

 महा मेट्रो PUNE METRO	MAHARASHTRA METRO RAIL CORPORATION LIMITED (Maha-Metro) (Jointly owned SPV Company of Govt. of India & Govt. of Maharashtra)
	(Pune Metro Rail Project) (PMRP)
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12-May-2026

CORRIGENDUM-VIII

Name of Work: Selection of Financial Institution (FI) for Issuance of Open Loop National Common Mobility Card (NCMC) and Acquiring Services for Maha-Metro.

Tender No: Maha-Metro-AFC-01/2025 dt. 15-Dec-2025

Following Documents shall be a part of Corrigendum-VIII:

Corrigendum-VIII (Part-A): Maha-Metro's response to Pre-Bid Queries

Corrigendum-VIII (Part-B): Changes in Tender Conditions


Additional General Manager/Procurement & Contracts,
Pune Metro Rail Project,
Maharashtra Metro Rail Corporation Limited

Corrigendum-VIII (Part-A)
Maha-Metro's Response to Pre-Bid Queries

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SN	Section of Tender Document	Clause No.	Clause Description	Bidders' Queries	Maha-Metro's Response to Bidders' Queries
1	Section-III: Evaluation & Qualification Criteria	1.4: General Experience	The Bidder must be a Scheduled Bank under Second Schedule to the RBI Act, 1934 / Payment bank licensed by RBI under Section 22 of the Banking Regulation Act, 1949.	We request that the eligibility should be expanded to include Bidder with Prepaid Payment Instrument (PPI) license and Payment Aggregator (PA) license authorized by the Reserve Bank of India (RBI). With the PPI license, the Bidder is authorized to issue NCMC Prepaid cards as per RBI/NPCI norms. Further, the Payment Aggregator license (PA-Physical, PA-Online) enables the Bidder to acquire digital transactions across online as well as offline channels using all payment instruments including NCMC.	Tender conditions prevail.
2	Section-III: Evaluation & Qualification Criteria	3.1 (d): Net Profit	Summary sheet of audited balance sheets for the last 5 (five) years (FY 2020-21, 21-22, 22-23, 23-24 & 24-25) shall be submitted and must demonstrate the current soundness of the Applicant's financial position and indicate its prospective long-term profitability. The Bidder Must have made Net Profit before tax during any two of the last 5 financial years i.e. (FY 2020-21, 21-22,22-23, 23-24 & 24-25) Note: 1. Statutory Auditor's certified summary sheet of each year need to be enclosed with bid. The certificates must be with UDIN Copy of audited balance sheets also need to be submitted along with the bid 2. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that the balance sheet has actually not been audited so far'. In such a case the financial data of previous '4' audited financial years will be taken into consideration for evaluation.	Cash Flow, Net Worth, Turnover will be more apt criteria rather the Net Profit in view of holistic market dynamics and commitment to deliver the overall project.	Tender conditions prevail.
3	Section-III: Evaluation & Qualification Criteria	4.2: General Experience	Bidder should have experience for the cash collection and management from different locations.	Experience for the cash collection and management should not be a mandatory eligibility requirement	Tender conditions prevail.
4	Section-III: Evaluation & Qualification Criteria	4.3: Specific Work Experience; SN-iv	The Bidder should have completed Integration with AFC system for an open loop EMV NCMC deployment in public transport and that AFC system shall be under revenue operations for more than one year, during last 7 years (7 year period shall end on the base date i.e. 28 days prior to last date of bid submission)	Revenue operation of AFC System integrated with NCMC should be considered without the duration requirement of more than a year	Tender conditions prevail.
5	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 129, Clause No: 5 - xxii), High Level scope of FI	SMS and e-mail Gateway.	As the cards are issued as PPI MTS cards, the Bank has access only to the customer's registered mobile number. Accordingly, the SMS gateway will be the sole channel available for communicating with customers.	Please refer clause 7.5 of Section-VIIB Employer's Requirements of Tender Document; for issuance of Types of card. Tender conditions prevail.
6	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 129, Clause No: 5 - xxxvi), High Level scope of FI	Implementation of Loyalty program for NCMC cards	We request clarification on the Financial Institution's role and implementation scope related to enabling transit-specific loyalty for Maha Metro.	Please refer SN-8 of Corrigendum-V (Part-A): Maha-Metro's Response to Bidder Queries.
7	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No:131, Clause No: 7.1- ix, Detailed Scope of works	FI shall be responsible for acquiring, processing, authorization and settlement of transit transactions performed with EMV contactless debit/credit/prepaid cards issued by approved payment schemes and banks (MasterCard, Visa, RuPay and any other card payment scheme). Farebox revenue risk on account of usage of EMV NCMC and EMV pre-paid/debit/credit cards in transit shall be the responsibility of the FI.	Please validate this understanding: any transactions successfully posted by the AFC system to the Bank will be under the FI's revenue risk, while transactions that fail to process successfully will fall under AFC's risk.	Bidders understanding is correct, if transaction is posted to bank by AFC system to the FI shall be FI's revenue risk. However if Transaction failed at AFC system shall fall under AFC's Risk. However, It shall be FI's responsibility refund and settle such transaction to commuter and Maha-Metro. However, it is to mutually agreed and finalized with respective AFC contractor during the design phase.



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8	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 132, Clause No 7.1- viii, Detailed Scope of Works	FI's Acquirer system shall share all blacklisted/hot-listed cards' information for the NCMC including the cards issued by other banks from respective payment scheme on a regular interval as per format mutually agreed as and when the guidelines are issued by payment schemes or regulatory authority in this respect.	Please validate our understanding that implementation will be required once NPCI finalizes the card blacklisting solution. Additionally, we note that there is currently no provision within the NCMC framework to block offline transactions.	Tender Clause is self explanatory.
9	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 132, Clause No 7.1- ix), Detailed Scope of Works	All offline transactions approved/authorized offline should be processed by the Acquirer system and decline in the approval should be FI's liability after offline approval	Kindly confirm our understanding that transactions successfully posted by the AFC system to the Bank constitute revenue risk for the FI, whereas unsuccessful transactions fall under AFC risk.	Please refer SN- 7 of Corrigendum-V (Part-A): Maha-Metro's Response to Bidder Queries.
10	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 132, Clause No 7.1- xi, Detailed Scope of Works	Card Transactions timeout for POS should not be more than 5 seconds while for other payment methods it should not be more than 30 seconds	Please confirm our understanding that the Bank is required to respond to offline transaction batches and individual offline transactions before the gate timeout. The gate opening mechanism and transaction processing timeout will be controlled by the AFC system.	Tender Clause is self explanatory for payments methods. For Gate offline transaction, bidder's understanding is correct. However, this shall be jointly finalized during the design phase.
11	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 133, Clause No 7.1 - xiv, Detailed Scope of Works	FI shall Develop Three-way Reconciliation reports together with the AFC Contractor, Acquirer Bank and Card Issuer Bank	Please validate our understanding that the FI is responsible for performing three-way reconciliation across the switch, NPCI, and CBS, and for sharing reconciliation outputs with the AFC team to support AFC transaction reconciliation.	Tender Clause is self explanatory.
12	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 133, Clause No 7.1-xxi, Detailed Scope of Works	Maha-Metro is planning CCHS (Central Clearing House system) for Nagpur, Pune and Thane projects including multimodal integration for intra city transit operations. Bidder shall tie-up with CCHS solution provider for transaction acquiring and fund settlement to various stakeholders of CCHS as per settlement reports of CCHS	Please validate our understanding that, under the CCHS implementation, the FI's responsibilities are limited to consuming the provisioned fund distribution and completing settlement with the merchant.	Bidder shall be required to provide interface with CCHS provider for transaction acquiring, settlement, apportionment and fund distribution. Detailed details shall be discussed during design phase.
13	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 133, Clause No 7.2- iii, Detailed Scope of Works	FI shall provide hardware along with accessories including all POS cables. POS machines have provisions of 4G/5G SIM card-based connectivity as well as through ethernet ports. FI shall be responsible for end-to-end connectivity of POS machines to Acquirer switch in a secure manner and it shall be FI responsibility to provide all infrastructure requirements such as switches, firewalls, cables, racks etc. FI may interface with AFC Contractor to utilize the possibility of dedicated VLAN through WAN	Please confirm if the FI can support transaction processing over SIM or Wi-Fi connectivity, in which case Ethernet-enabled devices would not be required	Bidder may have their solution to achieve the overall functionality/ scope of work. This shall be finalized during the design phase.
14	Section-VIIB; Employer's Requirement (Technical Specifications)	Pg No: 165 , Clause No 11.2.1 , Performance SLA Criteria	The base level is taken as 99.72 %, which means that maximum of 2 hours every month is allowed for Downtime of server/non-availability of NCMC card Host, Acquiring Host, Top-up channels and Central Clearance House & Settlement System.	In view of the offline nature of transaction processing, we request consideration for revising the service uptime requirement to 99%.	Tender conditions prevail.
15	Section-VIIB; Employer's Requirement (Technical Specifications)	Page no. 168, Clause -12. Proposed Resources (Key Personnel)	10 years over all experience and 5 years experience in Implementing and managing EMV/ Rupay based Smart Card Payment System, in Metro/Monorail/Suburban Rail/LRT/Tramway/	We request a relaxation of the criteria and propose revising the clause to: a minimum of 5 years of overall experience, with at least 2 years' experience in implementing and managing EMV/RuPay-based Smart Card Payment Systems across Metro, Monorail, Suburban Rail, LRT, or Tramway projects.	Please refer Corrigendum-VIII (Part-B).
16	Section-IX: Particular Conditions of Contract (PCC)	Page no:227, Clause -67: Penalty for nondeployment / delayed mobilization of key- personnel	Non-deployment / Delayed mobilization of the personnel as mentioned in Section-VII Employers Requirement under Clause No.12 compared with agreed deployment schedule will attract penalties @Rs 25,000/- for each day of delay for Designated Personnel.	We request a relaxation and a corresponding modification of the clause to state that any non-deployment or delay in mobilization of designated personnel, as outlined in Section VII – Employer's Requirements, Clause 12, against the agreed deployment schedule, will attract a penalty of ₹25,000 for each quarter of delay.	Tender conditions prevail.
17	Section-III: Evaluation & Qualification Criteria	Page No: 56, Clause 1.6. Other Evaluation Criteria	In the event of two or more Bidders determined as L-1 (the "Tie Bidders") for a particular Lot, then LOA for that Lot will be awarded to the bidder with the highest Average Annual Turnover of last 05 audited financial years (i.e.FY 2020-21, 2021-22, 2022-23, 2023-24, 2024-25).	We request kind consideration that, in case of a tie where two or more bidders are identified as L1 for a particular Lot ("Tie Bidders"), the LOA shall be awarded to the bidder with the highest monthly average transaction count over the past one year.	Tender conditions prevail.



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18				a. Contractual standing of the existing Nagpur & Pune Metro Phase I: The commencement of the existing project of Nagpur Metro Phase I and Pune Metro Phase I is conditional to the settlement with the respective FIs of these projects. Hence the tentative start date of the contract could not be ascertained. Accordingly, the feasibility and financial viability of the project could not be ascertained which will heavily depend on future economic conditions and actual date of commencement of contract.	Maha Metro is in process for settlement of existing FI for Nagpur and Pune Phase 01. Bidder needs to make their own assessment. Once to existing contractual obligation of current for Nagpur and Pune Phase-1 contract is completed these lots shall be awarded to the successful bidder of these lots.
19				b. Phase-wise ridership and Fare estimates: The tender outlines phase-wise project implementation. However, the DPR currently provides ridership benchmarks for the complete network, under which the ridership of the existing implemented project is more than the actual ridership. FIs revenue generation in the project is linked to the ridership and ticketing fares. Given that the total CAPEX is front-loaded in Year 1, inflationary impacts and incremental revenue realization are to be captured for accurate analysis. The phase-specific ridership and ticketing fare projections are not provided in the tender document.	Kindly refer DPR for required ridership and fare projections available on website of Pune, Nagpur and Thane project.
20				System Readiness and Project Implementation timelines: We understand that Maha Metro is in process of appointing the AFC system provider for all the Metro Projects. Under such scenario, where the AFC system provider is unknown, the system readiness as early as June 2026 seems to be not feasible. Further, based on our experience in implementing 10 Metro projects, we feel that the implementation timeline for the project is very short.	Any changes in project timelines shall be informed accordingly. Tender condition prevails.
21	Section-VIIB; Employer's Requirement (Technical Specifications)	7 Detailed Scope of Works	FI Acquire shall provide the point-to-point network Dedicated lease line of capacity of minimum 100 Mbps dedicated redundancy line - to manage high availability and shall be scaled up on demand.	FI, in consultation with Maha-Metro, shall finalize the leased line capacity during the solution design phase, based on the requirements of each lot and projected ridership. The capacity shall be subject to periodic review and may be enhanced, as mutually agreed, to address evolving demand	This shall be finalized during the design phase. Tender conditions prevail.



Corrigendum-VIII (Part-B)**Change in Tender Conditions**

SN	Section	Clause Ref.	Existing Description	Replaced with
1.	Section-VIIB Employer's Requirements	12	EXPERIENCE REQUIRED 10 years over all experience and 5 years experience in Implementing and managing EMV/ Rupay based Smart Card Payment System,in Metro/Monorail/Suburban Rail/LRT/Tramway/	EXPERIENCE REQUIRED 08 years over all experience and 5 years experience in Implementing and managing EMV/ Rupay based Smart Card Payment System,in Metro/Monorail/Suburban Rail/LRT/Tramway/

