

**NATIONAL CAPITAL REGION TRANSPORT CORPORATION (NCRTC) GATI SHAKTI BHAWAN, INA, NEW DELHI –
110023**

**Expression of Interest for
Feeder Services for Delhi-Ghaziabad-Meerut Regional Rapid Transit System (RRTS)
Pre-Application Queries**

Sl. No.	Relevant Section/ Clause No. and complete description of clause	Relevant page No. in EOI Document	Queries	Replies
1	1.1.1. The priority section of Delhi – Meerut RRTS from Sahibabad to Duhai (17 km) is expected to be commissioned by March 2023 and the entire corridor (around 82.15 km) by 2025	Page 2	Can you please share station wise ridership forecast for base year and projected years?	Please refer Clause no. 3.2 and Clause no.10 of EOI
2	2. Objectives Table-1 (Modes of feeder services) Sl. no. 9. Bicycle / E-Bicycle Operators / Aggregators to ensure availability of minimum specified numbers of cycles at the RRTS Stations and other localities for hiring at a pre decided fare per km or per hour basis	Page 5	As per 5.6-page no. 8, while the operator in consultation with NCRTC at the time of MOU signing can decide the fleet size, will the operator be free to decide the fares, and increase/ decrease as per their need.	Please refer Clause no. 5.21 of EOI
3	4.1. To provide coordinated & dedicated services, applicant should be in the business of providing feeder services either as an owner or aggregator, anywhere in India.	Page 7	May also consider MaaS provider in any world geography as partner of a local Indian Company.	Please refer Clause no. 4.1 of EOI
4	4.3. An affidavit, duly certified by Chartered Accountant, having mention of availability of fleet size [list having details like registration number of the vehicle, Owner(s) name, date of registration of and authority by whom the vehicles have been registered], related experience [in case Applicant is owner of the fleet then date of registration of the vehicles will be taken into consideration for counting the experience and in case of Applicant is an aggregator then the before- mentioned list should have mention of number of days against respective vehicles for which the Operator is	Page 7	MaaS operator's fleet management experiences in last 3 years should also be considered to qualify these criteria.	Please refer Addendum & Corrigendum- 4, Sl. No. 1 (EOI Clause 4.3.) and Addendum & Corrigendum-4, Sl.no. 8 (EOI Clause 7.3.7)

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	managing the same in its fleet operation]. The affidavit should be on a stamp paper of Rs.100/- (India Non-Judicial) duly notarized and signed by authorized signatory of the Applicant (annexure-III of Appendix-I)			
5	5.3. All the Drivers / Other staff deployed for running the feeder services shall be required to possess valid licenses wherever required from appropriate authorities, display valid ID Card, wear uniform in prescribed colour with identification name badges.	Page 8	Is this applicable even for bicycle operators (non-motorized vehicle)? If yes, will NCRTC provide the uniform in prescribed colour, and name badges, etc.	Please refer Clause no.5.3 of EOI
6	5.6. As far as practicable, the service provider shall arrange to deploy the services as per the numbers decided by NCRTC time to time. Tentative number of vehicles for different mode of services to be deployed at the Stations are indicated at Table 3 below, which may be finalized in consultation with NCRTC at the time of signing of MOU.	Page 8	More than the numbers of vehicle deployed, along with the minimum vehicles, a Service KPI should also be considered as the measurement criteria	Please refer Clause no.5.6 of EOI
7	5.7 Relevant helpline numbers should be displayed on the vehicles at appropriate place.	Page 9	It is not always feasible to display helpline no. on vehicles. However, the same can be mentioned at the stands / inside app. Request to make this requirement optional	Please refer Clause no.5.7 of EOI
8	5.7. Relevant helpline numbers should be displayed on the vehicles at appropriate place. This shall include Operator's helpline number to address the grievance / complaint of general public / RRTS commuters. NCRTC shall not be liable to handle any such complaint. However, the Operator is required to inform NCRTC in the agreed Performa about the complaints / suggestions received from general public / commuters on monthly basis.	Page 9	We would like to propose centralized helpline number of NCRTC, instead of individual operator's number. NCRTC call center should have facility to divert the query to the individual operator. This will help NCRTC to measure & achieve customer happiness as the nodal agency.	Please refer Clause no.5.7 of EOI

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9	5.8 The name, address and telephone number of vehicle owner shall be displayed on the vehicle at an appropriate place.	Page 9	It is not always feasible to display helpline no. on vehicles. However, the same can be mentioned at the stands / inside app. Request to make this requirement optional	Please refer Addendum & Corrigendum 4, Sl.no.2 (EOI Clause 5.8)
10	5.13 The Service Provider shall ensure proper cleanliness of the vehicles and the NCRTC premises during their operation	Page 9	While service provider ensures proper cleanliness of the vehicles, we request NCRTC to take the onus of cleanliness of the premises	Please refer Addendum & Corrigendum 4, Sl.no.3 (EOI Clause 5.13)
11	5.14 Maintenance and repair activities of the vehicles shall not be carried out with in the NCRTC premises.	Page 9	Since repair and maintenance is an important part of operations to ensure quality services, we request NCRTC to make available any spare, enclosed and rent-free space at the stations or depot for the same.	Please refer Clause 5.14 of EOI
12	5.17 As a safeguard measure to any possible litigation arising out of accidents / acts / omissions imploding NCRTC, the Service Provider shall be required to take adequate comprehensive passenger liability insurance at its own cost.	Page 10	While NCRTC is indemnified, we request you to make the comprehensive passenger liability insurance optional	Please refer Clause 5.17 of EOI
13	5.18 The Service Provider shall be required to maintain all fittings and accessories in excellent working condition with specific attention to ensure provision of Fire extinguisher of applicable type and First Aid box	Page 10	Since all operators would be operating from the RRTS station, it will be good if NCRTC can themselves provide fire extinguisher and first aid box, rather than having the need of setting up individual fire extinguisher and first aid box by the operators	Please refer Addendum & Corrigendum 4, Sl.no. 4 (EOI Clause 5.18)

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14	6.3. Use of NCRTC name and logo on the vehicles will not be permitted, unless specifically approved by NCRTC based on request from the Service Provider.	Page 11	We propose to co-brand the application with NCRTC to make the service a distinctive effort by NCRTC. This will help in avoiding the unorganized players misusing the NCRTC premises.	Please refer Clause NO.6.3 of EOI
15	Request for inclusion		Requesting NCRTC to consider providing advertisement rights on the vehicles and the allotted parking space to the operator, in order for them to generate additional revenue.	Please refer Addendum & Corrigendum 4, Sl.no. 7 (EOI Clause 6.5 Added)
16	7.3.7 (A) Table 5. - Criteria for Award of Marks for Numbers of Vehicles used for Feeder Services	Page 13	To consider any best practices world city.	Please refer Addendum & Corrigendum 4, Sl. No. 8.A&B (EOI Clause no. 7.3.7)
17	7.3.7 (B) Experience in Months	Page 13	International Partner's experience may also be considered	Please refer Addendum & Corrigendum 4, Sl.no. 8.E (EOI Clause 7.3.7)
18	7.3.7/ A) No of Vehicles Operated /Table-5	Page 14	Let us know, that operational experience of auto Rickshaw feeder service is also consider for point-to-point shuttle bus, please clarify? Request you to please accept the any one type of feeder service experience to quote for all type of feeder services to get opportunities for all type of feeder services	Please refer Addendum & Corrigendum 4, Sl.no. 8 (EOI Clause 7.3.7)
19	7.3.7/C) Start up Feeder Services Providers	Page 14	These Applicants shall be kept in reserve and NCRTC may consider availing their services at the stations if no other service provider in their category is available. Request you to allow the percentage	Please refer Addendum & Corrigendum 4, Sl.no. 8.C (EOI Clause 7.3.7)

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			of allocation for the start-up India, MSME companies.	
20	7.3.7/ A) No of Vehicles Operated /Table-5	Page 14	<p>Query 1: We have experience of operating Buses in STU and Private Premium service in the Intercity sector for the last 12 years. We are keenly interested in operating E-Buses with RRTS as Feeder Shuttle service in two sectors (mentioned below).</p> <p>1- Category 1 - Point to point Shuttle Bus Service</p> <p>2- Category 11 - Route based Bus service</p> <p>Sir we are also interested in operating E-Auto Rickshaws as shuttle service in the following category.</p> <p>Category 4 - Metered/ Pre-Paid Auto Rickshaw Service</p> <p>Query 2: Sir since Auto Rickshaw is also a part of Public Transport which is correlated to shuttle bus services. We are keenly interested in this sector. For E-Auto Rickshaw we are going to enter into a JV with Prevalance Green Solutions Pvt Ltd Bangalore OEM of E-Carts and E-Auto Rickshaws. And we can provide the required numbers of E-Auto Rickshaws at the time of Inauguration.</p>	<p>Please refer Addendum & Corrigendum 4, Sl.no. 8.D (EOI Clause 7.3.7)</p>

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			<p>For this purpose, we request you to kindly consider the following selection criteria so that we can submit our proposal for E-Buses as well as E-Auto Rickshaws.</p> <p>Consider E-Auto Rickshaw as a part of Public Transport which correlates with Bus Transport.</p> <p>We request you to kindly consider our request for E-Bus and E-Auto Rickshaws both.</p>	
21	<p>8.2 The proposal should be submitted in a sealed envelope duly super scribed 'FEEDER SERVICES FOR DELHI – GHAZIABAD – MEERUT REGIONAL RAPID TRANSIT SYSTEM (RRTS)' with the following documents</p> <p>8.10. Copy of PAN Card & GST Regn. Certificate of Applicant / Applicant's company</p>	Page 15	For any newly incorporated entity (currently under incorporation/ permission) with international tie-ups – the provision for PAN or GST registration etc. should be in place before the operation start date.	Please refer Addendum & Corrigendum 4, Sl.no. 9 (EOI Clause 8.10)