

RFP for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments

Indian Highways Management
Company Ltd.

RFP Reference no. – IHMCL/Pre-paid Card/2020/01

13 Nov 2020



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1. NOTICE INVITING TENDER

1. Bids are invited for the below mentioned work by Indian Highways Management Company Limited (IHMCL):

| Name of the Work | EMD/ Bid Security | Document Fee (non-refundable) | Closing date and time for Online bid Submission |
|--|---------------------------------------|--------------------------------------|--|
| Request for proposal (RFP) for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments | INR 1 crore in form of Bank Guarantee | INR 10,000 (incl of GST) | See Key dates |

2. The complete Bidding Documents can be viewed / downloaded from e-procurement portal <http://etenders.gov.in>. The Bids shall be liable for summarily rejection unless accompanied by the requisite EMD as indicated above. IHMCL shall not be responsible for any postal delay, or network/system failure at bidder's end, as applicable. Bids submitted after the closing date/time shall be summarily rejected.
3. IHMCL reserves the right to accept or reject any or all bids received before signing of Contract Agreement without thereby incurring any financial or other liability to the affected Bidders.

Address for communication:

Chief Operating Officer,

Indian Highways Management Company Limited (IHMCL)

2nd Floor MTNL Building

Sector 19, Dwarka

New Delhi 110 075

Phone: +91-11- 20427810; Email: tenders@ihmcl.com Website: www.ihmcl.co.in

2. DEFINITIONS AND ABBREVIATIONS

2.1. Definitions

In this document, the following terms shall have respective meanings as indicated:

- i. **“Applicable Law”** means the laws, rules or regulations and any other instruments, having the force of law in Republic of India, as in force from time to time.
- ii. **“Authorized Representative”** means any person/agency authorized by IHMCL.
- iii. **“Bidder” or “Applicant”** means, an entity/company which participates in the Bid process and submits its proposal/bid pursuant to this RFP, including the Sole Bidder and each member of the Consortium.
- iv. **“Commencement date”** means the date upon which the Successful bidder receives the notice to commence the work issued by IHMCL.
- v. **“Contract”** shall mean & include RFP, Notice for Inviting Tender (NIT), the tender documents and letter of acceptance thereof and the formal agreement, to be executed between IHMCL and the Successful bidder together with the complete documents referred to therein including the conditions with appendices and any special conditions, the specifications, designs, drawings, bill of quantities with rates and amounts. All these documents taken together shall be deemed to form one Contract and shall be complementary to each other.
- vi. **“ETC”** means Electronic Toll Collection
- vii. **“NHAI”** means National Highways Authority of India
- viii. **“IHMCL”** means Indian Highways Management Company Limited.
- ix. **“Law” or “Legislation”** - shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority.
- x. **“Letter of Award (LOA)”** means the issue of a signed letter by IHMCL to Successful Bidder conveying its intention to accept the offer of Successful Bidder and awarding the work mentioning the total Contract Value.
- xi. **“Local Currency”** means the Indian Rupees.
- xii. **“MoRTH”** means Ministry of Road Transport and Highways.
- xiii. **“Party”** shall mean IHMCL or Bidder individually and “Parties” shall mean IHMCL and Bidder collectively.
- xiv. **“Personnel”** means persons hired by the Successful bidder as employees and assigned to the performance of the Services or any part thereof.
- xv. **PPI** shall mean Pre-paid Instrument as defined and regulated by RBI.
- xvi. **Purchaser” or “Authority”** means Indian Highways Management Company Limited (IHMCL), as applicable.
- xvii. **RBI shall mean Reserve Bank of India**

- xviii. **“RFID”** means Radio Frequency Identification.
- xix. **“RFP”** shall mean this Request for Proposal dated [.] 2020, including the written clarifications & Corrigendum/Addendum issued by IHMCL in respect of the RFP from time to time.
- xx. **“RFID”** means Radio Frequency Identification
- xxi. **“Services”** means requirements defined in this RFP including all additional services associated thereto to be delivered by the Successful Bidder.
- xxii. **“Successful Bidder”** means the Service Provider who after the complete evaluation process, has been issued the Letter of Award by IHMCL.

“Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

3. INSTRUCTIONS TO BIDDERS

- 3.1. Scope of Bid
 - 3.1.1. IHMCL invites proposals/bids from eligible entities having the requisite technical and financial capabilities.
 - 3.1.2. The Bids would be evaluated on the basis of the evaluation criteria set out in this Request for Proposal (RFP) Document in order to identify the Successful Bidder for providing the services envisaged under this RFP.
 - 3.1.3. Terms used in this RFP Document which have not been defined herein shall have the meaning recognized thereto in the draft Contract Conditions.
 - 3.1.4. Pursuant to the release of this RFP Document, IHMCL shall receive bids, prepared and submitted in accordance with the terms set forth in this RFP Document and other documents provided by IHMCL pursuant to this RFP Document including annexure/ Appendix hereto (collectively referred to as the "Bid Documents"), as modified, altered, amended and clarified from time to time by IHMCL.
 - 3.1.5. This RFP Document and all attached documents are and shall remain the property of IHMCL and are transmitted to the Bidders solely for the purpose of preparation and the submission of their respective bids in accordance herewith. Bidders shall not use it for any purpose other than for preparation and submission of their bids.
 - 3.1.6. The statements and explanations contained in this RFP Document are intended to provide an understanding to the Bidders about the subject matter of this RFP Document and shall not be construed or interpreted as limiting, in any way or manner whatsoever, the scope of services, work and obligations of the Successful Bidder to be set forth in the RFP or IHMCL right to amend, alter, change, supplement or clarify the scope of service and work, the Contract conditions to be awarded pursuant to the RFP Document including the terms thereof, and this RFP Document including terms herein contained. Consequently, any omissions, conflicts or contradictions in the Bid Document are to be noted, interpreted and applied appropriately to give effect to this intent and no claim on that account shall be entertained by IHMCL.
 - 3.1.7. Bidders may note that IHMCL will not entertain any material deviations from the RFP Document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders will be unconditional and the Bidders would be deemed to have accepted the terms and conditions of the RFP Document with all its contents including the terms and conditions of the draft Contract Agreement. Any conditional Proposal is liable for outright rejection.

Conditional or incomplete proposals are liable to be treated as non-responsive and, therefore may be rejected at the sole discretion of IHMCL.

3.2. Eligibility/Pre-Qualification criteria

3.2.1. The bidder qualifying the following criteria shall be considered eligible to bid for this RFP. The Technical Proposals of the Bidders shall be evaluated for meeting the eligibility/pre-qualification criteria based on the parameters listed below:

| SI # | Requirement Parameter | Eligibility Criteria | Supporting Documents to be provided |
|------|-----------------------|--|---|
| 1. | Legal Entity | <p>The bidder shall be one of the following:</p> <p>A. A certified Member Bank under National Electronic Toll Collection Programme (FASTag programme) in India as on bid due date.</p> <p>Or,</p> <p>B. A Consortium of business entities ("Consortium"), where the Lead Member shall comply with condition 'A' above and other members of the Consortium shall be incorporated under the Companies Act 1956/2013 or Limited Liability Partnerships Act 2008 in India, subject to following points:</p> <ol style="list-style-type: none"> members of the Consortium shall nominate one member as the lead member (the "Lead Member"), who shall be responsible for all interactions and co-ordination with IHMCL; maximum number of members in the Consortium shall be three (3), including the Lead Member; the members in the Consortium shall be jointly and severally liable; any entity who has submitted Proposal for this RFP in its individual capacity or as part of a Consortium cannot participate as a member of any other Consortium; the members of the Consortium shall execute a Power of | <p>For Sole Bidder or the Lead Bidder and all other Members of Consortium:</p> <ol style="list-style-type: none"> NETC certification by NPCI/Proof of Certification countersigned by Authorised signatory Copy of Certificate of Incorporation / Registration under Companies Act, 1956/2013 for other member of the Consortium, as applicable. Power of Attorney for Lead Member of Consortium as per the format enclosed at Annexure 5 and Annexure 6 In case of a Consortium, Memorandum of Understanding (MoU), as per the format provided under Annexure 10 GST Registration Certificate |

| SI # | Requirement Parameter | Eligibility Criteria | Supporting Documents to be provided |
|------|-----------------------|--|---|
| | | <p>Attorney for Lead Member of Consortium;</p> <p>vi. the members of the Consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submission of the Proposal.</p> <p>vii. The Sole Bidder / all members in case of a Consortium should be registered with GST in India.</p> | |
| 2. | Net worth | <p>The Sole Bidder or Lead Member, in case of a Consortium must have at least Rs. 150 Crore Net worth as on 31 March 2019.</p> <p>For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.</p> | <p>For Sole Bidder or the Lead Bidder:</p> <p>Certificate from the Statutory Auditor/CA clearly specifying the Annual Turnover as on 31 March 2019. As per format provided in Annexure 4.</p> |
| 3. | Project Experience | <p>The Sole Bidder or any Member of the Consortium, in case of a Consortium should have experience of implementing at least one project of design, supply and implementation of Smart Card-based payment system, design, supply of POS terminals and operations for Central Government/State Government/Departments/ Authorities/ PSUs in the last 10 years in India</p> | <p>For Sole Bidder or the Lead Bidder and all other Members of Consortium:</p> <p>i. Work order/ Contract excerpts clearly highlighting the relevant scope of work, and contract value, year of execution.</p> <p>AND</p> <p>ii. Completion Certificate issued & signed by the competent authority of the client on the entity's letterhead</p> <p>OR,</p> <p>Self-certificate from the bidder signed by authorized signatory for this bid holding written special power of attorney on stamp paper along with the official contact details of the competent authority of the client.</p> |

| SI # | Requirement Parameter | Eligibility Criteria | Supporting Documents to be provided |
|------|------------------------------------|--|---|
| | | | IHMCL reserves the right to contact the afore-mentioned competent authority. In case of large orders/orders with operations & maintenance phase, the completion/self-certificate may specify successful execution and in-operation status of a part of the order meeting the requirement. The format of the self-certificate is provided in RFP at Annexure 8. |
| 4. | Undertaking of Blacklisting | The Sole Bidder or the Lead Member and each member of the Consortium, in case of a Consortium, should not have been blacklisted by any State / Central Government Department or Central /State PSUs in India or Abroad as on Bid Due Date. If such instance shall be found by IHMCL during bid process or period thereafter, then Authority at its sole discretion may reject the Bidder or terminate the Contract. | For Sole Bidder or the Lead Bidder and all other Members of Consortium: Affidavit certifying non-blacklisting as per format given in Annexure 9. |

3.2.2. Additional Requirements for Bid/Proposal Submitted by a Consortium

3.2.2.1. The MoU between Consortium members should, *inter alia*,

- i. clearly outline the proposed roles and responsibilities of each member of the Consortium;
- ii. include a statement to the effect that all members of the Consortium shall be liable jointly and severally for the Project in accordance with the terms of the Concession Agreement; and
- iii. clearly refer to the Project for which the arrangement is made.

A copy of the MoU signed by all members should be submitted with the Proposal. The MoU entered into between the members of the Consortium should be specific to the Project and should contain the above requirements, failing which the Proposal shall be considered non-responsive and liable for disqualification.

3.2.2.2. By submitting the Bid, each members of the Consortium shall be deemed to have acknowledged that it was short-listed on the basis of the technical and financial capacity of the Consortium Members.

- 3.2.3. For the purpose of this RFP, the net worth ("Net Worth") shall mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited balance sheet, but does not include reserves created out of revaluation of assets, write back of depreciation and amalgamation.
- 3.2.4. The bidder may use the experience of a company which controls, is controlled by, or is under the common control with such bidder. The 'control' means the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such bidder, as on the Bid Due Date. In such case, the bidder shall submit the following documents:
- i. A certificate from the bidder's statutory auditor/ chartered accountant certifying the relationship between the bidder and the company whose experience is being shown along with the percent of voting shares under common control.
 - ii. A letter of support, in form of undertaking, from the company whose experience is being shown as relevant experience that it will provide necessary technical and financial support to the Bidder in implementation of the project.
- 3.2.5. For projects where contract value or any amount is in any currency other than Indian Rupees, than the foreign currency conversion rate available on Reserve Bank of India's portal as on the date of release of the RFP document shall be used for conversion of amount in foreign currency to Indian Rupees equivalent.
- 3.2.6. The Bidders must provide all supporting documents specified above in support of each eligibility requirement in line with the criteria stipulated in Pre-Qualification. Only those Bidders who meet all the above pre-qualification criteria shall be considered for further evaluation of their Technical Proposals.
- 3.2.7. No applicant applying individually or as a member of a Consortium, as the case may be, can be member of another Applicant. The term Applicant used herein would apply to both a single entity and a Consortium.
- 3.2.8. The following conditions shall be adhered to while submitting an Application:
- a) Applicants should attach clearly marked and referenced continuation sheets in the event that the space provided in the prescribed forms in the Annexes is insufficient. Alternatively, Applicants may format the prescribed forms making due provision for incorporation of the requested information;
 - b) Information supplied by an Applicant (or other constituent Member if the Applicant is a Consortium) must apply to the Applicant, Member or Associate named in the Application and not, unless specifically requested, to other associated companies or firms;
- 3.3. Change in composition of the Consortium
- 3.3.1. Where the Bidder is a Consortium, change in the composition of a Consortium may be permitted by IHMCL during the Bid Stage, only where:

- a) the application for such change is made no later than 15 (fifteen) days prior to the Bid Due Date;
 - b) the Lead Member continues to be the Lead Member of the Consortium;
 - c) the substitute is at least equal, in terms of Technical Capacity, to the Consortium Member who is sought to be substituted and the modified Consortium shall continue to meet the short-listing criteria for Applicants; and
 - d) the new Member(s) expressly adopt(s) the Application already made on behalf of the Consortium as if it were a party to it originally, and is not an Applicant/Member/Associate of any other Consortium bidding for this Project.
- 3.3.2. Approval for change in the composition of a Consortium shall be at the sole discretion of IHMCL and must be approved by IHMCL in writing.
- 3.3.3. The modified/ reconstituted Consortium shall submit a revised Jt. Bidding Agreement before the Bid Due Date.
- 3.3.4. Notwithstanding anything to the contrary contained in clause 3.2, a Bidder may, within 10 (ten) days after the Bid Due Date, remove from its Consortium any Member who suffers from a Conflict of Interest, and such removal shall be deemed to cure the Conflict of Interest arising in respect thereof.
- 3.4. Number of Applications and costs thereof
- 3.4.1. No Applicant shall submit more than one Application for the Project. An applicant applying individually or as a member of a Consortium shall not be entitled to submit another application either individually or as a member of any Consortium, as the case may be.
- 3.4.2. The Applicants shall be responsible for all of the costs associated with the preparation of their Applications and their participation in the Bid Process. IHMCL will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.
- 3.5. Power of Attorney
- 3.5.1. The Bidder should submit a notarized Power of Attorney in the format provided at Annexure 5 and Annexure 6 authorizing the signatory of the Bid to sign the Bid and all related documents.
- 3.6. Content of RFP
- 3.6.1. The RFP should be read in conjunction with any addenda or clarifications issued subsequent to publication of RFP.
- 3.6.2. Bidders are advised to study the RFP carefully. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the RFP with full understanding of its implications. Bids not complying with all the stipulations and requirements as set forth in this RFP are liable to be rejected at the sole discretion of IHMCL. Failure to furnish all information required in the RFP or submission of a bid not substantially responsive to the RFP in all respects will be at the Bidder's risk and may result in the rejection of the bid.

3.7. Site visit and verification of information

- 3.7.1. Applicants may visit the Project site(s) to ascertain the site/fee plaza conditions, traffic, location, availability of power, water and other utilities for construction, applicable laws and regulations, and any other matter considered relevant by them. The costs of visiting the site or sites shall be at the Bidder's own expense.
- 3.7.2. The Bidder shall be deemed to have examined the site or sites and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract.

3.8. Acknowledgement by Applicant

- 3.8.1. It shall be deemed that by submitting the Application, the Applicant has:
- a) made a complete and careful examination of the RFP;
 - b) received all relevant information requested from IHMCL;
 - c) accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of IHMCL relating to any of the matters referred to in Clause **Error! Reference source not found.** above; and
 - d) Agreed to be bound by the undertakings provided by it under and in terms hereof.

3.9. Right to accept or reject any or all Applications/Bids

- 3.9.1. Notwithstanding anything contained in this RFP, IHMCL reserves the right to accept or reject any Application and to annul the Bidding Process and reject all Applications/ Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor. In the event that IHMCL rejects or annuls all the Bids, it may, in its discretion, invite all eligible Bidders to submit fresh Bids hereunder.
- 3.9.2. IHMCL reserves the right to reject any Application and/ or Bid if:
- a) at any time, a material misrepresentation is made or uncovered, or
 - b) the Applicant does not provide, within the time specified by IHMCL, the supplemental information sought by IHMCL for evaluation of the Application.
- 3.9.3. If the Applicant/Bidder is a Consortium, then the entire Consortium may be disqualified/ rejected. If such disqualification/ rejection occurs after the Bids have been opened and the Lowest/Successful Bidder gets disqualified/ rejected, then IHMCL reserves the right to:
- a) invite the remaining Bidders to match the Lowest/Successful Bidder in ascending order sequence; or
 - b) take any such measure as may be deemed fit in the sole discretion of IHMCL, including annulment of the Bidding Process

- 3.9.4. In case it is found during the evaluation or at any time before signing of the Concession Agreement or after its execution and during the period of subsistence thereof, including the concession thereby granted by IHMCL, that one or more of the conditions have not been met by the Applicant, or the Applicant has made material misrepresentation or has given any materially incorrect or false information, the Applicant shall be disqualified forthwith if not yet appointed as the Concessionaire either by issue of the LOA or entering into of the Concession Agreement, and if the Applicant/SPV has already been issued the LOA or has entered into the Concession Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by IHMCL to the Applicant, without IHMCL being liable in any manner whatsoever to the Applicant and without prejudice to any other right or remedy which IHMCL may have under this RFP, the Bidding Documents, the Concession Agreement or under applicable law.
- 3.9.5. IHMCL reserves the right to verify all statements, information and documents submitted by the Applicant in response to the RFP. Any such verification or lack of such verification by IHMCL shall not relieve the Applicant of its obligations or liabilities hereunder nor will it affect any rights of IHMCL thereunder.
- 3.10. Clarifications
- 3.10.1. Applicants requiring any clarification on the RFP may notify IHMCL by e-mail (tenders@ihmcl.com). They should send in their queries in .xlsx format before the date specified in the schedule of Bidding Process. The responses will be sent by published on e-tender portal .
- 3.10.2. IHMCL shall endeavor to respond to the questions raised or clarifications sought by the Applicants. However, IHMCL reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring IHMCL to respond to any question or to provide any clarification.
- 3.10.3. IHMCL may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Applicants. All clarifications and interpretations issued by IHMCL shall be deemed to be part of the RFP. Verbal clarifications and information given by Authority or its employees or representatives shall not in any way or manner be binding on IHMCL.
- 3.10.4. To facilitate evaluation of Applications, IHMCL may, at its sole discretion, seek clarifications from any Applicant regarding its Application. Such clarification(s) shall be provided within the time specified by IHMCL for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
- 3.11. Amendment of RFP
- 3.11.1. At any time prior to the deadline for submission of Application, IHMCL may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP by the issuance of Addenda.
- 3.11.2. Any Addendum thus issued will be published on e-procurement portal.
- 3.11.3. In order to afford the Applicants a reasonable time for taking an Addendum into account, or for any other reason, IHMCL may, in its sole discretion, extend the Bid Due Date.
- 3.12. Language

3.12.1. The Application and all related correspondence and documents in relation to the Bidding Process shall be in English language. Supporting documents and printed literature furnished by the Applicant with the Application may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the Applicant. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Application, the English language translation shall prevail.

3.13. Bid Validity

- a) Bids shall remain valid for a period of 180 days from the Bid due date. Any Bid valid for a shorter period shall be rejected as non-responsive. IHMCL has sole discretion to extend the period beyond 180 days.
- b) In exceptional circumstances, IHMCL may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing; however, no modification to such bid shall be permitted.

3.14. Bid Security

- a) The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD) /Bid Security for an amount as specified in the Section 1 (NIT) of this RFP. The Successful Bidder's EMD will be returned, without any interest, upon the Successful Bidder signing the Contract and furnishing the Performance Security in accordance with the provisions thereof. IHMCL may, at the Successful Bidder's option, adjust the amount of EMD in the amount of Performance Security to be provided by him in accordance with the provisions of the Contract.
- b) The Earnest Money shall be in the form of a demand draft / pay order/Bank Guarantee drawn in favor of "Indian Highways Management Company Limited." Drawn on any Scheduled bank payable at New Delhi.
- c) Any bid not accompanied by an acceptable Earnest Money Deposit and Document Fee shall be rejected by IHMCL as non-responsive.
- d) The Earnest Money Deposit of unsuccessful bidders will be returned upon written request from the unsuccessful bidder, after expiry of the period of Bid Validity prescribed by IHMCL or Signing of Contract Agreement between IHMCL and successful bidder whichever is later.
- e) The Earnest Money Deposit of the Successful Bidder will be discharged when the Successful Bidder has furnished the required Performance Security and signed the Contract Agreement.
- f) The Bid Security / Earnest Money will be forfeited:

- i. if the Bidder withdraws or modifies the Bid during the period of Bid validity;
- ii. if the Bidder does not accept the correction of the bid price, pursuant to clause pertaining to imbalance bid;
- iii. in the case of a Successful Bidder, if the Bidder fails within the specified time limit to -
- iv. sign the Contract; and/or
- v. Furnish the required Performance Security; or
- vi. if the Bidder is found to be engaged in corrupt or fraudulent practices.

3.15. Alternative Proposal by Bidders

3.15.1. Bidder shall submit only one bid/offer for this RFP that fully complies with the requirement of the RFP including conditions of Contract. Conditional offer or alternate offer will not be considered further in the process of tender evaluation.

3.16. Submission, Format and signing of Application

3.16.1. All documents including Application Fee, EMD, Power of Attorney, relevant annexures, eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder on e-portal as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.

3.16.2. The Applicant shall provide all the information sought under this RFP. IHMCL will evaluate only those Applications that are received in the required formats and complete in all respects. Incomplete and /or conditional Applications shall be liable to rejection.

3.16.3. The Applicant shall submit following documents physically at IHMCL office as per timeline provided in Clause 4.1 'Key Dates':

- Document Fee
- EMD/Bid Security
- Power of Attorney/Letter of Authority

3.16.4. The Application/Bid Documents uploaded on e-tender portal shall be typed or written in indelible ink and signed by the authorized signatory of the Applicant who shall also initial each page. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions or any other amendments made to the Application shall be initialed by the person(s) signing the Application.

3.17. Deadline for submission of Bid

- a) Complete Bid documents as specified in the RFP must be uploaded as specified on or before the date and time specified under "Key Dates". In the event of the specified date for the submission of Bids being declared a Non-working day for IHMCL, the Bids will be received up to the specified time on the next working day.

- b) IHMCL may, at its discretion, extend the deadline for submission of Bids by issuing an amendment in which case all rights and obligations of IHMCL and the Bidders previously subject to the original deadline will thereafter be subject to the deadline extended.
- c) Offer by fax / e-mail will not be accepted and shall be treated as void ab-initio.

3.18. Late Applications

- 3.18.1. Bids received after the deadline shall not be considered and shall be rejected. No representation or communication would be entertained in this regard from any Bidder. Modifications/ substitution/ withdrawal of Applications.

3.19. Modifications/substitution/withdrawal of applications

- 3.19.1. The Applicant may modify, substitute or withdraw its Application after submission, provided that written notice of the modification, substitution or withdrawal is received by IHMCL prior to the Bid Due Date. No Application shall be modified, substituted or withdrawn by the Applicant on or after the Bid Due Date.
- 3.19.2. Any alteration/ modification in the Application or additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by IHMCL, shall be disregarded.

3.20. Opening and Evaluation of Applications

- 3.20.1. IHMCL shall open the Applications as per Key Timelines mentioned in RFP, at the place specified in RFP and in the presence of the Applicants who choose to attend.
- 3.20.2. Applications for which a notice of withdrawal has been submitted in accordance with Clause **Error! Reference source not found.** shall not be opened.
- 3.20.3. IHMCL will subsequently examine and evaluate Applications in accordance with the provisions set out in this RFP.
- 3.20.4. Applicants are advised that selection of Applicants will be entirely at the discretion of IHMCL. Applicants will be deemed to have understood and agreed that no explanation or justification on any aspect of the Bidding Process or selection will be given.
- 3.20.5. Any information contained in the Application shall not in any way be construed as binding on IHMCL, its agents, successors or assigns, but shall be binding against the Applicant if the Project is subsequently awarded to it on the basis of such information.
- 3.20.6. IHMCL reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any or all Application(s) without assigning any reasons.
- 3.20.7. If any information furnished by the Applicant is found to be incomplete, or contained in formats other than those specified herein, IHMCL may, in its sole discretion, exclude the relevant project from computation of the Eligible Score of the Applicant.

3.20.8. In the event that an Applicant claims credit for an Eligible Project, and such claim is determined by IHMCL as incorrect or erroneous, IHMCL shall reject such claim and exclude the same from computation of the Eligible Score, and may also, while computing the aggregate Experience Score of the Applicant, make a further deduction equivalent to the claim rejected hereunder. Where any information is found to be patently false or amounting to a material representation, IHMCL reserves the right to reject the Application and/ or Bid.

3.21. Examination and Evaluation of Bids

- a) Opening of Bids will be done through online process only.
- b) IHMCL shall open Technical Bids as per schedule specified in Key Dates, in the presence of the authorized representatives of the Bidders, who choose to attend. IHMCL will examine and evaluate the Bids in accordance with the provisions of this RFP.
- c) During evaluation and comparison of bids, IHMCL may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing via email, asking the Bidder to respond by a specified date, and also mentioning therein that, if the Bidder does not comply or respond by the date, his tender will be liable to be rejected. No post bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents shall be sought only in case of historical documents which pre-existed at the time of the bid opening and which have not undergone change since then.

3.21.1. Phase - 1: Pre-Qualification Stage: -

- 3.21.1.1. The Technical Bids will be evaluated by an Evaluation Committee. The Bidder shall have to fulfil all the Eligibility Criteria as specified in the RFP. Following documents shall be evaluated as per part of Pre-Qualification stage: - Document Fee, EMD/Bid Security, PoA and other Eligibility Documents and Annexures.
- 3.21.1.2. The Bidder shall have to submit all the required documents as per various formats provided in Annexures. These documents will be scrutinized in this phase of evaluation. Those Bidders who do not fulfil the terms and conditions of Eligibility Criteria as specified in this tender will not be eligible for further evaluation.
- 3.21.1.3. Evaluation of Technical Bids by the Evaluation Committee shall not be questioned by any of the Bidders. IHMCL may ask Bidder(s) for additional information, visit to Bidder's site and/ or arrange discussions with their professional, technical faculties to verify claims made in Technical Bid documentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Proposal.
- 3.21.1.4. Based upon the evaluation of these documents and the conditions specified in the RFP, IHMCL shall announce the names of the Bidders who have qualified for Phase-2 Technical Qualification. It is hereby clarified that Technical Qualification evaluation of only such Bidders who are declared qualified as stated herein shall be performed.

3.21.2. Phase - 2: Technical Qualification: -

The Technical Proposals of the Bidders shall be evaluated based on the Technical Evaluation Framework as listed in the Table below:

| Sl. # | Technical Evaluation Criteria | Maximum Marks | Supporting Document required |
|-------|---|---------------|--|
| 1. | <p>Net worth of the Sole Bidder or Lead member, in case of Consortium as on 31 March 2019.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> • >INR 250 Crore = 25 marks • >INR 200 Crore and up to INR 250 Crore = 20 marks • >= INR 150 Crore and up to INR 200 Crore = 10 marks | 25 | <p>Certificate from the Statutory Auditor/CA clearly specifying the Annual Turnover as on 31 March 2019. As per format provided in Annexure 4.</p> |
| 2. | <p>Project Experience in Smart card based payment solution project for Transit system/Toll Solution/ City wide payment solutions/any other IT project(s) (completed or awarded & ongoing) for which the bidder has undertaken Card Services either as a single Bidder or as a Technical Partner for Central Government/State Government/Departments/ Authorities/ PSUs in the last 10 years in India as on Bid Due date.</p> <p>Marks shall be allotted as below -</p> <ul style="list-style-type: none"> • One project – 15 marks • - Every additional project– 5 marks (up to max. 25 Marks) | 25 | <p>For Sole Bidder or the Lead Bidder and all other Members of Consortium:</p> <p>i. Work order/ Contract excerpts clearly highlighting the relevant scope of work, and contract value, year of execution.</p> <p>AND</p> <p>ii. Completion Certificate issued & signed by the competent authority of the client on the entity's letterhead</p> <p>OR,</p> <p>Self-certificate from the bidder signed by authorized signatory for this bid holding written special power of attorney on stamp paper along with the official contact details of the competent authority of the client.</p> |

| Sl. # | Technical Evaluation Criteria | Maximum Marks | Supporting Document required |
|-------|---|---------------|---|
| | | | <p>IHMCL reserves the right to contact the afore-mentioned competent authority.</p> <p>In case of large orders/orders with operations & maintenance phase, the completion/self-certificate may specify successful execution and in-operation status of a part of the order meeting the requirement. The format of the self-certificate is provided in RFP at Annexure 8.</p> |
| 3. | <p>Cumulative Number of cards issued in various Smart card based payment solution project for Transit system/Toll Solution/ City wide payment solutions/any other IT project(s) (completed or awarded & ongoing) for which the bidder has undertaken Card Services either as a single Bidder or as a Technical Partner for Central Government/State Government/Departments/ Authorities/ PSUs in the last 10 years in India as on Bid Release date.</p> <p>Marks shall be allotted as below -</p> <ul style="list-style-type: none"> For 1,00,000 cards issued – 15 marks For every additional 50,000 cards issued - 5 marks (up to max. 25 Marks) | 25 | <p>For Sole Bidder or the Lead Bidder and all other Members of Consortium:</p> <p>Certificate issued & signed by the competent authority of the client on the entity's letterhead</p> <p>OR,</p> <p>Self-certificate from the signed by authorized signatory for this bid holding written special power of attorney on stamp paper along with the official contact details of the competent authority of the client.</p> <p>Self-certificate should specify the work completion status (numbers). The format of the self-certificate is provided in RFP at Annexure 8.</p> |
| 4. | Approach & Methodology | 25 | Assessment to be carried out based on the Approach & methodology document submitted by the Bidder. |

| Sl. # | Technical Evaluation Criteria | Maximum Marks | Supporting Document required |
|-------|---|---------------|------------------------------|
| | <ul style="list-style-type: none">• Demonstrated level of understanding of the scope of work and Proposed Technical Solution – 20 marks• Project implementation plan, Work Break Down Schedule, Strategy for compliance to SLA defined – 5 marks | | |

3.21.3. The Minimum technical score to qualify for Financial Proposal evaluation is **70 marks out of total 100 marks.**

3.21.4. Phase – 3: Financial Bid Evaluation:

- a) The Financial Bids of ONLY the Bidders who are declared as technically qualified will be evaluated. The Financial Bid Evaluation will be based on the “**Percentage Charge**” quoted by the bidder which would be inclusive of all levies and taxes like Excise Duty, Custom Duty, packing, forwarding, freight and insurance, Octroi/Entry Tax, etc. or as applicable taxes, but exclusive of GST.
- b) The financial Bids that are not as per the format provided in Annexure - 11 shall be liable for rejection.
- c) If there is a discrepancy between words & figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its Bid shall be rejected and the EMD will be forfeited.

3.22. Award Criteria

- a) The bidder that has quoted the lowest **Percentage Charge** (“**L1 Bidder**”) shall be declared as the successful bidder.
- b) In the event that two or more Bidders quote the same lowest **Percentage Charge**, IHMCL may
 - i. Declare the Bidder with higher technical score as the Successful Bidder; or,
 - ii. Take any such measure as may be deemed fit at its sole discretion
- c) Further, in case two or more Bidders identified as per (b) above, have identical Technical Scores, Preferred Bidder shall be determined through a draw of lots conducted in the presence of such Bidders.
- d) In case, the Successful Bidder is not identified at the end of the above process, IHMCL, in its sole discretion, may sequentially,
 - i. invite all the Bidders to match the Lowest Percentage Charge, or
 - ii. award the Work to any other Bidder with the lowest Percentage Charge, or
 - iii. invite fresh bids, or
 - iv. take any other measure as may be deemed fit, including annulment of the bidding process.

3.23. Confidentiality

- 3.23.1. Information relating to the examination, clarification, evaluation, and recommendation for the Applicants shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising IHMCL in relation to, or matters arising out of, or concerning the Bidding Process. IHMCL will treat all information, submitted as part of Application, in confidence and will require all those who have access to such material to treat the same in confidence. IHMCL may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or IHMCL or as may be required by law or in connection with any legal process.

3.24. Tests of responsiveness

- 3.24.1. Prior to evaluation of Applications, IHMCL shall determine whether each Application is responsive to the requirements of the RFP. An Application shall be considered responsive only if:
- a) If the Authorized Signatory holding Power of Attorney and Signatory are not the same
 - b) If a bidder submits a conditional bid or makes changes in the terms and conditions given in this RFP document
 - c) Failure to comply with all the requirements of RFP document by a bidder
 - d) If the financial bid is not submitted in the formats prescribed in the RFP document
 - e) If any requisite document/ certificate is not in the prescribed format the same shall not be considered while evaluating the Bids.
- 3.24.2. IHMCL reserves the right to reject any Application which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by IHMCL in respect of such Application.
- 3.24.3. Any entity (the Bidder, its Member or Associate was, either by itself or as member of a Consortium) which has been barred by the Central Government, or any entity controlled by it, from participating in any project by any govt. organization or PSU and the bar subsists as on the date of Application, or has been declared by IHMCL as non-performer/blacklisted would not be eligible to submit an Application, either individually or as member of a Consortium.
- 3.25. Imbalanced Bid
- 3.25.1. If the Bid of the Successful Bidder is seriously imbalanced in relation to IHMCL's estimate of the cost of work to be performed under the Contract, IHMCL may require the Bidder to produce detailed price analysis for any or all items of the Services/Bill of Quantities, to demonstrate the internal consistency of the proposed System/Proposal. After evaluation of the price analyses, IHMCL may require that the amount of the Performance Security set forth in the RFP be increased and an additional Performance Security may be obtained at the expense of the Successful Bidder to a level sufficient to protect IHMCL against financial loss in the event of default of the Successful Bidder under the Contract. The amount of the additional increased Performance Security shall be equal to the seriously imbalanced amount, which shall be final, binding and conclusive on the Bidder.
- 3.26. Submission of Bids
- a) The Bidders will be requested to submit a Bid in the form and manner to be set out in the Bidding Documents.
 - b) IHMCL is likely to provide a comparatively short time span for submission of the Bids for the Project. The Applicants are therefore advised to visit the site and familiarize themselves with the Project by the time of submission of the Application. No extension of time is likely to be considered for submission of Bids pursuant to invitation that may be issued by IHMCL.
- 3.27. Proprietary Data

- 3.27.1. All documents and other information supplied by IHMCL or submitted by an Applicant to IHMCL shall remain or become the property of IHMCL. Applicants are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Application. IHMCL will not return any Application or any information provided along therewith.
- 3.28. Correspondence with the Applicant
- 3.28.1. Save and except as provided in this RFP, IHMCL shall not entertain any correspondence with any Applicant in relation to the acceptance or rejection of any Application.
- 3.29. Notification of Award of Contract
- a) Prior to the expiration of the Bid validity, IHMCL will notify the Successful Bidder that his Bid has been accepted. IHMCL will mention the contract value in the LOA.
 - b) The Contract will incorporate all agreements between IHMCL and the Successful Bidder. It will be signed by IHMCL and the Successful Bidder after the performance security is furnished by the Successful Bidder. IHMCL will issue notice to commence the work after signing of Contract Agreement or submission of Performance Security as the case maybe.
 - c) Upon furnishing of the Performance Security by the Successful Bidder, IHMCL will promptly notify the other Bidders that their Bids have been unsuccessful. EMDs of unsuccessful Bidders will be returned back to them after signing of Contract with the Successful Bidder or after the expiry of the validity period of the Bids, whichever is earlier.
- 3.30. Signing of Contract
- 3.30.1. IHMCL shall ask the Successful Bidder to furnish the Performance Guarantee and also to execute the Contract Agreement.
- 3.31. Performance Security
- a) Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of IHMCL for an amount equal to **INR Six Crores**, issued by a nationalized Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract.
 - b) The aforesaid Bank Guarantee shall be as per the format given in format provided in this RFP and will be valid for a period of 180 days after the expiry of Contract period and shall also have a minimum claim period of 1 year. Format for submission of Performance Bank Guarantee is placed at Annexure 7.
- 3.32. Bank Guarantee (BG)
- a) The Bank Guarantee in the name of IHMCL issued by the following banks would only be accepted:
 -
 - i. Any Nationalized Bank
 - ii. Any Scheduled Commercial Bank approved by RBI having a net worth of not less than Rs. 500 crores as per the latest Audited Balance Sheet of the Bank. In the case of a Foreign

Bank (issued by a branch in India), the net worth in respect of the Indian operations shall only be taken into account

iii. A Foreign Bank (issued by a branch outside India) with a counter guarantee from any Indian Nationalized Bank.

iv. Export Import Bank of India

b) The acceptance of the Bank Guarantees shall also be subject to the following conditions: -

i. The capital adequacy of the Bank shall not be less than the norms prescribed by RBI

ii. The bank guarantee issued by a Cooperative Bank shall not be accepted.

3.33. Corrupt or Fraudulent Practices

a) IHMCL will reject a proposal for award and appropriate the EMD or the Performance Security, as the case may be, if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

b) IHMCL will declare the Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract by IHMCL if it at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract, or during execution.

c) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or employee of IHMCL in the procurement process or in Contract execution.

d) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of IHMCL and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid process at artificial non-competitive levels and to deprive IHMCL of the benefits of free and open competition.

3.34. Conflict of Interest

3.34.1. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

3.34.2. The Purchaser requires that the Service Provider provides solutions which at all times hold the Purchaser's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Service Provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

3.34.3. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

- a) the Bidder, its consortium member (the “Member”) or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
- i. where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on
 - ii. a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary;

3.35. Miscellaneous

- a) The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.
- b) IHMCL, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;
- i. suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
 - ii. consult with any Bidder in order to receive clarification or further information;
 - iii. retain any information and/ or evidence submitted to IHMCL by, on behalf of, and/ or in relation to any Bidder; and/ or
 - iv. independently verify, disqualify, reject and/ or accept any or all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.
- c) It shall be deemed that by submitting the Bid, the Bidder agrees and releases IHMCL, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or in future.

- d) If the Bidder has committed a transgression under this RFP such as to put its reliability or credibility into question, IHMCL shall be entitled to blacklist and debar such Bidder for any future tenders/contract award process in its sole and absolute discretion.

4. PREPARATION AND SUBMISSION OF APPLICATION

- a) Bid must be submitted online only at <http://etenders.gov.in> during the validity of registration with the e-Tendering Portal being managed by National Informatics Centre (NIC), i.e. <http://etenders.gov.in>. To participate in e-tendering, the intending participants shall register themselves in the website of URL.
- b) Bidders/Applicants are advised to go through the FAQs, guidelines, instructions, manuals, policies, system setting procedures etc. as provided in the e-Procurement portal.
- c) Tender form and relevant documents will not be sold /issued manually from offices.
- d) Bidders are required to upload scanned copies of Bid Security, proof of online payment of cost Bidding Documents, Power of Attorney and other relevant document on the e-procurement portal.
- e) All documents including Application Fee, EMD, Power of Attorney, relevant annexures, eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.
- f) The date and time for online submission as mentioned in the section RFP document shall be strictly followed in all cases. The bidder/Applicants should ensure that their tender is submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Tender(s) not submitted online will not be entertained.
- g) If for any reason, any interested bidder fails to complete any online stages during the complete tender cycle, IHMCL shall not be responsible for that and any grievance regarding that shall not be entertained.

4.1. Key Dates

| Sl. No. | Event Description | Date |
|---------|---|----------------------------------|
| 1. | Invitation of RFP | 13.11.2020 |
| 2. | Last date for receiving queries | 19.11.2020 |
| 3. | Pre-Bid meeting ¹ | 20.11.2020 |
| 4. | Bid Due Date (on e-tender portal) | 04.12.2020 (Up to 15:00 Hrs IST) |
| 5. | Bid due date for Physical submission of following documents: <ul style="list-style-type: none">• Document Fee• EMD• Power of Attorney | 04.12.2020 (Up to 16:00 Hrs IST) |
| 6. | Opening of Technical Bids | 07.12.2020 days (16:00 Hrs IST) |
| 7. | Validity of Bid | 180 days from Bid Due Date |

¹ In case of a VC – Meeting details shall be sent to those email IDs from whom queries have been received by due date. Interested bidders may ask for meeting details one day prior to the pre-bid meeting.

5. CONDITIONS OF CONTRACT

5.1. Conditions of Contract

5.1.1. These Conditions shall supplement or amend the other parts of the Bidding Documents and whenever there is a conflict; provision herein shall prevail over those in the other parts of the Bidding Documents.

5.2. Governing Language

5.2.1. All correspondence and other documents to be exchanged by the parties shall be written in the English language. The version written in English language shall govern its interpretation.

5.3. Applicable Law

5.3.1. Appropriate laws as in force in Republic of India shall apply.

5.4. Interpretation

5.4.1. In interpreting these Conditions of Contract, singular also means plural, male also means female or neuter, and the other way around. Headings have no significance. Words have their normal meaning under the language of the Contract unless specifically defined.

5.4.2. The Bidders are expected to examine all terms and instructions included in the RFP Document. During preparation of the technical proposal, the bidders shall make their own assessment of staff to undertake the assignment.

5.5. Right to Amend Project Scope

5.5.1. IHMCL retains the right to amend the Project Scope, including decrease or increase of fee plazas up to 50% of project scope as in the RFP, without assigning any reason at any time during the Contract Period. IHMCL makes no commitments, express or implied, that the full scope of work as described in this RFP will be commissioned.

5.5.2. IHMCL, may at any time, at its sole discretion defer the implementation at certain fee plazas as per its requirements.

5.6. Payment Terms

5.6.1. Payments will be made in Indian Rupees only.

5.6.2. The Service Provider shall submit invoice to IHMCL on a monthly basis.

5.6.3. Within 60 days of receiving invoice from the Service Provider, IHMCL may release payment to the Service Provider after deduction of penalty/damage, if any.

5.6.4. Subject to Clause 5.6.3 above, within Seven (7) working days of receiving invoice from the Service Provider, IHMCL would release the payment to the Service Provider, as follows:

- a) **75% of the invoiced amount for all Transaction value which are settled and cleared, as per system generated monthly re-conciliation report provided by Service Provider.**
- b) The balance invoiced amount shall be released subject to the verification of the invoice and applicable deductions including SLA/penalty/damage, if any.

- c) In line with clause (b) above, IHMCL shall also endeavor to devise an electronic fund transfer system to enable the payment to Service Provider automatically.
- d) Notwithstanding anything contained in the Contract Agreement, IHMCL shall only be liable to make any payment to the Service Provider, provided it has received sufficient funds in advance from NHAI.

5.6.5. The Service Provider shall submit all supporting documents/reports etc. as required to validate the work.

5.6.6. GST as applicable, which will be levied on the goods and services invoiced by the Successful bidder to IHMCL, will be reimbursed on actual basis.

5.6.7. IHMCL reserves the right to ask the Successful bidder to submit proof of payment against any of the taxes, duties, levies indicated.

5.6.8. All payments shall be made subject to adjustment of applicable damages.

5.6.9. No amount or cost shall be payable for holding discussion, as considered necessary by IHMCL, for any purpose with IHMCL's Officials at IHMCL's Head Office or elsewhere, prior, during or after the conduct of an assignment.

5.6.10. Percentage Charge by the bidder shall be excluding GST and fixed for the entire Contract period.

5.7. Start of Assignment

5.7.1. Successful bidder shall commence installation/ takeover of fee plazas for operationalizing ITS equipment as the case may be from the date of signing of contract agreement or date of issuance of instruction for commencement notice issued by IHMCL.

5.7.2. The Successful bidder shall have sufficient teams to complete the assignment and submit the deliverables as per scope of work defined in RFP. Non-fulfillment of this requirement or delay in submission of reports would attract penalties.

5.8. Damages

5.8.1. As defined in SLA section.

5.9. Contract Period

5.9.1. The Contract Period for the Project shall be 2 years from date of signing of Contract Agreement.

5.9.2. The period of Contract duration may be further extendable up to additional 2 years at the sole discretion of IHMCL on the same terms and conditions as defined in RFP

5.10. Insurance

5.10.1. The Successful bidder shall effect and maintain at its own cost, during the Contract period, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to cover third party claims, theft, accidental damage, vandalism, fire, flood, and Force Majeure events.

5.11. Force Majeure

- 5.11.1. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence of a Force Majeure event which is beyond the control of any of the Parties, including, but without limited to, fire, flood, explosion, acts of God or any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, pandemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.
- 5.11.2. If a Force Majeure arises, the Successful bidder shall promptly notify IHMCL in writing of such condition and the cause thereof. Unless otherwise directed by IHMCL, the Successful bidder shall continue to perform his obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Parties shall be excused from performance of their respective obligations in whole or part as long as such Force Majeure event continues to prevent or delay such performance by the Parties. However, in case such Force Majeure event lasts for a continuous period of 60 days, either Party may terminate the Contract.
- 5.12. Indemnification
 - 5.12.1. The Successful Bidder shall indemnify, defend, save and hold harmless, IHMCL, NHAI and MoRTH and their officers, employees, servants, and agents (hereinafter referred to as the "IHMCL Indemnified Persons") against any direct loss, damage, claims, cost and expense of whatever kind and nature (including without limitation, legal fees, claims and expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of or are based upon any order passed by any statutory authority including Courts, tribunals or other judicial/quasi-judicial authorities, on account of breach of the Successful Bidder's obligations under this Contract or any other related agreement or otherwise, any fraud or negligence attributable to the Successful bidder or its Agents under contract or tort or on any other ground whatsoever, all eventualities of theft, dacoity, robbery, etc., except to the extent that any such suits, proceedings, actions, demands and claims has arisen due to any breach or default of this Contract on the part of IHMCL Indemnified Persons.
 - 5.12.2. The Successful Bidder shall indemnify IHMCL Indemnified Persons from all legal obligations in respect of professionals deployed by the Successful Bidder. IHMCL Indemnified Persons shall also stand absolved of any liability on account of death or injury sustained by the Successful Bidder's workmen, staff/employees during the performance of their work and also for any damages or compensation due to any dispute between the Successful Bidder and its workmen, staff/employees.

- 5.12.3. In addition to the aforesaid, the Successful bidder shall fully indemnify, hold harmless and defend IHMCL Indemnified Persons from and against any and all direct loss, damage, cost and expense of whatever kind and nature (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of, or are based upon any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any materials, information, design or process used by the Successful Bidder or by its Agents in performing the Successful bidder's obligations or in any way incorporated in or related to this Contract. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Successful bidder shall make every reasonable effort, by giving a bond (of the type and value as required) or otherwise, to secure the revocation or suspension of the injunction or restraint order and continue to perform its obligations hereunder. If the Successful bidder is unable to secure such revocation within a reasonable time, it shall, at its own expense, and without impairing the Specifications and Standards, shall rectify such defaults and shall also be liable for damages to IHMCL for the corresponding loss during the interim period on this account.
- 5.12.4. The provisions of Clause 5.13 shall survive Termination.
- 5.12.5. The remedies provided under Clause 5.13 are not exclusive and shall not limit any rights or remedies that may otherwise be available to IHMCL Indemnified Persons at law or in equity.
- 5.13. Termination
- 5.13.1. **ON EXPIRY OF THE CONTRACT:** Subject to the condition mentioned under Clause **Error! Reference source not found. Error! Reference source not found.**, the Agreement shall be deemed to have been automatically terminated on the expiry of the Contract Period unless IHMCL has exercised its option to further renew the Contract Period in accordance with the provisions, if any, of the Contract.
- 5.13.2. **ON ACCOUNT OF FORCE MAJEURE:** Either Party shall have the right to terminate the Contract on account of Force Majeure, as set forth in Clause **Error! Reference source not found.**.
- 5.13.3. **ON BREACH OF CONTRACT:** IHMCL may terminate the Contract if the Successful bidder causes a **Fundamental Breach** of the Contract. **Fundamental Breach** of Contract includes, but shall not be limited to, the following:

- a) The Successful bidder fails to carry out any obligation under the Contract.
- b) The Successful bidder submits the IHMCL a statement which has a material effect on the rights, obligations, or interests of the IHMCL and which the Successful Bidder knows to be false.
- c) The Successful bidder without reasonable excuse fails to commence the work in accordance with relevant clauses.
- d) Has failed to furnish the required securities or extension thereof in terms of the Contract.
- e) The Successful bidder stops work and the stoppage has not been authorized by IHMCL;
- f) The Successful bidder at any time during the term of the Contract becomes insolvent or winds up its business or makes a voluntary assignment of its assets for the benefit of its creditors.
- g) If the Successful bidder, in the judgment of the Employer, has engaged in the corrupt or fraudulent practice in competing for or in executing the Contract.
- h) Repeated occurrence of any SLA parameter as mentioned in Section **Error! Reference source not found.** of this RFP.

5.13.4. The Successful bidder sub-contracts any assignment under this Agreement without written approval of IHMCL.

5.13.5. Any other fundamental breaches as specified in the RFP.

5.13.6. Notwithstanding the above, IHMCL may terminate the Contract in its sole discretion by giving 30 days prior notice without assigning any reason.

5.13.7. Upon Termination (except on account of expiry of Term of this Agreement, Force Majeure or under clause 5.14.6 above), IHMCL shall be entitled at the sole discretion to:

- a) appropriate the entire Performance Security or part thereof as Damages; and
- b) Debar/Blacklist the Successful bidder from participating in any other project/assignment/work of IHMCL for a period as determined by IHMCL in its sole discretion.

5.14. Appropriation of Performance Security

5.14.1. Upon failure of the Successful bidder to commence the services, for any reason whatsoever, within the period set forth in this Contract or the extended period thereunder, IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to levy Damages as per Clause **Error! Reference source not found.** hereinabove.

5.14.2. IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to en-cash and appropriate the relevant amounts from the Performance Security as Damages or any other amounts payable to IHMCL under this Contract as and when such Damages or other amounts become due and payable. Upon such encashment and appropriation from the Performance Security, the Successful bidder shall, within 10 days thereof, replenish, in case of partial appropriation, to its original level of the amount guaranteed under the Performance Security, and in case of appropriation of the entire Performance Security, provide a fresh Performance Security, as the case may be failing which IHMCL shall be entitled to terminate this Agreement in accordance with clause **Error! Reference source not found.** hereof.

5.15. Change Control Note

5.15.1. This applies to and describes the procedure to be followed in the event of any proposed change to contract, site Implementation, and Service levels. Such change shall include, but shall not be limited to, changes in the scope of services provided by Service Provider and changes to the terms of payment.

5.15.2. Change requests in respect of the contract, the site implementation, or the Service levels shall emanate from the Parties' representative who shall be responsible for obtaining approval for the change and who shall act as its sponsor throughout the Change Control Process and shall complete Part A of the CCN (Annexure 15). CCNs shall be presented to the other Party's representative who shall acknowledge receipt by signature of the authorized representative of the Purchaser.

5.15.3. Service Provider and Authority while preparing the CCN, shall consider the change in the context of whether the change is beyond the scope of Services including ancillary and concomitant services required

5.15.4. The CCN shall be applicable for the items which are beyond the stated/implied scope of work as per the RFP document.

5.16. Insurance

5.16.1. Insurance during the Contract Period

The Service Provider shall, at its cost and expense, purchase and maintain during the Contract Period, such insurances as are necessary including but not limited to the following:

- a) Hardware delivered and installed to the extent possible at the replacement value with IHMCL as beneficiary.
- b) Service Provider's all risk insurance with IHMCL as co-beneficiary;
- c) Comprehensive third party liability insurance with the IHMCL as co-beneficiary;
- d) Workmen's compensation insurance with the IHMCL as co-beneficiary;
- e) Any other insurance that may be necessary to protect the Service Provider, its employees and the Project against loss, damage or destruction at replacement value including all Force Majeure Events that are insurable and not otherwise covered in items (a) to (d) with IHMCL as beneficiary/co-beneficiary;

5.16.2. Evidence of Insurance Cover

- a) The Service Provider shall, from time to time, provide to IHMCL copies of all insurance policies (or appropriate endorsements, certifications or other satisfactory evidence of insurance) obtained by it in accordance with Contract Agreement.
- b) If Service Provider shall fail to effect and keep in force the insurance for which it is responsible pursuant hereto, IHMCL shall have the option to take or keep in force any such insurance, and pay such premium and recover all costs thereof from Service Provider or to forfeit deposit/ Performance guarantee from the Service Provider and pay or restoration for the same.

5.16.3. Application of Insurance Proceeds

- a) All moneys received under insurance policies shall be promptly applied by the Service Provider towards repair or renovation or restoration or substitution of the Project or any hardware/equipment/device thereof which may have been damaged or required repair/modification.
- b) The Service Provider shall carry out such repair or renovation or restoration or substitution to the extent possible in such manner that the Project, or any part thereof, shall, after such repair or renovation or restoration or substitution be as far as possible in the same condition as they were before such damage or destruction, normal wear and tear excepted.
- c) For insurance policies where IHMCL is the beneficiary and where it received the insurance proceeds, only such sums are required from the insurance proceeds for restoration, repair and renovation of the Project.
- d) All moneys received under insurance policies shall be promptly applied by the Service Provider towards repair or renovation or restoration or substitution of the Project or any hardware/equipment/device thereof which may have been damaged or required repair/modification.
- e) The Service Provider shall carry out such repair or renovation or restoration or substitution to the extent possible in such manner that the Project, or any part thereof, shall, after such repair or renovation or restoration or substitution be as far as possible in the same condition as they were before such damage or destruction, normal wear and tear excepted.
- f) For insurance policies where IHMCL is the beneficiary and where it received the insurance proceeds, only such sums are required from the insurance proceeds for restoration, repair and renovation of the Project

5.16.4. Validity of Insurance Cover

The Service Provider shall pay the premium payable on such insurance Policy/Policies so as to keep the insurance in force and valid throughout the Contract Period and furnish copies of the same to IHMCL for each year/policy period. If at any time the Service Provider fails to purchase, renew and maintain in full force and effect, any and all of the Insurances required under the Contract Agreement, IHMCL may at its option purchase and maintain such insurance and all sums incurred by IHMCL therefore shall be reimbursed by the Service Provider forthwith on demand, failing which the same shall be recovered by IHMCL by encashment of Performance Security, exercising right of set off or otherwise

5.17. Miscellaneous

5.17.1. Standard of Performance

The Successful bidder shall undertake to perform the services with the highest standards of professional and ethical competence and integrity which are, amongst others, ESSENCE of this assignment. Keeping in view the sensitivity involved in such assignments, the personnel deployed should maintain confidentiality/integrity at all times and should work in a professional manner to protect the interest of IHMCL. The firm shall promptly replace any personnel deployed under this contract that IHMCL considered unsatisfactory.

5.17.2. Representations and Warranties of the Parties

a) The Parties represents and warrants to the each other that:

- i. it is duly organized and validly existing under the applicable laws, and has full power and authority to execute and perform its obligations under this Contract and to carry out the Scope of Work/transactions contemplated herein this Contract and nothing material has been concealed by the Successful bidder;
- ii. it has taken all necessary corporate and other actions under applicable laws to authorize the execution and delivery of this Contract and to validly exercise its rights and perform its obligations under this Contract;
- iii. this Contract constitutes its legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Contract will be legally valid, binding and enforceable obligations against it in accordance with the terms hereof;
- iv. the information furnished in the Bid and as updated on or before the date of this Contract is true and accurate in all respects as on the date of this Contract;
- v. the execution, delivery and performance of this Contract will not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the terms of its Memorandum and Articles of Association [or those of any member of the Consortium] or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- vi. there are no actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Contract or which individually or in the aggregate may result in any material impairment of its ability to perform any of its obligations under this Contract;

5.17.3. Waiver of Immunity

a) Each Party unconditionally and irrevocably:

- i. agrees that the execution, delivery and performance by it of this Contract constitute commercial acts done and performed for commercial purpose;
- ii. agrees that, should any proceedings be brought against it or its assets, property or revenues in any jurisdiction in relation to this Contract or any transaction contemplated by

this Contract, no immunity (whether by reason of sovereignty or otherwise) from such proceedings shall be claimed by or on behalf of the Party with respect to its assets;)

- iii. waives any right of immunity which it or its assets, property or revenues now has, may acquire in the future or which may be attributed to it in any jurisdiction; and
- iv. consents generally in respect of the enforcement of any judgment or award against it in any such proceedings to the giving of any relief or the issue of any process in any jurisdiction in connection with such proceedings (including the making, enforcement or execution against it or in respect of any assets, property or revenues whatsoever irrespective of their use or intended use of any order or judgment that may be made or given in connection therewith).

5.17.4. Waiver

- a) Waiver, including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Contract:
 - i. shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Contract;
 - ii. shall not be effective unless it is in writing and executed by a duly authorized representative of the Party; and
 - iii. shall not affect the validity or enforceability of this Contract in any manner.
- b) Neither the failure by either Party to insist on any occasion upon the performance of the terms, conditions and provisions of this Contract or any obligation there under nor time or other indulgence granted by a Party to the other Party shall be treated or deemed as waiver of such breach or acceptance of any variation or the relinquishment of any such right hereunder.

5.17.5. Liability of review of Documents

- a) Except to the extent expressly provided in this Contract:
 - i. no review, comment or approval by IHMCL, any document submitted by the Successful bidder nor any observation or inspection of the Services performed by the Successful bidder nor the failure to review, approve, comment, observe or inspect hereunder shall relieve or absolve the Successful bidder from its obligations, duties and liabilities under this Contract, the Applicable Laws and applicable permits; and
 - ii. IHMCL shall not be liable to the Successful bidder by reason of any review, comment, approval, observation or inspection referred to in Sub-clause (a) above.

5.17.6. Exclusion of implied warranties etc.

- 5.17.6.1. This Contract expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.

5.17.7. Survival

- a) Termination shall:

- i. not relieve the Successful bidder or IHMCL, as the case may be, of any obligations hereunder which expressly or by implication survive Termination hereof; and
 - ii. except as otherwise provided in any provision of this Contract expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of or caused by acts or omissions of such Party prior to the effectiveness of such Termination or arising out of such Termination.
- b) All obligations surviving Termination shall only survive for a period of 3 (three) years following the date of such Termination.

5.17.8. Entire Agreement

This Contract, the RFP and the Sections hereto together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Contract are abrogated and withdrawn. For the avoidance of doubt, the Parties hereto agree that any obligations of the Successful bidder arising from the Request for Proposals shall be deemed to form part of this Contract and treated as such.

5.17.9. Severability

If for any reason whatever any provision of this Contract is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties will negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the Dispute Resolution Procedure set forth under this Contract or otherwise.

5.17.10. No Partnership

This Contract shall not be interpreted or construed to create an association, joint venture or partnership between the Parties, or to impose any partnership obligation or liability upon either Party and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party.

5.17.11. Third Parties

This Contract is intended solely for the benefit of the Parties and their respective successors and permitted assigns and nothing in this Contract shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a Party to this Contract.

5.17.12. Successors and assigns

This Contract shall be binding upon and inure to the benefit of the Parties and their respective successors and permitted assigns.

5.17.13. Dispute resolution procedure

- a) Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the “**Dispute**”) shall, in the first instance, be attempted to be resolved amicably .
- b) The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith. In the first instance, the Dispute shall be referred to the Chairman of the IHMCL and the Chairman of the Board of Directors (or equivalent) of the Successful Bidder or their nominees for amicable settlement, and upon such reference, the said persons shall meet no later than 7 (seven) business days from the date of reference to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the 7 (seven) business day period or the Dispute is not amicably settled within 15 (fifteen) days of the meeting or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration.
- c) Any Dispute which is not resolved amicably shall be finally settled by arbitration to be conducted in accordance with the rules of arbitration of the Society For Affordable Redressal Of Disputes (SAROD).
- d) The venue of such arbitration shall be Delhi.
- e) The rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder. The parties unconditionally acknowledge and agree that notwithstanding any dispute between them, each Party shall proceed with the performance of its respective obligations, pending resolution of Dispute in accordance with the procedure agreed herein.

5.17.14. Compensation of Breach

- a) Compensation for default by the Successful Bidder

- i. In the event of the Successful Bidder being in breach of this Contract, unless such default or delay is on account of Force Majeure, the Selected Bidder shall pay to IHMCL, by way of compensation, all direct costs suffered or incurred by the IHMCL as a consequence of such breach, within 30 days of receipt of the demand from the IHMCL.
- ii. Without limiting generality of the Clause 5.16.17 (i), the Successful Bidder shall pay to IHMCL by way of compensation, all direct costs suffered or incurred by IHMCL incurred as a result of any and all losses, claims, damages and liabilities (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of , or based upon:
 - any untrue statement or misrepresentation of a material fact provided by the Successful Bidder or an omission to state a material fact required to be communicated.
 - any non-performance or breach of the roles, responsibilities, representations, warranties, undertakings, and declarations contained herein by the Successful Bidder or its directors, employees, personnel or representatives, as the case may be.
 - Negligence, fraud or misconduct of the Successful Bidder or any of its employees, agents, affiliates or advisors.

5.17.15. Limitation of Liability

The Successful Bidder's liability under this Contract shall be determined as per Applicable law. The Successful Bidder shall be liable to IHMCL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Successful Bidder its affiliates, subsidiaries, stockholders, subcontractors, suppliers, directors, officers, employees, assigns and agents, including loss caused to IHMCL on account of defect in goods or deficiency in services on the part of Successful Bidder or his agents or any person / persons claiming through or under said Successful Bidder.

5.17.16. Intellectual Property Rights

The Successful Bidder agrees that work done by the Successful Bidder including but not limited to all information, reports, studies, flow charts, diagrams, drawings, technical specifications, estimates, design calculations, patents, trademarks, service marks, logos, get-up, trade names, internet domain names, blue prints, copyrights and other intangible and tangible material of any nature whatsoever produced by or as a result of any of the Services rendered by the Successful Bidder shall be the sole and exclusive property of the IHMCL. In furtherance thereof, the Successful Bidder agrees to grant, assign, transfer to IHMCL all rights, title and interest of any kind, in and to any work produced out of the Services rendered hereunder. The Successful Bidder shall not be entitled to make use of any of the work produced by the Successful Bidder while rendering Services in terms of this Contract save and except as may be expressly permitted in writing by IHMCL or as provided herein.

5.17.17. Notices

- a) Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Contract shall be in writing and shall:

- i. in the case of the Successful bidder, be given by facsimile or e-mail and by letter delivered by hand to the address given and marked for attention of the person set out below or to such other person as the Successful bidder may from time to time designate by notice to IHMCL; provided that notices or other communications to be given to an address outside Delhi may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, air mail or by courier, be sent by facsimile or e-mail to the number as the Successful bidder may from time to time designate by notice to IHMCL;
- ii. in the case of IHMCL, be given by facsimile or e-mail and by letter delivered by hand and be addressed to the [•] of IHMCL with a copy delivered to IHMCL Representative or such other person as IHMCL may from time to time designate by notice to the Successful bidder; provided that if the Successful bidder does not have an office in Delhi it may send such notice by facsimile or e-mail and by registered acknowledgement due, air mail or by courier; and
- iii. any notice or communication by a Party to the other Party given in accordance herewith shall be deemed to have been delivered when in the normal course of post it ought to have been delivered and in all other cases, it shall be deemed to have been delivered on the actual date and time of delivery; provided that in the case of facsimile or e-mail, it shall be deemed to have been delivered on the working day following the date of its delivery

5.17.18. Sub-Contracting

The Successful bidder shall not sub-contract any assignment to a third party, except for manpower deployment for POS agents at toll plazas. Any sub-contracting shall be carried out with written approval of IHMCL. Successful bidder shall remain solely responsible for all works under this Agreement.

5.17.19. Confidentiality of the Assignments /Findings

The Successful Bidder shall not, during the term of assignment and within two years after its expiration, disclose any propriety or confidential information relating to the services, this assignment or IHMCL's business or operations without prior written consent of IHMCL.

5.17.20. Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services, may only be made by written agreement between the Parties as the case may be, has been obtained.

5.17.21. Language

All notices required to be given by one Party to the other Party and all other communications, Documentation and proceedings which are in any way relevant to this Contract shall be in writing and in English language.

6. Scope of Work and Requirement Specifications

The project shall be divided into two phases –

- Phase 1 – Implementation in pre-paid closed system
- Phase 2 – Upgradation to Semi-closed or Open system (as required in future)

A. Phase 1

The successful bidder shall implement a closed loop pre-paid co-branded card solution for acceptance of toll payments at NH toll plazas. The co-branded pre-paid card shall be acceptable only at designated POS by NHAI/IHMCL for toll payments.

The roles & responsibility of Service Provider will be inclusive but not limited to the following.

6.1. Issuance and distribution contact-less prepaid smart cards -

Co-Branded Smart Card Issuance Management

- Service Provider shall take whole responsibility of Issuance and management of pre-paid co-branded cards
- Card Procurement, pre-personalize, personalize, as required.
- Supply /distribution of Card to all designated locations
- Card Loading
 - Cash loading through cash, online recharge via UPI, debit, credit card, and net-banking
 - Provide facility to automate top-up of card from any bank account/credit card in case of card balance goes below a minimum threshold value
- Card personalization
 - Card Number
 - Expiry Date (if any)
 - Toll free no customer care number
 - Identification for vehicle type – passenger or commercial, no. of axle etc. as required by IHMCL

P.S – While selling a card, the card cost to a customer should not exceed Rs. 50/- inclusive of GST, etc.

6.2. Setting up of Point-of-sales and manpower deployment at all NH toll plazas

- Set up at least two dedicated Point-of-Sales (POS) manpower in 3 shifts for card issuance, recharge, top up facility, cash management etc. at all NH toll plazas for the initial 3 months. (one manpower for each hybrid lane).
- In these initial 3 months, the Service Provider is expected to train and provide handholding support the existing toll collectors at the hybrid lanes deployed by concessionaire/toll operating agencies.

- Post initial 3 months of project commencement at a NH toll plaza, the POS manpower may be reduced to one person in 3 shifts per NH toll plaza for card issuance, recharge, top up facility, cash management etc.
- The Service Provider shall supply and maintenance of at least two mobile POS devices/terminals at each NH toll plazas, along with a spare POS as back up at each NH toll plaza to ensure uninterrupted acceptance of pre-paid card at toll plazas.
- Undertake maintenance, repair, replacement, the POS devices as and when required to maintain and meet the SLA parameters.
- The Service Provider shall ensure availability of at least 2 POS agent manpower at each plaza in each shift for initial period of 3 months, who should along with issuance of card, recharge, cash management etc. also impart training with requisite supporting documentary material to Fee plaza operator/concessionaire.
- Cash management for field loading points (on behalf of the Service Provider) - Service Provider shall arrange to collect the cash collected at various toll plazas

6.3. Supply, Install and Commission of hardware and software

- Provide mobile POS devices for acceptance of toll payments via pre-paid co-branded card
- All the POS device, software application, and other infrastructure should be complaint to semi-closed/Open system in such a manner that the whole system can be upgraded to semi-closed or open system as per direction of NHAI/IHMCL.
- Provide end-to-end toll collection, clearance, and settlement system

6.4. SMART Card Data format

- Service Provider shall define the Interoperable data format and standards of co-branded cards and terminal interfaces for eg: KEY and SAM management etc.,
- Design, develop and maintain Interoperable SMART Card Application and Card Data format
- Service Provider shall provide all relevant documentation card specification and terminal interfaces for eg: KEY and SAM management etc.
- Service Provider shall provide exclusive Intellectual Property Rights (IPR) of smart card data format and standards to IHMCL
- Inter-operable Data formats should allow card user to allow to use co-branded cards in any authorized merchant locations by IHMCL
- Service Provider shall design the data format and standards for terminal interface.
- IHMCL may appoint 3rd party agency to certify the data formats

6.5. Card Management System:

- Manage the entire smart card life cycle management of open standards card specifications, card applications, payment scheme, card account management and card transactions

- Maintain entire life cycle indicative activities of City Payment Card such as Issuance, Activation/Deactivation, Blockage, Blacklisting, Decommissioning, Re-load /Reuse, Lost/Found, etc.
- Service Provider shall provide exclusive Intellectual Property Rights (IPR) of Pre-paid Co-branded Card data format and standards to IHMCL.

6.6. Reconciliation and Settlement

- Account maintenance – Pool account, Merchant accounts, etc.
- Perform transaction clearing, reconciliation, and settlement for all participants in the eco system
- Regular reporting on agreed parameters
- Central Clearing House (CCH)
 - CCH should track and account the toll collected
 - The Service Provider shall settle all the transactions done up to 11:59 pm daily. The share of transactions so settled shall be transferred to account of various concessionaire/ toll plaza operators in T+1 day, where T – is date of transaction
 - CCH should auto share or upload MIS of all payment and toll collected via pre-paid co-branded card for each concessionaire/toll plazas operators

6.7. MIS and Reporting

MIS and Reporting - – Indicative reports but not limited to below Service Provide should provide the following indicative reports:

Payment Scrolls - The payment scroll MIS shall be available through a web-portal developed during custom specified dates, mode of payments and value of payments

- Date & Time of Transaction
- Value of Transaction
- SMART Card Identity
- Amount (in Rs.)
- Others, as required.

MIS of Agency Statement - The Service Provider shall provide MIS view of Bank Statements without any limitation on the period.

Web-portal to view transaction details for each Toll Plazas

- Create a web-portal to view toll collection details via co-branded card for each toll plaza operators/concessionaire day-wise, with transaction time, etc.
- Automated monthly reconciled statements to be sent to each Concessionaire/Toll plaza operators

- Each concessionaire should be able to see the transaction details carried out via Pre-paid co-branded card at each toll plazas

6.8. Operations & Maintenance

The Service Provider shall carry out the O&M for the entire contract period – Consumables, such as paper rolls for POS machines etc.

6.9. Helpdesk and call center support

- Provide central dedicated toll-free helpdesk/ IVRS to handle customer grievances
- Helpdesk/customer care management
 - Customer support over Phone and emails for card issuance, renewal, refunds, customer
 - Merchant account management and customer support with payment gateway as per RBI requirements
 - Handle all queries/complaints received on social media, particularly Twitter.

6.10. Branding and promotion of the Card

- Marketing and promotions of card - to come up with innovative marketing strategies time-to-time
- Carry out various marketing and promotional activities on co-branded card through multiple channels such as (web adds, FM, radio, TV, Posters, social media, brochures)

B. Phase 2

6.11. Integrate with the Toll Management System/software deployed at toll plazas.

The pre-paid co-branded card system shall be integrated with the Toll Management Systems deployed at the toll plazas. A toll operator should be able to select vehicle class and the applicable toll fee should be deducted from the pre-paid card on tapping the POS device. All transaction captured by the pre-paid card system should tally with the data captured by the TMS system.

6.12. Upgradation to semi-closed or open system payment

A toll collector shall be able to select the class of an approaching vehicle, and upon selection the appropriate fee shall be displayed on the User Display Fare.

6.13. Exit Management

- 6.13.1. The exit process would start at the beginning of the last two quarters of the end of last year of the Contract Period. At the beginning of the last quarter of the end of the contract period or in the event of termination of contract, the Service Provider is required to provide necessary handholding and transition support, which shall include but not limited to, conducting detailed walkthrough and demos/drills for Service Provider Services system, project documentation, etc., and addressing the queries/clarifications of new vendor selected by IHMCL.

- 6.13.2. Service Provider shall provide support in terms of smooth handing over of database. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract.
- 6.13.3. During the contract period, the Service Provider shall ensure that all the documentation including policies, procedures, etc. are kept up to date and the same are handed over to IHMCL during the Exit management process.

6.14. Implementation plan

Phase 1

| Activity | Scope | Timelines |
|--|-----------------------------------|--|
| POC | At one toll plaza | Within 7 days of LOA |
| Roll Out | At all operational NH toll plazas | Within 30 days of successful conduct of Pilot or issue of LOA, whichever earlier |
| Setting up of Customer care/Helpdesk call center | | Within 30 days of issue of LoA |

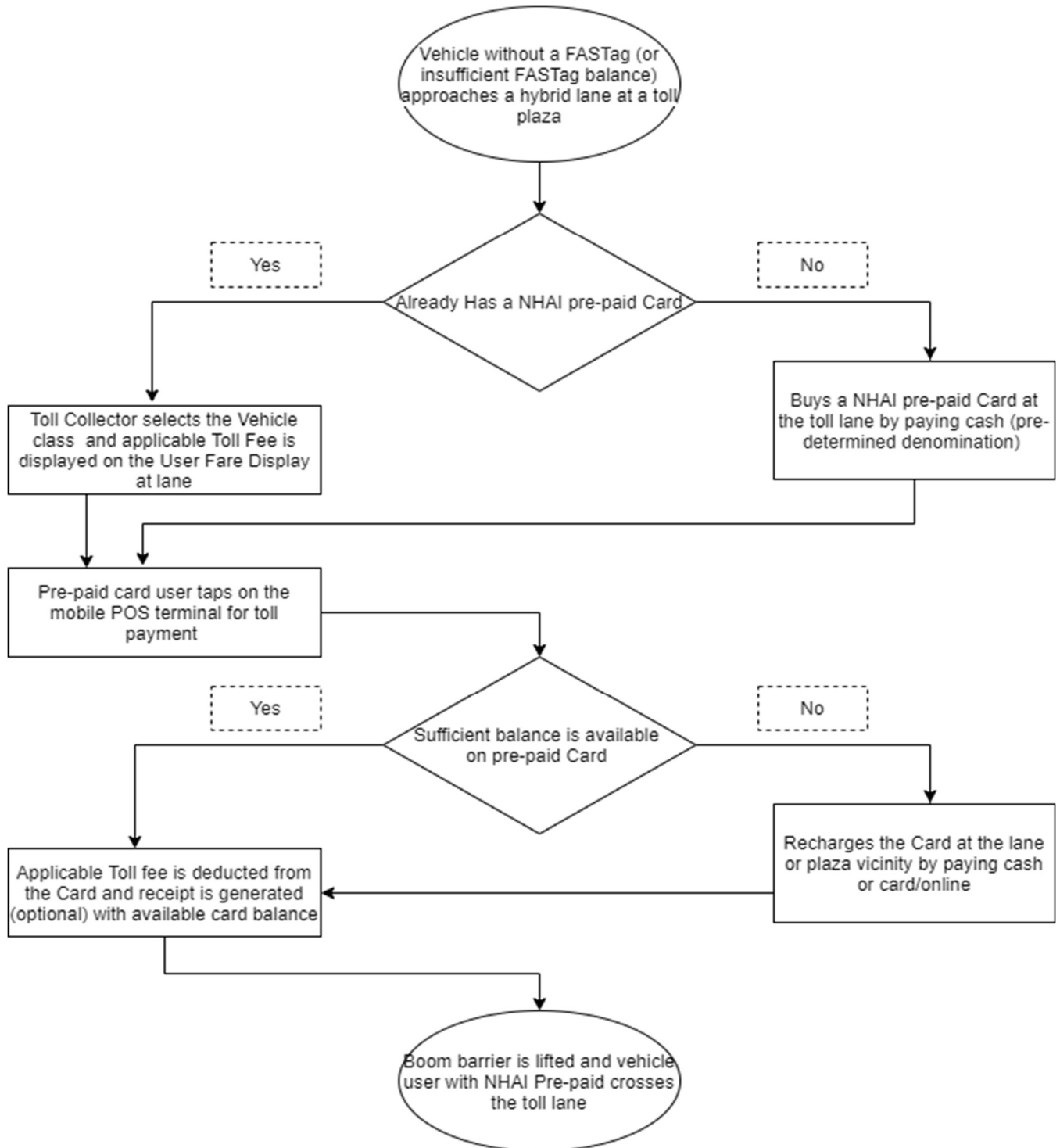
Phase 2

| Activity | Scope | Timelines |
|---|-------|---|
| Upgradation to semi-closed or Open system | New | As required by IHMCL after 6 months or later. |

7. TECHNICAL SPECIFICATIONS

7.1. Process Flow for Pre-paid card toll payments

The broad proposed process flow of pre-paid card toll payment at toll lane is as below –



7.2. Functional and Technical requirements

7.2.1. Contactless Smart Card Specifications

The Contactless Smart Cards (CSC) to be supplied by the Service Provider shall meet the following specifications:

| SI # | Item | Description |
|------|--------------------------|--|
| 1. | General | <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. |
| 2. | Physical Characteristics | <ul style="list-style-type: none"> The complete base material including inlay, card body and transparent outer layer shall be high grade PET-G. Test report for the PET-G material to be submitted from a recognized test laboratory. Card surface shall have low sensitivity to dust and moisture adherence. Card antenna should be made of copper wire only. |
| 3. | Card Lifetime | <ul style="list-style-type: none"> Card life shall not be less than 5 years. During this period, the card must not develop cracks, holes or other surface imperfections due to ageing. |
| 4. | General Characteristics | <ul style="list-style-type: none"> Card shall work up to a distance of 10 cm between antenna and card. Card shall adhere to specifications covered in ISO IEC 10373-1 – General Characteristics for following parameters: <ul style="list-style-type: none"> Resistance to dynamic bending stress Torsion stress Bending stiffness Resistance to break Flammability, Peel strength Card warpage Resistance to chemicals Adhesion Card stability, etc. |
| 5. | Security Features | <ul style="list-style-type: none"> Card opening must not be possible without breaking the card itself and card must become useless. If card is opened, it should become unusable CC EAL 4+ for Hardware Card manufacturer will encode cards with transportation keys prior to delivery to ensure security/integrity of the chip Card shall be issued with a Unique ID (serial number) Unique engraved ID will be embossed on the card surface (laser engraved). Unique serial no. with padding digits for supplier identification to be used (to be consulted with <ISSUER / XXX>). Each card will have a unique internal ID (7 bytes). |

| SI # | Item | Description |
|------|--------------------------|---|
| | | <ul style="list-style-type: none"> Engraved ID and corresponding Unique ID information for complete delivery should be available in recorded electronic media (CD etc) which will be securely delivered to <ISSUER / XXX>. |
| 6. | Certification | <ul style="list-style-type: none"> The card should comply with all standards / specifications covered under ISO 14443 Type A standard for contactless smart cards. The card conforms to the following essential electrical parameters, protocols and characteristics of Type A and B contactless RF Card Chip. Such parameters (but not limited to) include: a) Antenna coil size, b) Card chip / antenna inlay design c) Communication frequency d) Operating field strength, Modulation e) Read/Write Time, Data transfer rate f) Security features such as Anti-tearing, Momentary power loss protection, Anticollision, Data integrity (support mutual authentication with the reader), Triple-DES encryption, EEPROM failure automatic detection, Transaction atomicity. |
| 7. | Environmental conditions | <ul style="list-style-type: none"> Temperature: 0 to + 60°C Relative Humidity: 5 to 95% |
| 8. | Card Graphics | <ul style="list-style-type: none"> The Cards shall be printed on both sides, with four colour print process, as per the Card graphics designs specified by IHMCL. The Cards may have different graphics as may be decided by IHMCL The Smart Card graphics shall not deteriorate for at least five years under normal use conditions. |

7.2.2. POS terminal technical specifications

Below is the indicative specifications for mobile POS machines to be installed at toll lanes.

Bidders can propose latest industry standard POS machines which are NFC compliant and comply with all the requirements as per mentioned in the Scope of Work. Warranty and maintenance of these POS machines would be a responsibility of the selected Agency for the entire contract period.

| Sl. # | Parameter | Minimum Requirements |
|-------|-----------|---|
| 1. | CPU | 32 bit |
| 2. | OS | <p>The OS shall have strong functionalities having at least the following features:</p> <ul style="list-style-type: none"> a) Shall have 'Tap & Pay' facility b) Capability of multi-tasking c) Capability of upgrading application and configuration data over the air, directly from the Backend server. |

| Sl. # | Parameter | Minimum Requirements |
|-------|-------------------------------|--|
| | | d) In case, any specific software/application is required to programme /configure/manage the devices, the same shall be provided without any financial implication to IHMCL. |
| 3. | Memory | 128 MB flash, 64 MB DDR |
| 4. | Extendable Memory | SD/Micro SD card interface (minimum 16 GB) |
| 5. | Display | Graphic display minimum 320*240 pixels Minimum 2.5" screen, Colour, backlight, capable of displaying Graphical images / icons |
| 6. | Keypad | Minimum of 15 keys on the keypad, and 1 power button. |
| 7. | Thermal Printer | Thermal printer in-bulit |
| 8. | SAM slots | Minimum 2 SAM slots + 1 SIM |
| 9. | Communication | GPRS, GSM 800/900/1800/1900 with SM and USSD support, 3G, 4G |
| 10. | Wi-Fi | Supporting 2.4G IEEE 802.11b/g/n or better |
| 11. | Battery | Li-ion/Li-polymer, minimum 2000 mAH; Over-charge/ over-voltage/ over-current protection; Quick recharge; Easily removable and separately chargeable; |
| 12. | Weight | Max. 500 g |
| 13. | Communication Ports | LAN 10/100 Base-T (10/1000 Mbps) USB 2.0 – 1 no. |
| 14. | Security | Shall support encryption standards including 3DES and AES for smart card reading/writing as well as communication with Central System |
| 15. | Operating temperature | -5 to 50 degree C |
| 16. | Contactless Smart Card Reader | Inbuilt Contactless Smart Card reader – ISO 14443 Type A & B, including support for complete Mifare family cards, Desfire, SCOSTA CL, contactless EMV, NCMC, qSparc etc. |
| 17. | Indications on display | <ul style="list-style-type: none"> Battery charge status GSM Signal strength |
| 18. | Audio | Beeeps on key-press and transactions |

| Sl. # | Parameter | Minimum Requirements |
|-------|----------------|--|
| 19. | Others | Remote Administration; Over the air upgrade of firmware, application, configuration parameters, master data, etc. should be possible |
| 20. | Certifications | <ul style="list-style-type: none"> • Minimum EMV Certification Level 1 & 2, Rupay, NCPI's qSparc • PCI PTS 4.0 |

7.2.3. Card Application

The Card Application software shall meet the functional requirements of IHMCL including, but not limited to the following:

- a) The Application shall be able to configure all business rules applicable at toll plazas and update as and when required.
- b) The Application software shall be able to display real time display of toll collection information.
- c) The Backend Application software shall be able to send email of revenue collection details to designated officials and concessionaire/toll plaza operators on periodic intervals.
- d) The AFCS Application software shall be able to block any prohibited or debarred POS device from backend through over-the-air command.
- e) The system should be robust enough to handle online communication of at least 2,000 POS devices, scalable up to 10,000 devices.
- f) Pass facility – local exemption, monthly pass, return journey, etc. should be able to be configurable in the system as per applicable rules.
- g) Any scheme such as Cashback etc. should be configurable as per requirement of Authority.
- h) SMS/ Email confirmation (if registered)
 - SMS should be sent immediately to user
 - Email should be received immediately
- i) Balance Enquiry
 - The balance can be checked online and through call center (based on card number)
 - The balance / limit in each card & account can be checked at POS machine installed at toll plazas

7.2.4. Security

- The System must allow security categories to be assigned to sensitive records like consumer data, etc.

- The Administrator should be able to determine the highest security category of any record in any class or file by means of one simple enquiry
- The System should support routine, scheduled, review of security categories
- Users only have to log onto the System once to be allowed to access all application modules for which he/she is authorized to access
- Security provided at the network, application, and database levels as well as at the client level.\
- Supports standard Internet security including, but not limited to:
 - Digital Certificates
 - Various levels of encryption
 - Secure Socket Layers (SSL)
 - Secure Hypertext Transfer Protocol (HTTPS)
- Prevent access to sensitive application data by highly privileged users. Super user should not be able to select, insert, update or delete data from audit.

7.2.5. Business Continuity Plan

- The service provider has to design the system in high availability mode to mitigate risk of any outages on account of Hardware /Software / Connectivity failure.
- The Business Continuity Plan will be based upon Backup and Restore strategy.
- The devices (such as SCU) will be able to retain usage data up to a period of 7 days.

Nevertheless, the backend solution will be able to support the replication/hot redundancy if it is needed in a later phase of the implementation

7.3. Service Level Agreements

- 7.3.1. Service Levels shall be decided in consultation with the successful bidder. Service levels agreed with the Service Provider shall be measured by using automated tools. The SLA reports will be monitored by the IHMCL regularly. Service Provider shall calculate the total penalties arising due to non-compliance of the SLA on quarterly basis.
- 7.3.2. The Selected Agency shall develop an SLA Monitoring System for ensuring and reporting the SLAs. All SLA measurement and calculation of penalties shall be automated.
- 7.3.3. The bidder should also plan for disaster recovery of the system without any additional cost and must perform DR drill at least once in 6 months. The same shall be observed by IHMCL and evaluated for performance and compliance during the tenure of contract.
- 7.3.4. The Service Provider shall have to meet the Service Levels, as defined herein.

The Service Levels have been segregated into:

- Implementation Service Levels

- Post-Implementation Service Levels

7.3.5. Implementation Phase Service Level

7.3.5.1. Timely completion of Project Milestones

| | |
|---|---|
| Definition | Timely Completion of Project Milestones would comprise supply, installation and commissioning of Smart card system at all toll plazas as per the defined timeframe, as per the Agreement. |
| Service Level Requirement | All the milestones defined in the agreement have to be completed within the timelines mentioned in the Agreement without any delay. |
| Measurement of Service Level Parameter | To be measured in number of days of delay from the date of completion as defined in the Agreement. |
| Default Charge for non-achievement of Service Level Requirement | Default Charge of 0.5% of the corresponding monthly invoice value for each toll plazas delayed, subject to maximum 10% of the monthly invoice of the toll plaza(s). |

7.3.6. Post Implementation Service Level

7.3.6.1. Availability Measurement Calculation for a Month

Availability of Project components for a month shall be measured using following formula.

$$\{[(\text{Actual Uptime} + \text{Scheduled Downtime}) / \text{Total No. of Working Hours in a Month}] \times 100\}$$

Wherein,

- **"Actual Uptime"** shall mean, of the Total Hours, the aggregate number of hours in any month during which each equipment/Hardware/application is actually available for use.
- **"Scheduled Downtime"** shall mean the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Service Provider's (or Service provider's) failure to exercise due care in performing Service Provider's responsibilities. The Authority would provide a maximum of 04 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per month per equipment/service.
- **"Total Working Hours"** shall mean working hours in a day, for which NH toll plazas are operating
- **Downtime Calculation**
- The recording of downtime shall commence at the time of registering the call with Helpdesk/Service Provider for any downtime situation for the equipment. Downtime shall end when the problem is rectified and the Hardware/equipment is available to the user.

- Down time shall not be considered for following:
 - 1) Pre-scheduled preventive maintenance and health checks (Scheduled Downtime).
 - 2) Downtime arising out of the incidents not attributable to Service Provider.

7.3.6.2. General Terms

The SLA shall be monitored and Default Charges computed on monthly basis.

- i. Default Charges for a month shall be capped at ten percent (10%) of the total Service Charge for the given month.
- ii. The number and format of reports shall be as per requirements provided by IHMCL.
- iii. In case, IHMCL so desires, the SLAs may be reviewed on yearly basis and may be amended based on mutual agreement. Till such time, any revision is mutually agreed, the existing SLAs shall continue to be in force.
- iv. SLA shall be excluded in case of incidents/instances not attributable to the Service Provider

7.3.6.3. Failure rate of Contactless Smart Card

| | | |
|---|--|--|
| Definition | Failure rate of Contactless Smart Card is defined as instances when smart issued fails to perform the intended functions. | |
| Service Level Requirement | Failure rate for cards after issue should not exceed 1 in 10,000 (0.01%) The above shall be in addition to free replacement of any card failed within 4 years | |
| Measurement of Service Level Parameter | The service level would be defined in terms of the number of Incidents/Instances logged with Service Provider | |
| SLA Exclusion | Excludes: Where it is evident from visual inspection that the Card has been physically damaged/ mis-handled on account of Cardholder | |
| Default Charge for non-achievement of Service Level Requirement | Failure Rate (Monthly average) | > 0.01 % |
| | Default Charge per month | Rs. 10,000 per incident/instance of failure rate |

7.3.6.4. Availability of Card Application

| | | | | |
|---|---|----------------------|---------------------|---|
| Definition | Application availability refers to the total time when the Card Applications & Hosting Infrastructure are available to the users for performing all activities and tasks. | | | |
| Service Level Requirement | The average availability of the Card Applications & Hosting Infrastructure should be at least 99.5 % in a month | | | |
| Measurement of Service Level Parameter | {[(Actual Uptime + Scheduled Downtime) / Total No. of Working Hours in a Month] x 100} | | | |
| SLA Exclusion | Any scheduled and approved preventive maintenance activity by the Service Provider should be carried out with prior approval IHMCL. Such scheduled and approved preventive maintenance activities shall preferably be carried out during night time (11 PM to 5 AM) and shall not exceed two instances in a quarter and each instance shall not exceed 4 hours. | | | |
| Default Charge for non-achievement of Service Level Requirement | If the Service Provider is not able to meet the above defined service level requirement, then any deviation from the same would attract a default charge as per the following: | | | |
| | Application Availability (Monthly average) | >= 99.25 % to <99.5% | >= 99.0% to <99.25% | < 99.00% |
| | Default Charge per month | Rs. 25,000 | Rs. 50,000 | Rs. 1,00,000 (per 0.20 % drop or part thereof subject to minimum of Rs. 1 lakh) |

7.3.6.5. Availability of Hosting Infrastructure

| | |
|--|---|
| Definition | Hosting Infrastructure availability refers to the total time when the service is available |
| Service Level Requirement | The average availability of the Hosting Infrastructure should be at least 99.5 % in a month |
| Measurement of Service Level Parameter | {[(Actual Uptime + Scheduled Downtime) / Total No. of Working Hours in a Month] x 100} |

| | | | | |
|---|---|-------------------------|------------------------|---|
| SLA Exclusion | Any scheduled and approved preventive maintenance activity by the Service Provider should be carried out with prior approval IHMCL. Such scheduled and approved preventive maintenance activities shall preferably be carried out during night time (11 PM to 5 AM) and shall not exceed two instances in a quarter and each instance shall not exceed 4 hours. | | | |
| Default Charge for non-achievement of SLA | Availability (Monthly average) | >= 99.25 % to <99.5% | >= 99.0% to <99.25% | < 99.00% |
| | Default Charge per incident (per month) | Rs. 25,000 | Rs. 30,000 | Rs. 35,000 (per percentage drop or part thereof) |

7.3.6.6. Manpower (POS) Availability at toll plazas (3 shifts)

The Service Provider shall ensure availability of manpower as mentioned in RFP. In case of unavailability of manpower or shortfall in attendance (in shift) at site is brought to the notice of IHMCL, penalty shall be imposed as under:

- Absence of shortfall in attendance - Rs 1000/- per shift per fee plaza
(Day shall have 3 shifts of 8 hours each)

The Service Provider shall deploy an attendance management system to track the attendance of POS agent at all locations/toll plazas and submit a weekly report to IHMCL.

7.3.6.7. Delay in settlement of clean transactions

| | |
|---------------------------|---|
| Definition | Delay in settlement of clean transactions to Concessionaire or toll operators' account |
| Service Level Requirement | <p>The Service Provider shall settle the final amount for a particular day to the bank account of the Concessionaire / toll operator.</p> <p>The Service Provider shall settle the amount for all clean transactions to concessionaire/ toll operator within T+1 working day. Where T =Transaction processing day</p> |

| | |
|---|--|
| | All amount for clean transaction for the day till 23:50 Hrs. shall be settled with in T+1 working day. |
| Default Charge for non-achievement of SLA | <ul style="list-style-type: none"> Breach of SLA reported for any incidents of breach for a particular toll plaza in a calendar month– Rs. 50,000/- penalty will be imposed per incident. The Service Provider shall be liable to pay any interest accrued on the outstanding amount to the concessionaire /toll operator. Rate of Interest shall be equivalent to the late fee interest charged by NHAI on outstanding amount for Concessionaire/toll operators.. |

8. ANNEXURE

8.1. Annexure 1: Bid Covering Letter

(In the letterhead of the Bidder)

To

Chief Operating Officer

Indian Highways Management Co. Ltd. (IHMCL)

2nd Floor, MTNL Building,

Sector 19, Dwarka

New Delhi 110 075

Subject: RFP for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments

Ref. No. RFP. No. _____ dated _____ -

Dear Sir,

1. I/We, the undersigned, have carefully examined the contents of the document including amendments/ addendums (if any) thereof and undertake to fully comply and abide by the terms and conditions specified therein and hereby submit our application. Our application is unconditional and unqualified.

2. I/We undertake that, in competing for (and, if the award is made to us), for executing the above contract, we will strictly observe the laws against fraud and corruption in force in India.

3. I/We understand that:

- a. this Bid/Proposal, if found incomplete in any respect and/ or if found with conditional compliance or not accompanied with the requisite application fee and/ or prescribed supporting document shall be summarily rejected.
- b. if at any time, any averments made or information furnished as part of this application is found incorrect, then the application will be rejected
- c. IHMCL is not bound to accept any/ all Bid (s) it will receive.

4. I/We declare that:

- a) We do not have any conflict of interest in accordance clause 3.2.1 (Sl. No 7) and we or the our parent / subsidiary /sister concern company are NOT currently engaged by NHAI for user fee collection or tolling operations at any NH Fee plazas across the country as on RFP release date.

We further undertake that we shall not take up activities such as user fee collection, tolling operations at NH fee plazas allocated during the Contract period.

- b) I/We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to submit for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments, without incurring any liability to the Bidders, in accordance with relevant clause of the RFP Document
- c) We undertake that in case, due to any change in facts or circumstances during the Bidding Process, we become liable to be disqualified in terms of the provisions of disqualification, we shall intimate IHMCL of the same immediately.
- d) We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, we shall have any claim or right of whatsoever nature if the contract is not awarded to us or our Proposal is not opened.
- e) We undertake that none of the hardware/software/other component being proposed by us infringes on any patent or intellectual property rights as per the applicable laws.
- f) **I/We have not been declared ineligible** by IHMCL, NHAI or Ministry of Road Transport & Highways, Government of India or any other agency for indulging in corrupt or fraudulent practices. I/We also confirm that I/We have not been *declared as non-performing or debarred* by NHAI or Ministry of Road Transport & Highways, Government of India.
- g) **I/We haven't been blacklisted by a Central/ State Government institution/ Public Sector Undertaking/ Autonomous body** and there has been *no litigation* with any Government Department/ PSU/ Autonomous body on account of similar services.
- h) I/we undertake that we shall supply, install, commission ETC system as per specifications and requirements provided in this RFP and make Go-Live new toll plazas allocated to us by IHMCL at the latest L1 rates or at the L1 rates as discovered by IHMCL in future through tendering, whichever is lower.

5. I/We declare that our bid is valid for 180 days.

Name

Designation/ Title of the Authorized Signatory.....

8.2. Annexure 2: Brief Information about the Applicant(s)

(To be prepared on letterhead of the Applicant)

Subject: Selection of _____

1. Bidder Details

- a. Name of Applicant:
- b. Year of establishment:
- c. Registered Address:
- d. Constitution of the Applicant entity e.g. Government enterprise, private limited company, limited company, etc.

2. Address for correspondence with Telephone/ Fax numbers/ e-mail address:

- (a) Authorized Person with Complete postal address:
- (b) Fixed telephone number
- (c) Mobile number
- (d) E-mail address
- (e) Official Bank (for returning EMD)
- (f) Bank Account Name, Number, IFSC Code (for returning EMD)

3. Name of the Statutory Auditor certifying the documents along with his/ her Membership number, if applicable:

4. Applicant details (Please include details for each Consortium Member, if applicable)

| Required Info | Documentary Evidence Attached (Yes/No, along with page no.) |
|--|---|
| Field of business | |
| Registration Status | |
| CMMi level of organization | |
| Qualifying Projects – value, client, key features | |
| Average Turnover | |
| Is Bidder debarred by any Government entity (Yes/No) | |

5. Financial details/projects meeting the qualifying criteria

Name

Designation/ Title of the Authorized Signatory.....

8.3. Annexure3: Undertaking

Subject: Selection of Bidder for _____

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our Company/firm M/s_____ have abandoned any work of National Highways Authority of India/IHMCL nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.
3. The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by IHMCL to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that IHMCL may ask for further qualifying information, and agrees to furnish any such information at the request of IHMCL.
5. We confirm that we have not been blacklisted /debarred by any central/state Government department/organization or Quasi Government agencies of PSU.
6. We confirm that no criminal proceeding is pending against our company/firm or any of its Directors/ Partners in any court of law.
7. We also confirm that we have not been convicted by any court of law for any of the offences under any Indian laws
8. I/We confirm that we do not have a conflict of interest with the toll fee operators/contractors on the concerned toll plaza site as mentioned in eligibility criteria of RFP nor shall we undertake tolling operations during the period of Contract Agreement.

(Signed by an Authorized Officer of the bidder)

Title of Officer

Name of bidder

DATE

8.4. Annexure 4: Bidder's Annual Turnover

RFP Ref _____ (Date)

From,

(Name & Address of the Bidder)

To,

Chief Operating Officer,

Indian Highways Management Co. Ltd.

2nd Floor, MTNL Building, Sector –19, Dwarka

New Delhi 110 075

Subject: -----

Dear Sir/Madam,

We hereby certify that the average annual turnover of M/s. _____ (name of the bidder) for the last three financial years (ending 31st March 2019) is as given below:

| Annual Turnover for the last 3 Financial Years (FYs) in Indian Rupees (INR) | | | |
|---|------------|------------|---------|
| FY 2018-19 | FY 2017-18 | FY 2017-18 | Average |
| | | | |

| Annual Net worth for the last 3 Financial Years (FYs) in Indian Rupees (INR) | | | |
|--|------------|------------|--|
| FY 2018-19 | FY 2017-18 | FY 2017-18 | Positive /Negative as on 31 st March 2019 |
| | | | |

Yours Sincerely,

(Signature of Statutory Auditor)

Name of the Statutory Auditor:

Name of the Statutory Auditor Firm:

Seal:

8.5. Annexure 5: Power of Attorney / Letter of Authorization

Know all men by these presents, we, M/s (name of Firm/ Company and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./ Ms..... son/daughter/wife of..... and presently residing at, who is presently employed with us and holding the position of as our true and lawful attorney (hereinafter referred to as the “**Authorized Signatory or Attorney**”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our quotation for empanelment as the agency for -----, proposed by Indian Highways Management Co. Ltd., including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses to IHMCL, representing us in all matters before IHMCL, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with IHMCL in all matters in connection with or relating to or arising out of our proposal for the said assignment and/or upon award thereof to us.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Signatory or Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,THE ABOVE-NAMED PRINCIPAL HAVE PURSUANT TO THE RESOLUTION DATED OF THE BOARD OF DIRECTORS IN THAT BEHALF CAUSED ITS COMMON SEAL, EXECUTED THIS

POWER OF ATTORNEY ON THIS DAY OF, 2020

For

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarized

Accepted

.....

(Signature, name, designation and address of the Attorney)

Notes:

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. **The Power of Attorney should be executed on a non-judicial stamp paper of appropriate denomination and should be registered or duly notarized by a notary public.***

Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, Applicants from countries that have signed The Hague Legislation Convention 1961 need not get their Power of Attorney legalized by the Indian Embassy if it carries a conforming Apostles certificate.

8.6. Annexure 6:-Power of Attorney for Lead Member

On Non – judicial stamp paper of appropriate value or such equivalent document duly attested by notary public)

Power of Attorney

Whereas Indian Highways Management Company Ltd. (IHMCL), has invited Proposals from eligible entities for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments the “Project”,

Whereas, the members of the Consortium are interested in bidding for the Project and implementing the Project in accordance with the terms and conditions of the Request for Proposal (RFP) Document and other connected documents in respect of the Project, and

Whereas, it is necessary under the RFP Document for the members of the Consortium to designate the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium’s bid for the Project who, acting jointly, would have all necessary power and authority to do all acts, deeds and things on behalf of the Consortium, as may be necessary in connection the Consortium’s bid for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT;

We, M/s. (Lead Member) and M/s (the respective names and addresses of the registered office) do hereby designate M/s. being one of the members of the Consortium, as the Lead Member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things necessary or incidental to the Consortium’s bid for the Project, including submission of Proposal, participating in conferences/meetings, responding to queries, submission of information/ documents and generally to represent the Consortium in all its dealings with IHMCL, any other Government Agency or any person, in connection with the Project until culmination of the process of bidding and thereafter till the Agreement is entered into with IHMCL.

We hereby agree to ratify all acts, deeds and things lawfully done by Lead Member, our said attorney pursuant to this Power of Attorney and that all acts deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us/ Consortium.

Dated this theDay of2020

.....

(Executants)

(To be executed by all the members of the Consortium)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

8.7. Annexure 7:- Format for Performance Bank Guarantee

To,
Chief Operating Officer,
Indian Highways Management Company Ltd
2nd Floor, MTNL Building,
Sector-19, Dwarka,
New Delhi – 110075, India

WHEREAS _____[Name and address of Agency]
(hereinafter called “the Service Provider”) has decided to apply to IHMCL for providing services, in
pursuance of IHMCL letter of work award No. _____ dated dd/mm/yyyy for “RFP for Selection of
Service Provider for implementation of closed loop pre-paid card for toll payments”

” (hereinafter called the “Contract”).

1. AND WHEREAS it has been stipulated by IHMCL in the said letter that the Service Provider shall furnish a Bank Guarantee for the sum specified therein as security for compliance with his obligations in accordance with the terms & conditions of the Contract Agreement.

2. AND WHEREAS we have agreed to give the Service Provider such a Bank Guarantee:

3. NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, _____ on behalf of the Service Provider up to a total of `/- (Rupees) only, such sum

being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without _____ cavil or argument, any sum or sums within the limits of `/- as aforesaid _____ without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

4. We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

5. We further agree that no change or addition to or other modification of the terms of _____ the service provider or of the works to be performed there under or of any of the _____ Contract documents which may be made between you and the Service Provider shall _____ in any way release us from any liability under this guarantee, and we hereby waive _____ notice of any such change, addition or modification.

6. We undertake to pay to the IHMCL any money so demanded notwithstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Service Provider(s) shall have no claim against us for making such payment.
7. The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Service Provider or of the Bank.
8. This guarantee shall also be operable at our _____ branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension/ renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.
9. This bank guarantee shall be valid from
10. Notwithstanding anything contained herein:
 - (i) Our liability under this Bank Guarantee shall not exceed `/-
 - (ii) The Bank Guarantee shall be valid up to.....
 - (iii) We are liable to pay the Guarantee amount or any part thereof under this Guarantee only and only if you serve upon us a written claim or demand on or before

Name:

Date:

Designation:

Employee Code Number:

Telephone Number:

Name of issuing bank branch _____

Address _____

Telephone number _____

E-mail: _____

Name of bank branch at New Delhi _____

Address _____

Telephone number _____

E-mail: _____

Name of controlling bank branch _____

Address _____

Telephone number _____

E-mail: _____

* The bank guarantee shall be verified through SFMS package.

8.8. Annexure 8: Self Certificate- Format for project citation by the Bidder

The details of projects executed by the Bidder:

| | |
|--|--|
| Name of the Project & Location | |
| Client's Name, Contract Details Complete Address | |
| Brief narrative description of Project – highlighting relevant scope of work such as number of ETC Lanes, etc. | |
| Contract Value for the Project (in INR) | |
| Date of Start of Project | |
| Date of Completion of Project/Status of Completion | |
| Activities undertaken by Lead Member or Consortium member | |

N.B - If the project is ongoing, bidder must clearly specify, the stages/phases/milestones

(Copies of Work orders/Contract Agreement/Client certificate to be attached along with)

Signature & Seal:

Name:

Designation:

Bidding entity's name

Address:

Date:

8.9. Annexure 9: Format for Affidavit Certifying Non-Blacklisting

(On Non-Judicial stamp paper of appropriate value)

Affidavit

I, M/s., (the name and addresses of the registered office of the Bidder(s)) hereby certify and confirm that we or any of our promoters/ directors are not barred or blacklisted by any state government or central government / department / agency in India from participating in projects, either individually or as member of a Consortium as on the (Not earlier than 3 days prior to the Bid Due Date).

We undertake that, in the event of us or any of our promoters/directors being blacklisted / barred at any time post the date of this affidavit, we shall intimate IHMCL of such blacklisting.

Dated thisDay of, 2020.

Name of the Bidder

.....

Signature of the Authorised Signatory

.....

Name of the Authorised Signatory

8.10. Annexure 10: Consortium Agreement

DRAFT MEMORANDUM OF UNDERSTANDING EXECUTED BY MEMBERS OF THE CONSORTIUM

[On Non-judicial stamp paper of INR 100 duly attested by notary public]

This Memorandum of Understanding (MoU) entered into this day of [Date] [Month] 2020 at [Place] among _____ (hereinafter referred to as "_____") and having office at [Address], India, as Party of the First Part and _____ (hereinafter referred to as "_____") and having office at [Address], as Party of the Second Part and _____ (hereinafter referred to as "_____") and having office at [Address], as Party of the Third Part.

The parties are individually referred to as Party and collectively as Parties.

WHEREAS, Indian Highways Management Company Limited (IHMCL) has issued a Request for Proposal dated [Date] (RFP) from the Applicants interested in RFP for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments:

AND WHEREAS the Parties have had discussions for formation of a Consortium for bidding for the said Project and have reached an understanding on the following points with respect to the Parties' rights and obligations towards each other and their working relationship.

AS MUTUAL UNDERSTANDING OF THE PARTIES, IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

- i. The purpose of this Agreement is to define the principles of collaboration among the Parties to:
 - a. Submit a response jointly to Bid for the "RFP for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments" as a Consortium.
 - b. Sign Contract in case of award.
 - c. Provide and perform the supplies and services which would be ordered by the Purchaser pursuant to the Contract.
- ii. This Agreement shall not be construed as establishing or giving effect to any legal entity such as, but not limited to, a company, a partnership, etc. It shall relate solely towards the Purchaser for "RFP for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments" for and related execution works to be performed pursuant to the Contract and shall not extend to any other activities.

- iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.
- iv. ----- (Name of Party) shall act as Lead Partner of the Consortium. As such, it shall act as the coordinator of the Party's combined activities and shall carry out the following functions:
 - a. To ensure the technical, commercial and administrative co-ordination of the work package
 - b. To lead the contract negotiations of the work package with IHMCL.
 - c. The Lead partner is authorized to receive instructions and incur liabilities for and on behalf of all Parties.
 - d. In case of an award, act as channel of communication between the Purchaser and the Parties to execute the Contract
- v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement.
- vi. That the broad roles and the responsibilities of each Party at each stage of the Bidding shall be as below:

Party A: _____

Party B: _____

- vii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary steps to see the Project through expeditiously.
- viii. That this MoU shall be governed in accordance with the laws of India and courts in Maharashtra shall have exclusive jurisdiction to adjudicate disputes arising from the terms herein.

In witness whereof the Parties affirm that the information provided is accurate and true and have caused this MoU duly executed on the date and year above mentioned.

(Party of the first part) (Party of the second part)

Witness:

i. _____

ii. _____

8.11. Annexure 11: Format for Financial Proposal

(To be submitted on in the excel format uploaded on the website)

| | |
|---|---|
| Name of the Project: RFP for Selection of Service Provider for implementation of closed loop pre-paid card for toll payments | |
| Name of Bidder: | |
| Parameter - | "Percentage Charge" (Corrected up to 2 decimal points) |
| % of transaction value for each transaction processed and settled for pre-paid co-branded card — "Percentage Charge" | |

- Bidder Need to fill ONLY the yellow cells

8.12. Annexure 12: Deleted

8.13. Annexure 13: Summary of Project Experience submitted by Bidder

Name of Bidder - _____

| Sl. No. | Name of Project | Client Name | Contract Value of Project (in Rs. Cr) | Start Date of Work | Completion Date of Work | Status (Completed/Ongoing) | Reference for Documentary Evidence to the Technical Proposal/Bid Submitted (Page no., Document name) |
|---------|-----------------|-------------|---------------------------------------|--------------------|-------------------------|----------------------------|--|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

8.14. Annexure 14: Pre-bid Query Format

(To be submitted in Excel Format ONLY)

Name of Bidder: _____

| Sl # | Ref to RFP (Clause, Page no.) | Category of Query (Technical/ Legal/ General/ Others) | Original Clause of RFP | Clarification Sought |
|-------------|--|--|-------------------------------|-----------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Bidders are required to submit their queries in the above format ONLY.

8.15. Annexure 15: Change Control Note (CCN)

| | | |
|---|-------|-------------|
| Change Control Note | | CCN Number: |
| Part A: Initiation | | |
| Title: | | |
| Originator: | | |
| Sponsor: | | |
| Date of Initiation: | | |
| Details of Proposed Change | | |
| (To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.) | | |
| | | |
| Authorized by Purchaser | Date: | |
| Name: | | |
| Signature: | | |
| Received by the Bidder | Date: | |
| Name: | | |
| Signature: | | |
| Change Control Note | | CCN Number: |
| Part B : Evaluation | | |
| (Identify any attachments as B1, B2, and B3 etc.) Changes to Services, payment terms, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue. | | |
| Brief Description of Solution: | | |
| Impact: | | |

| | |
|---|--------------|
| Deliverables: | |
| Timetable: | |
| Charges for Implementation: (including a schedule of payments) | |
| Other Relevant Information: (including value-added and acceptance criteria) | |
| Authorized by the Bidder | Date: |
| Name: | |
| Signature: | |
| Change Control Note | CCN Number : |
| Part C : Authority to Proceed | |
| Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate) | |
| <input type="checkbox"/> Approved <input type="checkbox"/> Rejected <input type="checkbox"/> Requires Further Information (as follows, or as Attachment 1 etc.) | |
| For Purchaser and its nominated agencies | For SI |
| Signature | Signature |
| Name | Name |
| Title | Title |
| Date | Date |

8.16. List of existing of NH Toll Plazas

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|----------------------------------|-------|----------------|-----------------|--------------|
| 1 | L&T Vadodra | Conc. | Gujarat | Gandhinagar | Bharuch |
| 2 | IRB Boriach | Conc. | Gujarat | Gandhinagar | Surat |
| 3 | IRB Charoti | Conc. | Gujarat | Gandhinagar | Surat |
| 4 | IRB Bhagwada | Conc. | Gujarat | Gandhinagar | Surat |
| 5 | IRB Choryasi | Conc. | Gujarat | Gandhinagar | Surat |
| 6 | Ahmedabad Toll Plaza | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 7 | Ahmedabad (Ring Road) Toll Plaza | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 8 | Nadiad Toll Plaza | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 9 | Anand Toll Plaza | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 10 | Vadodara Toll Plaza | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 11 | Kheda | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 12 | Vasad | Conc. | Gujarat | Gandhinagar | Ahmedabad |
| 13 | Gegal | Conc. | Rajasthan | Jaipur | Ajmer |
| 14 | Pipalaz | Conc. | Rajasthan | Jaipur | Ajmer |
| 15 | Jaipur Plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 16 | Kishangarh Plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 17 | Manoharpura Toll plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 18 | Daulatpura Toll Plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 19 | Narayanpura Toll Plaza | Conc. | Rajasthan | Jaipur | Udaipur |
| 20 | Kathpur Toll Plaza | PF | Gujarat | Gandhinagar | Ahmedabad |
| 21 | SriPerumbadur | PF | Tamil Nadu | Chennai | Kancheepuram |
| 22 | Chennasamaduram | PF | Tamil Nadu | Chennai | Kancheepuram |
| 23 | Ambala Chandigarh | Conc. | Punjab | Chandigarh | Mohali |
| 24 | Pantangi | Conc. | Telangana | Hyderabad | Hyderabad |
| 25 | Koralaphad | Conc. | Telangana | Hyderabad | Hyderabad |
| 26 | Chillakallu | Conc. | Telangana | Hyderabad | Hyderabad |
| 27 | Vikkravandi Toll Plaza | Conc. | Tamil Nadu | Chennai | Villupuram |
| 28 | SENGURICHI TOLL PLAZA | Conc. | Tamil Nadu | Madurai | Trichy |
| 29 | THIRUMANDURAI TOLL PLAZA | Conc. | Tamil Nadu | Madurai | Trichy |
| 30 | Amakthadu toll plaza | PF | Andhra Pradesh | Vijayawada | Anantpur |
| 31 | Kasepalli toll plaza | PF | Andhra Pradesh | Vijayawada | Anantpur |
| 32 | Marur toll plaza | PF | Andhra Pradesh | Vijayawada | Anantpur |
| 33 | Kappalur | TOT | Tamil Nadu | Madurai | Madurai |
| 34 | Nandgaon Toll Plaza | Conc. | Maharashtra | Nagpur | Amravati |
| 35 | Karanja Toll Plaza | Conc. | Maharashtra | Nagpur | Amravati |
| 36 | Korai Toll Plaza | Conc. | Rajasthan | Jaipur | Dausa |
| 37 | Khalghat Toll Plaza | Conc. | Madhya Pradesh | Bhopal | Indore |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|--------------------------------------|-------|----------------|-----------------|----------------|
| 38 | Barajore toll plaza | Conc. | Uttar Pradesh | Lucknow - West | Kanpur |
| 39 | Anantram Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Kanpur |
| 40 | Daffi Toll Plaza | Conc. | Bihar | Patna | Sasaram |
| 41 | Mohania Toll Plaza | Conc. | Bihar | Patna | Sasaram |
| 42 | Sasaram Toll Plaza | Conc. | Bihar | Patna | Sasaram |
| 43 | Raikal Toll Plaza | Conc. | Telangana | Hyderabad | Hyderabad |
| 44 | Samayapuram Toll Plaza | Conc. | Tamil Nadu | Madurai | Trichy |
| 45 | L&T PANIPAT | Conc. | Haryana | Chandigarh | Ambala |
| 46 | Khaniwade Toll Plaza | Conc. | Gujarat | Gandhinagar | Surat |
| 47 | Vijayamangalam Toll Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 48 | TASAWADE TOLL PLAZA | Conc. | Maharashtra | Mumbai | Kolhapur |
| 49 | Kini Toll Plaza | Conc. | Maharashtra | Mumbai | Kolhapur |
| 50 | Bijapur Toll Plaza | Conc. | Karnataka | Bangalore | Gulbarga |
| 51 | Nagarhalla Toll Plaza | Conc. | Karnataka | Bangalore | Gulbarga |
| 52 | Tatiawas Toll Plaza | Conc. | Rajasthan | Jaipur | Sikar |
| 53 | Sullurpet Plaza (NH- 16), (old NH-5) | Conc. | Andhra Pradesh | Vijayawada | Nellore |
| 54 | Budhanam Plaza (NH- 16),(old NH-5) | Conc. | Andhra Pradesh | Vijayawada | Nellore |
| 55 | Nellore Plaza (NH- 16), (old NH-5) | Conc. | Andhra Pradesh | Vijayawada | Nellore |
| 56 | Keesara Plaza (NH-65), (old NH-9) | Conc. | Andhra Pradesh | Vijayawada | Vijayawada |
| 57 | Kaza Toll Plaza Mangalgi | Conc. | Andhra Pradesh | Vijayawada | Amaravati (AP) |
| 58 | Gondkhairi Plaza | Conc. | Maharashtra | Nagpur | Amravati |
| 59 | Patas Plaza | Conc. | Maharashtra | Mumbai | Pune |
| 60 | Sardewadi Plaza | Conc. | Maharashtra | Mumbai | Pune |
| 61 | Ponnambalapatti Plaza | Conc. | Tamil Nadu | Madurai | Trichy |
| 62 | Kozhinjiipatti Plaza | Conc. | Tamil Nadu | Madurai | Madurai |
| 63 | Rasampalayam Plaza | Conc. | Tamil Nadu | Chennai | Karur |
| 64 | Mettupatti Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 65 | Nathakkarai Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 66 | Thiruparaithurai Plaza | Conc. | Tamil Nadu | Chennai | Karur |
| 67 | Manavasi Plaza | Conc. | Tamil Nadu | Chennai | Karur |
| 68 | Krishnagiri Plaza | Conc. | Tamil Nadu | Chennai | Krishnagiri |
| 69 | Anewadi Toll Plaza | Conc. | Maharashtra | Mumbai | Pune |
| 70 | Khed-Shivapur Toll Plaza | Conc. | Maharashtra | Mumbai | Pune |
| 71 | Srinagar Toll Plaza | Conc. | Haryana | Delhi | Mathura |
| 72 | Mahuvan Toll Plaza | Conc. | Uttar Pradesh | Delhi | Mathura |
| 73 | Agnampadi | PF | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 74 | Indalwai | Conc. | Telangana | Hyderabad | Nirmal |
| 75 | Sakapur Toll plaza | Conc. | Telangana | Hyderabad | Hyderabad |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|-----------------------------------|-------|----------------|-----------------|-------------|
| 76 | Makrauli Kalan Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 77 | Dahar Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 78 | Kognoli | PF | Karnataka | Bangalore | Dharwad |
| 79 | Devanahalli Toll Plaza | Conc. | Karnataka | Bangalore | Bangalore |
| 80 | Kadabhalli (Kirasave) Toll Plaza | Conc. | Karnataka | Bangalore | Hassan |
| 81 | Choundha | Conc. | Madhya Pradesh | Bhopal | Gwalior |
| 82 | Baretha or Jajau | Conc. | Madhya Pradesh | Bhopal | Gwalior |
| 83 | Mehra | PF | Madhya Pradesh | Bhopal | Gwalior |
| 84 | Ramnagar | PF | Madhya Pradesh | Bhopal | Shivpuri |
| 85 | Raksha | PF | Madhya Pradesh | Bhopal | Shivpuri |
| 86 | Guna | Conc. | Madhya Pradesh | Bhopal | Shivpuri |
| 87 | Jamli Toll Pllaza | Conc. | Madhya Pradesh | Bhopal | Indore |
| 88 | Darooda | PF | Maharashtra | Nagpur | Nagpur |
| 89 | Sendurwafa toll plaza | Conc. | Maharashtra | Nagpur | Nagpur |
| 90 | Shirpur | Conc. | Maharashtra | Nagpur | Dhule |
| 91 | Songir | Conc. | Maharashtra | Nagpur | Dhule |
| 92 | Chandwad toll plaza | Conc. | Maharashtra | Mumbai | Nashik |
| 93 | Laling toll plaza | Conc. | Maharashtra | Mumbai | Nashik |
| 94 | Manguli Toll Plaza | Conc. | Odisha | Bhubaneswar | Bhubaneswar |
| 95 | Srirampur toll plaza | PF | Odisha | Bhubaneswar | Bhubaneswar |
| 96 | Gharonda Toll Plaza | Conc. | Haryana | Chandigarh | Ambala |
| 97 | Chandimandir Toll Plaza | Conc. | Haryana | Chandigarh | Chandigarh |
| 98 | BSC-C&C Kurali Toll Plaza | Conc. | Punjab | Chandigarh | Mohali |
| 99 | Harsa Mansar Toll Plaza | Conc. | Punjab | Chandigarh | Jalandhar |
| 100 | Chollang Toll Plaza | Conc. | Punjab | Chandigarh | Jalandhar |
| 101 | Bassi | PF | Rajasthan | Jaipur | Chittorgarh |
| 102 | Aroli | PF | Rajasthan | Jaipur | Chittorgarh |
| 103 | Dhaneshwar | PF | Rajasthan | Jaipur | Chittorgarh |
| 104 | Malera | PF | Rajasthan | Jaipur | Udaipur |
| 105 | Gogunda | PF | Rajasthan | Jaipur | Udaipur |
| 106 | Sikandra Toll Plaza | Conc. | Rajasthan | Jaipur | Dausa |
| 107 | Rajadhok Toll Plaza | Conc. | Rajasthan | Jaipur | Dausa |
| 108 | Mundiyar | PF | Madhya Pradesh | Bhopal | Shivpuri |
| 109 | Vaniyambadi Toll Plaza | Conc. | Tamil Nadu | Chennai | Krishnagiri |
| 110 | Pallikonda Toll Plaza | Conc. | Tamil Nadu | Chennai | Krishnagiri |
| 111 | L&T Krishnagiri Thopur Toll Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 112 | Velanchettiyur | Conc. | Tamil Nadu | Madurai | Dindigul |
| 113 | Valvanthankottai | Conc. | Tamil Nadu | Madurai | Thanjavur |
| 114 | Elliyarpathy | Conc. | Tamil Nadu | Madurai | Tuticorin |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|--|-------|----------------|----------------------|------------|
| 115 | Pudurpandiyapuram | Conc. | Tamil Nadu | Madurai | Tuticorin |
| 116 | Tundla Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Agra |
| 117 | Gurau (Formerly Semra Atikabad) Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Agra |
| 118 | Vighakheth Toll Plaza | TOT | Uttar Pradesh | Lucknow - West | Jhansi |
| 119 | AIT Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Jhansi |
| 120 | SEMRI Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Jhansi |
| 121 | Itaunja Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 122 | Khairabad Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 123 | KOKHRAJ (Sirohi) Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 124 | HANDIYA (Sujala) Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 125 | Nawabganj Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 126 | SORAON Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 127 | SAHSON Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 128 | Rajchandrapur Toll Plaza | Conc. | West Bengal | Kolkata | Kolkata |
| 129 | Jaladhulagori toll plaza | Conc. | West Bengal | Kolkata | Kolkata |
| 130 | Debra toll plaza | Conc. | West Bengal | Kolkata | Kolkata |
| 131 | Sonapetya | Conc. | West Bengal | Kolkata | Kolkata |
| 132 | Chandermore Plaza | Conc. | West Bengal | Kolkata | Malda |
| 133 | Shibpur Plaza | Conc. | West Bengal | Kolkata | Malda |
| 134 | Barsoni Toll Plaza | PF | Bihar | Patna | Purnia |
| 135 | Milanpur Toll Plaza | PF | Maharashtra | Nagpur | Nagpur |
| 136 | Sivaya Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Meerut |
| 137 | Mandal Toll Plaza | Conc. | Gujarat | Gandhinagar | Surat |
| 138 | Raipur | Conc. | Rajasthan | Jaipur | Jodhpur |
| 139 | Indranagar | Conc. | Rajasthan | Jaipur | Jodhpur |
| 140 | BIRAMI | Conc. | Rajasthan | Jaipur | Jodhpur |
| 141 | IVRCL Chengapally Tollways Limited | Conc. | Tamil Nadu | Chennai | Coimbatore |
| 142 | Methoon Toll Plaza | PF | Rajasthan | Jaipur | Kota |
| 143 | Kishorepura Toll Plaza | PF | Rajasthan | Jaipur | Kota |
| 144 | Mandawara Toll Plaza | Conc. | Rajasthan | Jaipur | Udaipur |
| 145 | Negadiya Toll Plaza | Conc. | Rajasthan | Jaipur | Udaipur |
| 146 | Chikhalikala | PF | Madhya Pradesh | Bhopal | Chindwara |
| 147 | Kelwad | PF | Madhya Pradesh | Bhopal | Chindwara |
| 148 | LUHARLI Toll plaza | Conc. | Uttar Pradesh | Lucknow - West | Aligarh |
| 149 | GABHANA Tollplaza | Conc. | Uttar Pradesh | Lucknow - West | Aligarh |
| 150 | Surathkal Toll Plaza | PF | Karnataka | Bangalore | Mangalore |
| 151 | PamPamPallam Toll Plaza | Conc. | Kerala | Kerala | Palakkad |
| 152 | Balgudar Toll Plaza | PF | Bihar | Patna | Munger |
| 153 | Patanswangi Toll Plaza | PF | Maharashtra | Nagpur | Nagpur |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|----------------|--------------------------------|-------------|--------------------|------------------------|----------------|
| 154 | Runni Shaidpur Toll Plaza | PF | Bihar | Patna | Darbhangha |
| 155 | Guabari Toll Plaza | PF | West Bengal | Kolkata | Jalpaiguri |
| 156 | Nuruddinpur toll plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 157 | Kunwarpur | PF | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 158 | Lakholi Toll Plaza | Conc. | Chhattisgarh | Raipur | Raipur |
| 159 | Madina Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 160 | Mayar Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 161 | Shantigrama Toll Plaza | Conc. | Karnataka | Bangalore | Hassan |
| 162 | Dari Toll Plaza | PF | Gujarat | Gandhinagar | Somnath |
| 163 | Bhatia Toll Plaza | Conc. | Gujarat | Gandhinagar | Surat |
| 164 | Diengpasoh Toll Plaza | PF | Meghalaya | Guwahati | Shillong |
| 165 | Pahammawlein Toll Plaza | PF | Meghalaya | Guwahati | Shillong |
| 166 | Nangli Toll Plaza | Conc. | Karnataka | Bangalore | Bangalore |
| 167 | Bann Toll Plaza | PF | J&K | Jammu | Jammu |
| 168 | 18th Mile Toll Plaza | Conc. | West Bengal | Kolkata | Malda |
| 169 | Gazole Toll Plaza | Conc. | West Bengal | Kolkata | Malda |
| 170 | SONWAY Toll Plaza | Conc. | Madhya Pradesh | Bhopal | Indore |
| 171 | Purankhedi Toll Plaza | Conc. | Madhya Pradesh | Bhopal | Shivpuri |
| 172 | Chhajarsi | PF | Uttar Pradesh | Delhi | Ghaziabad |
| 173 | Bellupada | TOT | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 174 | Vempadu | TOT | Andhra Pradesh | Vijayawada | Rajahmundry |
| 175 | Krishnavaram | TOT | Andhra Pradesh | Vijayawada | Rajahmundry |
| 176 | Surajbari Toll Plaza | TOT | Gujarat | Gandhinagar | Gandhidham |
| 177 | Vaghasiya Toll Plaza | TOT | Gujarat | Gandhinagar | Rajkot |
| 178 | Vanana Toll Plaza | TOT | Gujarat | Gandhinagar | Rajkot |
| 179 | Dhumiyani Toll Plaza | TOT | Gujarat | Gandhinagar | Rajkot |
| 180 | Laxmipuram | TOT | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 181 | Unguturu Toll Plaza | TOT | Andhra Pradesh | Vijayawada | Rajahmundry |
| 182 | Eethakota at Km.946.300 | TOT | Andhra Pradesh | Vijayawada | Rajahmundry |
| 183 | Shahjahanpur Toll Plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 184 | SURAPATTU TOLL PLAZA | PF | Tamil Nadu | Chennai | Chennai |
| 185 | ELECTRONIC CITY Phase 1 | Conc. | Karnataka | Bangalore | Ramnagara |
| 186 | ATTIBELLE | Conc. | Karnataka | Bangalore | Ramnagara |
| 187 | Guduru Toll Plaza | Conc. | Telangana | Hyderabad | Warangal |
| 188 | Niyamatpur Ekrotiya Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Moradabad |
| 189 | Thiriya Khetal Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Moradabad |
| 190 | Sawaleswar Toll Plaza | Conc. | Maharashtra | Mumbai | Solapur |
| 191 | Varwade Toll Plaza | Conc. | Maharashtra | Mumbai | Solapur |
| 192 | Bhatwada Toll Plaza | Conc. | Gujarat | Gandhinagar | Godhra |
| 193 | Saukala Toll Plaza | PF | Bihar | Patna | Sasaram |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|----------------------------------|--------|----------------|----------------------|----------------|
| 194 | Chilakpelam | PF | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 195 | Nathavalasa | PF | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 196 | Hariabara | Conc. | Bihar | Patna | Darbhanga |
| 197 | Asanpur Toll Plaza | Conc. | Bihar | patna | Darbhanga |
| 198 | Maithi | Conc. | Bihar | Patna | Darbhanga |
| 199 | Durg Bypass | Conc. | Chhattisgarh | Raipur | Raipur |
| 200 | KHEMANA TOLL PLAZA | PF | Gujarat | Gandhinagar | Gandhidham |
| 201 | Varahi Toll Plaza | PF | Gujarat | Gandhinagar | Gandhidham |
| 202 | Makhel Toll Plaza | PF | Gujarat | Gandhinagar | Gandhidham |
| 203 | Bhiladi Toll Plaza | PF | Gujarat | Gandhinagar | Gandhidham |
| 204 | Bhalgam Toll Plaza | PF | Gujarat | Gandhinagar | Gandhidham |
| 205 | Jat Gangaicha Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 206 | Dighal Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 207 | Bankapur | PF | Karnataka | Bangalore | Dharwad |
| 208 | Kumbalam Toll Plaza | Conc. | Kerala | Kerala | Coachin |
| 209 | Mathni | Conc. | Maharashtra | Nagpur | Nagpur |
| 210 | Gudipada or Gangapada Toll Plaza | PF | Odisha | Bhubaneswar | Bhubaneswar |
| 211 | Sambalpur Baragarh Tollways | Conc. | Odisha | Bhubaneswar | Sambalpur |
| 212 | Salemgarh Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 213 | Muzaina Hetim Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 214 | Tendua Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 215 | Chaukadi Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 216 | Mandawnagar Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 217 | Naini Toll Plaza | 000000 | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 218 | Madrak Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Agra |
| 219 | Baros Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Agra |
| 220 | Paschim Madati | PF | West Bengal | Kolkata | Jalpaiguri |
| 221 | Beliyad toll plaza | Conc. | West Bengal | Kolkata | Durgapur |
| 222 | S.V Puram Toll Plaza | PF | Tamil Nadu | Chennai | Chennai |
| 223 | Pattarai Toll Plaza | PF | Tamil Nadu | Chennai | Chennai |
| 224 | Raje Toll Plaza (T-2) | Conc. | Bihar | Patna | Darbhanga |
| 225 | Badarpur faridabad Toll plaza | Conc. | Haryana | Delhi | Mathura |
| 226 | DidarGanj | Conc. | Bihar | Patna | Patna |
| 227 | DEORIYA | Conc. | Uttarakhand | Dehradun | Rudrapur |
| 228 | Mangalgi | Conc. | Karnataka | Bangalore | Gulbarga |
| 229 | Kamkole | Conc. | Telangana | Bangalore | Gulbarga |
| 230 | Bhagan Toll Plaza | PF | Haryana | Delhi/EPE | Sonipat |
| 231 | Banskopa Plaza | Conc. | West Bengal | Kolkata | Durgapur |
| 232 | Lasedi | Conc. | Rajasthan | Jaipur | Sikar |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|----------------|-----------------------------|-------------|--------------------|------------------------|------------|
| 233 | Dhadhar | Conc. | Rajasthan | Jaipur | Sikar |
| 234 | Sobhasar | Conc. | Rajasthan | Jaipur | Sikar |
| 235 | Raibha toll plaza | PF | Uttar Pradesh | Lucknow - West | Agra |
| 236 | Banthri | PF | Rajasthan | Jaipur | Ajmer |
| 237 | Tamdoli | PF | Rajasthan | Jaipur | Ajmer |
| 238 | Khuian Malkna | PF | Haryana | Chandigarh | Hisar |
| 239 | Badbar | PF | Punjab | Chandigarh | Bhatinda |
| 240 | Kota Bypass Toll Plaza | PF | Rajasthan | Jaipur | Kota |
| 241 | Bhavdeen Plaza | PF | Haryana | Chandigarh | Hisar |
| 242 | Kalajhar Toll Plaza | PF | Punjab | Chandigarh | Chandigarh |
| 243 | Kondar | PF | Rajasthan | Jaipur | Dausa |
| 244 | Chilla Chond | PF | Rajasthan | Jaipur | Dausa |
| 245 | Aaini Toll Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 246 | Lehra Begga | PF | Punjab | Chandigarh | Bhatinda |
| 247 | Usma Toll plaza | PF | Punjab | Chandigarh | Jalandhar |
| 248 | Dharer Azizpur Toll Plaza | PF | Punjab | Chandigarh | Mohali |
| 249 | Dhareri Jattan Plaza | PF | Punjab | Chandigarh | Mohali |
| 250 | Pagara Toll Plaza | Conc. | Madhya Pradesh | Bhopal | Shivpuri |
| 251 | Jogipur Toll Plaza | Conc. | Madhya Pradesh | Bhopal | Shivpuri |
| 252 | Kot Karora Kalan Plaza | PF | Punjab | Chandigarh | Jalandhar |
| 253 | Zidda Toll Plaza | PF | Punjab | Chandigarh | Bhatinda |
| 254 | Paind Toll Plaza | PF | Punjab | Chandigarh | Bhatinda |
| 255 | Nimbasar | PF | Rajasthan | Jaipur | Barmer |
| 256 | Kadthal | PF | Telangana | Hyderabad | Hyderabad |
| 257 | Main Plaza Village Jakhauli | PF | Haryana | Delhi | EPE |
| 258 | Mavikala | PF | Uttar Pradesh | Delhi | EPE |
| 259 | Duhai | PF | Uttar Pradesh | Delhi | EPE |
| 260 | Dasana | PF | Uttar Pradesh | Delhi | EPE |
| 261 | Bilakbarpur | PF | Uttar Pradesh | Delhi | EPE |
| 262 | Fatehpur Rampur | PF | Uttar Pradesh | Delhi | EPE |
| 263 | Maujpur | PF | Haryana | Delhi | EPE |
| 264 | Chhajju Nagar | PF | Haryana | Delhi | EPE |
| 265 | Panihar | PF | Madhya Pradesh | Bhopal | Shivpuri |
| 266 | Mud Kheda | PF | Madhya Pradesh | Bhopal | Shivpuri |
| 267 | Nimbi Jodha | PF | Rajasthan | Jaipur | Sikar |
| 268 | Harimma | PF | Rajasthan | Jaipur | Sikar |
| 269 | Chinthapally | PF | Telangana | Hyderabad | Khammam |
| 270 | Lomshinong | PF | Meghalaya | Guwahati | Shillong |
| 271 | Pasyih | PF | Meghalaya | Guwahati | Shillong |
| 272 | Manesar Toll Plaza | Conc. | Haryana | Delhi | Gurgaon |
| 273 | IGI Toll Plaza | Conc. | Delhi | Delhi | Gurgaon |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|---|-------|----------------|-----------------|----------------|
| 274 | Jojro Ka Kheda Toll Plaza | Conc. | Rajasthan | Jaipur | Chittorgarh |
| 275 | Khandi Obri Toll Plaza | Conc. | Rajasthan | Jaipur | Udaipur |
| 276 | Karjeevanhally Toll Plaza | Conc. | Karnataka | Bangalore | chitradurga |
| 277 | Guilalu Toll Plaza | Conc. | Karnataka | Bangalore | chitradurga |
| 278 | VANAGARAM TOLL PLAZA | PF | Tamil Nadu | Chennai | Chennai |
| 279 | MANSAR TOLL PLAZA | Conc. | Maharashtra | Nagpur | Nagpur |
| 280 | KAMPTTEE KANHAN BYPASS CHECK TOLL PLAZA | Conc. | Maharashtra | Nagpur | Nagpur |
| 281 | NAGPUR BYPASS CHECK TOLL PLAZA | Conc. | Maharashtra | Nagpur | Nagpur |
| 282 | BORKHEDI TOLL PLAZA | Conc. | Maharashtra | Nagpur | Nagpur |
| 283 | Laxamannath Plaza | Conc. | Karnataka | Kolkata | Kharagpur |
| 284 | Rampura Plaza | Conc. | West Bengal | Kolkata | Kharagpur |
| 285 | LADPALWAN TOLL PLAZA | Conc. | Punjab | Chandigarh | Jalandhar |
| 286 | WARYAM NANGAL TOLL PLAZA | Conc. | Punjab | Chandigarh | Jalandhar |
| 287 | Barkheda Toll Plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 288 | Sonwa Toll Plaza | Conc. | Rajasthan | Jaipur | Jaipur |
| 289 | Omalur Toll Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 290 | JATL Dhilwan Toll Plaza | Conc. | Punjab | Chandigarh | Jalandhar |
| 291 | JATL Nijjerpura Toll Plaza | Conc. | Punjab | Chandigarh | Jalandhar |
| 292 | Pithadiya Toll Plaza | Conc. | Gujarat | Gandhinagar | Rajkot |
| 293 | Bharudi Toll Plaza | Conc. | Gujarat | Gandhinagar | Rajkot |
| 294 | Kalaparru | PF | Andhra Pradesh | Vijayawada | Vijayawada |
| 295 | Bollapalli Toll Plaza | Conc. | Andhra Pradesh | Vijayawada | Nellore |
| 296 | Tangatur Toll Plaza | Conc. | Andhra Pradesh | Vijayawada | Nellore |
| 297 | Musunur Toll Plaza | Conc. | Andhra Pradesh | Vijayawada | Nellore |
| 298 | Gamjal | PF | Telangana | Hyderabad | Nirmal |
| 299 | Pullur | PF | Telangana | Hyderabad | Hyderabad |
| 300 | Panchvati Colony | PF | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 301 | Goshtani Gate | Conc. | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 302 | Thakurtolla toll plaza | Conc. | Chhattisgarh | Raipur | Raipur |
| 303 | Samakhiali | Conc. | Gujarat | Gandhinagar | Gandhidham |
| 304 | Rasoiya Dhamna Toll Plaza | PF | Jharkhand | Ranchi | Hazaribagh |
| 305 | Pundag | TOT | Jharkhand | Ranchi | Ranchi |
| 306 | Hirebgewadi toll plaza | Conc. | Karnataka | Bangalore | Dharwad |
| 307 | Chalageri | PF | Karnataka | Bangalore | chitradurga |
| 308 | Hebbalu | PF | Karnataka | Bangalore | chitradurga |
| 309 | Paliyekkara Toll plaza | Conc. | Kerala | Kerala | Palakkad |
| 310 | Kelapur | PF | Maharashtra | Nagpur | Yavatmal |
| 311 | Baswant Toll Plaza | PF | Maharashtra | Mumbai | Nashik |
| 312 | Ghoti toll plaza | Conc. | Maharashtra | Mumbai | Nashik |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|----------------|------------------------|-------------|--------------------|------------------------|-------------|
| 313 | Arjunalli toll plaza | Conc. | Maharashtra | Mumbai | Nashik |
| 314 | Chiddan Toll Plaza | PF | Punjab | Chandigarh | Jalandhar |
| 315 | Ludhwai Toll Plaza | Conc. | Rajasthan | Jaipur | Dausa |
| 316 | Amoli Toll Plaza | Conc. | Rajasthan | Jaipur | Dausa |
| 317 | Nallur Toll Plaza | PF | Tamil Nadu | Chennai | Chennai |
| 318 | Brijghat Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Moradabad |
| 319 | Joya Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Moradabad |
| 320 | Badauri Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Kanpur |
| 321 | Mokha Toll Plaza | PF | Gujarat | Gandhinagar | Gandhidham |
| 322 | UTHMAN | Conc. | Rajasthan | Jaipur | Jodhpur |
| 323 | Palempalli Toll Plaza | Conc. | Andhra Pradesh | Vijayawada | Nandyal |
| 324 | Chagalmarri Toll Plaza | Conc. | Andhra Pradesh | Vijayawada | Nandyal |
| 325 | Fulara | PF | Madhya Pradesh | Bhopal | Chindwara |
| 326 | Jungawani | PF | Madhya Pradesh | Bhopal | Chindwara |
| 327 | Jaitpur | PF | Madhya Pradesh | Bhopal | Chindwara |
| 328 | Rupakheda Toll Plaza | Conc. | Rajasthan | Jaipur | Chittorgarh |
| 329 | Mujras Toll Plaza | Conc. | Gujarat | Jaipur | Chittorgarh |
| 330 | Narwana | Conc. | Haryana | Chandigarh | Rohtak |
| 331 | Bado patti | Conc. | Haryana | Chandigarh | Rohtak |
| 332 | Chaudhariwas | Conc. | Haryana | Chandigarh | Rohtak |
| 333 | Hiwargaon pavasa | Conc. | Maharashtra | Mumbai | Pune |
| 334 | Chalakwadi toll plaza | Conc. | Maharashtra | Mumbai | Pune |
| 335 | Khedi | Conc. | Rajasthan | Jaipur | Ajmer |
| 336 | Lambiya Kalan | Conc. | Rajasthan | Jaipur | Chittorgarh |
| 337 | Tamalwadi Toll Plaza | Conc. | Maharashtra | Mumbai | Solapur |
| 338 | Yedashi Toll Plaza | Conc. | Maharashtra | Mumbai | Solapur |
| 339 | Nannur | Conc. | Andhra Pradesh | Vijayawada | Nandyal |
| 340 | Bhramanapalli | PF | Andhra Pradesh | Vijayawada | Nellore |
| 341 | Nekawala | PF | Rajasthan | Jaipur | Jaipur |
| 342 | MilkMajra | PF | Haryana | Chandigarh | Chandigarh |
| 343 | Rajora Khurd | PF | Rajasthan | Jaipur | Dausa |
| 344 | Salasar Toll Plaza | Conc. | Rajasthan | Jaipur | Bikaner |
| 345 | Nokhra Toll Plaza | Conc. | Rajasthan | Jaipur | Bikaner |
| 346 | Kheerwa Toll Plaza | Conc. | Rajasthan | Jaipur | Bikaner |
| 347 | Pargaon TP | Conc. | Maharashtra | Nagpur | Aurangabad |
| 348 | Padalshingi TP | Conc. | Maharashtra | Nagpur | Aurangabad |
| 349 | Maliwadi TP | Conc. | Maharashtra | Nagpur | Aurangabad |
| 350 | Limdi Toll Plaza | PF | Gujarat | Gandhinagar | Godhra |
| 351 | Jindpur Toll Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 352 | Aihar Toll Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 353 | Kachkoot Toll Plaza | PF | J&K | Jammu | Srinagar |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|------------------------------------|-------|----------------|----------------------|--------------|
| 354 | Chapirevula | PF | Andhra pradesh | Vijayawada | Nandyal |
| 355 | Vanagiri | Conc. | Karnataka | Bangalore | Hospet |
| 356 | Shahapur | Conc. | Karnataka | Bangalore | Hospet |
| 357 | Hitnal | Conc. | Karnataka | Bangalore | Hospet |
| 358 | Nanguneri | TOT | Tamil Nadu | Madurai | Madurai |
| 359 | Pithai Toll Plaza | PF | Gujarat | Gandhinagar | Ahmedabad |
| 360 | Vavadi Toll Plaza | PF | Gujarat | Gandhinagar | Ahmedabad |
| 361 | Veeracholapuram Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 362 | Rolmamda | PF | Telangana | Hyderabad | Nirmal |
| 363 | Maranga | PF | Bihar | Patna | Begusarai |
| 364 | UNDVARIYA TOLL PLAZA | PF | Gujarat | Gandhinagar | Gandhidham |
| 365 | IDTL Toll Plaza-A | Conc. | Madhya Pradesh | Bhopal | Indore |
| 366 | IDTL Toll Plaza-B | Conc. | Madhya Pradesh | Bhopal | Indore |
| 367 | SERGARH TOLL PLAZA | PF | Odisha | Bhubaneswar | Balasore |
| 368 | Similiya | PF | Rajasthan | Jaipur | Kota |
| 369 | Fatehpur | PF | Rajasthan | Jaipur | Kota |
| 370 | Athur | PF | Tamil Nadu | Chennai | Kancheepuram |
| 371 | Pondicherry Tindivanam Toll Plaza | Conc. | Tamil Nadu | Chennai | Villupuram |
| 372 | Babina Toll Plaza | TOT | Uttar Pradesh | Lucknow - West | Jhansi |
| 373 | Nawabganj Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 374 | Ahmadpur Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 375 | Ronahi Toll Plaza | Conc. | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 376 | Katoghan Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Kanpur |
| 377 | Lalanagar Toll Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 378 | Khambara Toll Plaza | PF | Maharashtra | Nagpur | Nagpur |
| 379 | Aliyapur Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Kanpur |
| 380 | Khanna Toll Plaza | Conc. | Uttar Pradesh | Lucknow - West | Kanpur |
| 381 | Mahant Maniyari | Conc. | Bihar | Patna | Darbhangha |
| 382 | Hasanpur | PF | Odisha | Bhubaneswar | Keonjhar |
| 383 | Kantaghar | PF | Odisha | Bhubaneswar | Keonjhar |
| 384 | Banajodi | PF | Odisha | Bhubaneswar | Keonjhar |
| 385 | Sasthan Toll Plaza | Conc. | Karnataka | Bangalore | Mangalore |
| 386 | Murlitol | Conc. | Bihar | Patna | Darbhangha |
| 387 | Talapady Toll Plaza | Conc. | Karnataka | Bangalore | Mangalore |
| 388 | Hejamadi Toll Plaza | Conc. | Karnataka | Bangalore | Mangalore |
| 389 | Mandva Toll Plaza (Narmada Bridge) | PF | Gujarat | Gandhinagar | Bharuch |
| 390 | Saidpur Patedha | PF | Bihar | Patna | Chhapra |
| 391 | Landhari Toll Plaza | PF | Haryana | Chandigarh | Hisar |
| 392 | Palaya Gandharvakottai | PF | Tamil Nadu | Madurai | Karaikudi |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|--------------------------------|-------|----------------|-----------------|----------------|
| 393 | Nimbayani | PF | Rajasthan | Jaipur | Barmer |
| 394 | Tand Balidih | PF | Jharkhand | Ranchi | Dhanbad |
| 395 | Shenbagampettai toll plaza | PF | Tamil Nadu | Madurai | Karaikudi |
| 396 | Doli toll plaza | PF | Rajasthan | Jaipur | Jodhpur |
| 397 | Mekalavaripalli | PF | Andhra Pradesh | Vijayawada | Amaravati (AP) |
| 398 | Raviguntapalli | PF | Andhra Pradesh | Vijayawada | Amaravati (AP) |
| 399 | Hathitala Toll Plaza | PF | Rajasthan | Jaipur | Barmer |
| 400 | Bor Charnan Toll Plaza | PF | Rajasthan | Jaipur | Barmer |
| 401 | Kair Fakir Ki Dhani toll plaza | PF | Rajasthan | Jaipur | Barmer |
| 402 | Chapra New Delhi | Conc. | Madhya Pradesh | Bhopal | Indore |
| 403 | Rojwas | Conc. | Madhya Pradesh | Bhopal | Indore |
| 404 | Salaipudur | TOT | Tamil Nadu | Madurai | Madurai |
| 405 | Pottipadu | PF | Andhra Pradesh | Vijayawada | Vijayawada |
| 406 | Pippalwada | PF | Telangana | Hyderabad | Nirmal |
| 407 | Kharik | PF | Bihar | Patna | Begusarai |
| 408 | Paranur | PF | Tamil Nadu | Chennai | Kancheepuram |
| 409 | Lembalakudi | PF | Tamil Nadu | Madurai | Karaikudi |
| 410 | Lechchumanapatti | PF | Tamil Nadu | Madurai | Karaikudi |
| 411 | Palsit | PF | West Bengal | Kolkata | Durgapur |
| 412 | Dankuni | PF | West Bengal | Kolkata | Durgapur |
| 413 | Surjapur | PF | West Bengal | Kolkata | Jalpaiguri |
| 414 | Bhiknoor Toll Plaza | PF | Telangana | Hyderabad | Nirmal |
| 415 | Lathi | PF | Rajasthan | Jaipur | Bikaner |
| 416 | Ramdevara | PF | Rajasthan | Jaipur | Bikaner |
| 417 | Davaluru | PF | Andhra pradesh | Vijayawada | Vijayawada |
| 418 | Bara Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Lucknow |
| 419 | Asroga Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Lucknow |
| 420 | Vantada Toll Plaza | PF | Gujarat | Gandhinagar | Ahmedabad |
| 421 | Vaiguntham Toll Plaza | Conc. | Tamil Nadu | Chennai | Salem |
| 422 | Madapam | PF | Andhra Pradesh | Vijayawada | Vishakhapatnam |
| 423 | Parsoni Khem | TOT | Bihar | Patna | Darbhangha |
| 424 | Hattargi | PF | Karnataka | Bangalore | Dharwad |
| 425 | Kulumapalya toll plaza | Conc. | Karnataka | Bangalore | chitradurga |
| 426 | Chokkenahalli toll plaza | Conc. | Karnataka | Bangalore | chitradurga |
| 427 | Plaza 1 @ Km 14+825 | Conc. | Karnataka | Bangalore | Bangalore |
| 428 | Bagepalli Toll Plaza | PF | Karnataka | Bangalore | Bangalore |
| 429 | Nelamangala Toll Plaza | Conc. | Karnataka | Bangalore | Hassan |
| 430 | Bellur Toll Plaza | Conc. | Karnataka | Bangalore | Bangalore |
| 431 | Hoskote Toll Plaza | Conc. | Karnataka | Bangalore | Bangalore |
| 432 | Mulbagal Toll Plaza | Conc. | Karnataka | Bangalore | Bangalore |
| 433 | Malthone | Conc. | Madhya Pradesh | Bhopal | Narsinghpur |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|----------------|----------------------------|-------------|--------------------|------------------------|----------------------|
| 434 | Chitora | Conc. | Madhya Pradesh | Bhopal | Narsinghpur |
| 435 | Titarpani | Conc. | Madhya Pradesh | Bhopal | Narsinghpur |
| 436 | Bakori | Conc. | Madhya Pradesh | Bhopal | Narsinghpur |
| 437 | Gurapali | PF | Odisha | Bhubaneswar | Bhubaneswar |
| 438 | Ghagghar Toll Plaza | Conc. | Haryana | Chandigarh | Ambala |
| 439 | Ladowal Toll Plaza | Conc. | Punjab | Chandigarh | Ambala |
| 440 | VAGAIKULAM TOLL PLAZA | PF | Tamil Nadu | Madurai | Tuticorin |
| 441 | Chhuhipali Toll Plaza | Conc. | Chhattisgarh | Raipur | Dhamtari |
| 442 | Dhank Toll Plaza | Conc. | Chhattisgarh | Raipur | Dhamtari |
| 443 | Chinthalapalem toll plaza | PF | Andhra Pradesh | Vijayawada | Tirupati |
| 444 | Rapur toll plaza | PF | Andhra Pradesh | Vijayawada | Tirupati |
| 445 | Badava | PF | Andhra Pradesh | Vijayawada | Vijayawada |
| 446 | Etturvattam | TOT | Tamil Nadu | Madurai | Madurai |
| 447 | Boothakudi | PF | Tamil Nadu | Madurai | Trichy |
| 448 | Chittampatti | PF | Tamil Nadu | Madurai | Trichy |
| 449 | Ghanghri Toll Plaza | PF | Jharkhand | Ranchi | Dhanbad |
| 450 | Allonia | PF | Madhya Pradesh | Bhopal | Chindwara |
| 451 | Mathur Toll Plaza | PF | Tamil Nadu | Chennai | Chennai |
| 452 | Gumanpura | PF | Rajasthan | Jaipur | Bundi / Swaimadhopur |
| 453 | Basapuram | PF | Andhra pradesh | Vijayawada | Anantpur |
| 454 | Jasnathnagar | PF | Rajasthan | Jaipur | Jodhpur |
| 455 | Khanori | PF | Rajasthan | Jaipur | Jodhpur |
| 456 | Durgamvaripalli Toll Plaza | PF | Andhra Pradesh | Vijayawada | Tirupati |
| 457 | Para Plaza | PF | Rajasthan | Jaipur | Ajmer |
| 458 | D C Palli | PF | Andhra pradesh | Vijayawada | Nellore |
| 459 | Morani | PF | Rajasthan | Jaipur | Jodhpur |
| 460 | Tirupachethi | PF | Tamil Nadu | Madurai | Karaikudi |
| 461 | Sonvarsha | PF | Madhya Pradesh | Bhopal | Katni |
| 462 | Buchireddypalem | PF | Andhra pradesh | Vijayawada | Nellore |
| 463 | Khadda | PF | Madhya Pradesh | Bhopal | Katni |
| 464 | Gulalpurva | PF | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 465 | Bogalur | PF | Tamil Nadu | Madurai | Karaikudi |
| 466 | Khachrol | PF | Rajasthan | Jaipur | Chittorgarh |
| 467 | Brahamarakotlu | PF | Karnataka | Bangalore | Mangalore |
| 468 | Manoharabad | PF | Telangana | Hyderabad | Nirmal |
| 469 | Pipili | PF | Odisha | Bhubaneswar | Bhubaneswar |
| 470 | Leelamba Plaza | PF | Rajasthan | Jaipur | Ajmer |
| 471 | PANIKOILI TOLL PLAZA | PF | Odisha | Bhubaneswar | Balasore |
| 472 | Konetipuram | PF | Telangana | Hyderabad | Hyderabad |
| 473 | Mungwari | PF | Madhya Pradesh | Bhopal | Chhatarpur |
| 474 | Banushi | PF | Uttarakhand | Dehradun | Dehradun |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|-----------------------------|-------|----------------|----------------------|---------------|
| 475 | Sosokhurd | PF | Jharkhand | Ranchi | Dhanbad |
| 476 | Mada Fee Plaza | PF | J&K | Jammu | Ramban |
| 477 | Rohad Toll Plaza | Conc. | Haryana | Chandigarh | Rohtak |
| 478 | Akhepura | PF | Rajasthan | Jaipur | Sikar |
| 479 | Dakhina Shekpur Toll Plaza | TOT | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 480 | Gadoi Toll Plaza | PF | Gujarat | Gandhinagar | Somnath |
| 481 | Chamari Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Kanpur |
| 482 | Thandikhui Toll Plaza | PF | J&K | Jammu | Jammu |
| 483 | Chak Bamniya Toll Plaza | PF | Punjab | Chandigarh | Jalandhar |
| 484 | Halaharvi | PF | Andhra pradesh | Vijayawada | Anantpur |
| 485 | Harro Toll Plaza near Ganne | PF | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 486 | Bhojpuri Toll Plaza | PF | Chhattisgarh | Raipur | Bilaspur |
| 487 | Mandana Toll Plaza | PF | Rajasthan | Jaipur | Kota |
| 488 | Methwada | Conc. | Madhya Pradesh | Bhopal | Indore |
| 489 | Dattigaon | Conc. | Madhya Pradesh | Bhopal | Indore |
| 490 | Odaki Pipkhar | PF | Madhya Pradesh | Bhopal | Katni |
| 491 | Kherwasani | PF | Madhya Pradesh | Bhopal | Katni |
| 492 | Sonho Fee Plaza | PF | Bihar | Patna | Chhapra |
| 493 | Pokhrai Fee Plaza | PF | Bihar | Patna | Chhapra |
| 494 | Chapraitha Fee Plaza | PF | Bihar | Patna | Chhapra |
| 495 | Khatkar Toll plaza | PF | Haryana | chandigarh | Rohtak |
| 496 | Dhoki | PF | Maharashtra | Mumbai | Ahmednagar |
| 497 | Amreha | PF | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 498 | Mungari | PF | Uttar Pradesh | UP - East (Varanasi) | Prayagraj |
| 499 | Hanumangarh | PF | Rajasthan | Jaipur | Hanumangarh |
| 500 | Sahahbpur | PF | Uttar Pradesh | UP - East (Varanasi) | Lucknow |
| 501 | Muthojipet | PF | Telangana | Hyderabad | Warangal |
| 502 | Pathoroundi | PF | Madhya Pradesh | Bhopal | Katni |
| 503 | Dumbarwadi | PF | Maharashtra | Mumbai | Ahmednagar |
| 504 | Millampali | PF | Andhra Pradesh | Vijayawada | Amaravati(AP) |
| 505 | Chapwa | PF | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 506 | Nainsar | PF | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 507 | Shadol/Dhuwar | PF | Madhya Pradesh | Bhopal | Katni |
| 508 | Badewadi | PF | Maharashtra | Mumbai | Ahmednagar |
| 509 | Bharatkhund | PF | Uttar Pradesh | Lucknow - West | Raebareli |
| 510 | Majhgawan | PF | Madhya Pradesh | Bhopal | Katni |
| 511 | Netra | PF | Rajasthan | Jaipur | Jodhpur |
| 512 | Tankala | PF | Rajasthan | Jaipur | Jodhpur |
| 513 | Raha | PF | Assam | Guwahati | Nagaon |
| 514 | Poonarimangalam | PF | Kerala | Kerala | Coachin |
| 515 | Husnapur | PF | Maharashtra | Nagpur | Yavatmal |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|----------------|--------------------------|-------------|--------------------|------------------------|---------------|
| 516 | Brindawan Fee Plaza | PF | Bihar | Patna | Chhapra |
| 517 | Ujara | PF | Madhya Pradesh | Bhopal | Chhatarpur |
| 518 | Akshda | PF | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 519 | K N Huindy | PF | Karnataka | Bangalore | Ramangara |
| 520 | Mohammad Ibrahimpur | PF | Uttar Pradesh | Lucknow - West | Moradabad |
| 521 | Belon | PF | Uttar Pradesh | Lucknow - West | Moradabad |
| 522 | Brajarajnagar (Nuadeeh) | PF | Odisha | Bhubaneswar | Sambalpur |
| 523 | Kannole | PF | Karnataka | Bangalore | Gulbarga |
| 524 | Harwal | PF | Karnataka | Bangalore | Gulbarga |
| 525 | KM 267.250 of NH 60 | PF | West Bengal | Kolkata | Durgapur |
| 526 | KM 801.120 of NH 31 | PF | West Bengal | Kolkata | Jalpaiguri |
| 527 | KM 114.430 of NH 117 | PF | West Bengal | Kolkata | Kolkata North |
| 528 | KM 9.640 of NH 2 | PF | West Bengal | Kolkata | Jalpaiguri |
| 529 | KM 74.49 of AH 48 | PF | West Bengal | Kolkata | Jalpaiguri |
| 530 | KM 117.050 of NH 31 C | PF | West Bengal | Kolkata | Jalpaiguri |
| 531 | KM 14.550 of NH 60 A | PF | West Bengal | Kolkata | Durgapur |
| 532 | Sehatganj | PF | Madhya Pradesh | Bhopal | Bhopal |
| 533 | Jagtara | PF | Chhattisgarh | Raipur | Dhamtari |
| 534 | Mashora | PF | Chhattisgarh | Raipur | Dhamtari |
| 535 | Badaiyiguda | PF | Chhattisgarh | Raipur | Dhamtari |
| 536 | Kumhari | Conc. | Chhattisgarh | Raipur | Raipur |
| 537 | Gollaprolu | PF | Andhra Pradesh | Vijayawada | Rajahmundry |
| 538 | Saliwada | PF | Madhya Pradesh | Bhopal | Jabalpur |
| 539 | Pandutala | PF | Madhya Pradesh | Bhopal | Jabalpur |
| 540 | Hadwa | PF | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 541 | Navasari | PF | Jharkhand | Ranchi | Dhanbad |
| 542 | Kothiya | PF | Jharkhand | Ranchi | Sahibganj |
| 543 | Kannegala | PF | Karnataka | Bangalore | Ramangara |
| 544 | Yeddore | PF | Karnataka | Bangalore | Ramangara |
| 545 | Mohtara Toll Plaza | PF | Madhya Pradesh | Bhopal | Jabalpur |
| 546 | Dolhu Nallah Fee Plaza | PF | Himachal Pradesh | Shimla | Mandi |
| 547 | Saini Majra Toll Plaza | PF | Haryana | Chandigarh | Ambala |
| 548 | Thana Village Toll Plaza | PF | Haryana | Chandigarh | Ambala |
| 549 | Mudhipar Toll Plaza | PF | Chhattisgarh | Raipur | Bilaspur |
| 550 | Amdi Fee Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Azamgarh |
| 551 | Ashiv Fee Plaza | PF | Maharashtra | Nagpur | Nanden |
| 552 | Dilawarpur fee plaza | PF | Telangana | Hyderabad | Nirmal |
| 553 | Madai Fee Plaza | PF | Madhya Pradesh | Bhopal | Chhindwara |
| 554 | Pidhi Toll Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 555 | Aindhi Toll Plaza | PF | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 556 | Haladgao Toll Plaza | PF | Maharashtra | Nagpur | Yavatmal |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|---------|-----------------------------|-------|----------------|----------------------|---------------|
| 557 | Andiyari | Conc. | Uttar Pradesh | UP - East (Varanasi) | Raebareli |
| 558 | KOKPARA TOLL PLAZA | PF | Jharkhand | Ranchi | Jamshedpur |
| 559 | Bagaliya Toll Plaza | PF | Rajasthan | Jaipur | Ajmer |
| 560 | Baggar Toll Plaza | PF | Rajasthan | Jaipur | Ajmer |
| 561 | Phulwadi Toll Plaza | Conc. | Maharashtra | Mumbai | Solapur |
| 562 | Talmod Toll Plaza | Conc. | Maharashtra | Mumbai | Solapur |
| 563 | Jaloli Fee Plaza | PF | Haryana | Chandigarh | Chandigarh |
| 564 | Dahalapara | PF | Assam | Guwahati | Bongaigaon |
| 565 | Chinaganjam Fee Plaza | PF | Andhra Pradesh | Vijayawada | Nellore |
| 566 | Sabli Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Bareilly |
| 567 | Patgaon Toll Plaza | PF | Assam | Guwahati | Bongaigaon |
| 568 | Bahoripar Fee Plaza | PF | Madhya Pradesh | Bhopal | Jabalpur |
| 569 | Belekeri | Conc. | Karnataka | Bangalore | Mangalore |
| 570 | Hollegadde | Conc. | Karnataka | Bangalore | Mangalore |
| 571 | Shirur | Conc. | Karnataka | Bangalore | Mangalore |
| 572 | Titoli | PF | Rajasthan | Jaipur | Dausa |
| 573 | Brajrajnagar Toll Plaza | PF | Odisha | Bhubaneswar | Sambalpur |
| 574 | Rabawata | PF | Rajasthan | Jaipur | Jaipur |
| 575 | Thimmalapura | Conc. | Karnataka | Bangalore | chitradurga |
| 576 | Kananakatte | Conc. | Karnataka | Bangalore | chitradurga |
| 577 | Mikirati Hawgaon Toll Plaza | PF | Assam | Guwahati | Nagaon |
| 578 | Sali Bamandanga | PF | West Bengal | Kolkata | KrishnaNagar |
| 579 | Nazirakhat Toll Plaza | PF | Assam | Guwahati | Guwahati |
| 580 | BHAGOMAJRA TOLL PLAZA | PF | Punjab | Chandigarh | Mohali |
| 581 | Madanpur Toll Plaza | PF | Assam | Guwahati | Guwahati |
| 582 | Behram | PF | Punjab | Chandigarh | Jalandhar |
| 583 | Bachhwan | PF | Punjab | Chandigarh | Jalandhar |
| 584 | Kitlana | PF | Haryana | Chandigarh | Rohtak |
| 585 | GHULAL TOLL PLAZA | PF | Punjab | Chandigarh | Mohali |
| 586 | Pallai | PF | Rajasthan | Jaipur | Sawaimadhopur |
| 587 | Balibhasa Toll Plaza | PF | West Bengal | Kolkata | Kharagpur |
| 588 | Rangalibazna Fee Plaza | PF | West Bengal | Kolkata | Jalpaiguri |
| 589 | Lakhanpur | PF | J&K | Jammu | Jammu |
| 590 | Chhara | PF | Haryana | Chandigarh | Rohtak |
| 591 | Gowraram Fee plaza | PF | Telangana | Hyderabad | Khammam |
| 592 | Mahasamudram | PF | Andhra Pradesh | Vijayawada | Tirupati |
| 593 | Kurana Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Meerut |
| 594 | Kadisahena | PF | Rajasthan | Jaipur | Sawaimadhopur |
| 595 | Namkhana Fee Plaza | PF | West Bengal | Kolkata | Kolkata North |
| 596 | Sherpur Chamraha | PF | Uttar Pradesh | UP - East (Varanasi) | Gorakhpur |
| 597 | Chotiya | PF | Chhattisgarh | Raipur | Korba |

| Sr. No. | Plaza name | Type | Plaza State | Regional Office | PIU |
|----------------|-----------------------|-------------|--------------------|------------------------|------------|
| 598 | Bhagalpur Toll plaza | PF | Bihar | Patna | Munger |
| 599 | Komalla Fee Plaza | PF | Telangana | Hyderabad | Warangal |
| 600 | Bhamb Raja | PF | Maharashtra | Nagpur | Yavatmal |
| 601 | Kuchadi Toll Plaza | PF | Gujarat | Gandhinagar | Dwarka |
| 602 | Okhamadi Toll Plaza | PF | Gujarat | Gandhinagar | Dwarka |
| 603 | Bhagwanpur | PF | Uttarakhand | Dehradun | Dehradun |
| 604 | Sayyad Mazra | PF | Uttar Pradesh | Lucknow - West | Saharanpur |
| 605 | Dagrai Toll Plaza | PF | Madhya Pradesh | Bhopal | Gwalior |
| 606 | Chaukiman Toll plaza | Conc. | Punjab | Chandigarh | Ludhiana |
| 607 | Murma Toll Plaza | PF | Jharkhand | Ranchi | Ranchi |
| 608 | Komatipalli Fee Plaza | PF | Telangana | Hyderabad | Warangal |
| 609 | Bishunpurwa | PF | Bihar | Patna | Motihari |
| 610 | Mejia | PF | West Bengal | Kolkata | Durgapur |
| 611 | Kalapathar | PF | West Bengal | Kolkata | Durgapur |
| 612 | Khamara Fee Plaza | PF | Odisha | Bhubaneswar | Dhenkanal |
| 613 | Sulkhpara Fee Plaza | PF | West Bengal | Kolkata | Jalpaiguri |
| 614 | Pachira | PF | Chhattisgarh | Raipur | Korba |
| 615 | Peont | PF | Haryana | Chandigarh | Ambala |
| 616 | Yerradoddi | PF | Andhra Pradesh | Vijayawada | Anantpur |
| 617 | Sarsawa Toll Plaza | PF | Uttar Pradesh | Lucknow - West | Roorkee |
| 618 | Jellipalli | PF | Andhra Pradesh | Vijayawada | Anantpur |
| 619 | Nageshri Toll Plaza | PF | Gujarat | Gandhinagar | Bhavnagar |