

Addendum and Corrigendum-2

RFP for Selection of Financial Institution for Open Loop Smart Card Common City Payments System



Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-2

RFP No.: SSCDL-CityPaymentCard-RFP-01-2016

The Bidders are requested to take note of the following changes made in the RFP document, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- Content specified in this Addendum and Corrigendum supersede relevant content to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.
- Bidders shall read and consider following points, which shall be a part of the RFP documents.

Highlighted Colour	What does it indicate?
No highlight	Indicates content as per original RFP document
Highlighted in Blue	Indicates amendment as per this Addendum and Corrigendum-2

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RFP for Selection of Financial Institution for Open Loop Smart Card Common City Payments System



I. Changes with respect to RFP Schedule

Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

Particular	Current Dates	Proposed Dates
Price Bid Submission	To be submitted online only on https://smc.nprocure.com on or before 15/12/2016 up to 18:00 hrs.	To be submitted online only on https://smc.nprocure.com on or before 07/01/2017 up to 18:00 hrs.
Technical Bid Submission (in Hard Copy) Filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents.	In sealed envelope strictly by RPAD/Postal Speed Post on or before 19/12/2016 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	In sealed envelope strictly by RPAD/Postal Speed Post on or before 10/01/2017 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.



II. Other Changes

Sr. No.	Tender Reference	Existing Clause	Amended / New Clause																		
1.	Part-1: 1.6 Scope of Work, 1.6.1 - 1.6.1 Design, Development, Procurement, Issuance, Supply, Integration, and Implementation of City Payment Card Project, Page 14	<p>(ii) The City Payment Card project shall comprise the Hardware and Software items specified hereunder.</p> <table border="1" data-bbox="427 549 1263 906"> <thead> <tr> <th data-bbox="427 549 667 619">Services</th> <th data-bbox="667 549 1263 619">Hardware</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 619 667 906">Swimming Pools (15)</td> <td data-bbox="667 619 1263 906"> <ul style="list-style-type: none"> - Co – branded personalized cards acting as membership cards - POS machines with functionality to pay, to map & read membership details to/from card and to top-up card - Turnstile with validator at Entry and Exit gates of "members only" Pool Area </td> </tr> </tbody> </table>	Services	Hardware	Swimming Pools (15)	<ul style="list-style-type: none"> - Co – branded personalized cards acting as membership cards - POS machines with functionality to pay, to map & read membership details to/from card and to top-up card - Turnstile with validator at Entry and Exit gates of "members only" Pool Area 	<p>(ii) The City Payment Card project shall comprise the Hardware and Software items specified hereunder.</p> <table border="1" data-bbox="1294 549 2130 906"> <thead> <tr> <th data-bbox="1294 549 1534 619">Services</th> <th data-bbox="1534 549 2130 619">Hardware</th> </tr> </thead> <tbody> <tr> <td data-bbox="1294 619 1534 906">Swimming Pools (15)</td> <td data-bbox="1534 619 2130 906"> <ul style="list-style-type: none"> - Co – branded personalized cards acting as membership cards - POS machines with functionality to pay, to map & read membership details to/from card and to top-up card - Validator at Entry and Exit gates of "members only" Pool Area </td> </tr> </tbody> </table>	Services	Hardware	Swimming Pools (15)	<ul style="list-style-type: none"> - Co – branded personalized cards acting as membership cards - POS machines with functionality to pay, to map & read membership details to/from card and to top-up card - Validator at Entry and Exit gates of "members only" Pool Area 										
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2.	Part-1: 5.1 Pre-Qualification Criteria / Basic Eligibility Criteria, Page 32	<table border="1" data-bbox="427 917 1263 1457"> <thead> <tr> <th data-bbox="427 917 504 1003">Sr. No.</th> <th data-bbox="504 917 976 1003">Pre-Qualification Criteria</th> <th data-bbox="976 917 1263 1003">Proof Document Required</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 1003 504 1289">1</td> <td data-bbox="504 1003 976 1289">The Bidder must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934). In case of a Consortium, the lead bidder should be a Nationalized Bank or a Scheduled Bank.</td> <td data-bbox="976 1003 1263 1289">Format to Share Bidder's Particulars as in Appendix 1 Form –1.3</td> </tr> <tr> <td data-bbox="427 1289 504 1457">2</td> <td data-bbox="504 1289 976 1457">The Lead Bidder should have Net worth of Rs. 1000 Cr. as on 31st March, 2016.</td> <td data-bbox="976 1289 1263 1457">Financial Capability Statement as in Appendix 1 Form – 1.4</td> </tr> </tbody> </table>	Sr. No.	Pre-Qualification Criteria	Proof Document Required	1	The Bidder must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934). In case of a Consortium, the lead bidder should be a Nationalized Bank or a Scheduled Bank.	Format to Share Bidder's Particulars as in Appendix 1 Form –1.3	2	The Lead Bidder should have Net worth of Rs. 1000 Cr. as on 31 st March, 2016.	Financial Capability Statement as in Appendix 1 Form – 1.4	<table border="1" data-bbox="1294 917 2130 1457"> <thead> <tr> <th data-bbox="1294 917 1370 1003">Sr. No.</th> <th data-bbox="1370 917 1843 1003">Pre-Qualification Criteria</th> <th data-bbox="1843 917 2130 1003">Proof Document Required</th> </tr> </thead> <tbody> <tr> <td data-bbox="1294 1003 1370 1289">1</td> <td data-bbox="1370 1003 1843 1289">The Bidder must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934). In case of a Consortium, the lead bidder should be a Nationalized Bank or a Scheduled Bank.</td> <td data-bbox="1843 1003 2130 1289">Format to Share Bidder's Particulars as in Appendix 1 Form –1.3</td> </tr> <tr> <td data-bbox="1294 1289 1370 1457">2</td> <td data-bbox="1370 1289 1843 1457">The Lead Bidder should have Net worth of Rs. 1000 Cr. as on 31st March, 2016.</td> <td data-bbox="1843 1289 2130 1457">Financial Capability Statement as in Appendix 1 Form – 1.4</td> </tr> </tbody> </table>	Sr. No.	Pre-Qualification Criteria	Proof Document Required	1	The Bidder must be a Nationalized Bank or Scheduled Bank (included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934). In case of a Consortium, the lead bidder should be a Nationalized Bank or a Scheduled Bank.	Format to Share Bidder's Particulars as in Appendix 1 Form –1.3	2	The Lead Bidder should have Net worth of Rs. 1000 Cr. as on 31 st March, 2016.	Financial Capability Statement as in Appendix 1 Form – 1.4
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		3	The Lead Bidder should have its financial switch certified for operating credit/debit/prepaid debit card acquiring and issuing in India.	Provide Evidences in terms of copy of certificate or any other document	3	The Lead Bidder should have its financial switch certified for operating credit/debit/prepaid debit card acquiring and issuing in India.	Provide evidence in terms of copy of certificate or any other document issued either by the FI or FI's technology partner
		4	The Bidder proposed for the project must have the experience of Contactless Smart Card design, supply and operations.	Experience Statement as in Appendix 1 Form – 1.5 A	4	The Bidder proposed for the project must have the experience of Contactless Smart Card design, supply and operations.	Experience Statement as in Appendix 1 Form – 1.5 A
		5	The Lead Bidder should have a branch office or Head Office in Surat.	Format to Share Bidder's Particulars as in Appendix 1 Form – 1.3	5	The Lead Bidder should have a branch office or Head Office in Surat.	Format to Share Bidder's Particulars as in Appendix 1 Form – 1.3
		6	The Bidder should have a payment acceptance infrastructure of at least 500 POS machines in Surat city limit at the time of submission.	Provide self-certification with list of merchants' details	6	The Bidder should have a payment acceptance infrastructure of at least 500 POS machines in Surat city limit at the time of submission.	Provide self-certification with list of merchants' details
		7	The Lead Bidder or any of the consortium partners should not be blacklisted by Government Agency in India or abroad, or proved to have indulged in serious fraudulent practices by a Court of Law or an independent Commission of Inquiry in India or abroad at the time of submission of the bid. If such instance shall be found by Authority during bid process or period thereafter, then Authority at its sole discretion may reject the Bidder or terminate the Contract.	Format for Declaration by the bidder for not being Blacklisted / Debarred/ Terminated as in Appendix 1 Form – 1.9	7	The Lead Bidder or any of the consortium partners should not be black-listed / debarred by the Government or Public Sector Units in India or abroad as on the date of the submission of the tender. If such instance shall be found by Authority during bid process or period thereafter, then Authority at its sole discretion may reject the Bidder or terminate the Contract.	Format for Declaration by the bidder for not being Blacklisted / Debarred as in Appendix 1 Form – 1.9

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3.	Part-1: 5.2 Technical Evaluation Parameters, Page 33	#	Criteria	Maximum Marks	#	Criteria	Maximum Marks
		1.	Experience in Smart card based payment solution project for Transit system/Toll Solution/ City wide payment solutions/any other project for which the Bidder has undertaken (either implemented or in process of implementation) Card Services either as a single Bidder or along with its Technical Partner (Card Hosting/ Clearing House Solution / establishing Top up facilities through Banking Channels /and acted as a Co-Branded Partners and /or have retail merchants) <ul style="list-style-type: none"> - One project – 10 marks - Every additional project (max 2 projects) – 5 marks 	20	1.	Experience in Smart card based payment solution project for Transit system/Toll Solution/ City wide payment solutions/any other project for which the Bidder has undertaken (either implemented or in process of implementation) Card Services either as a single Bidder or along with its Technical Partner (Card Hosting/ Clearing House Solution / establishing Top up facilities through Banking Channels /and acted as a Co-Branded Partners and /or have retail merchants) <ul style="list-style-type: none"> - One project – 15 marks - Every additional project (max 2 projects) – 5 marks 	25
2.	Number of cards issued in in Smart card based payment solution project for Transit system/Toll Solution/ City wide payment solutions/any other project for which the Bidder has undertaken (either implemented or in process of implementation) Card Services either as a single Bidder or along with its Technical Partner (Card Hosting/ Clearing House Solution / establishing Top up facilities through Banking Channels /and acted as a Co- Branded Partners and /or have retail merchants) <ul style="list-style-type: none"> - For 1,00,000 cards issued – 10 marks - For every additional 1,00,000 cards (max 2,00,000 cards) – 5 marks each 	20	2.	Number of cards issued in in Smart card based payment solution project for Transit system/Toll Solution/ City wide payment solutions/any other project for which the Bidder has undertaken (either implemented or in process of implementation) Card Services either as a single Bidder or along with its Technical Partner (Card Hosting/ Clearing House Solution / establishing Top up facilities through Banking Channels /and acted as a Co- Branded Partners and /or have retail merchants) <ul style="list-style-type: none"> - For 1,00,000 cards issued – 10 marks - For every additional 1,00,000 cards (max 2,00,000 cards) – 5 marks each 	20		
3.	Average daily volume (count) of Card/ mobile based financial transactions (in number) in Smart card based payment solution project for Transit system/Toll	20	3.	Average daily volume (count) of Card/ mobile based financial transactions (in number) in Smart card based payment solution project for Transit system/Toll	20		

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		<p>Solution/ City wide payment solutions/any other project for which the Bidder has undertaken (either implemented or in process of implementation) Card Services either as a single Bidder or along with its Technical Partner (Card Hosting/ Clearing House Solution / establishing Top up facilities through Banking Channels /and acted as a Co- Branded Partners and /or have retail merchants)</p> <ul style="list-style-type: none"> - For 20,000 transactions – 10 marks - Every additional 10,000 transactions (max 20,000 transactions) – 5 marks 		<p>Solution/ City wide payment solutions/any other project for which the Bidder has undertaken (either implemented or in process of implementation) Card Services either as a single Bidder or along with its Technical Partner (Card Hosting/ Clearing House Solution / establishing Top up facilities through Banking Channels /and acted as a Co- Branded Partners and /or have retail merchants)</p> <ul style="list-style-type: none"> - For 20,000 transactions – 10 marks - Every additional 10,000 transactions (max 20,000 transactions) – 5 marks 	
		<p>4. Loyalty and adoption plan in Surat</p> <ul style="list-style-type: none"> - Existing customer base in Surat (in numbers) – up to 4 marks <ul style="list-style-type: none"> o Bidder with maximum number will get 4 marks and pro-rated for others (<i>formula given by: $N_{bid1} * 4 / N_{max1}$</i>) - Existing PoS volume in Surat – up to 4 marks <ul style="list-style-type: none"> o Bidder with maximum number will get 4 marks and pro-rated for others (<i>formula given by: $N_{bid2} * 4 / N_{max2}$</i>) - Existing Loyalty partners present in Surat – up to 2 marks <ul style="list-style-type: none"> o Bidder with maximum number will get 2 marks and pro-rated for others (<i>formula given by: $N_{bid3} * 2 / N_{max3}$</i>) <p><i>Where, $N_{bid1,2,3}$ is the respective number for the considered bidder and $N_{max1,2,3}$ is the maximum respective number of all the bidders</i></p>	10	<p>4. Loyalty and adoption plan in Surat</p> <ul style="list-style-type: none"> - Existing customer base in Surat (in numbers) – up to 4 marks <ul style="list-style-type: none"> o Bidder with maximum number will get 4 marks and pro-rated for others (<i>formula given by: $N_{bid1} * 4 / N_{max1}$</i>) - Existing PoS volume in Surat – up to 4 marks <ul style="list-style-type: none"> o Bidder with maximum number will get 4 marks and pro-rated for others (<i>formula given by: $N_{bid2} * 4 / N_{max2}$</i>) - Existing Loyalty partners present in Surat – up to 2 marks <ul style="list-style-type: none"> o Bidder with maximum number will get 2 marks and pro-rated for others (<i>formula given by: $N_{bid3} * 2 / N_{max3}$</i>) <p><i>Where, $N_{bid1,2,3}$ is the respective number for the considered bidder and $N_{max1,2,3}$ is the maximum respective number of all the bidders</i></p>	10

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		<p>5. Experience in Multiple instruments (minimum 2) for same purpose (pre-paid, debit, credit, mobile)</p> <ul style="list-style-type: none"> - For 1 projects – 3 marks - For any additional project (max 2 projects) – 1 marks each 	5	<p>5. Experience in Multiple instruments (minimum 2) for same purpose (pre-paid, debit, credit, mobile)</p> <ul style="list-style-type: none"> - For 1 projects – 3 marks - For any additional project (max 2 projects) – 1 marks each 	5															
		<p>6. Experience in co-branded loyalty cards</p> <ul style="list-style-type: none"> - For 3 projects – 3 marks - For any additional project (max 2 projects) – 1 mark each 	5	<p>6. Experience in co-branded loyalty cards</p> <ul style="list-style-type: none"> - For 3 projects – 3 marks - For any additional project (max 2 projects) – 1 mark each 	5															
		<p>7. Project Understanding and Approach Each bidder to come up with a presentation covering (but not limited) aspects as per Table-5.2.1 as below.</p>	20	<p>7. Project Understanding and Approach Each bidder to come up with a presentation covering (but not limited) aspects as per Table-5.2.1 as below.</p>	15															
4.	Part-1: Section 6.2- Evaluation of Technical Bid/Proposal, Page-39	(iii) Technical and Financial Proposal along with the supporting documents are received through RPAD/Speed Post only.		(iii) Technical and Financial Proposal along with the supporting documents are received through RPAD/Speed Post only.																
5.	Part-1: Appendix 5: License Agreement, Page-73	3. The SECOND PART will deliver the Scope of Work/Services as detailed in the RFP SSCDLCityPaymentCard-RFP-01-2016		3. The SECOND PART will deliver the Scope of Work/Services as detailed in the RFP SSCDLCityPaymentCard-RFP-01-2016 and Addenda & Corrigenda there to.																
6.	Part-1: Appendix 6: Bill of Quantities, Page 77	<p>BOQ Items [Note: Must be submitted online, not to be sent physically]</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Item</th> <th>Make/ Model</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>Turnstile with validator at Entry and Exit gates of "members only" Pool Area</td> <td></td> <td>30</td> </tr> </tbody> </table>	Sr. No.	Item	Make/ Model	Qty	3	Turnstile with validator at Entry and Exit gates of "members only" Pool Area		30	<p>BOQ Items [Note: Must be submitted online, not to be sent physically]</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Item</th> <th>Make/ Model</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>Validator at Entry and Exit gates of "members only" Swimming Pool Area</td> <td></td> <td>30</td> </tr> </tbody> </table>	Sr. No.	Item	Make/ Model	Qty	3	Validator at Entry and Exit gates of "members only" Swimming Pool Area		30	
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7.	Part-2: 3.4.7 Scope of work/roles and responsibilities, Page 20	3.4.7.1.1 Contactless EMV complaint Card Issuance: <ul style="list-style-type: none"> Card Procurement, pre-personalize, personalize <ul style="list-style-type: none"> The card should be complaint with ISO standards (like ISO 14443/ISO 18092/ISO 7816/ISO 10373) as per RBI guidelines for smart card, debit card, credit card in terms of dimensions, resistance, etc. SMC to approve the card design before proceeding to printing by FI 	3.4.7.1.1 Contactless EMV complaint Card Issuance: <ul style="list-style-type: none"> Card Procurement, pre-personalize, personalize <ul style="list-style-type: none"> The card should be complaint with ISO standards (like ISO 14443/ISO 18092/ISO 7816/ISO 10373) with Memory size of 32 KB or above as per RBI guidelines for smart card, debit card, credit card in terms of dimensions, resistance, etc. SMC to approve the card design before proceeding to printing by FI
8.	Part-2: Sec 3.4.7.1.11 - Admin console for SMC, Page 23	3.4.7.1.11 Admin console for SMC: <ul style="list-style-type: none"> Admin console for SMC to define charges or concession groups To access MIS reports as defined in section 4.3 SMC foresees the need for implementing changes during the contract period (e.g. generation of new MIS reports, provision to upload additional formats, modify reconciliation logic, etc.). This may also include incorporation of new modes of payment along with the current modes of payment. FI to provide the above with no additional cost to SMC. 	3.4.7.1.11 Admin console for SMC: <ul style="list-style-type: none"> Admin console for SMC to define charges or concession groups: FI should expose a Https based portal application for SMC/ SSCDL's authorized signatories (with Four eye principle), providing them access to maintain/ modify (Covering but not limited to) <ul style="list-style-type: none"> Pricing for each category (For services rendered by SMC merchants) Concessions for senior citizens/ Youth etc. Special seasonal fares Seasonal discounts / Promotions Cash back eligibility criteria (i.e. logic) and percentage etc., Send Greetings / Alerts / Notifications/ Announcements to citizens Define Business Rules /campaign /promotion rules for a specific validity period To access MIS reports as defined in section 4.3 SMC foresees the need for implementing changes during the contract period (e.g. generation of new MIS reports, provision to upload additional formats, modify reconciliation logic, etc.). This may also include incorporation of new modes of payment along with the current modes of payment. FI to provide the above with no additional cost to SMC.
9.	Part-2: Sec 7 -	In the first phase , SMC and Financial Institution will launch a limited	In the first phase , SMC and Financial Institution will launch a limited

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	Ending Notes, Page 35	<p>pilot to ensure that the cards are issued and start reaching customers. Then as part of phase 1, since BRTS & City Bus AFCS is already work in progress with pilot implementation using QR-based ticketing planned, these cards to be used in all BRTS terminals and city buses. The maximum expected timeline for pilot implementation is 2 months and Phase-1 completion is 6 months from signing of agreement.</p>	<p>pilot to ensure that the cards are issued and start reaching customers. Then as part of phase 1, since BRTS & City Bus AFCS is already work in progress with pilot implementation using QR-based ticketing planned, these cards to be used in all BRTS terminals and city buses. The maximum expected timeline for pilot implementation is 2 months and Phase-1 completion is 6 months from signing of agreement.</p> <p>As part of Pilot, it is expected that all required systems are developed and deployed. Pilot phase will be assumed to be successful, post successful validation of usage one BRTS & one City bus route.</p>
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III. Addition to the RFP

The following details stand added to the RFP document Part-2, Section-2: City Payment Card Ecosystem.

Part-2

2 CITY PAYMENT CARD ECOSYSTEM

2.4 Usage/Membership Details

Following table indicates the approximate number with respect to the membership/visitors/users for various SMC services.

Sr. No.	Services	Total no. of members/visitors
1.	Civic City Centre	Transactions - 20 lakh/year
2.	Properties registered under Property Tax System	17,29,214 Properties
3.	BRTS	Travelers - 38,000/day
4.	City Bus	Travelers - 45,000/day
5.	Library	Members – 63,700
6.	Swimming Pool	Members - 3500-4000
7.	Nature Park	Visitors - 10 lakh/year
8.	Gardens	Botanical Garden – Visitors - 2 lakh/year NFI – Visitors - 4 lakh/year
9.	Aquarium	Visitors - 5 lakh/year
10.	Science Centre	Visitors – 77,000/year
11.	Gopitalav	Managed by Agency
12.	Pay and Park	Managed by Agency
13.	Amusement Park	Not yet operational, to be managed by PPP partner
14.	SMC Employees	15,000
15.	Houses under EWS/LIG/etc.	Total houses allotted - Above 1 lakh