuance:** Empanelled banks issue cards at DTC depots/counters, branches, or via campaigns.
- b. **Backend AFCS Functioning:** DTC AFC vendor + Banks to provide APIs.
- c. **Token Management by AFCS:** Define “pass products” (30-day, concessional, etc.) in AFC system. To be issued first time and renewed after taking due payments for General & Concessional category of Passes.
- d. **ETM Software Upgrade:** Must check both stored-value wallet and pass-token validity.
- e. **Revenue Settlement:** Monthly pass fee credited to DTC account directly (through banks).

4. Benefits

- a. One card for **bus + metro + other PT**.
- b. Digital records (no fake/duplicate passes).
- c. Easy renewal (online/offline).
- d. Supports both pay-per-use and unlimited travel.

5. Card Design and Personalization (Photo Requirement)

- a. **Standard NCMC Cards of General / Concessional Categories(Full KYC)**
 - i. The Issuer Bank/Financial Institution shall issue NCMC Cards in compliance with NPCI/RBI guidelines and as per Business Rules of DTC.
 - ii. In such cases, Issuer Banks shall make necessary arrangements for **personalization and photo printing** at the time of card issuance.
- b. **Responsibility of Verification**
 - i. The Issuer Bank/DTC counter staff shall be responsible for verifying eligibility of passengers for concessional/free categories before loading the respective pass product on the NCMC Card.
 - ii. Random checks may be carried out by DTC Conductor / Checking staff in buses to prevent misuse.

6. Following process is proposed:-

a. Type of Cards

- i. **Full KYC (NCMC Prepaid / NCMC Debit) Cards:** Aims to provide unpaid bus travel for General & Concessional Category Passes as per **Annexure-D and Annexure-E** in DTC and Cluster Buses, these personalized smart cards shall carry the name and photograph of the cardholder. Issuable by Post or in person from the Bank Branch.

In addition to enabling free travel within the DTC and Cluster Bus network,

this card will be top-up/recharge enabled, allowing its use across other transit systems as well. Further, Full KYC Card would also be enabled to be used at other merchant outlets as well like a prepaid/ debit card.

b. Issuance process to be Followed (Step-by-Step)- Bidder(s) can further simplify

- i. **Full KYC (NCMC Prepaid / NCMC Debit) Cards:** General & Concessional Monthly Pass Category commuters may visit the Bank Branch & provide valid Delhi based Aadhaar Card, photo & Mobile No. or apply online on website of Bank for Video e-KYC online subject to verification of required documents as at **Annexure-E**. Bidder(s) to verify visually that the applicant is bonafide as per his eligibility as mentioned in the Concessional Passes category at **Annexure-D** and documents requirements fulfillment by **Annexure-E**.

1. Card Dispatch

Once verified, the bank will get this printed and dispatch the Monthly Pass NCMC Smart Card to applicant residential address by post or applicant may take it in person.

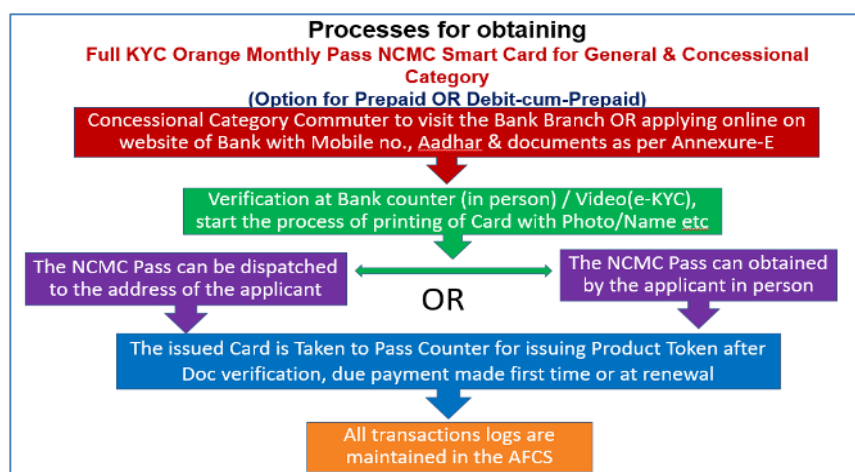
2. Obtaining Product Token

Thereafter, the NCMC card shall be issued General & Concessional Pass product Token from Pass Counter in person after making due payment first time, as opted by the commuters. Subsequently, commuter may get this renewed from counter.

3. Use the Smart Card in Buses

- i. Cards will be activated automatically through OSA when tapped first time on ETM in bus.
- ii. After activation, applicant can use the card in DTC and Cluster buses to avail free travel during the validity period

4. The tentative flowchart of the system: -



6.7. Card Delivery and Activation

- a. Selected Bidder(s) shall dispatch cards to applicants' residential addresses or applicant may take in person from Bidder(s) Branch post-verification for Full KYC and for Zero KYC cards, applicant may take from different Bidder(s) Branches, DTC Centers & Metro Stations etc.
- b. Selected Bidder(s) to ensure card readiness for free travel in DTC/Cluster buses and top-up usage elsewhere. Multiple payment gateways should be enabled for online top up as well.
- c. **Selected Bidder(s) to ensure that maximum cards are distributed during the transition period of two months from the date of launch.**

6.8. Post-Issuance Support

- a. Enable customer support for card re-issuance, PIN reset, loss reporting, transaction queries, etc.
- b. Maintain user helpdesk and grievance redressal system.

6.9. Deliverables for selected Bidder(s):

To summarize the deliverables as explained above but not limited to the following are required from the selected Banks/FIs: -

- a. All the Zero KYC NCMC Smart Cards/ Full KYC NCMC Smart Cards for eligible users as mentioned in clause 3.2 of this RFP document.
- b. The Monthly Passes on NCMC Smart Cards to be renewed as per eligibility for General & Concessional Categories through various option of payments as per policy of the TD/DTC, which should not be restrictive in nature.
- c. The NCMC Smart Cards can be recharged /Top-up through other mode of payments as per policy of the issuing Bidder(s), which should not be restrictive in nature.
- d. Top up provision in DTC AFCS shall be enabled through acquiring bank of DTC in Cash, UPI, DC/CC etc.
- e. Integration APIs and technical documentation.
- f. To provide all the NCMC cards (Open Loop) categories data through API / Secure File Transfer Protocol (SFTP) integration for updation in to the TD/DTC's AFCS on real time basis. DTC itself or through its AFCS provider shall compile this data for MIS purposes etc.
- g. Daily/Weekly/monthly MIS and audit logs regularly and as per requirement of TD/DTC.
- h. End-user support infrastructure.
- i. Training for DTC officials, if required.

6.10. Card Distribution Centers: -

Allotment and Operation of Counters: The Selected Bidder(s) shall establish and operate approximately **25 issuance counters** initially for a period of about **six (6) months** at designated **DTC/Cluster Bus Depots, Terminals, and DMRC Metro Stations**, any other appropriate locations as specified by TD/DTC. (This excludes the Bidder's own branches or premises.).

The number of issuance counters may be **revised or reduced** by DTC after the initial six-month period, depending on the progress and requirements of card distribution. The **allocation of counter locations** shall be made from among the sites listed in **Annexures–A, B, and C or any other appropriate locations**. Each counter shall be adequately equipped with the required **infrastructure, systems, and trained manpower** for the **issuance, activation, and top-up/recharge** of NCMC Smart Cards. The **quoted card cost** shall be **inclusive of all expenses** related to the **establishment, operation, maintenance, and staffing** of these counters. No additional financial liability whatsoever shall rest on TD/DTC in this regard.

6.11. Other Operational Requirements

1. Other Terms and Conditions

- i. The design options of the Pink NCMC Smart Cards, Blue NCMC Smart Cards and Orange Monthly Passes NCMC Smart Cards for all categories shall be submitted to TD/DTC by the Bidder(s) through NPCI for finalization by TD/DTC.
- ii. The Bidder(s) should provide clear licensing Terms & Conditions, for all the digital solutions offered to the complete satisfaction of DTC. If any discrepancies are found later with the licensing terms in the total solutions, then such additional cost will be borne by the Bidder(s).
- iii. The Bidder(s) is required to get prior approval of all the project plans and processes from DTC before commencement of the project/module. This will be reviewed from time to time based on the agreed milestones.

7. NCMC Card Issuance – Responsibility Matrix

Activity	Responsible Entity
1. Issuance of Lol / Agreement	TD/DTC
2. Card Design Draft submission	Bidder(s)/NPCI
3. Approval of Card Design	TD/DTC
4. Detailed Project Plan Submission	Bidder(s)
5. Backend System Configuration	Bidder(s) /AFCS
6. NPCI Certification for NCMC Functionality	Completed by AFCS
7. AFCS software upgradation for issuance/renewals of monthly passes, developing online portal, overall integration & Testing	AFCS
8. Settlement & Reconciliation Workflow	Bidder(s) / AFCS

Activity	Responsible Entity
9. Procurement of Card Stock	Bidder(s)
10. Card Personalization	Bidder(s)
11. Formal Testing by Authority	Bidder(s)
12. Staff Training	Bidder(s) / DTC
13. Public Awareness Campaign	TD / DTC
14. Partial Rollout of NCMC Card	Bidder(s)
15. Full Rollout & Issuance	Bidder(s) / TD/DTC
16. Ongoing Support & Grievance Handling	Bidder(s), AFCS

8. Project Timelines

Stage	Responsible	Timeline
1. Issuance of LoE & Agreement	Bidder(s) + TD/DTC	T1= Date of Lol
2. Requirements & Design Finalization	Bidder(s) + TD/DTC + NPCI	T2=T1+ 1 Week
3. Project Plan Submission & Approval	Bidder(s)	T3=T1+ 1 Week
4. Backend, System Readiness, Certification & Testing	Bidder(s) + AFCS + NPCI	T4=T1+ 4 Weeks
5. Procurement & Personalization	Bidder(s)	T5=T2+ 5 Weeks
7. Training & Awareness	Bidder(s) + TD/DTC	T6=T3+ 5 Weeks
8. Partial Rollout of NCMC Cards	Bidder(s)	T7=T1 + 5 Weeks
9. Full-Scale Rollout	Bidder(s) + TD/DTC	T7= T1 + 6 Weeks onwards

9. Service Level Agreement (SLA)

The successful Bidder(s) shall adhere to following timelines for the day-to-day activities:

No.	Activity	Timeline	Penalty
1	To provide all the NCMC cards (Open Loop) categories data through API to the TD/DTC on real time basis. DTC itself or through its AFCS provider shall compile this data for MIS purposes etc. Data shall contain Personal, Aadhaar, Mobile no. and other details.	Monthly review	Rs.1000 per day delay for non-provision of data
2	The successful Bidder(s) shall ensure 99% uptime for the NCMC card management system on 24 x 7 x 365 basis.	Monthly review	In case of any such event, incidence, complaint, DTC may invoke termination clause or forfeiture of Performance Security.

10. Annexures

10.1. Annexure-A: List of DTC Units, Depots & Terminals

S. No.	Depot/Unit	S. No.	Depot/Unit
1	Rohini Depot-3	29	BBM Depot
2	Rohini Depot-4	30	Wazirpur Depot
3	GTK Depot	31	Subash Place Depot
4	Nangloi Depot	32	Rohini Depot-1
5	Narela Depot	33	Rohini Depot-2
6	Kanjhawla Depot	34	Rohini Sector-37
7	Vasant Vihar Depot	35	Sukhdev Vihar Depot
8	Kalkaji Depot	36	Nehru Place Depot
9	Sri Niwas Puri Depot	37	Hasanpur Depot
10	Ambedkar Nagar Depot	38	Rajghat Depot-2
11	Tehkhand Depot	39	Mayapuri Depot
12	Sarojni Nagar Depot	40	Mudelakalan Depot
13	Okhla Depot	41	Scindia House
14	Nand Nagri Depot	42	Printing Press
15	Noida Depot	43	Central Workshop I
16	East Vinod Nagar Depot	44	Central Workshop II
17	Inderprastha Depot	45	MS-I
18	Gazipur Depot	46	MS-II
19	Rajghat Depot-1	47	Legal Section HQ
20	Hari Nagar Depot-1	48	Azad Pur Terminal
21	Hari Nagar Depot-2	49	Shahdra Terminal
22	Keshopur Depot	50	Uttam Nagar Terminal
23	Naraina Depot	51	Lado Sarai Terminal
24	Shadipur Depot	52	Raja Garden Terminal
25	Dwarka Sector -8	53	Head Quarters
26	Dwarka Sector -2	54	CED Shadipur
27	Dichao Kalan Depot	55	Road Safety Cell
28	Peeragarhi Depot	56	Kashmere Gate

10.2. Annexure-B: List of Cluster Bus Depots

S.No.	Depot /Unit	S.No.	Depot /Unit
1	East Vinod Nagar (New)	19	Kirari Village
2	Dilshad Garden	20	Rani Khera-I
3	Rajghat -III	21	Okhla -IV
4	Seemapuri	22	Gadaipur
5	Yamuna Vihar	23	Dwarka + Dwarka Sector 9
6	Majlis Park	24	Dichaon Kalan Depot II
7	Kushak Nallah	25	Dwarka Sector-22 (Existing)

8	Narela -A1,A4	26	Dwarka Sector-22 (New)
9	Suneheri Pullah	27	Rewla Khanpur
10	BBM-2	28	Kapashera
11	BBM-3	29	Dhichaon Kalan-2
12	Kanjhawala – II Depot	30	Hari Nagar III
13	Bawana Sector-1	31	Kair
14	Bawana Sector-5	32	Kohat Enclave
15	Burari-I	33	Mundka
16	Burari-II	34	Nangloi
17	Rani Khera-II	35	Rithala
18	Rani Khera-III	36	Shastri Park

10.3. Annexure-C: List of DTC Pass Sections

S.No.	Pass Section Name	S.No.	Pass Section Name
1	Hasanpur Depot	21	SN Depot
2	Wazir Pur	22	Shadipur Depot
3	Nand Nagri	23	North Campus
4	Central Sect	24	Mangolpuri
5	Burari	25	Shahdara
6	Karol Bagh	26	Punjabi Bagh Raja Garden
7	JNU	27	Peera Garhi
8	Kashmiri Gate	28	Narela A-9
9	Bawana	29	Sc.House
10	Uttam Nagar	30	Narela
11	Seema Puri	31	Rohini Sec 22
12	Alipur	32	Nagafgarh
13	Azadpur	33	Timar Pur
14	Kanjhawala	34	Dwarka Sec 2
15	Nehru Place	35	Igi Airport
16	Lal Quila	36	Hnd 1
17	Hauz Khas	37	Mehrauli
18	Sultan Puri	38	Lajpat Nagar
19	Babar Pur	39	Jamia Okhla
20	Delhi Gate	40	South Campus

10.4. Annexure-D: List of Type of Passes

S.No	Type of Bus Pass	Type of Pass	Monthly Charge	Quarterly Charge	Half-Yearly Charge	Yearly Charge
1	General all route Non-AC bus	General	Rs.800	Rs.2280	Rs.4440	Rs.8640
2	General all route AC bus	General	Rs.1000	Rs.2850	Rs.5550	Rs.10800
3	Airport Express/Coaches AC and Non AC bus (in NCTof	General	Rs.1400	NA	NA	NA

	Delhi Only)					
4	Delhi-NCR-Airport AC and Non Ac bus	General	Rs.1800	NA	NA	NA
5	Delhi to Gurgaon	General	Rs.1500	NA	NA	NA
6	Delhi to Faridabad	General	Rs.1800	NA	NA	NA
7	Delhi to Bahadurgarh	General	Rs.1160	NA	NA	NA
8	Delhi to Ghaziabad	General	Rs.1640	NA	NA	NA
9	Student Destination Pass	Concessional	Rs.100	Rs.300	--	--
10	Student All Route Special Pass	Concessional	Rs.150	Rs.450	--	--
11	Press All Route AC Pass	Concessional	Rs.200	Rs.600	Rs.1200	Rs.2400
12	Press All Route Non-AC Pass	Concessional	Rs.100	Rs.300	Rs.600	Rs.1200
13	Senior Citizens Above 60 Years (AC Pass)	Concessional	Rs.150	Rs.450	Rs.900	Rs.1800
14	Senior Citizens Above 60 Years (Non - AC Pass)	Concessional	Rs.50	Rs.150	Rs.300	Rs.600
15	PRS/AAY Family members (All Route Non-AC Bus Pass)	Concessional	Rs.500	--	--	--
16	Divyangjan (Ortho)(FP) All route AC/Non AC City Services only	Concessional	--	--	--	Free
17	Divyangjan (Blind)(FP) All routes AC/Non AC City & NCR Service only with one attendant who shall be charged half of adult fare	Concessional	--	--	--	Free
18	Divyangjan (Deaf & Dumb) (FP) All routes AC/Non AC City Services only	Concessional	--	--	--	Free
19	Divyangjan(Mental Illness)(FP) All routes AC/Non AC City Services only with one attendant free	Concessional	--	--	--	Free
20	Freedom Fighters with one Attendant Non-AC Bus Pass (For One Year)	Concessional	--	--	--	Free
21	International Sportsmen (For One Year)	Concessional	--	--	--	Free
22	National Award Winners Non-AC Bus Pass (For Six Months)	Concessional	--	--	Free	--
23	War Widows & Their Dependent (For Six Months)	Concessional	--	--	Free	--
24	MLA/MP Attendant Pass AC/Non-AC (For One Year)	Concessional	--	--	--	Free

10.5. Annexure-E: Details of documents required for issuance of Concessional Passes

S.No	Pass Category	Documents Required		
		Document 1	Document 2	Document 3
1	Students (Destination & All Route Pass (Ordinary / Special) (Non-AC / AC Buses)	The Application Form duly filled & a photo - both attested by the Authorized Signatory of Institute	The latest fee receipt issued by the Institute.	--
2	PRS/AAY Family member (All Route Non-AC)	TBPL/AAY Certification/ i.e. Food Security card AAY/PR-S Cards documentation issued by Competent Authority of GNCTD.	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.	--
3	Senior Citizen (60 Years & above) All Route (Non - AC / AC)	Age proof (Any One) Passport, School Certificate, Driving License, Pension Book, Radiological Report, Birth Certificate and PAN Card.	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport..	--
4	Divyangjan: -	Medical Certificate or Disability Certificate issued by a Govt. Hospital.	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport	I.D. Card issued by the SDM OR Unique Disability ID Card issued by Department of Empowerment of Persons with Disabilities, Ministry of Social Justice And Empowerment
	Blind,	Blinds (1/60 to 6/60 - both eyes)		
	Orthopedics	Physically Handicapped (40% or above) only are entitled.		
	Deaf & Dumb	Deaf & Dumb (60 decibel).		
5	Divyangjan Mentally illness Persons (along with one attendant)	Disability Certificate issued by a Govt. Hospital.	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport	I.D. Card issued by the SDM OR Unique Disability ID Card issued by Department of Empowerment of Persons with

				Disabilities, Ministry of Social Justice And Empowerment
6	Freedom Fighters (along with one attendant)	Pension Payment Order, for recipient of pension under "Swatantra Sainik Samman" Scheme, Bank Certificate.	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.	--
7	War- widows & dependents	Certificate issued by Ministry of Defense (War- widows/dependents children of the mart yrs of 1962, 1965 & 1971 War only are entitled).	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.	--
8	National Award Winners	Certificate of Award, (Valid for Bharat Ratan, Padam Bhushan, Padam Vibhushan & Padam Shree only are entitled).	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.	--
9	International Sports Persons	Certificate issued by Sports Authority of India and host country for representing India in any event in Asian & Olympic games	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.	--
10	MP / MLA with attendant	MP / MLA Identity Card.	Residence proof Of Delhi (any one) Ration Card, Election ID Card, Aadhar Card, and Passport.	--

10.6. Form 1: Cover Letter

(To be submitted on the Letter Head of Bidder)

To,

**The Deputy Chief General Manager (IT),
IT Department, DTC HQs,
IP Estate, New Delhi -110002.**

Sub: Submission of the bid for “RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories ”.

Ref: REF No.- _____

Sir,

We, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for Proposal No. _____. We hereby submit our proposal which includes the Technical proposal and Commercial proposal.

All the information and statements made in our proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from Agreement negotiations.

We have examined all the information as provided in your RFP and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-Agreement costs. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

We understand you are not bound to accept any proposal you receive.

Yours faithfully,

Signature Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

10.7. Form 2: Particulars of the Bidder(s)

(To be submitted on the Letter head of Bidder)

To,

The Deputy Chief General Manager (IT),
IT Department, DTC HQs,
IP Estate, New Delhi -110002.

Sub: Submission of the bid for "RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories "

Ref: REF No.- _____ [Bid No. ____]

Sir,

In reference to the captioned RFP, particulars of our company are as under:

Sr.No.	Items	Bidder's Response
1	Basic Information	
I	a) Name and Address of the bidding Company	
	b) Registered & Delhi/NCR office Address of the bidding Company	
	c) Incorporation Status	
	d) Year of Establishment & commencement of business	
	e) Date of Registration	
II	a) Name & Designation of the Authorized contact person	
	b) Phone no.	
	c) Email	
	d) Web site URL of the organization	
2	Address of Local Delhi/NCR Service Centre and number of professionals deployed	
3	Past Experience of projects of similar nature as mentioned in the Scope of Work i. No. of such projects ii. No. of Debit/Credit/NCMC cards issued up to 31st October'2025.	

Signature Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

10.8. Form 3: Self-Declaration: Not Blacklisted

(To be submitted on the Letterhead of Bidder)

To,

The Deputy Chief General Manager (IT),
IT Department, DTC HQs,
IP Estate, New Delhi -110002.

Sub: “RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories ”

Ref: REF No.- _____ [Bid No.____]

Sir,

In response to the captioned work titled “RFP for Empanelment of Bidder(s) for Issuance of Smart Cards for travelling in all the Public Transport System in Delhi & Bus Travel Card for Women/Transgender (Both NCMC Cards)”, as an owner/ selected/ Director of (organization name) _____ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU/ Autonomous Body.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, if any to the extent accepted may be cancelled.

Thanking you,

Signature Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

10.9. Form 4: Technical proposal Format

(To be submitted on the Letterhead of Bidder)

To,

The Deputy Chief General Manager (IT),

IT Department, DTC HQs,

IP Estate, New Delhi -110002.

Sub: “RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories ”

Ref: REF No.- _____ [Bid No.____]

Sir,

In response to the captioned work titled “RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories ”, our technical proposal includes following: -

S. No.	Criteria	Specific Requirement	Supporting Documents to be submitted	Enclosed at Page no.
1.	Legal Status	The Bidder should be registered as a Bank/ Financial Institutions in India.	• Copy of Certificate of incorporation/ Registration. • Copy of RBI license for prepaid issuance	
2.	Turnover	The average annual financial turnover of the Bidder during the last three financial years, should be minimum of Rs. 3 Crore (Rs Three Crore) in last three financial years ending at 31 st March 2025 (i.e. 2022-23, 2023-24 & 2024-25).	• Copy of audited Profit & Loss Statement • Turnover certificate from CA	
3	Technical Capability/ Past Experience	The Bidder should have issued at least One-lakh Debit/Credit/NCMC cards up to 31 st October'2025.	Certificate from the system auditor or Bidder.	
4.	Blacklisting	The Bidder must not be blacklisted/debarred by any State Govt./ Central Govt./ PSU / other institution in India at the time of bid submission.	Under taking as per Form-3.	
5.	Regulatory Compliance	Must be NPCI-certified for NCMC issuance and integrated	Copy of NPCI certification	

		with NPCI infrastructure		
6.	Operational Presence	Functional branch offices/ BC network / Partner network service support in Delhi	Certificate with details of Delhi branch presence	

*Mention Page no. where the relevant document is enclosed.

We have understood the Scope of Work, following deliverables and confirm the same:

S.No.	Deliverables	Confirmation (Yes/No)
a	All the Zero KYC NCMC Smart Cards/ Full KYC NCMC Smart Cards for eligible users as mentioned in clause 3.2 of this RFP document.	
b	The Monthly Passes on NCMC Smart Cards to be renewed as per eligibility for General & Concessional Categories through various option of payments as per policy of the TD/DTC, which should not be restrictive in nature.	
c	The NCMC Smart Cards can be recharged /Top-up through other mode of payments as per policy of the issuing Bidder(s), which should not be restrictive in nature.	
d	Top up provision in DTC AFCS shall be enabled through acquiring bank of DTC in Cash, UPI, DC/CC etc.	
e	Integration APIs and technical documentation.	
f	To provide all the NCMC cards (Open Loop) categories data through API to the TD/DTC on real time basis. DTC itself or through its AFCS provider shall compile this data for MIS purposes etc.	
g	Daily/Weekly/monthly MIS and audit logs regularly and as per requirement of TD/DTC.	
h	End-user support infrastructure.	
i	Training for DTC officials, if required.	

Note: Shortlisted Bidder(s) may be invited for a detailed presentation and technical discussion

Signature Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

10.10. Form 5: Commercial proposal Format

(To be submitted on the Letterhead of Bidder)

To,

The Deputy Chief General Manager (IT),
IT Department, DTC HQs,
IP Estate, New Delhi -110002.

Sub: *“RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories ”*

Ref: REF No.- _____ [Bid No.____]

Sir,

In response to the captioned work titled “RFP for Empanelment of Bidder(s) for Issuance of National Common Mobility Card (NCMC) by Integrating with Existing Automatic Fare Collection System (AFCS) having ETM Machines for travelling in all the Public Transport System in Delhi for various categories”, our commercial proposal and quotation Cost/Card is submitted as per under:

Item No.	Main Category	Description (Plan requirements)	Quotation Cost / Card (in Rs.) (Excl GST)*	Quotation Cost / Card (in Rs.) (Incl GST)*
1	Pink NCMC Smart Card for Women/ Transgender* for free travel in DTC/Cluster Buses	Zero KYC (NCMC Prepaid) (Mobile & Aadhaar Card Linked)		
2	Blue General NCMC Smart Cards for All (any gender)	Zero KYC (NCMC Prepaid) (Mobile Linked)	Same as for item 1 above	Same as for item 1 above
3	Orange Monthly Pass NCMC Smart Card for General & Concessional Category Commuters**	Full KYC (NCMC Prepaid / NCMC Debit) (Personalized with Photo & Name, Mobile, Aadhaar, etc. - for Concessional Category Passes)		

Notes for Bidder(s):-

- Material Quality of the Smart Card:** The bidder(s) shall ensure that the Smart Card is manufactured using materials conforming to the standard norms and specifications prescribed by relevant regulatory agencies. The card shall be durable, robust, and suitable for frequent and regular use by the cardholder, with a minimum functional life of **at least five (5) years**.

2. **Cost of Cards and Reimbursement Mechanism:** The One-time cost of the **Zero KYC Card** under *Item 1* shall be **borne by DTC**, and such cards shall be issued **free of cost** to all eligible applicants. The corresponding amount shall be **reimbursed to the selected Bidder(s)** by DTC **after successful issuance** of these cards to the eligible beneficiaries. The detailed **mechanism and timeline for reimbursement** shall be **mutually discussed and finalized** between DTC and the selected Bidder(s) at the time of implementation. In case of card theft/lost card re-issuance cost shall be borne by the beneficiary.

However, the cost of other categories of cards, namely *Items 2 & item 3* shall be **collected directly from the applicants** by the Bidder(s) **prior to issuance** of such cards.

3. **Allotment and Operation of Counters:** The **Selected Bidder(s)** shall establish and operate approximately **25 issuance counters** initially for a period of about **six (6) months** at designated **DTC/Cluster Bus Depots, Terminals, and DMRC Metro Stations, any other appropriate locations** as specified by TD/DTC. (This excludes the Bidder's own branches or premises.)

The number of issuance counters may be **revised or reduced** by DTC after the initial six-month period, depending on the progress and requirements of card distribution. The **allocation of counter locations** shall be made from among the sites listed in **Annexures–A, B, and C or any other appropriate locations**. Each counter shall be adequately equipped with the required **infrastructure, systems, and trained manpower** for the **issuance, activation, and top-up/recharge** of NCMC Smart Cards. The **quoted card cost** shall be **inclusive of all expenses** related to the **establishment, operation, maintenance, and staffing** of these counters. No additional financial liability whatsoever shall rest on TD/DTC in this regard.

4. **Issuance and Renewal of Pass Product Tokens:** The **issuance of pass product tokens (first-time)** and **renewals of Orange monthly passes at item-3** shall be undertaken **only through AFCS counters at DTC Pass Sections**. In the case of **General & Concessional Category Passes**, issuance and renewal shall also be facilitated **online through the AFCS portal/App**. The Selected Bidder(s) shall have no role in this process, except to ensure that the issued NCMC Smart Cards are fully compatible with the AFCS system for such pass products.
5. **Determination of L1 Bidder(s):** The Bidder(s) shall mandatorily quote rates for both the Items at S.No. 1 & 3. The rate quoted for Item no. 3 shall be lower than prevailing charges being levied by the bidders for their Full KYC Cards.

For the purpose of financial evaluation and determination of the L1 Bidder(s):

- The **L1 rate quoted under Item 1** (Zero KYC NCMC Card) shall form the **primary basis** for identifying the provisional L1 Bidder(s).
- The **lowest rate quoted for Item 3** (Full KYC NCMC Card) among **all technically qualified Bidder(s)** shall then be identified.
- The Bidder(s) who has quoted the L1 rate for Item 1 shall be **offered to match or accept** the lowest rate discovered for Item 3. If the Bidder(s) agrees to accept the same, such Bidder(s) shall be **declared as the overall L1 Bidder(s)**.

- d. In case no other Bidder(s) qualifies technically, the **combined rates of Item 1 and Item 2** quoted by the single technically qualified Bidder(s) may be considered for L1 determination, at the discretion of DTC.

Any bid not conforming to the above stipulations, including quoting separate or non-uniform rates for Items 1 & 2 shall be liable for rejection.

6. **Prevention of Multiple Card Issuance:** In case more than one Bank/Financial Institution is empanelled, issuance of free Pink Smart Cards to women and transgender applicants shall be regulated through a dedicated software-based verification system. The application shall be mandatorily used prior to issuance of any such card to verify the applicant's Aadhaar details and prevent issuance of multiple free cards against the same Aadhaar number. The system shall also record and maintain details of each issued card, including the unique Card Number and associated Aadhaar ID, to create and maintain a centralized database for monitoring and audit purposes.
7. **Offer to Bidder(s) Based on Ranking:** The first offer shall be extended to the L1 Bidder(s). If DTC decides to empanel more than one Bidder(s), the offer shall then be extended to other technically qualified Bidder(s) in the order of their ranking (i.e., first to L2, then L3, then L4, and so on). In case any Bidder(s) declines to match the L1 quoted rates, the offer shall automatically move to the next ranked Bidder(s). Only those Bidder(s) who agree to match the L1 quoted rates shall be considered for empanelment. All such empanelled Bidder(s) shall be required to deposit the prescribed Performance Security.
8. **Final Authority of TD/DTC:** The decision regarding offer and empanelment beyond L1, selection of additional Bidder(s), and determination of the maximum number of Bidder(s) to be empanelled shall rest exclusively with TD/DTC. Such decision shall be final and binding on all Bidder(s).

Signature Authorized Signatory with Date and Seal:

Name:

Title:

Address of Bidder:

10.11. Form-6: Pre-Bid Query Format

(To be provided in MS-Excel format)

To,

The Deputy Chief General Manager (IT),
IT Department, DTC HQs,
IP Estate, New Delhi -110002.

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Ref: RFP No. _____

Bidder(s)'s Name:

S.No.	Page No	Para No.	Description	Query details

Signature of Authorized Signatory
Name:

Designation: Seal:

Date: