

## Clarification to pre-bid queries of 2 AFC-Bank RFP document dated 14/01/2012

SI No.	Queries raised	Reply from BMRCL
<b>Queries received before pre-bid meeting</b>		
1.	No. of people who travel on a daily basis, on all the phases which are operational.	The Reach 3, 3A and 3B is about 10 km long and passing through industrial, residential and commercial areas of Bangalore and is expected to have a very good patronage. The estimated daily ridership figures for entire phase 1 of BMRCL is about 7 lakhs at headway of 5 minutes and 10 lakhs at headway of 3 minutes.
2.	Average amount of ticket for the phases which are currently operational.	At present, BMRCL is operating on about 6.7 km stretch on Reach-1 and there are about 15,000-20,000 passengers travelling daily on week days and increasing to about 40,000 on week ends. Peak travel was about 83,000 on a single day and now, per ticket revenue is Rs. 13.50.
3.	% of people out of this who would be regular travellers and how many would be one-off travellers?	In Reach-1 which is operational at present, the daily journey of passengers using Cards is numbering about 5000 tickets on an average. So the percentage of travellers using Cards is about 30 %. This is likely to increase as and when the Metro adds extensions.
4.	Expected growth in ridership for the phases which are operational.	Expected growth in ridership without extensions is about 10% per year and after extensions, the ridership is expected to reach the peak capacity.
5.	Expected ridership for the phases 3, 3A, 3B	BMRCL is procuring 12 trains for Reach 3 and 3A, 11 trains for Reach 3B. Each train has a carrying capacity of 1000 passengers. However, to start with, there may be about 8 trains deployed on the section, which may have a daily ridership of about 40,000 and increasing to full capacity as and when the line is connected to central parts of the city in about 2 years time.
6.	What are the timelines for launch of the entire metro network?	Please refer to Annexure-8 of 2 AFC-Bank RFP document.
7.	Expected ridership for the entire metro network over the next five years.	After the entire Phase 1 (42.3 RKM) is commissioned, BMRCL expects more than 10 lakh passengers travelling on Metro per day.
8.	Expectation of revenues for the next three-four years for transit through the network.	Currently, on 6.7 kms stretch, we have an average ticket value of Rs 13.50. When the extensions are added to BMRCL, the average ticket value is likely to increase. Assuming average ticket value of Rs 25, we expect revenue of about Rs 2.5 crore per day from Fare box collections alone.
9.	Will we be allowed to issue the combo card on a prepaid card?	Yes it can be done, provided the card is accepted at ATM and POS machines for non-cash transactions. Combo Cards have dual function of performing transit as well as banking related applications.
10.	Will the combo-card need to be EMV compliant?	The Combo card will primarily have mag-stripe functionality. Cards with chip complying to EMV requirements would be desirable keeping in view the long term usage of these cards.

11.	Will BMRCL need the entire 4K memory for its application?	Yes, Your understanding is correct.
12.	Will we be allowed to decide the fees to be charged on the combo card?	The combo card will be issued by Bank to its customers. It is up to the Bank to charge its customers towards its cost. However the travel value for a passenger will be the same whether he uses a Metro Card or a Combo card.
13.	Will we have the right to brand, and also partner with others for the branding of the combo card?	Combo Cards will be BMRCL-Bank co-branded card. No separate branding is envisaged at present. However, the issue will be examined for appropriate revenue sharing arrangement between Bank and BMRCL.
14.	What is the view of BMRCL about extension of this into other product categories such as retail etc?	The extension to retail etc can be considered if RBI rules permit the same. The Bank may adopt any other means of top up as stipulated in the RFP. The Bidder may propose the same under Clause 2.5 of Section IV of 2 AFC-Bank RFP document.
15.	Will there be any restriction on the form factor for the combo cards?	The form factor of card is as per popular ISO 7810 ID-1. Changing the form factor may affect the card reading distance and other characteristics, apart from requirement of different card accepting slots in ATM/TVM. BMRCL does not intend to change it.
16.	Is there any integration required between the POS terminal and the TOMs / TVMs? (This is with reference to the statement – “Having USB/ RS 232C Serial interface to connect to TOM/TVM of BMRCL”)	Yes integration is required to some extent. It may please be noted that the POS terminal will be used for getting Credit Card/ Debit Card authorisation details. The amount to be debited for topping up of Card will be through the TOM/TVM. The process of ticket issue shall commence once the confirmation with regard to the amount debited from the card is received at the TOM/TVM. Suitable POS-TOM/TVM integration is required to this extent.
17.	Why is only a Verifone Vx510 terminal specified in the annexure? Is BMRCL open to other similar terminal models from other manufacturers?	Readers from Verifone have been chosen by one of the Banking partners of BMRCL. BMRCL desires that no new software be developed corresponding to the new reader for the AFC system. Further, the space inside the TVMs and the card cut-outs/slots on the panel have been decided keeping these types of readers into consideration. Use of readers other than Verifone is acceptable provided these readers are compatible to TOM/TVM and the AFC vendor has no objection to the same.
18.	The terminal can either have Dialup or GPRS connectivity. Is our understanding correct?	The terminal shall have Ethernet and dial up connectivity. GPRS connectivity is optional.
19.	The POS Terminal will only accept ‘Magnetic stripe’ and ‘EMV’ cards from an acceptance perspective. Does the terminal also need to accept ‘Contactless cards’? If yes, complete details on the card specification is required.	The POS terminal needs to accept only the Magnetic stripe’ and ‘EMV’ cards. There is already a separate reader to read/write contactless portion of the Card and it is interfaced to the TOM/TVM by the AFC vendor.
20.	Specifications of TVM for integration with POS terminals	Detailed TVM specs will be made available to the successful bidder. This is part of interface expected from the Acquirer Bank. <ul style="list-style-type: none"> <li>• TVM uses embedded Windows XP OS.</li> <li>• COM port is used for Serial Communication</li> </ul>

		<p>between Pin Pad of POS terminal and TOM client.</p> <ul style="list-style-type: none"> <li>• Formats of data element used: Alphabetic, alphanumeric, alphanumeric special, compressed numeric and variable data elements.</li> <li>• Different command sets are used to - <ul style="list-style-type: none"> <li>➤ listen in the serial port during idle state.</li> <li>➤ check the availability of POS terminal.</li> <li>➤ send the command with all necessary Data.</li> <li>➤ get the approval for Credit / Debit transactions.</li> </ul> </li> </ul>
21.	Whether the contactless smart card chip in the combo card will be personalized by BMRCL?	Contactless portion of the combo Cards will be initialised by BMRCL. There is no personalised information in the chip.
22.	Average number of tokens issued per day at present	Average number of tokens issued per day is 15,000 at present.
23.	Average number of CSCs issued per day at present	Average number of 400 CSCs is issued per day by BMRCL apart from Combo cards by SBI. This is different from daily card usage which is about 5,000 at present.
24.	Average Value of Purchase / Top-up happening in CSCs per day at present	Rs. 70,000 per day
25.	Average revenue per day including top up	About Rs. 4 Lakhs.
26.	The terminal can either have Dialup or GPRS connectivity. Is our understanding correct?	Please refer to clarification at SI No 18.
27.	The POS Terminal will only accept 'Magnetic stripe' and 'EMV' cards from an acceptance perspective. Does the terminal also need to accept 'Contactless cards'? If yes, complete details on the card specification is required.	Please refer to clarification at SI No 19.
28.	Specifications of TVM for integration with POS terminals.	Please refer to clarification at SI No 20.
29.	Whether the contactless smart card chip in the combo card will be personalized by BMRCL?	Please refer to clarification at SI No 21.
30.	What is the period of contract to be signed ?	Five years as per RFP clause no. 4.0, Section V
31.	In the eligibility criteria it is mentioned that "The Bidder shall have its switch certified for credit & debit card acquiring in India by VISA and MasterCard ". Whether the switch has to be Bank's own or whether Bank's processor switch will be acceptable?	No such requirement has been mentioned in the RFP documet. The Bank may acquire data from a Card through the Bank's own switch or a managed switch.
32.	Whether the CSC or Combo card can be used for journey of more than one person?	One person requires one Card for performing the journey on a Metro. However, the Cards are not personalized.
33.	Whether BMRCL will permit displaying the selected Bank's name and advertisement in TOM counters TVM & TVM screens, all stations, outside and inside the trains.	This is not in the scope of facilities to be provided under this RFP. For this purpose separate contracts will have to be signed through a process adopted by BMRCL. However, BMRCL will adequately publicise the information to make the top-up channels popular among the public.

34.	Whether the selected bank will be given preference in putting up ATMs in the station premises?	Same as sl. no.33. No preferential treatment will be given.
35.	We need the card reader specification already in use at NAMMA METRO Project (Refer clause 2.1.1 , Section IV, Page 36)	Please refer Annexure-9 of 2 AFC-Bank RFP document.
36.	Payment through Internet banking –We need the transaction flow	The customer will enter the CSC number and amount to be topped up on the bank net-banking site. This information will be sent by Bank to AFC system on the dedicated line to be provided by bank for this purpose connecting the systems of Bank and BMRCL. The detailed transactions will be shared with the successful bidder at the time of implementation.
37.	Is an additional channel of Internet Payment Gateway Services needed (Top of CSC via a debit/credit card online transaction)	Yes. The Bidder may propose the same under Clause 2.5 of Section IV of 2 AFC-Bank RFP document.
	<b>POS Terminals</b>	
38.	What kinds of denominations are being offered?	Any value above ₹ 100. However BMRCL is open to acceptance of lesser denominations at same Merchant Service Fee.
39.	Is Integration with NPCI is mandatory?	This will be as per bank regulation policy adopted by RBI. BMRCL desires that when such migration is effected, any downward revision shall be passed on to BMRCL.
40.	Bank will have to set up leased line. Need clarity on the back up? Can a VPN network be used for back up	Yes, but the responsibility for set-up and maintenance will have to be taken up by bank.
41.	Is the VISA PIN Security Requirement certification referred to same as Visa Unique Key.	It is as per regulatory policy of VISA.
42.	Our terminal will have connectivity of TCP IP via PCPOS. GPRS and Dial up will not be available. Will that work?	For redundancy, connectivity through dial-up is required.
43.	Clause 7.3 of Section IV needs clarification. Access to the systems has to be listed.	This is for reasons of security, if required at any stage. This will be done in mutual consultation in the interest of both parties.
44.	Need clarity on Clause 8.5 of Section IV	This is grievance redressal mechanism.
45.	Is the web portal expected to reflect EDC related transactions?	Data on EDC transactions would be required for settlement and reconciliation issues. It may not be necessary to be reflected on the web portal.
46.	Need clear definition of audit trail and settlement record mentioned in clause 10.5 of Section IV	The audit trail required is for tracing the source of transaction say particular ATM, or in case of netbanking, the user who logged in. This would be required only in exceptional cases of complaints/refunds or to detect or prevent frauds in system
47.	Reversals will be automated in case of timed out situations. In case of manual error / multiple transactions a mutually agreed process will be put in place	Agreed.

48.	Need clarity of definition of “reconciliation issues” under Clause 11.1.2 Is the bank expected to reconcile the transactions on terminal with AFC. If so how will the AFC data be shared with the bank	All reconciliation will be done on a summary basis for a business day transaction. However mutually acceptable solutions for reconciliation will always be welcome.
49.	Since interchange will be paid on daily basis to VISA/MasterCard, will BMRCL offer interest on the MDR on quarterly basis.	The payment of Merchant Service Fees will be to the extent and manner as specified in RFP document only.
<b>Queries raised in Pre-bid meeting</b>		
50.	Should the value in the card be added when the cardholder does the top-up transaction at the ATM or any other channel?	In all cases of top-up happening through channels referred in clauses 2.2 to 2.5 of Section IV of RFP document, the process of adding value happens on the card only when the commuter presents the card at the entry gate of Metro stations. The message received from bank for top-up of a particular card is transmitted to all gates in batches.
51.	Connectivity costs of the POS terminal would be borne by whom?	The EDC POS terminals will be internally connected on BMRCL LAN and aggregated to a central location. From that point onwards the communication link between BMRCL and Bank, (to be provided by latter) would be common for all message interchange. Please refer clause 2.1.2 of Sec-IV.
52.	The royalty amount needs to be paid 4 months after the award of contract? This should be linked to the commissioning of the project.	Your query is examined and it is advised that there is no change in RFP clause.
53.	Contract period is 5 years – what happens in case of delay in commissioning of the project?	The contractual clause no. 4.0 of Section V will be applicable in such cases.
54.	Can the RFP be split into two parts – one for Combo card and the other for topping-up facilities.	No.
55.	Is it compulsory to provide Combo cards?	As per clause 21.1.3 of Sec-III of RFP document, the bidder has to accept all the provisions as provided in Annexure-1A. Any response with ‘No’ including that of Combo card will make Technical bid non-responsive and liable for rejection.
56.	Is there any minimum number of transactions fixed for merchant service fee? Will this fee be linked to volume of transactions.	No change in RFP condition is envisaged.
57.	Can the bank provide top-up service at other outlets like retail, which are not covered in RFP document?	Yes. The Bidder may propose the same under Clause 2.5 of Section IV of 2 AFC-Bank RFP document.
58.	Can the bank charge additional fees from customers over and above that is payable by BMRCL?	The Bank may charge to its customer additional fee for top-up. However this should not be deducted from the add-value amount requested by a commuter.
59.	Will BMRCL revise the Minimum Reserve price of Royalty prescribed at Rs. one crore per annum? Will it be waived off ? Can any bank quote below Rs. one crore per annum ?	The annual Royalty amount payable to BMRCL as per serial no. 5 of Annexure 1B of RFP document is kept at minimum Rs one crore. Any bidder quoting below this amount will render its bid as non-responsive and liable for rejection. No change is envisaged for this condition.

60.	Whether BMRCL will consider payment of Fixed charges for the EDC POS terminals from the date of installation as against the proposed date i.e., start of BMRCL revenue operations.	No change in RFP condition is envisaged.
61.	As per the RFP document, the EDC POS terminals to be deployed must have Dial-up / TCP-IP/ GPRS connectivity option. Please advise if combination of PSTN and ethernet (TCP-IP) will serve the purpose.	Please refer to clarification at SI No 18.
62.	Please provide clarification on the integration proposed to be provided by BMRCL (page 9 , point 3).	Please refer to clarification at SI No 16.
63.	As regards topping up of CSC through various banking channels, is the acquiring bank expected to provide all the channels listed or is there any choice to the acquiring bank on the number and type of channels?	Please refer to clarification at SI No 55.
64.	Will BMRCL consider modifying the Merchant service charges (fees for top-up through various banking channels and through EDC POS), on transaction number basis as against the Volume/ Amount of top-up.	No change in RFP condition is envisaged.
65.	Will there be any commitment from BMRCL for minimum number of transactions/charges payable to the bank?	No.