

Expression of Interest (EOI) regarding the selection of Third-Party Application Provider (TPAP) for Integration with Metro Railway, Kolkata AFC (Ticketing) System.

Metro Railway, Kolkata invites Expression of Interest from reputed Third-Party Application Provider for “**Selection of Third-Party Application Provider (TPAPs) for Design, Develop, Integration, Testing and Commissioning for integration with AFC Ticketing System of Metro Railway, Kolkata**”.

1. Objective:

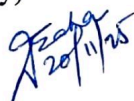
To select Third-Party Application Provider (TPAPs) for Design, Develop, Integration, Testing and Commissioning for integration with AFC Ticketing System of Metro Railway, Kolkata”.

2. Scope of Work:

- i. TPAP API integration with AFC Ticketing System of Metro Railway, Kolkata so that Purchase of QR Ticket and Recharge of Metro Smart Card can be done through Third-Party Apps. Centre for Railway Information System (CRIS) maintains AFC System, which will share API Documents and all necessary co-related items.
- ii. Payment facility for Ticketing through UPI, Credit Card, Debit Card, Wallet etc. shall be incorporated within the Third – Party App.
- iii. Development of transactional flows for Transit Ticketing viz. Single, Return and Multiple QR Ticket, Smart Card Recharge or any other type of Ticketing System updated time to time by Metro Railway, Kolkata within the Third-Party App. It includes Payment, Service Alerts, display of Past Tickets and upcoming Tickets, Tickets Histories, Cancellation of Tickets etc. as per Metro Railway’s Business Rule.
- iv. Facility to Refund of any individual Ticket or in Bulk, purchased through Third-Party App. Raise/report an issue should be available through App.
- v. Provision of Dash Board with Real Time Transaction Data, Download settled and unsettled transaction details in bulk or individually in XLS or CSV format. Status of refund should also be shown in the Dash Board. Refund facility in bulk or individual should be available.
- vi. Settlement of the collected amount to be deposited in Metro Railway’s designated account within **T+1 days** (Where T is the transaction day).
- vii. An Agreement shall be signed jointly after issuance of L.O.A.
- viii. Testing and Deployment.
- ix. Maintenance, Support and further upgradation.
- x. **Period of Contract:** The period of contract will be two years from the date of implementation with the provision of extension by 1 more year at the discretion of Metro Railway, Kolkata.

3. Eligibility Criteria:

- i. **The Agency must have TPAP License** from National Payments Corporation of India (NPCI). The copy of the certificate issued by appropriate authority shall be submitted.
- ii. **The Agency must have ISO 27001 or higher & PCI-DSS** certifications. The copy of the certificate issued by appropriate authority shall be submitted.
- iii. **Must have Experience** in API integration for any Metro Transit Ticketing System of India. Agency should submit certificate issued by any Metro. (Signed and stamped by appropriate Metro authority)



- iv. **The Agency should have** Robust, scalable and flexible to accommodate future growth and changes. A self-declaration certificate shall be submitted duly signed and stamped by authorized signatory.
- v. **Compliance** of NPCI guidelines and policies. A self-declaration certificate shall be submitted duly signed and stamped by authorized signatory.
- vi. Settlement must be done automatically on T+1 **bank** day basis (T=Transaction Day).
- vii. A Security Deposit/Performance Security shall have to be deposited to Metro Railway, Kolkata in advance.
- viii. **No financial burden will be passed on to the customer.**
- ix. **The Agency** offering highest revenue to Metro Railway will be selected. Other agencies will be offered the right of refusal of the terms of the highest revenue offering agency.

Interested Agencies shall submit their Expression of Interest including:

- i. Covering Letter of Proposal duly signed and stamped by signatory authority.
- ii. Company overview and experience
- iii. Proposed approach and methodology of integration and implementation
- iv. Case studies and references
- v. Technical and financial capabilities
- vi. Mandatory Documents as mentioned in the EOI.
- vii. Filled Annex-I Form.
- viii. Contact details.

4. **Last date of submission: 04.12.2025 up to 18:00 Hrs.**

5. **Address for Submission:**

Dy. Chief Operations Manager/O&M,

7th Floor, Metro Rail Bhavan,

33/1, J. L. Nehru Road,

Kolkata – 700071, WB.

Mail id: dycomonm@mtp.railnet.gov.in & afpcpcmetro@gmail.com

Contact: 9163341814

9007041945

Details of Metro Railway, Kolkata AFC Ticketing Transactions for the month of September 2025: -

S/N	Types of Ticket	Txn. volume in Percentage
1	Paper QR Issue	37.25%
2	Token Issue	5.8 %
3	Mobile QR	5.66%
4	Total Passenger	2.25 Cr

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20/11/25

Annex – I

Sl. No.	Payment Methods	Commercials (INR)
01	UPI	
02	Debit Card	
03	Credit Card	
04	Payment through Wallet	
Setup Charges		
05	First time Integration Fee (Includes all aspects), if any	
06	Annual Maintenance Cost, if any	
07	Customization Fee if any	
08	Security Deposit to be submitted to Metro Railway, Kolkata in advance	Rs. 10,00,000/- (Ten Lakhs Only) The position will be reviewed after every 06 months from introduction of the scheme. Upward revision if any, will be decided on the basis of actual financial transactions during the period.

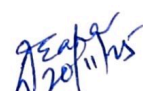
Submission of mandatory items: -

SL NO.	Description	Yes/No
01.	TPAP License from National Payments Corporation of India (NPCI) as per 3(i) of EOI.	
02.	ISO 27001 or higher Certificate from Approval Authority as per 3 (ii) of EOI.	
03.	PCI-DSS certifications Approval Authority as per 3 (ii) of EOI.	
04.	Experience in API integration for any Metro Transit Ticketing System as per 3 (iii) of EOI.	
05	Self-declaration for Robust, scalable and flexible to accommodate future growth and changes as per 3 (iv) of EOI.	
06	Self-declaration for Compliance of adhering NPCI guidelines and policies as per 3 (v) of EOI.	
07	Duly filled, signed and stamped (By the competent authority) Annex-I form as per prescribed format given in the EOI.	

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

Metro Railway, Kolkata reserves the right to accept or reject any or all applications without giving any reasons thereof. Metro Railway, Kolkata 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 EOI Document.

End of EOI


 दीप्त साहा
 (Dipto Saha)
 उप मुख्य परिचालन प्रबन्धक / परि० एवं अनु०
 Dy. Chief Operations Manager/ O&M