

Corrigendum-2

EOI No: EOI/ITD/25/2 [Tender Id: 2025_DTC_275097_1]

EOI for Empanelment of Banks for Issuance of Smart Cards for travelling in all the Public Transport System in Delhi & Bus Travel Card for Women/Transgender (Both NCMC Cards)

S. No.	Clause No. & Page No.	Existing Clause		Modified Clause	
1	1. Table- Time schedule Pg.3	Last Date & Time for submission of bids	17.07.2025 up to 1200 hrs.	Last Date & Time for submission of bids	31.07.2025 up to 1200 hrs.
		Date, Time & Venue for opening of bid	17.07.2025 up to 1500 hrs.	Date, Time & Venue for opening of bid	31.07.2025 up to 1500 hrs.
2	4. Eligibility Criteria Pg.6	2. Technical Capability/ Past Experience	a. The Bank should have a proven experience of at least 3 years in issuing NCMC cards with Debit / Prepaid / Debit + Prepaid features.	2. Technical Capability/ Past Experience	a. The Bank should have a proven experience of at least 1 year in issuing NCMC cards with Debit / Prepaid / Debit + Prepaid features.
3	5. Scope of Work Pg.7	5.1 Card Issuance & Personalization a. <u>Free Travel Card for Female Commuters/Transgender (Saheli Smart Card):-</u> Aims to provide free bus travel for bonafide women/Transgender residents of Delhi on DTC and Cluster Buses, this personalized smart card will carry the name and photograph of the cardholder. In addition to enabling free travel within the DTC and Cluster Bus network, the card will be top-up/recharge enabled, allowing its use across other transit systems as well.		5.1 Card Issuance & Personalization a. <u>Free Travel Card for Women/Transgender (Pink Smart Card):-</u> A. Zero KYC (Prepaid) Cards: Aims to provide free bus travel for bonafide Women/Transgender residents of Delhi on DTC and Cluster Buses. B. Full KYC (Prepaid and Debit-cum-Prepaid) Cards : Aims to provide free bus travel for bonafide women/Transgender residents of Delhi on DTC and Cluster Buses, this personalized smart card will 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.	

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4	5. Scope of Work Pg.7-8	5.1 (a) (iv) Process to Be Followed (Step-by-Step) - Register on the DTC Portal - Visit the official DTC website - Register as a female//Transgender resident of Delhi with basic details - Choose a Bank - During registration, select your preferred bank from the list of participating banks for Smart Card–NCMC issuance - Complete Full KYC at the Bank - Visit the chosen bank branch - Complete the Full KYC process as per bank norms (Aadhaar, PAN, proof of residence, etc.) - Card Dispatch - Once verified, the bank will dispatch the Smart Card to your residential address - Use the Smart Card in Buses - Card needs to be activated by AFCS of DTC - After activation, use the card in DTC and Cluster buses to avail free travel	5.1 (a) (iv) Process to be Followed(Step-by-Step) Banks can propose further simplifications to these process as well A. Zero KYC (Prepaid): Over the Counter of Bank, DTC places, Metro stations etc using PoS after Mobile OTP and Aadhar OTP verification and pincode for Delhi based check. Card can be handed over instantly. B. Full KYC (Prepaid or Debit-cum-Prepaid) Cards: - Women / Transgender may visit the Bank Branch & provide valid Delhi based Aadhar Card, photo & Mobile No. OR apply online on website of Bank for Video e-KYC online. Banks to verify that the applicant is bonafide resident of Delhi using pincode of Delhi. - Card Dispatch - Once verified, the bank will get this printed and dispatch the Smart Card to applicant residential address by post or applicant may take it in person. - Use the Smart Card in Buses - Cards will be activated automatically through OSA when tapped first time on ETM in bus. - After activation, applicant can use the card in DTC and Cluster buses to avail free travel
5	5. Scope of Work Pg.8	5.1 (a) (v) Can I apply online or through DTC counters? You must register online only on the DTC portal. Card issuance is handled only by banks after full KYC. No card is issued by DTC directly.	5.1 (a) (v) Yes, for Full-KYC cards directly from Bank Branch or online provision given by Banks for video e-KYC and for Zero-KYC cards may be obtained directly from Banks/DTC authorized centers and metro stations.

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S. No.	Clause No. & Page No.	Existing Clause	Modified Clause
6	5. Scope of Work Pg.8	5.1 (a) (vi) Is there any fee for the card? The cost of the card will be as per the policy of the issuing bank. The Delhi Government does not charge for the free travel facility, but banks may charge issuance or maintenance fees.	5.1 (a) (vi) Is there any fee for the card? The cost of the card will be as per the policy of the issuing bank. However, the Delhi Government or the Bank may not charge for the free travel facility card for Zero-KYC category for Women/ transgender (Pink Smart Card).
7	5. Scope of Work Pg.8-9	5.1 (b) <u>Zero KYC Card for Male/ Female Commuters:-</u> This card will support top-up and recharge functionalities for use across multiple transit systems, including DTC and Cluster Buses. It requires no KYC documentation for issuance, providing a quick and accessible option for all commuters. (This Card fees cannot exceed MoHUA limit). 5.1 (c) <u>Full KYC Card for Male/ Female Commuters:-</u> This card will also support top-up/recharge functionality and be valid across various transit systems, including DTC and Cluster Buses. It will be issued by Banks upon completion of full KYC procedures as per RBI and UIDAI regulations by maintaining audit logs and compliance records.	5.1 (b) (i) General Blue Smart Card for Male/Women/Transgender:- A. <u>Zero KYC (Prepaid) Cards:-</u> This card will support top-up and recharge functionalities for use across multiple transit systems, including DTC and Cluster Buses. B. <u>Full KYC (Prepaid & Debit-cum-Prepaid):-</u> This card will also support top-up/recharge functionality and be valid across various transit systems, including DTC and Cluster Buses. (ii) Process to be Followed(Step-by-Step) Banks can propose further simplifications to these process as well A. Zero KYC (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. B. Full KYC (Prepaid & Debit-cum-Prepaid) :- Issuance Process: It will be issued by Banks upon completion of full KYC procedures as per RBI and UIDAI regulations by maintaining audit logs and compliance records as per details given at 5.1 (a) (iv). (All the Cards must be NCMC – RuPay compliant)

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S. No.	Clause No. & Page No.	Existing Clause	Modified Clause
8	5. Scope of Work Pg.9	5.2 Integration with DTC Web Portal & Systems - Develop and implement RESTful APIs for real-time data exchange with the DTC Smart Card Issuance Platform. - Share application status, KYC verification outcome, and card issuance progress. - Sync card activation and status with DTC's AFCS system. - DTC is in the process of developing a separate web based portal for registration of bonafide resident of Delhi Women, which will explain them the complete process of issuance of Smart Card- NCMC to be utilized for travelling free journey in DTC and Cluster buses. Link of this portal shall also be shared with the Banks for their use of issuing such Smart-NCMC Cards. These Cards shall be used in DTC AFCS Project using OSA area defined and certified by NPCI.	5.2 Integration with DTC AFCS Systems in case of Zero-KYC & Full KYC Pink Smart Cards for Women/Transgender for free travel - Sync card activation and status with DTC's AFCS system. - Provision for blacklisting of lost/theft cards and to provide data of such cards through API for updation in DTC AFCS. - Banks will develop a provision for registration of bonafide resident of Delhi Women for issuing Zero-KYC & Full-KYC Smart cards. - The Delhi Govt. shall also share procedure for obtaining NCMC enabled Pink Smart Cards and General Blue Smart Cards both Zero KYC and Full KYC in public domain after its launch & approval.
9	5. Scope of Work Pg.9	5.3 Card Delivery and Activation - Dispatch cards to applicants' residential addresses post-verification or physically. - Activation to be done at DTC level in AFCS System and ready-for-use status. - Ensure card readiness for free travel in DTC/Cluster buses and top-up usage elsewhere.	5.3 Card Delivery and Activation - Dispatch cards to applicants' residential addresses or may take in person from Bank Branch post-verification for Full KYC and for Zero KYC cards, applicant may take from different Bank Branches, DTC Centres & Metro Stations etc. - Banks/FIs 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. Banks/FIs to ensure that maximum cards are distributed during the transition period of two months from the date of launch/approval

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S. No.	Clause No. & Page No.	Existing Clause					Modified Clause								
10	5. Scope of Work Pg.9	5.5 Card Categories and Eligibility					5.5 Card Categories and Eligibility								
		Main Category	Sub Category	Target Group	Bus Travel in Delhi	Metro /Other Public Tpt.	KYC Requirement	Mode for Applying	Main Category	Sub Category	Target Group	Bus Travel in Delhi	Metro /Other Public Tpt.	KYC Requirement*	Mode for Applying/ Obtaining
		Bus Travel Card for Women /Transgender	Free Travel Card for Female /Transgender Commuters (Saheli Smart Card)	Bonafide Female /Transgender Residents of Delhi (12+ years)	Free in DTC/Cluster buses	Paid via top-up	Full KYC with personalised Name, Photo Address, etc.	Through DTC Portal	Free Bus Travel Card for Women /Transgender (Pink Smart Card)	Zero KYC (Mobile & Aadhar Card Linked)	Bonafide Female /Transgender Residents of Delhi (12+ years of age)	Free in DTC/Cluster buses	Paid via top-up	Zero KYC (Mobile OTP & Delhi Based Aadhar OTP required)	Direct by Banks or DTC/ other authorised centres
		Smart Cards	Zero KYC Card for Male/ Female Commuters	Public commuters (any gender)	Paid (top-up required)	Paid (top-up required)	No KYC required	Direct by Banks		Full KYC (Personalized with Photo & Name, Mobile, Aadhar, PAN etc.)	Bonafide Female /Transgender Residents of Delhi (12+ years of age)	Free in DTC/Cluster buses	Paid via top-up	Full KYC (Mobile, Delhi Based Aadhar Photo, PAN etc.).	Direct by Banks
			Full KYC Card for Male/ Female Commuters	Public commuters (any gender)	Paid (top-up required)	Paid (top-up required)	Full KYC with personalised Name, Photo Address, etc.	Direct by Banks	General Smart Cards for All (any Gender) (Blue Smart Card)	Zero KYC (Mobile Linked)	General commuters (any gender)	Paid (top-up required)	Paid (top-up required)	Zero KYC (Mobile OTP required)	Direct by Banks or DTC /other authorized centres
		Full KYC (Personalized with Photo & Name, Mobile, Aadhar, Photo,PAN etc.)	General commuters (any gender)	Paid (top-up required)	Paid (top-up required)	Full KYC (Mobile, Delhi Based Aadhar Photo, PAN etc.).	Direct by Banks								
							*In case of Transgender a certificate from DM under section 5 & 6 of the “Transgender Person Protection Rights Act-2019” to be checked & uploaded.								

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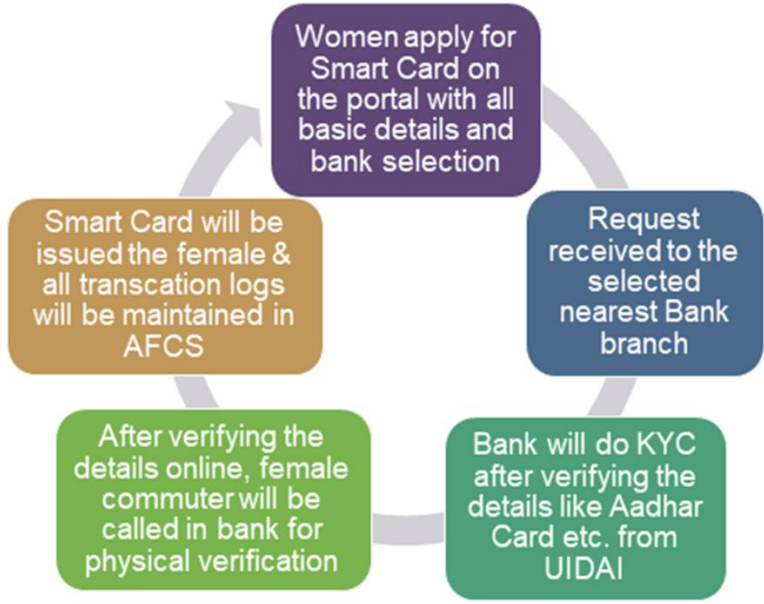
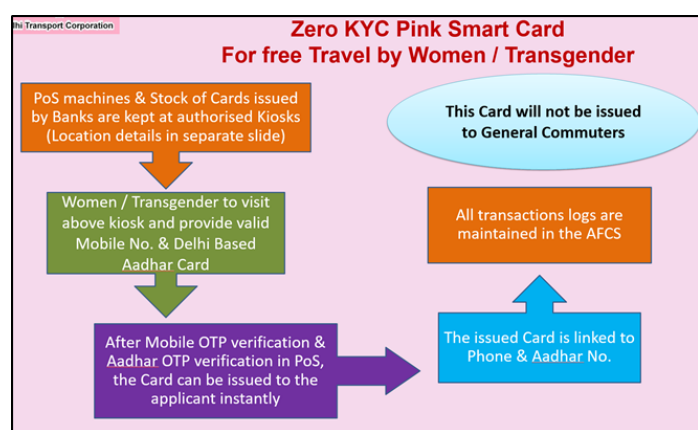
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S. No.	Clause No. & Page No.	Existing Clause	Modified Clause
11	5. Scope of Work Pg.10	5.6 Deliverables - Personalized NCMC cards/ NCMC cards for eligible users. - Top up provision in DTC AFCS - Integration APIs and technical documentation. - Real-time data exchange with DTC Portal and AFCS. - Weekly MIS and audit logs. - End-user support infrastructure. - Training for DTC officials, if required.	5.6 Deliverables - Personalized NCMC cards/ NCMC cards for eligible users. - Top up provision in DTC AFCS shall be enabled through acquiring bank of DTC in Cash, UPI, DC/CC etc. - The Bank Cards can be recharged /Top-up through other mode of payments as per policy of the issuing Banks, which should not be restrictive in nature. - Integration APIs and technical documentation. - Real-time data exchange with AFCS of DTC. - Weekly MIS and audit logs. - End-user support infrastructure. - Training for DTC officials, if required.
12	5. Scope of Work Pg.10	5.7. Card Distribution Centers: - - Concerned Bank Branch - DTC Pass Counters - Through Conductors - DTC bus Terminals	5.7. Card Distribution Centers: - For Zero KYC Cards - Bank Branches - DTC Pass Counters - DTC Depots/Terminals - DMRC Stations For Full KYC Cards - Bank Branches - By Post

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13	5. Scope of Work Pg.10	5.8. Tentative Flow Chart of the System:  <pre> graph TD A[Women apply for Smart Card on the portal with all basic details and bank selection] --> B[Request received to the selected nearest Bank branch] B --> C[Bank will do KYC after verifying the details like Aadhar Card etc. from UIDAI] C --> D[After verifying the details online, female commuter will be called in bank for physical verification] D --> E[Smart Card will be issued the female & all transaction logs will be maintained in AFCS] E --> A </pre>	5.8. a) Tentative Flow Chart of the System in case of Zero KYC Blue Smart Cards for General Commuters (All gender):  <pre> graph TD A[Zero KYC Blue Smart Card (not Free)] --> B[PoS machines & Card Stock issued by Banks are kept at authorised Kiosks (Locations details in separate slide)] B --> C[General Commuter to visit above kiosk] C --> D[After Mobile OTP verification thr PoS, the Card can be issued to the applicant instantly] D --> E[Issued Card is Linked to Mobile No.] E --> F[All transactions logs are maintained in the AFCS] G([This Card will not be issued as Pink Card]) </pre> 5.8. b) Tentative Flow Chart of the System in case of zero KYC Pink Smart Cards for Female/Transgender for free travel:  <pre> graph TD A[Zero KYC Pink Smart Card For free Travel by Women / Transgender] --> B[PoS machines & Stock of Cards issued by Banks are kept at authorised Kiosks (Location details in separate slide)] B --> C[Women / Transgender to visit above kiosk and provide valid Mobile No. & Delhi Based Aadhar Card] C --> D[After Mobile OTP verification & Aadhar OTP verification in PoS, the Card can be issued to the applicant instantly] D --> E[The issued Card is linked to Phone & Aadhar No.] E --> F[All transactions logs are maintained in the AFCS] G([This Card will not be issued to General Commuters]) </pre>
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S. No.	Clause No. & Page No.	Existing Clause	Modified Clause
14	6. Annexure Pg.12	Newly added	5.8. c) Tentative Flow Chart of the System in case of Full KYC Pink Smart Cards for Female/Transgender for free travel: <pre> graph TD A["Full KYC free Travel Women / Transgender Pink Smart Card (Option for Prepaid OR Debit-cum-Prepaid)"] --> B["Women / Transgender to visit the Bank Branch & provide valid Delhi Based Aadhar Card, Photo & Mobile No. OR applying online on website of Bank"] B --> C["Verification at Bank counter (in person) / Video(e-KYC), start the process of printing of Card with Photo & Name"] C --> D["The Card can be dispatched to the address of the applicant"] C --> E["The Card can obtained by the applicant in person"] D --> F["Here also the issued Card is linked to Phone & Aadhar No"] E --> F F --> G["All transactions logs are maintained in the AFCS"] H(["Similar process will be for Blue Cards Buyers for any Aadhar Card but not free"]) </pre> Annexure- C: List of Cluster bus depots.

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S. No.	Clause No. & Page No.	Existing Clause				Modified Clause				
15	7.2.4 Form 4 Technical & Commercial Proposal Format	Pricing structure and charges to be submitted as per below format:				Pricing structure and charges to be submitted as per below format:				
		S. No.	Description (Plan requirements)	Quotation by Banks (All rates to be quoted PER CARD) (in Rs.) (Excluding GST)*	Quotation by Banks (All rates to be quoted PER CARD) (in Rs.) (Including GST)*	S. No.	Main Category	Description (Plan requirements)	Quotation by Banks (All rates to be quoted PER CARD) (in Rs.) (Excluding GST)*	Quotation by Banks (All rates to be quoted PER CARD) (in Rs.) (Including GST)*
		i	Free Travel NCMC Card for Female/Transgender Commuters (Saheli Smart Card) with Mini KYC			i	Free Bus Travel Card for Women /Transgender (Pink Smart Card)	Zero KYC (Prepaid) (Mobile & Aadhar Card Linked)	The Bank may not charge for the free travel facility Zero-KYC cards of this category.	
		ii	Zero KYC NCMC Card for Male/ Female Commuters			ii		Full KYC (Prepaid and Debit-cum-Prepaid) (Personalized with Photo & Name, Mobile, Aadhar, PAN etc.)		
		iii	Full KYC NCMC Card for Male/ Female Commuters			iii	General Smart Cards for All (any gender) (Blue Smart Card)	Zero KYC (Prepaid) (Mobile Linked)		
		iv	Incentive for conductors for issuing NCMC cards, if any			iv		Full KYC (Prepaid and Debit-cum-Prepad) (Personalized with Photo & name, Mobile, Aadhar, PAN etc.)		
		v	MDR charges, if any			v		Incentive for conductors for issuing Zero KYC NCMC cards, if any		
						vi		MDR charges, if any		

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Annexure-C: 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