



LUCKNOW METRO RAIL CORPORATION

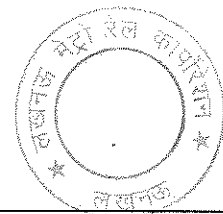
Notice inviting sealed bid request for proposal of Selection of Preferred Partner / Operator of First & Last Mile Connectivity To & Fro Metro Stations.

LMRC invites open seal bid from interested parties for selection of "Preferred Partner / Operator" to serve last and first mile connectivity for all existing and proposed Metro stations with a well controlled system to ensure better convenience & comfort for Metro commuters in line with their comfortable Metro experience as per the details given below:-

S. No	Particulars	Details
1.	RFP Number	LK-ERICK
2.	Brief Description of the RFP	Selection of Preferred Partner / Operator of First & Last Mile Connectivity To & Fro Metro Stations.
3.	Availability of RFP Document	From 07.07.17
4.	Last Date and Time of Submission of downloaded RFP document along with the enclosures / proposal.	Latest by 15:00 hrs on 21.07.17
5.	Date and Time of opening of Price Bid	21.07.17 at 15:30 Hrs.
6.	Validity of Bids.	180 days from bid submission date.
7.	Authority and Address for communication and for submission of RFP Document.	Chief Engineer/Contract, Lucknow Metro Rail Corporation, Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand, Gomti Nagar, Lucknow-226010

The bid document can be downloaded from LMRC website www.lmrc.com. The offer shall be submitted to this office addressed at S. No. 7 above, indicating "Bid for Selection of Preferred Partner / Operator of First & Last Mile Connectivity To & Fro Metro Stations."

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GENERAL TERMS & CONDITIONS

For

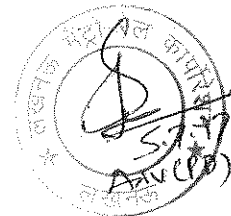
SELECTION OF PREFERRED PARTNER/ OPERATOR OF FIRST & LAST MILE CONNECTIVITY TO & FRO METRO STATIONS

1.0 Introduction:

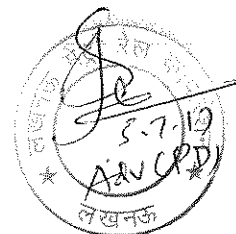
- 1.1 LMRCL brings a world class travel experience to commuters in Lucknow with its priority stretch of 8.5 km from Transport Nagar to Charbagh Railway Station ready for operations, shortly to be opened to public.
 - 1.2 Metro being available in a limited/linear stretch at present, after a comfortable Metro experience, commuters will have to fall back on city's unorganized and substandard means available for their last mile connectivity to & fro Metro Stations.
 - 1.3 E Rickshaws normally cater to this connectivity in a large way but their scenario with heavily compromised comfort and safety standards leaves much to be desired.
 - 1.4 Also due to mushrooming growth these E Rickshaws offering last mile connectivity result in blocking the entry-exit points to Metro stations imparting an ugly and chaotic clutter there.
 - 1.5 LMRCL, committed to offer the best possible 'End to End' commuting experience to its customers, endeavours to facilitate a matching experience for Metro commuters in their journey beyond Metro station by taking some measures to mitigate the experienced/ expected problems in this regard.
 - 1.6 Stipulating a set of stringent requirements and compliances, LMRCL plans to select a 'Preferred Partner' to serve last and first mile connectivity for all existing and proposed Metro stations with a well controlled system to ensure better convenience & comfort for Metro commuters in line with their comfortable Metro experience.
 - 1.7 In this manner LMRCL plans to develop an Eco-friendly feeder service through 'Preferred Partner'.
- Applicants to submit proposal for it, with their details (**Annexure 1**).

2.0 Requirements/Pre-requisites for 'Preferred Partner':

- 2.1 Preferred Partner will engage four-seater E-Rickshaws with loading capacity of 380 kg (four passengers, driver and 40 kg for luggage).
- 2.2 E-Rickshaws shall be conforming to the specifications and relevant standards notified by Govt of India, Ministry of Road



- Transport & Highways and will carry certification from approved testing centres for the same.
- 2.3 E Rickshaws shall have the certification from Government of India approved testing centers (ARAI, ICAT etc), so as satisfy the required performance of the e rickshaw as a whole and also conformance to the relevant applicable specifications for the main components used in it such as the Motor, Battery, Motor Controller, Mechanical Power Transmission system, its body, other auxiliary systems such as brakes, lighting and control, etc. and the overall safety.
 - 2.4 For reliable and economical after-sales service, indigenously developed superior designs by reputed manufacturers will be preferred.
 - 2.5 Each E Rickshaw will be registered individually with Lucknow Transport Authority.
 - 2.6 No. of E Rickshaw deployed by the Preferred Partner shall be adequate to match with the required frequency and load of Metro commuters.
 - 2.7 Initially for the Priority stretch the no. required to be deployed may be 100 and it may go up to 500 with opening of entire N-S corridor.
 - 2.8 All E Rickshaws will be owned, managed and controlled by the Preferred Partner.
 - 2.9 E Rickshaws deployed by the Preferred Partner shall be supplied from an original manufacturer of the E Rickshaws/an Authorised dealer thereof.
 - 2.10 Fleet of the E Rickshaws for Metro connectivity may be given a uniform and pleasing appearance; proposed colour and design in this regard may be shared with LMRCL in advance to incorporate their suggestions for the same.
 - 2.11 Literate and trained drivers in Uniform shall be deployed by the preferred partner to run these E Rickshaws.
 - 2.12 Preferred Partner is expected to deploy some women drivers to ferry ladies passengers exclusively. Such (ladies special) E Rickshaws will be made distinctive, suitably.
 - 2.13 Each E Rickshaw will be fitted with GPS with tracking/control centre set up by the Preferred Partner in order to provide a safe ride to passengers and overall reliable operation of his fleet.
 - 2.14 A dedicated helpline no. shall be set up by the Preferred Partner for commuters' assistance.
 - 2.15 Suitable overnight parking hub(s) to park the E Rickshaws (at night) and to carry out daily charging, repairs and maintenance suitably equipped with spares and technical team shall be provided by the Preferred Partner.
 - 2.16 Professional company duly registered under Company Act 1956/2013 shall be desirable as Preferred Partner by LMRCL to



extend the Lucknow Metro experience in the last mile connectivity.

2.17 Joint Ventures/Consortiums of any kind are not allowed.

2.18 Preferred Partner will have to submit an undertaking in suitable format confirming to LMRCL that he possesses a blemish free record and no negative action of any sort has been taken/contemplated against them by any Govt. Department/company/organisation etc

2.19 For according the status of 'Exclusive Preferred Partner' by LMRC to an approved agency, It shall pay to LMRCL a minimum Monthly License Fees, excluding all applicable Taxes and Levies. For eight stations of Priority stretch initially in the first year of operation it will be Rs. One lakh per month. After 12 months it will increase to Rs. Two Lakh per month. And after 36 months from start i.e. in fourth year, this will further increase to Rs. Four Lakh per month for next two years provided the further stretch beyond Charbagh has been opened to operations for public.

At the end of three years, if opening of further stretch has not been possible due to any reason whatsoever, then there will be an enhancement of 20% only, over the existing monthly payment till the further stretch is opened to public.

Monthly license fee shall always be payable in advance by the Preferred Partner. Monthly license fee for next month shall be paid within 7 (seven) days of the start of the running/previous month. First payment shall be made within 7 days of issuing Lol by LMRC to the Preferred Partner in this regard. **(Annexure 2 & 3)**

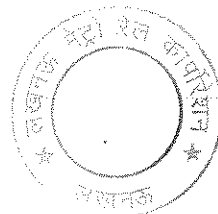
This approval is for five years period. Beyond that LMRC will invite fresh bids and the 'Preferred Partner' already working with LMRC will have first right of refusal. In case he is not the highest bidder he will be afforded an opportunity to match his bid to that of highest one received by LMRC. Only on his refusal to do so, the highest bidder then will be allowed.

In the event of delay in finalising the fresh bid beyond five years period of this approval, the existing arrangement and monthly fee will be extended for the period required. This extension will however will not last for not more than one year.

3.0 Operational Requirements for the Preferred Partner:

The Preferred Partner shall meet following requirements and indemnify LMRC on all counts related with procurement and running of e-rickshaw services to & fro the metro stations: -

- 3.1 All E-Rickshaws, to be operated to & fro the metro stations, to be registered with the appropriate authority with valid fitness certificate. The model of the E-Rickshaw must be duly approved as per the statutory provisions.
- 3.2 All drivers of the Preferred Partner for E-Rickshaws shall possess a valid license issued by the designated authority concerned.

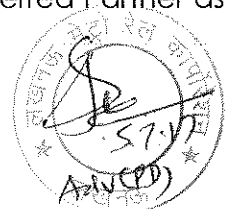


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- 3.3 The Preferred Partner is required to obtain Police verification of all the drivers with particulars / antecedents duly verified from the police and the same shall be kept with the vehicle at all times.
- 3.4 All the Drivers / Other staff deployed for running the E-Rickshaws 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.
- 3.5 Preferred Partner will charge the Metro commuters for E-Rickshaw ride in sync with the prevailing rates, approved by appropriate transport authority.
- 3.6 As far as practicable, the Preferred Partner shall arrange to run the e-rickshaws as per the defined / agreed frequency.
- 3.7 Name and telephone number of E-Rickshaw owner shall be displayed on the E-Rickshaw at an appropriate place.
- 3.8 Relevant helpline numbers should be displayed on the E-Rickshaw. This shall include Preferred Partners helpline number to address the grievance / complaint of general public / metro commuters.
- 3.8.1 LMRC Ltd. shall not be liable to handle any such complaint
- 3.9 The Preferred Partner is required to follow all statutory provisions and directions applicable from time to time towards traffic regulation.
- 3.10 Preferred Partner shall ensure that the drivers and other personnel engaged for the purpose do not involve in any subversive activities, disruption in normal services and inconvenience and / or harassment to the commuters / general public.
- 3.11 Preferred Partner is required to comply with all the statutory and other stipulations including but not limited to Labour Laws / Legal / Police / Taxation / Excise/GST / STA / Transport Policy from time to time. LMRC shall not be liable in this regard and it shall remain fully indemnified for the same.
- 3.12 All applicable rules & regulations on various aspects of Operation of E-Rickshaws for first & last mile connectivity services and associated activities shall be followed by the Preferred Partner.
- 3.13 LMRC will not be held liable for any accidents / claims / liabilities / or any criminal proceedings or statutory requirements at any time arising out of operation of E-Rickshaws or on account of any act / omission / default on the part of the Preferred Partner or its non-compliance with the statutory requirements. Preferred Partner shall indemnify LMRC fully in this regard.
- 3.14 Preferred Partner shall be required to maintain E-Rickshaw including all fittings and accessories in good working condition.
- 3.15 Preferred Partner shall ensure proper cleanliness of the E-Rickshaws during their operation.

4.0 Facilities to be provided by LMRC:

- 4.1 LMRC shall provide dedicated exclusive earmarked space, for halt, movement/stabling of E-Rickshaws of the Exclusive Preferred Partner throughout Metro Working Hours. At some stations LMRC has created infrastructure for halt, movement and stabling of E-Rickshaws. At other stations according to site feasibility LMRC shall delineate the space for E-Rickshaws duly marked on the drawing. Required work at site to erect steel barriers/ flexible vertical rubber bollards/special inserts/road markings etc to earmark such spaces shall be executed by the Preferred Partner as



approved by LMRC. A working drawing to this effect shall be provided to the Preferred Partner.

- 4.2 These earmarked spaces shall be for exclusive use by the E-Rickshaws of the Preferred Partner only. LMRC shall facilitate Preferred Partner for the same to avoid entry of other E-Rickshaws at such earmarked space.
- 4.3 LMRC shall allow the Preferred Partner to erect (backlit) display standees' in the earmarked area for easy identification of E-Rickshaw services by the Metro Commuters.
- 4.4 In order to create awareness and visibility among Metro commuters in respect of 'Preferred Partner' approved by LMRC for their safe and convenient last mile connectivity, LMRC shall allow appropriate/limited display to the Preferred Partner on Metro Stations near Entry/ Exit.
- 4.5 Use of words "Preferred Partner of Lucknow Metro/LMRC" shall be allowed but use of LMRC logo shall not be permitted on the E-Rickshaws without specific permission in writing by LMRC. LMRC shall remain indemnified at all times for any possible liability whatsoever arising out of any mishap in use of E-Rickshaws of Preferred Partner by the Metro commuters.

5.0 General:

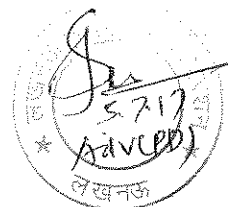
5.1 Preferred Partner must be in position to deploy some E-Rickshaws immediately on commencement of operations by LMRC on the priority stretch from Transport Nagar to Charbagh.

5.2 LMRC may call the Interested Companies for demonstration of the E-Rickshaw and the system they propose to deploy.

5.3 Detailed specifications, special features and make of the E Rickshaws proposed to be deployed will be submitted by the parties. If so required, E-Rickshaws will be judged for superior design in terms of technical specifications/design parameters and customer features e.g. Motor output power, Battery power, Energy consumption, Gradeability (capacity to move up the gradient smoothly), Braking and control system, Vehicle body design (including front windshield/ wiper, Instrument panel, Roof etc), Tyres, Other components/ parts such as various Lamps (Head/ tail/ parking/ direction indicator/ stop/reverse/registration plate etc), Passenger seats cushioning and comfort ability, Grabs/ handholds for ease of entry/exit and ride, Protection from inclement weather etc. LMRC shall have the final authority to accept/reject any proposal without assigning any reasons thereof. No one shall have any cause of action or claim against LMRC for rejection of his proposal.

5.4. The approval accorded by LMRC for Preferred Partner will be for a period of five years. Thereafter the existing Preferred Partner will have the right of first refusal as contained in 2.19. Preferred Partner will be allowed to withdraw, by giving three months notice to LMRC; only after successful completion of first three years.

5.5 In the event of default on payment to LMRC or any other unsatisfactory performance of the Preferred Partner, duly notified by LMRC, the approval shall be revoked/ terminated on expiry of notice period.



Annexure 1

To,

The Managing Director
Lucknow Metro Rail Corporation/LMRCL
Lucknow

Sub: Proposal for Preferred Partner/E Rickshaw for Last/First mile connectivity
Dear Sir,

We hereby submit our proposal with all details (enumerated here below) along with our credential, for 'Exclusive Preferred Partner' of Lucknow Metro/LMRCL for last mile connectivity to Metro Commuters.

1. Name of Applicant:
2. Registered Office Address:
3. Name & Designation of Authorised signatory:
4. Address, Phone nos. Fax nos. and E mail of Authorised signatory:

Dated:

Signature with Seal
(Applicant)

Enclosures:

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Note:

1. Downloaded RFP (LMRC's Terms and Conditions) must be included in the detailed proposal along with signature on each page thereof.
2. Detailed Proposal complete with all information, credentials that agency likes to present and documents thereof must be Submitted in the office of Chief Engineer (Contracts), LMRC Administrative Building, Vipin Khand, Gomti Nagar, Lucknow 226010. Agency to ensure that his proposal is duly received by the designated officer well before the last date and time of submission given in the RFP.



LIST OF ALL STATIONS INCLUDING PROPOSED EXPANSIONS WHERE THE E-RICKSHAW SERVICES SHALL BE PROVIDED BY THE PREFERRED PARTNER

- I. **Priority Stretch** With 8 Stations Scheduled for Opening Shortly:
 1. Transport Nagar
 2. Krishna Nagar
 3. Shingar Nagar
 4. Alambagh
 5. Alambagh Bus Stand
 6. Mawayia
 7. Durgapuri
 8. Charbagh

- II. **Further Stretch** under construction with 13 Stations; Scheduled for Completion in July 2019:
 9. Hussain Gunj (U/ground)
 10. Sachivalya (U/ground)
 11. Hazrat Gunj (U/ground)
 12. K.D.Singh Babu Stadium
 13. Lucknow University
 14. I.T.College Jn.
 15. Badshah Nagar
 16. Lekhraj
 17. R.S.Mishra Nagar
 18. Indira Nagar
 19. Munshipulia
 20. Amausi (south of Transport Nagar Station)
 21. CCS Airport (---do--- U/ground)



Annexure 3

I/We hereby acknowledge and accord our express concurrence to the provision (Clause/para 2.19) that I/We shall pay to LMRCL Monthly License Fees as detailed herein, excluding all applicable Taxes and Levies, for according the status of 'Exclusive Preferred Partner' by LMRC to us.

Minimum monthly license fee (for eight stations of Priority stretch) initially in the first year of operation will be Rs. One lakh per month. After 12 months it will increase to Rs. Two Lakh per month. And after 36 months from start i.e. in fourth year, this will further increase to Rs. Four Lakh per month for all the stations including priority stretch ones, for next two years; provided the further stretch beyond Charbagh has been opened to operations for public.

At the end of three years, if opening of further stretch has not been possible due to any reason whatsoever, then there will be an enhancement of 20% only, over the existing monthly payment till the further stretch is opened to public.

Monthly fee shall always be payable in advance by the Preferred Partner. Monthly license fee for next month shall be paid within 7 (seven) days of the start of the running/previous month. First payment shall be made within 7 days of issuing Lol by LMRC to the Preferred Partner in this regard.

LMRCL's approval is for five years period.

I/We quote here below the amount over and above the minimum monthly fee fixed by LMRCL:

Period	Year 1	Year 2 & 3	Year 4 & 5
Minimum monthly License Fee fixed by LMRCL	Rs. One Lakh	Rs. Two Lakh	Rs. Four Lakh
Additional amount quoted over minimum fixed by LMRCL

Date:

Signature with Seal

Place:

(Applicant/Authorised Signatory)

Note:

1. Additional amount above shall be quoted in figures as well as in words.
2. Additional amount shall not be quoted in negative; such bids shall be rejected outright.
3. Evaluation of highest bid will be based upon the highest NPV (Net Present Value, worked out using discounting factor 8% per annum) for the approval period viz. Five Years.

