

NOIDA METRO RAIL CORPORATION (NMRC) LIMITED

Expression of Interest (Eoi)

For

**Facility for Purchasing NMRC QR Tickets through different
payment system/ Digital Wallet on Mobile App**

No. NMRC / AFC /Mobile App/2025/

July - 2025

Issued by:

**Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor,
Ganga Shopping Complex, Sector-29, Noida -201301,
District Gautam Budh Nagar, Uttar Pradesh, India**

ABOUT NMRC

Noida and Greater Noida are being developed as the industrial towns to New Delhi and more and more people from Delhi and other areas are shifting to these towns in search of fresh air, greenery and better infrastructure. There is a need of providing an efficient, reliable and comfortable transportation system for the population intending to settle in these towns and also the public coming to these areas for education, service and business.

Noida Metro Rail Corporation (NMRC) Limited is a Special Purpose Vehicle (SPV) formed for planning and executing urban transport projects in Noida, Greater Noida regions. NMRC desires to provide a world-class Public Transportation System with state-of-the-art technology. As such, the overarching criterion for setting up of NMRC is to help create an efficient, safe, reliable, economical and affordable public transport system.

DISCLAIMER

This Application for **“Facility for Purchasing NMRC QR Tickets through different payment system/ Digital Wallet on Mobile App”** contains brief information about the scope of work.

While all efforts have been made to ensure the accuracy of information contained in this Application Document, this Document does not purport to contain all the information required by the Applicants. The Applicants should conduct their own independent assessment, investigation and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their application/s. Noida Metro Rail Corporation Ltd. (“NMRC” or “the Company”) or any of its employees or advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the Application Document.

NMRC reserves the right to change any or all conditions/information set in this Application Document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as NMRC may deem fit without assigning any reason thereof.

NMRC reserves the right to accept or reject any or all applications without giving any reasons thereof. NMRC will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the documents to be submitted in terms of this Application Document.

Data Sheet

1	Name of the Application	Facility for Purchasing NMRC QR Tickets through different payment system/ Digital Wallet on Mobile App
2	Issuing officer	Jt. General Manager (AFC & Tele)
3	Address for queries/ clarifications	Noida Metro Rail Corporation, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301
4	Website & Email	www.nmrcnoida.com nmrc.afc@gmail.com
5	Application Language	English
6	Application Fee	Nil
7	Schedule of Application Process	
	Task	Key Dates
	Uploading of Application	07/07/2025
	Pre-submission Meeting	14/07/2025 (11:30 Hrs)
	Last Date of Submission of Application	06/08/2025 (17:00 Hrs)
8	Location of Pre-submission meeting	Conference Room, Noida Metro Rail Corporation, Block-III, 3 rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301
9.	Mode of submission	Hard copy (all pages signed and stamped) and soft copy (via email)

Facility for Purchasing NMRC QR Tickets through different payment system/ Digital Wallet on Mobile App

1. Background

1.1. About NMRC

An elevated metro line between Noida and Greater Noida is operational from January 2019. The metro corridor is 29.7 km long in first phase and is known as Noida Greater Noida Metro Rail Corridor. It comprises 21 metro stations starting from Noida Sector 51 in Noida and ends up at Depot Station in Greater Noida.

2. Objective

Noida Metro Rail Corporation, being a public transport provider in Noida and Greater Noida region, collects the fares from passengers through 3 options of fare media as mentioned below:

- 1) Paper QR code Tickets through TOM Counter, Customer Care and Ticket Vending Machines.**
- 2) One City One Card issued from NMRC Customer Care.**
- 3) Paperless QR ticket through NMRC Mobile Application**

To facilitate the commuters of Noida Metro, NMRC has provided mobile application namely 'NMRC tickets' which is available at Google Play Store and iOS. The passengers can book their journey ticket through the NMRC mobile application and make the payment through digital option such as Internet banking, credit card/debit card and UPI. However the option of purchasing the QR tickets through different service providers App/ Banking Institutions and payment through digital wallet is currently not available. To further ensure a user friendly experience, payment through different service providers App, digital wallet. It is proposed to incorporate these features in NMRC Mobile App.

Further NMRC is also interested in providing following facilities to NMRC commuters:

1. NMRC also want to explore the various possibility of having the facilities to issue NMRC QR code ticket by means of various social media such as WhatsApp or any other similar platform.
2. Further NMRC will interested to exploring the possibilities of having being able to issue its QR code ticket through various other mobile App/Platforms to increase the reach of NMRC Passengers.
3. Interested parties can come up with any other new proposal which is not covered in this EOI but is capable and has potential for outreaching NMRC passengers by means of issue QR code ticket

The purpose of this Eol is to engage a service provider who would provide facility to purchase the QR Tickets through their App either Internet Banking, Debit/credit Card/UPI/ Digital wallet in. The objective of this Eol is also to identify the Service providers that can offer the most comprehensive technology based solutions and banking services at a competitive rate ('No cost' or 'Least Cost') for the day to day operations of NMRC Ticketing and all its functions.

3. Scope of Work

Payment Gateway

1. The service provider will have to provide online wallet and payment gateway services with acceptance of various debit and credit cards including RuPay, Visa and master Card), internet banking, e-wallet, UPI, BHIM etc with an ability to integrate with the existing/ new system of NMRC mobile app and provides various daily or periodical MIS as per the requirement of NMRC. For all online transactions, the payment gateway should provide a minimum SSL encryption, with

- real time authorization and capturing of transaction details. The bank selection shall be at payment gateway site.
2. The service provider would be able to provide all necessary technical support for the seamless integration of their system with NMRC System.
 3. NMRC would not make any payment towards integration and annual maintenance of payment gateway or any incidental charges. All pertaining RBI and NPCI Guidelines to be adhered.
 4. Any payment made with a credit or debit card or via a payment Service must first be authorized by the card issuing authority. The Service must afford a secure link between NMRC, user / consumer and credit card processor to avoid fraudulent transactions. The secure line should also ensure fast and efficient transaction processing.
 5. All guidelines issued from time to time from RBI upon internet banking and related security issues including transaction on RuPay, VISA, Debit and Credit Cards etc. shall be mandatorily binding on the service provider and they are supposed to keep themselves updated about the guidelines.
 6. The service provider shall have to necessarily debit the user / consumer's account and credit to the NMRC designated accounts as per RBI guidelines.
 7. All settlement of monies by service provider will be as per applicable RBI guidelines in this regard.
 8. The payment collection systems shall have the ability to itemize separately the payments received and provide detailed MIS on daily basis.
 9. Administrator access should be provided to the designated NMRC personal for viewing information on payments and relevant MIS reports.
 10. The web interface for NMRC must contains the tab to check status, refund of amount, search and download transaction details (success/failed) etc.
 11. The service provider would be responsible for reconciliation of all the transactions on daily basis.
 12. MIS should provide transaction-based report.
 13. Facility for host to host integration with support for reconciliation of failed transactions.
 14. Transaction level risk monitoring with velocity checks and IP tracking.
 15. The service provider shall be responsible for security/upkeep of data maintained on portal service located in its data center. Firewall protection and usage of Intrusion.
 16. Detection Systems will be provided. The service provider should create back-up of the transaction data on weekly basis and maintain the same in a secure/protected environment.
 17. The service provider would provide a 24 X 7 call centre support to the users of the system or who wish to make online payments. The telephone numbers and support email ID should appear prominently on the payment page.
 18. All payment related issues should be directly handled by the service provider and an SLA should be provided
 19. The service provider would be solely responsible for implementation of all guidelines issued by RBI from time to time for various e-payment services.
 20. The service providers will have to do back up and integration with NMRC existing service providers and banking institutions.

4. Eligibility Criteria for Submission of Proposals

The Bidder's competence and capability is proposed to be established by the following parameters. The Bidder should meet all the criteria given in this section.

- a. Sole proprietorship, registered partnership firm (including LLP), public limited company, and private limited company can submit the EOI. The firms and the companies should be registered in India..
- b. Service Providers are required to enclose copies of the work orders and work completion certificate in support of the work experience.
- c. The Service providers should submit the Annual average Turn Over in the last 3 (Three) Financial Years (, 2021-22, 2022-23, 2023-24). A copy of the Audited balance sheets and Profit and Loss Statements for the last 3 (Three) financial years ending on 31st March 2024.

- d. Profit before tax should be positive in at least 1 (One) years; out of the last 3 (three) audited financial years ending on 31st March 2024.
- e. Service Providers should have valid PAN and registered with the Goods and Services Tax Authorities.
- f. NMRC/any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of EOI submission Service providers should submit undertaking to this effect.

5. Submission of Documents:

- a. The prospective service provider will submit their proposal in hard copy within the schedule date.
- b. All the service providers submitting proposal against the EOI will give a PPT presentation, with a possible demonstration of making online payment on their system, before the committee of the NMRC about their proposal as per the announced schedule at NMRC.

6. Selection Process :

The proposal will be duly evaluated by NMRC and that after due diligence NMRC will issue tenders/RFP.

6.1 Application Registration and Instructions

- a. Applicants are advised to study all instructions, forms, terms, requirements and other information in the Application carefully.
- b. Applicant shall be deemed to have applied after careful study and examination of the Application Document with full understanding of its implications.

6.2 Submission of Applications

- a. All the notifications & detailed terms and conditions regarding this Application notice hereafter will be published on the NMRC website.
- b. The application should be submitted in hardcopy in a sealed envelope as per scheduled date.
- c. Applicant shall submit all formats and suggested documentary evidence with the Application document.

6.3 Documents to be submitted

The Application to be submitted by the Interested Parties shall include:

- a. Cover Letter expressing interest to participate in the form and manner prescribed hereunder as Annexure 1. Attach Technical report for creation of e-wallet in NMRC mobile app.
- b. Details of the Applicant as prescribed hereunder as Annexure 2.
- c. Details of Financial Capability of the Applicant as prescribed hereunder as Annexure 3.
- d. Details of Work experience of the Applicant as prescribed hereunder as Annexure 4
- e. Details of Proposed Solutions (Technical and Financial Proposal) as prescribed hereunder as Annexure 5

- f. Documentary proofs for legal status and audited financial statements for turnover.

6.4 Pre-submission meeting and Site Visits

NMRC shall also organize an interactive meeting to discuss further on this Application, the eligibility criteria, the technical, and financial and operations aspects along with preferred mode of engagements with the prospective bidder in the form of a presentation meeting.

The meeting shall be held on _____ at NMRC Office at _____ AM. Any change corresponding to date, if any, shall be communicated to the applicants vide NMRC website (www.nmrcnoida.com)

6.5 Date of submission

The Interested parties shall submit their respective details in aforesaid format as per Data Sheet **at** NMRC's herein below mentioned address:

Jt. General Manager (AFC& Tele)
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,
Noida -201301, District Gautam Budh Nagar, Uttar Pradesh
Website: www.nmrcnoida.com

Applications received by the NMRC after the specified time on the Application Due Date shall not be eligible for consideration and shall be summarily rejected.

Formats for submission of Application

7. Annexures

7.1 Annexure 1: Format for Covering Letter

Date:

To,

Jt. General Manager
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex,
Noida -201301,
District Gautam Budh Nagar, Uttar Pradesh

Sub: Application for EoI for Creation of Wallet in NMRC Mobile App.

Dear Sir,

- With reference to your Application document dated _____, I/We the undersigned am/are hereby expressing our Interest for Creation of Wallet in NMRC Mobile App.
- We hereby declare that we are neither black listed/debarred firm nor have contracts, which have been terminated/ foreclosed by any company / department during the last 5 (five) financial years due to non- fulfilment of Contractual obligations.
- We hereby declare that all the information and statements made in this Application are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Application is binding upon us.
- We have prepared our application for the captioned project as specified in Application Document.
- I/We hereby declare that all the information and statements made in this Application are true.
- Technical report for creation of wallet in NMRC mobile app is attached herewith.

(Name and Title of the Signatory)

(In the capacity of)

Company Seal

7.2 Annexure 2: Details of the Applicant

7.2.1 Firm Details

S. No.	Particulars	Details
1 (a)	Name of Entity	
(b)	Legal Status (Company/LLP/etc.)	
(d)	Registered Address	
(e)	Telephone / Mobile No.	
(f)	E-Mail Address	
	Registration No. of Entity	
	PAN No.	
(g)	Brief profile of the Entity	

7.2.2 Details of individual(s) who shall serve as the point of contact/ communication for NMRC:

S. No.	Particulars	Details
(a)	Name and designation	
(b)	Telephone / Mobile No.	
(c)	E-Mail Address	

Note: Applicant needs to submit supporting documents stating the legal status of the firm

Name of applicant: _____

Signature of applicant: _____

7.3 Annexure 3: Financial Capacity

S. No.	Particulars	Details (INR)
		Turnover
(a)	2023-24	
(b)	2022-23	
(c)	2021-22	
	Average Turnover for last 3 FYs	

Name of applicant: _____

Signature of applicant: _____

Note:

- Applicant is required to submit Audited financial statements for the last 3 years as supporting document
- For any currency other than INR, appropriate conversion to INR may be made at the prevailing exchange rate as on the date of publication of the Application Advertisement.
- In case of Consortium, provide details of each member of the Consortium

7.4 Annexure 4: Work experience

S. N o.	Similar Contract description	Contract Identification Number	Award date & Completion date	Employer's Name, address, telephone number, e- mail etc	Role in contract	Completion cost	Value of similar work in completed work
					Individual		
1							
2							
3							
4							
Add required number of rows							

Attached copy of Work Orders/LOA and Work Completion Certificate issued by Employer.

7.5 Annexure 5: Proposed Solution (Technical and Financial Proposal)

Service Providers are required to submit proposed solutions. Presentation for the same in soft copy is to be done in NMRC office at scheduled/allotted date and time