

Indian Highway Management Company Limited (IHMCL)

Limited RFP for Selection of System Integrator for Providing O&M services of ETC System at Toll Plazas on National Highways

Tender No. IHMCL/LTE-RFP/HYBRID ETC/2020/02

Indian Highways Management Company Limited (IHMCL)

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9-Nov-20

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DISCLAIMER

The information contained in this Request for Proposal document (the “RFP”) or subsequently provided to prospective Bidder(s), whether verbally or in documentary or any other form by or on behalf of IHMCL or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP does not constitute an Agreement between IHMCL or prospective Bidders or any other Party and is neither an offer nor invitation by IHMCL to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparation of Technical and Financial qualification and making their financial offers (the “Bids”) pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by IHMCL in relation to the project

The assumptions, assessments, statements and information contained in the RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IHMCL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

IHMCL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law whether written or otherwise, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid.

IHMCL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

IHMCL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that IHMCL is bound to select a Bidder or to award the project to the Successful Bidder

PART-I: NOTICE INVITING TENDER

1.1 Bids are invited for Selection of System Integrator to Provide O&M services of ETC System at Toll Plazas on National Highways. It is in continuation to RFQ with Tender no. IHMCL/HETC/2020/01 released on 08-Jan-2020 by Indian Highways Management Company Limited (IHMCL) for eligible Bidders who have been empaneled by IHMCL via Tender no. IHMCL/HETC/2020/01. The bid details are as follows: -

Name of the Work	EMD/ Bid Security	Document Fee(non refundable)	Agreement period	Closing date and time for Online bid Submssion
Selection of System Integrator for Providing O&M services of ETC System at Toll Plazas on National Highways	INR 21,00,000/- (Rupees Twenty One Lakh Only)	NA	The initial period of engagement shall be 2 years from date of signing of Contract Agreement. The period of engagement may further be extendable by additional 1 year at the sole discretion of IHMCL.	21-11-2020 (Upto 16:00 Hrs IST)

1.2 The Terms and Conditions or any other information unless specifically mentioned in this Limited RFP ref: -IHMCL/LTE-RFP/HYBRID ETC/2020/02 published on 09-11-2020 shall be considered of previous RFQ ref IHMCL/HETC/2020/01 published dated 08-01-2020

1.3 The complete Bidding documents can be viewed / downloaded from e-tender portal i.e. <https://etenders.gov.in>. The Bids shall be liable for summarily rejection unless accompanied by the requisite EMD as indicated above. Bids submitted after the closing date/time shall be summarily rejected.

1.4 All clarifications/ corrigendam will be published only on the e-procurement portal <https://etenders.gov.in> and IHMCL website www.ihmcl.co.in.

1.5 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:

Indian Highways Management Co. Ltd. (IHMCL)
2nd Floor, MTNL Building,
Sector 19, Dwarka
New Delhi 110 075
Phone: +91-11- 28042710;
Email: tenders@ihmcl.com;
Website: www.ihmcl.co.in

PART II: DEFINITIONS

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

“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.

“Authorized Representative” means any person/agency authorized by IHMCL.

“Bidder” means, a company which participates in the Bid process and submits its proposal pursuant to this RFP.

“Commencement date” means the date upon which the Service Provider receives the notice to commence the work issued by IHMCL.

“Contract” shall mean & include RFQ, RFP, Notice for Inviting Tender (NIT), the tender documents, Letter of award and Letter of acceptance thereof and the formal agreement, to be executed between IHMCL and the Service Provider 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

“ IHMCL” means Indian Highways Management Company Ltd.

“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.

“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.

“Local Currency” means the Indian Rupees

“MoRTH” means Ministry of Road Transport and Highways

“NHAI” means National Highways Authority of India ..

“Party” shall mean IHMCL or Bidder individually and “Parties” shall mean IHMCL and Bidder collectively.

"Personnel" means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof.

“RFP” shall mean this Request for Proposal dated 09-11-2020, including the written clarifications & Corrigendum/Addendum issued by IHMCL in respect of the RFP from time to time.

“Services” means requirements defined in this RFP including all additional services associated thereto to be delivered by the Successful Bidder.

“Successful Bidder” means the Bidder, who, after the complete evaluation process, has been issued the Letter of Award by IHMCL

“Service Provider” means the Successful Bidder who has executed the contract with IHMCL and has complied with other requirements as specified in this RFP to the satisfaction of IHMCL

“Operations and Maintenance (O&M)” means operations and maintenance typically includes the day-to-day activities necessary for the keeping equipment and its allied systems to perform their intended function.

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.

PART-III : SCHEDULE OF THE TENDER (KEY DATES)

Sl. No.	Event Description	Date
3.1	Invitation of RFP	09-11-2020
3.2	Bid Due Date for submission on e-tender portal including Scanned copy of EMD and POA	21-11-2020 (Upto 16:00 Hrs IST)
3.3	Opening of Financial Bid	23-11-2020 (Upto 16:00 Hrs IST)
3.4	Physical Submission of EMD and Power of Attorney by Successful Bidder	Within 02 days working Days of Financial Opening
3.5	Letter of Award (LoA)	Within 05 days of Financial Opening
3.6	Submission of Performance Bank Gaurantee	Within 07 days of issue of LoA
3.7	Validity of Bid	180 days from Bid Due Date
3.8	Signing of Agreement	Within 10 days of LoA Issuance
3.9	Completion of Work	Within 30 days from Issuance of LoA

PART-IV : INSTRUCTIONS TO BIDDERS

4.1 Eligibility to Bid

Only the bidders who have been empanelled via Tender no. IHMCL/HETC/2020/01 released on 08-Jan-2020 are eligible to participate in the Bid. Bidders are required to submit Letter of Empanelment as proof with the application (Letter issued from IHMCL of empanelment, dated 18 February, 2020) . Empanelled Bidders are as mentioned below: -

S.No.	Company Name
1	M/s PATH India Ltd.
2	M/s Infrovate consulting and Solution Private Ltd. & M/s Essae Digitronics Pvt. Ltd
3	M/s Vaaan Infra Pvt. Ltd.
4	M/s D.P. Jain & Co. Infrastructure Pvt. Ltd
5	M/s BISOTECH India Pvt. Ltd. & M/s Radiant X-Ways Logistics Pvt Ltd
6	M/s Rajdeep Info Techno Pvt. Ltd. & M/s Rajdeep Buildcon Pvt. Ltd.
7	M/s Metro Infrasy Pvt Ltd
8	M/s Arya Omnitalk wireless solution Pvt. Ltd.
9	M/s Comvision India & M/s CBM Industries Ltd.
10	M/s Bhari Infra & M/s V.R Techniche Consultants Pvt Ltd

4.2 Content Of RFP

- a) The RFP should be read in conjunction with any addenda or clarifications issued subsequent to publication of RFP.
- b) 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.

4.3 Cost Of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of the Bid and IHMCL will in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.4 Amendment Of RFP

At any time prior to the closure of time for submission of bids, IHMCL, for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the RFP by issuing amendment(s) or Corrigendum.

Any Corrigendum /Addendum issued as aforesaid shall be part of the RFP and shall be displayed /communicated on e-tender portal, www.ihmcl.co.in. No separate information will be passed to any Bidder in this regard.

4.5 Language Of Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and IHMCL shall be written in English language only.

4.6 Bid Validity

- a) Bids shall remain valid for a period of 180 days from the last date of 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.

4.7 Bid Security

- a) The Bidder, as part of bid, shall submit the scanned copy of Earnest Money Deposit (EMD) /Bid Security for an amount INR 21,00,000/- (Rupees Twenty-One Lakh only) on e-tender portal. However, the successful bidder has to submit the EMD/Bid Security physically with IHMCL within 02 working Days of Financial Opening.
- b) The Successful Bidder's EMD will be returned, without any interest, upon the Successful Bidder signing the Contract Agreement 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.
- c) The Earnest Money shall be in the form of a demand draft / pay order drawn in favour of "Indian Highways Management Company Limited ." Drawn on any Scheduled bank payable at New Delhi.
- d) Any bid not accompanied by an acceptable Earnest Money Deposit shall be rejected by IHMCL as non-responsive.
- e) 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 -
 - sign the Contract; and/or
 - Furnish the required Performance Security; or
 - if the Bidder is found to be engaged in corrupt or fraudulent practices.

4.8 Alternative Proposals By Bidders

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.

4.9 Deadline For Submission Of Bid

- a) Complete Bid documents as specified in the RFP must be received 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.

4.10 Late Submission

Bids received after the deadline shall not be considered and shall be rejected and returned to the Bidder unopened. No representation or communication would be entertained in this regard from any Bidder.

4.11 Modification And Withdrawal Of Bids

- a) Bidders may modify or withdraw their Bid before the deadline.
- b) The Bidder may modify, substitute or withdraw its e- Bid after submission prior to the Bid Due Date. No Bid can be modified, substituted or withdrawn by the Bidder on or after the Bid Due Date & Time.
- c) For modification of e-Bid, Bidder has to detach its old Bid from e-Tender portal and upload /

resubmit digitally signed modified Bid. For withdrawal of Bid, a Bidder has to click on withdrawal icon at e-Tender portal and can withdraw its e-Bid. Before withdrawal of a Bid, it may specifically be noted that after withdrawal of a Bid for any reason, Bidder cannot re-submit e-Bid again.

4.12 Opening and Evaluation of Bids

- a) The Bidder shall submit the scanned copy of the original documents like bid form, EMD, PoA, etc as mentioned in the RFP along with the financial 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 Letter of Award.
- b) Bidder's authorized representative may attend the opening, and those who are present shall sign the Attendance Sheet evidencing their attendance.
- c) The Bidder's names, Bid modifications or withdrawals and such other details as IHMCL at its discretion, may consider appropriate, will be announced at the time of opening.
- d) Scanned copy of original documents like bid form, EMD, PoA, etc submitted by the Bidder on e-tender portal shall be opened first and based upon the evaluation of these documents, IHMCL shall announce the names of the Bidders who have qualified for opening of Financial Bids. It is hereby clarified that Financial Bids of only such Bidders who are declared qualified as stated herein shall be opened.

Phase-1: EMD/Bid Security:

Scanned copy of original documents like bid form, EMD, PoA, etc submitted by the Bidder on e-tender portal shall be opened first and based upon the evaluation of these documents, IHMCL shall announce the names of the Bidders who have qualified for opening of Financial Bids. If the Scanned copy of EMD/Bid Security and Original Documents submitted by the Bidder on e-tender portal are not in prescribed format, then the Financial bids shall be summarily rejected. At any stage during the entire Bid evaluation process, if the EMD scanned copy and original submitted is found to be invalid, the respective Bidder's Bid shall be summarily rejected.

Phase-2: Financial Bid Evaluation:

The Financial Bids of ONLY the Bidders who are declared as qualified in Phase 1 will be evaluated. The Financial Bid Evaluation will be based on the "Total Price" quoted by the bidder which would be the total payouts inclusive of all levies and taxes like Excise Duty, Custom Duty, packing, forwarding, freight and insurance, Octroi/Entry Tax, etc. or as applicable taxec, but exclusive of GST.

If there is a discrepancy between the price for Quarterly O&M Charges & the total price, the price

for Quarterly O&M Charges shall prevail and IHMCL shall correct the total price. 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.

The Evaluation Committee shall determine if the financial bid is complete and without computational errors. The Bid with the lowest price will be selected.

4.13 Tests of responsiveness

- a) As part of Bid evaluation process, IHMCL shall first determine whether each Bid is responsive to the requirements of this RFP. A bid shall be considered responsive only if:
 - i. Requisite Scanned copy of Original Documents and the Financial Bid are received as per the format provided under this RFP;
 - ii. Bid is accompanied by the scanned copy of EMD as specified
 - iii. Bid is accompanied by the scanned copy of Power of Attorney in the format as required under this RFP;
 - iv. Bid contains all the information as required (complete in all respects);
 - v. Bid does not contain any condition or qualification;
 - vi. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption, and shall be final and binding.
 - vii. Application is accompanied by the scanned copy of Power of Attorney for Lead Member of Consortium and the Joint Bidding Agreement as specified in RFP, if applicable;
 - viii. it is not non-responsive in terms hereof
- b) IHMCL reserves the right to reject any bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by IHMCL in respect thereof.

4.14 Imbalanced Bid

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 Bill of Quantities, to demonstrate the internal consistency of the proposed System. 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.

4.15 Process To Be Confidential

Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a Contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the Successful Bidder has been announced. Any attempt by a Bidder to influence IHMCL's processing of Bids or award decisions may result in the rejection of his Bid.

4.16 Award Criteria

- a) IHMCL will award the Contract to the Bidder whose Bid has been determined to be responsive in terms of this RFP and the Bid price has been found to be lowest.
- b) IHMCL reserves the right to order for increased or decreased quantity, as per requirement without any change in unit price.

4.17 IHMCL 'S Right To Reject Any Or All Bids

Notwithstanding anything contained herein, IHMCL reserves the right to reject any Bid, and to annul the bidding process and reject all Bids at any time before signing of Contract Agreement, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

4.18 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. IHMCL will issue notice to commence the work after issuance of 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.
- c) Upon furnishing of the Performance Security by the Successful Bidder, IHMCL will promptly notify the other Bidders that their Bids have been unsuccessful. EMD of successful Bidder will be returned back to them after furnishing the Performance Security and signing of Contract Agreement with the Successful Bidder

4.19 Confidentiality

- a) The Bidder shall keep confidential any information related to this tender with the same degree

of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.

- b) Information relating to the examination, clarification, evaluation and recommendation for the Bidders 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 the Bid, 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 as may be required by law or in connection with any legal process or such information which would be available in public domain.
- c) At all times during the performance of the Services, the Bidder shall abide by all applicable IHMCL ,NHAI/ MoRTH's security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender.
- d) The Successful Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract, any amendment hereof, and any Attachment or Annexure hereof.
- e) The obligations of confidentiality under this section shall survive termination of the Contract.
- f) Bidders shall not be under a declaration of ineligibility or blacklisting for corrupt and fraudulent practices by the Central Government, the State Government or any public undertaking, autonomous body, authority by whatever name called under the Central or the State Government.

4.20 Signing of Contract

IHMCL shall intimate the Successful Bidder for signing of Contract Agreement upon submission of Performance Security as per schedule defined in RFP.

4.21 Performance Security

- a) Within 07 (Seven) 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 10% of the Total Price (value of awarded work), issued by a 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.
- c) In case of Contract Period extension after 02 years of Contract Signing, successful bidder shall furnish the extended PBG.

4.22 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 crore 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.

4.23 Corrupt Or Fraudulent Practices

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.

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.

“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.

“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.

4.24 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.

PART-V: PREPARATION AND SUBMISSION OF APPLICATION

- 5.1** Bid must be submitted online only at <https://etenders.gov.in> during the validity of registration with the e-Tender Portal being managed by National Informatics Centre (NIC), i.e. <https://etenders.gov.in>. To participate in e-tender, the intending participants shall register themselves in the website of URL.
- 5.2** Bidders/Applicants are advised to go through the FAQs, guidelines, instructions, manuals, policies, system setting procedures etc. as provided in the e-Procurement portal.
- 5.3** Tender form and relevant documents will not be sold /issued manually from offices.
- 5.4** Bidders are required to upload scanned copies of Bid Security, Power of Attorney and other relevant document on the e-Tender portal.
- 5.5** 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.
- 5.6** 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.

PART VI- Terms of Reference

6.1 SCOPE OF WORK

The scope of work as specified in PART V of RFQ Tender No. IHMCL/HETC/2020/01, dated 08.01.2020 shall remain same. However, following additional activities are added under the scope of Service Provider: -

- a) Service Provider shall take over all ETC equipment (List of existing ETC equipment is as per Annexure-1) on As-Is basis at the allocated toll plazas and carryout proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software), or replacement as required to maintain the SLAs in the RFP throughout the Contract Period. The cost for repair and replacement shall be borne by the Service Provider and shall be deemed to be factored in the quoted value by the Service Provider. Any replacement of equipment by Service Provider shall be as per equipment Specification mentioned in RFQ Tender No. IHMCL/HETC/2020/01, dated 08.01.2020.
- b) Service Provider shall ensure to start operation & maintenance of ETC system at fee plazas through their own ETC software within 30 days of issuance of LoA which includes repair/replacement of existing faulty/damaged equipment. The List of toll plazas is as per Annexure-2.
- c) Service Provider shall ensure to keep a proper inventory of the ETC infrastructure installed at fee plazas throughout the Contract period.
- d) Post Hand Over Take Over process of ETC system at Fee plazas, the service provider shall be fully responsible for the safety of ETC equipment. Any equipment gets non-functional after certification due to any reason whatsoever, excluding scenarios covered under Force Majeure then Successful bidder shall replace/repair as per SLA. The Service Provider should keep spare items of critical ETC equipment such as RFID Reader, Boom Barrier, AVCC system, etc. for quicker turn around time
- e) Ongoing maintenance, repair and replacement of all hardware, software, peripherals and sub-components of all BOQ items shall be the responsibility of Service Provider without any financial implication to IHMCL/IHMCL. Any ETC hardware item shall be replaced within SLA period as defined.
- f) The Service Provider shall provide 03 Site Engineers (03 shifts) at each fee plazas to ensure 24*7 onsite support. The site engineer shall be at least Graduate or Diploma in Engineering, preferably in Electrical/Electronic/IT/Computer Science or equivalent.

- g) The Service Provider shall adhere to the maintenance of ETC & TMS Equipment, Periodic Preventive Maintenance of equipment, Timely Corrective Maintenance, Software Maintenance, Remote Software support for the ETC & Toll System.
- h) The Service Provider shall take prior approval from respective PIU/IHMCL before updating any version of Lane / Plaza application, for which, a software modification request shall be submitted to PIU/IHMCL for seeking approval.
- i) The Service Provider shall take adequate measures to protect ETC system from any Malware/Ransomware attack at fee plazas.
- j) The Service Provider shall provide license-based software/application like Operating System, database, Antivirus etc. The same will be verified during Site Acceptance Test.
- k) The Service Provider shall ensure to provide hardware firewall device to protect against Malware entering the network.
- l) Service Provider shall provide full support in plaza handover to new Service Provider engaged by IHMCL at the allocated toll plazas during the O&M period. The Service Provider shall be involved in transition process till toll plaza take over by new Service Provider.
- m) The Service Provider shall be responsible to upkeep all existing ETC system at the fee plazas as well as equipment which shall faulty against and addition to this Service provider shall supply, install and commission the following 04 additional equipment at the fee plazas on Capex mode as per latest L1 rate discovered by IHMCL: -

S.No	Equipment Name	Requirement	Latest L1 Rate per quantity (Discovered by IHMCL)
1	Broadband/Dedicated Internet Lease Line (01 Static IP) with minimum 04 Mbps link for CCH connectivity	02 per plaza	80,000
2	Servo stabilizer (60 KVA - 03 phase)	01 per plaza	1,05,000
3	Firewall Hardware	01 per plaza	42,000

- n) Service Provider shall ensure to supply additional Capex equipment or any equipment as replacement of existing equipment of specification as mentioned in RFQ Tender No. IHMCL/HETC/2020/01, dated 08.01.2020 and in this tender.
- o) The Service Provider shall ensure to upkeep the existing equipment and newly delivered equipment through out the Contract period. Any equipment which gets damaged/faulty due to any reason except case of force majeure should be repaired/replaced by service provider on immediate basis to maintain the SLA defined in this tender.
- p) The Service Provider shall be responsible for implementation of ICD 2.5 at all allocated toll plazas which includes provision of all certificates like SSL, firewall etc. The Service Provider

shall ensure to complete the ICD 2.5 implementation work within 30 days from start of O&M services at the toll plazas.

- q) The Defect Liability Period (DLP) for additional 03 equipment as mentioned on Para 6.1(m) shall be for a period of 02 Years.
- r) Service Provider shall provide full support in plaza handover to new Service Provider as and when in future engaged by IHMCL at the allocated toll plazas during the O&M period. The Service Provider shall be involved in transition process till toll plaza take over by new Service Provider.
- s) In addition to internet with static IP (02 Qty), service provider shall ensure to provide internet connectivity through dongle device(preferably with static IP) as a backup solution and cost of the same shall be the part of quarterly O&M charges.
- t) During the Contract period, IHMCL shall intimate Service Provider to upgrade the existing equipment as per latest specification and L1 rates discovered by IHMCL. Accordingly, Service Provider shall be paid for the additional equipment as per payment terms mentioned in para 6.4 (c).

6.2 REALTIME PERFORMANCE MONITORING SOFTWARE

Service Provider shall ensure to provide central real time performance monitoring software which will provide real time health status of critical equipment like TLC, AVC, LPIC, ICS, Server, NVR, RFID Reader, Automatic Barrier etc. Following shall be the deliverables: -

- a) Alert Message to be pop up in case if there is no transaction in last 15 min in any functional lane
- b) Dash Board**
 - i. Lane wise graph for ETC Transaction for that day
 - ii. Lane wise graph for Cash Transaction for that day
 - iii. Functional Status of Critical equipment like RFID reader, AVC system, TLC Controller, Automatic Barrier Gate, LPIC camera, ICS Camera and TMS Server.
 - iv. Lane wise bar graph for AVC Accuracy
 - v. Bar Graph for Weekly comparison of total ETC Transaction, Cash Transaction and AVC Accuracy (separate Graph for each category)
- c) Report Module**
 - i. No. of cash Transaction in FASTag lane (Daily, Weekly & Monthly)
 - ii. No. of FASTag transaction in FASTag lane (Daily, Weekly & Monthly)
 - iii. No. of FASTag transaction in cash lane ((Daily, Weekly & Monthly)

iv. Lane wise penalty traffic and collection report in FASTag lanes.

Service Provider shall ensure to integrate all toll plazas in the central real time monitoring software.

6.3 COMPENSATION

In case of any descope of toll plazas, the compensation to the Service Provider shall be provided for the remaining capex cost of additional 03 equipment as mentioned on Para 6.1(m). No compensation shall be given for unused quarterly O&M services.

6.4 PAYMENT TERMS

- a) Payments will be made in Indian Rupees only
- b) The payment for Quarterly O&M services shall commence after completion of following process:--
- Smooth roll over of ETC system at all Fee Plazas (confirmation from Acquirer Banks/NPCI required)
 - Repair/replacement of all faulty/damaged equipment as handed over by previous System integrator
 - Completion of installation & commission work of additional Capex equipment (confirmation from respective PIU or any representative is required)

IHMCL shall release the equal quarterly payment to the Successful Bidder.

- c) The payment for Capex line equipment shall be as mentioned on Para 6.1(m) milestones:-

Payment Milestones		
Sr. No.	Milestone Description	Payment Percentage
Milestone 1.	Upon delivery of equipment at site location & successful installation and integration	60%
Milestone 2.	On successful acceptance of Site Acceptance Test (SAT)	40%

In Milestone -1: -

- (i) List of BOQ items supplied should be certified by IHMCL/ PIU before submission of invoices to IHMCL. Intimation to IHMCL on delivery of BOQ items.
- (ii) No payment shall be released on the basis of partial delivery of additional equipment

In Milestone 2: -

- (i) Site Acceptance Test shall be conducted and certified by concerned PIU/IHMCL before submission of invoices to IHMCL.
- d) Payment may be claimed for any particular site, on achievement of above said milestones.
- e) All payments shall be made subject to adjustment of applicable penalties.
- f) All Payments will be processed within 60 days of submission of undisputed invoice.

6.5 PRICES

- a) GST as applicable, which will be levied on the goods and services invoiced by the Service Provider to IHMCL, will be reimbursed on actual basis.
- b) IHMCL reserves the right to ask the Service Provider to submit proof of payment against any of the taxes, duties, levies indicated.
- c) All payments shall be made subject to adjustment of applicable damages.
- d) 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.

Prices quoted by the bidder shall be excluding GST and fixed for the entire Contract period.

6.6 ASSIGNMENT TIMELINES

The Service Provider shall ensure to start the Operation & Maintenance activity (Software and Hardware) within 30 days of issuance of Letter of Award(LoA) at all allocated toll plazas which includes repair/replacement of existing faulty/damaged equipment and completion of installation & commissioning work of additional capex equipment.

6.7 SERVICE LEVEL AGREEMENTS(SLA)

- a) The SLA as specified in Clause 5.7 of RFQ Tender No. IHMCL/HETC/2020/01, dated 08.01.2020 shall remain same. However, following SLA parameters are also added in scope of Service Provider: -

i. Delay in Takeover of Fee Plaza: -

- The Service Provider shall start operation and maintenance of ETC system at all allocated toll plazas within 30 days of Issuance of LoA including repair/replacement of faulty/damaged existing equipment and installation, commissioning & integration of additional capex equipment.

- Failure of the Service Provider to complete the above work within 30 days shall attract a penalty as below:

- Up to 10 days of delay - Rs 1,000/- for each day of delay (per fee plaza)
- After 10 days of delay – Rs. 2,000/ for each day of delay (per fee plaza)

The total levied penalty for this SLA, however, shall not exceed Rs 1,00,000/- for each toll plaza.

ii. **Delay in providing Centralized Real Time Remote Monitoring software**

- The successful bidder shall provide a Centralized Real Time Monitoring software to IHMCL within 30 days of start of Operation and Maintenance services. The toll plaza system shall be integrated with Centralized Real Time Remote Monitoring system within 30 days of start of Operation and Maintenance services.
- Failure of the successful bidder to provide Centralized Real Time Remote Monitoring system by integrating toll plazas within 30 days shall attract a penalty as below:

- Up to 15 days of delay - Rs 500/- for each day of delay (per fee plaza)
- After 15 days of delay – Rs. 1,000/ for each day of delay (per fee plaza)

The total levied penalty for this SLA, however, shall not exceed Rs 50,000/- for each toll plaza.

iii. **Manpower**

The successful bidder shall ensure availability of manpower at the toll plazas 24*7. 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)

6.8 SPECIFICATION OF FIREWALL HARDWARE

a) Physical Interfaces

- LAN ports: Four (4) 10/100/1000 Mbps auto-sensing, Auto Uplink RJ-45 ports
- WAN ports: Two (2) 10/100/1000 Mbps auto-sensing, Auto Uplink RJ-45 ports to connect to any broadband modem, such as DSL or cable

b) Network Requirements

- Firewall should operate in Route mode and transparent mode.
- Traffic shaping/bandwidth management on a per policy basis for specific network/IP/Interface/Zone (individual or shared) and should be able to define guaranteed, burstable/maximum bandwidth per policy. Also, able to set different level of priority.

- iii. Support DHCP server, DHCP client, DHCP relay, DNS client and NTP client. xix. Support NAT (SNAT and DNAT) with following modes Static, Dynamic, PAT and IPv6 to IPv4 (vice a versa).
- iv. Support both IPv4 and IPv6
- v. The appliance should support Link aggregation (IEEE 802.3ad) technology to group multiple physical links into a single logical link of higher bandwidth and link fail over capability.
- vi. Remote access VPN (client-to-site), site-to-site VPN
- vii. IPsec NAT traversal (VPN pass-through)

c) Data Leak Prevention requirements:-

- i. Should have the ability to prevent data loss through SMTP, FTP, HTTP, HTTPS & IM
- ii. Should have built in pattern database

d) Support SSL VPN with following requirements:

- i. Should support at least 20 SSL VPN users with at least 10 users from day 1.
- ii. Should support two factor authentications with LDAP, Radius and using tokens/email/SMS.
- iii. Support for clientless or client-based VPN in Full Tunnel and Split Tunnel mode.
- iv. Should support HTTP/HTTPS proxy, FTP, RDP, SSH, VNC, SMB service access provision through portal.
- v. Support on 32 bit and 64-bit OS.
- vi. Certified by ICSA preferred.
- vii. Support for all major browsers like Firefox/IE/Chrome etc. Java Script, Basic and Advanced Network Extensions.
- viii. Management over GUI using HTTPS or equivalent secure mechanism, SSH and console access.
- ix. Generate GUI based reports categorized on IP, user etc.
- x. The Firewall should support for TWO modes of SSL VPN:
- xi. Web-only mode: for thin remote clients equipped with a web browser only and support web application such as: HTTP/HTTPS PROXY, FTP, SMB/CIFS, SSH, VNC, RDP
- xii. Tunnel mode, for remote computers that run a variety of client and server applications
- xiii. The system shall provide SSL VPN tunnel mode that supports 32 and 64-bit Windows operating systems
- xiv. The proposed solution shall allow administrators to create multiple bookmarks to add to a group and make these bookmarks available for SSL-VPN users.

e) Support IPS with following requirements

- i. ICSA and NSS certified preferred.
- ii. Anomaly detection and prevention up to layer 7 traffic including application type, SSL/TLS and must be applicable on any firewall policy.
- iii. Should be able to respond to any unauthorized activity, Dos/Distributed Dos, network missuses, pre-attack probes like various types of TCP/UDP scanners etc. that originate from both inside and outside network.
- iv. Management over GUI using HTTPS or equivalent secure mechanism, SSH and console access..
- v. Generate GUI based reports categorized by alerts, attackers, severity wise, protocol etc.

f) Web content filtering

- i. Support web content filtering up to layer 7 traffic like HTTP, HTTPS, FTP, DNS, SMTP, IMAP, POP3 etc., with Application identification like IM, torrent etc., Allow/Deny traffic based on Src / Dst IP / Networks, Web URLs, Regular expressions, Web plug-ins such as ActiveX , Java Applet & Cookies, Regular file extensions, Spy wares, Ad wares, Time/Day.
- ii. Should have URL database of 20 million or more for web content filtering based on categories.
- iii. Data leak prevention for up to layer 7 traffic.
- iv. Should provide an option to send customized Access denied message to the end user.
- v. The proposed solution must block HTTP or HTTPS based anonymous proxy request available on the Internet.
- vi. Support for geographical based filtering like country level TLD etc.

g) Gateway Antivirus

- i. Should provide protection against viruses, worms or any other malicious content in traffic like SMTP, POP3, IMAP, HTTP/S, FTP etc. and must be configurable/applicable on specific firewall Policy.
- ii. Should be able to scan the file either on the basis of flow or buffering.
- iii. Should have option to respond to virus detection in several ways like delete/quarantine the file And send notification via e-mail/SMS.
- iv. Antivirus signature updates must be done automatically/schedule and should not require reboot of the appliance.

- v. Management over GUI using HTTPS or equivalent secure mechanism, SSH and console access.
- vi. Support at least 1 million or more signatures
- vii. The antivirus signature database of proposed solution should comprise of up to date list of signatures of virus, malwares, spyware etc.
- viii. Support on quarantined facility on the appliance or on a remote system.
- ix. Allow/Block/quarantine file type extensions
- x. Generate GUI based reports categorized by virus signatures, host/user infected etc.

h) Logging and Reporting

- i. Have standard report templates
- ii. Support scheduling of reports
- iii. Support sending of reports by email at scheduled intervals
- iv. Should provide standard dashboards
- v. Should be possible to offload logs from the logging and reporting appliance to other external storage for long term retention.
- vi. Logging up to layer 7 traffic details (firewall policy level, denied traffic details etc.)
- vii. Should provide log report in Web/GUI /dashboard-based format with detailed information categorized by IP/Application/Port/Protocol etc., able to forward logs to syslog server and sending schedule reports and send via email.
- viii. Log storing facility on a local disk or on to a remote system. Logs stored on the local disk must be transferable over network(scheduled) to a remote system and must be in a generic format like CSV, HTML, PDF, Excel(formats) or if proprietary, must provide appropriate software/hardware to generate the report.
- ix. Support configurable option for E-mail or SMS alerts (Via SMS gateway) in case of any event trigger.
- x. Should provide information of real time data transfer/bandwidth utilization of individual IP/Application/protocol/port/Interface/Zone.

PART VII- CONDITIONS OF CONTRACT

7.1 CONDITIONS OF CONTRACT

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.

7.2 GOVERNING LANGUAGE

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.

7.3 APPLICABLE LAW

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

7.4 INTERPRETATION

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.

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.

7.5 CONTRACT PERIOD

The initial period of engagement shall be 02 years from date of signing of Contract Agreement. The period of engagement may be further extendable by additional 1 year at the sole discretion of NHAI/IHMCL.

7.6 INSURANCE

The Service Provider shall effect and maintain the insurance of ETC system 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. The insurance document shall be submitted after the completion of implementation work at each toll plaza.

7.7 FORCE MAJEURE

- a) 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, strikes, lockouts or other labour disputes, insurrections, civil commotion, war,

enemy actions.

- b) If a Force Majeure arises, the Service Provider shall promptly notify IHMCL in writing of such condition and the cause thereof. Unless otherwise directed by IHMCL, the Service Provider 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.

7.8 INDEMNIFICATION

- a) The Service Provider shall indemnify, defend, save and hold harmless, IHMCL, NHAI and MoRTH and their officers, servants, 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 Service Provider's obligations under this Contract or any other related agreement or otherwise, any fraud or negligence attributable to the Service Provider 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.
- b) The Service Provider shall indemnify IHMCL Indemnified Persons from all legal obligations in respect of professionals deployed by the Service Provider. IHMCL Indemnified Persons also stand absolved of any liability on account of death or injury sustained by the Service Provider's staff during the performance of their work and also for any damages or compensation due to any dispute between the Service Provider and its staff.
- c) In addition to the aforesaid, the Service Provider 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 Service Provider or by the Agents in performing the Service Provider'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 Service Provider 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 Service Provider 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.

- d) The provisions of this Clause shall survive Termination.
- e) The remedies provided under this Clause 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.

7.9 TERMINATION

- a) ON EXPIRY OF THE CONTRACT: Subject to the condition mentioned under Clause 7.5, 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.
- b) 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 7.7.
- c) ON BREACH OF CONTRACT: IHMCL may terminate the Contract if the Service Provider causes a fundamental breach of the Contract. Fundamental breach of Contract include, but shall not be limited to, the following:
 - i. The Service Provider fails to carry out any obligation under the Contract.
 - ii. The Service Provider without reasonable excuse fails to commence the work in accordance with relevant clauses.
 - iii. Has failed to furnish the required securities or extension thereof in terms of the Contract.
 - iv. the Service Provider stops work and the stoppage has not been authorized by IHMCL;
 - v. the Service Provider at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt
 - vi. If the Service Provider, in the judgment of the Employer, has engaged in the corrupt or

fraudulent practice in competing for or in executing the Contract.

- d) The Service Provider sub-contracts any assignment under this Agreement without approval of IHMCL.
- e) Any other fundamental breaches as specified in the RFP.
- f) Notwithstanding the above, IHMCL at its sole discretion may terminate the Contract Agreement any time by giving 30 days prior notice without assigning any reason. No compensation shall be provided for unused O&M services. However, compensation for remaining Capex value of 03 additional equipment as provided under Para 6.1(m) shall be provided to the Service Provider.
- g) Upon Termination (except on account of expiry of Term of this Agreement, Force Majeure), IHMCL shall be entitled at the sole discretion to:
 - i. Appropriate the entire Performance Security or part thereof as Damages; and
 - ii. Debar/Blacklist the Service Provider from participating in any other project/assignment/work of IHMCL for a period as determined by IHMCL in its sole discretion.

7.10 ARBITRATION/ RESOLUTION OF DISPUTES

- a) Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to the Contract (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 in accordance with the conciliation procedure set forth in Clause 7.10(d).
- b) The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of the Contract promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.

c) Mediation

In the event of any Dispute between the Parties, either Party may call upon the Chairman in case of IHMCL or his nominee and the Managing Director/ /CEO/Director , as the case may be, in case of the Service Provider to mediate in arriving at an amicable settlement thereof. If after expiry of 30 days of receipt of the documents in relation to the Dispute or such extended period as the Parties may agree in writing, the Dispute remains unresolved, the Parties shall attempt to resolve the dispute through conciliation and/or Arbitration under the Arbitration and Conciliation Act, 1996, in accordance with the procedure specified in Clause 7.10(d) and Clause 7.10(e).

d) Conciliation

The Parties shall attempt to select one of the experts from the list of empanelled arbitrators of the Society for Affordable Redressal of Disputes ("SAROD") as the Conciliator to mediate and assist the Parties in arriving at an amicable settlement thereof. If the Parties fail to agree on nominating a conciliator within 15 (fifteen) days or the Dispute is not resolved as evidenced by the signing of written terms of settlement within 60 (sixty) days of the notice in writing or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration in accordance with the provisions of Clause 7.10(e).

e) Arbitration

Any Dispute which is not resolved amicably by conciliation, as provided in Clause 6.18(d), shall be finally settled by arbitration as set forth below:

- i. The Dispute shall be referred to the SAROD. The dispute shall be dealt with in terms of Rules of SAROD. The detailed procedure for conducting Arbitration shall be governed by the Rules of SAROD and provisions of Page 33 of 53 Arbitration & Conciliation Act, 1996, as amended from time to time.
 - ii. The seat of Arbitration shall be New Delhi and the language for all documents and communications between the parties shall be English.
 - iii. The expenses incurred by each party in connection with the preparation, presentation, etc., of arbitral proceedings shall be borne by each party itself.
- f) The arbitrators shall make a reasoned award (the "Award").
- g) The Service Provider and IHMCL agree that an Award may be enforced against the Service Provider and/or IHMCL, as the case may be, and their respective assets wherever situated.
- h) This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending any proceedings hereunder. Further, 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 this Clause.

7.11 Appropriation of Performance Security

- a) Upon failure of the Service Provider 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 Penalty/Damages as per Clause 6.7 hereinabove.
- b) IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled

to encash 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 Service Provider 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 7.9 hereof.

7.12 MISCELLANEOUS

a) Standard of Performance

The Service Provider 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.

b) Representations and Warranties of the Parties

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 transactions contemplated hereby;
- 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;

c) Waiver of immunity

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).

d) Waiver

- i. 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:
 - 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;
 - Shall not be effective unless it is in writing and executed by a duly authorised representative of the Party; and
 - Shall not affect the validity or enforceability of this Contract in any manner.
- ii. 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.

e) Liability for review of Documents

Except to the extent expressly provided in this Contract:

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

f) Exclusion of implied warranties etc.

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.

g) Survival

- i. Termination shall:
 - not relieve the Contractor or IHMCL, as the case may be, of any obligations hereunder which expressly or by implication survive Termination hereof; and
 - 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.
- ii. All obligations surviving Termination shall only survive for a period of 3 (three) years following the date of such Termination

h) 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 Contractor arising from the Request for Proposals shall be deemed to form part of this Contract and treated as such.

i) 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.

j) 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.

k) 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.

l) Successors and assigns

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

m) Notices

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:

- In the case of the Contractor, 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 Contractor 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 Contractor may from time to time designate by notice to IHMCL;

- 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 the Authority Representative or such other person as IHMCL may from time to time designate by notice to the Contractor; provided that if the Contractor 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
- 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

n) Sub-Contracting

The Service Provider shall not sub-contract any assignment (excluding minimum civil work) to a third party. The Service Provider shall remain solely responsible for all works under this Agreement.

o) Confidentiality of the Assignment/Findings

The agency 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.

p) 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.

q) 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.

Part VIII – ANNEXURES AND FORMS

8.1 BID FORM

(In the Bidder's Letter Head)

Date: _____

From,

To,

(Name & Address of the Bidder)

Chief Operating Officer

Dwarka

New Delhi 110 075

Subject: _____

Ref.: Tender No _____

Dear Sir/Madam,

After examining/reviewing the Bidding Documents for _____ etc. the receipt of which is hereby duly acknowledged, we, the undersigned, are pleased to bid to execute the whole of the Job for the item in conformity with, the said RFP Documents, including Corrigendum / Addenda Nos. _____.

We confirm that this bid is valid for a period of 180 days from the date of opening of Bid, and it shall remain binding upon us and may be accepted by any time before the expiration of that period.

If our bid is accepted, we will provide the required performance guarantee as per the tender document.

Until a final Contract is prepared and executed between us, the bid together with your written acceptance thereof in your notification of award shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988" and other applicable law. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

(Signature of the Authorized signatory):

Name and Designation of the Authorized signatory: Name and Address of Bidder:

Phone, Fax & E-Mail

8.2 UNDERTAKING

Bidders are required to resubmit the undertaking only if there have been changes in the statements asserted in the RFQ No. IHMCL/HETC/2020/01, dated 08th Jan 2020. Bidders may refer to the same RFQ for the format of the undertaking.

8.3 POWER OF ATTORNEY

Bidders are required to resubmit the Power of Attorney only if there have been changes in the statements asserted in the RFQ No. IHMCL/HETC/2020/01, dated 08th Jan 2020. Bidders may refer to the same RFQ for the format of the same.

8.4 FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)

(In the Bidder's Letter Head)

To

Indian Highways Management Co. Ltd.

2nd Floor, MTNL Building, Sector- 19,

Dwarka, New Delhi- 110 075

WHEREAS _____ (Name and address of Contractor) (hereinafter called "the Contractor")* has undertaken, in pursuance of Contract No. _____ dated _____ to _____ execute _____ (Name of contract and brief description of works) (hereinafter called the "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee; NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor up to a total of _____ (amount of Guarantee)** _____ (in words) , 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 _____ (amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

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

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

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the contractor or of the Bank.

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. _____ (Rs. _____) and the guarantee shall remain valid till _____. Unless a claim or a demand in writing is served on us on or before _____ all our liability under this guarantee shall cease.

Signature and seal of the Guarantor _____ In presence of

Name and Designation _____ 1. _____

(Name, signature &
Occupation)

Code no. of the officer(s) signing the guarantee(s)

Name of the Bank _____

Address _____ 2. _____

(Name, signature &
Occupation)

Date _____

Controlling Office of the Bank:

Contact Person: _____

Address : _____

Tel. No : _____

Note:

****** An amount is to be inserted by the Guarantor, representing the percentage of the contract price specified in the Contract and denominated in Indian Rupees.

8.5 FORMAT FOR FINANCIAL BID SUBMISSION

(To be submitted on in the excel format as available on the e-procurement portal)

In case of any change in the number of lanes for a particular Toll Plaza, pro-rata calculation shall be made on the basis of lowest unit rate of lane equipment quoted by the Bidder as per its Financial Bid.

8.6 Annexure-1

The standard existing ETC equipment(some equipment could be faulty/damaged) which are available at the toll plazas are as follows:-

Lane Level			
S.No	Equipment Description	Unit	Qty
1	RFID ETC transceiver near Pay-axis - mounted on canopy	No	(1 per lane)
2	Electronics Enclosure	No	(1 per lane)
3	Lane Controller with Industrial PC	No	(1 per lane)
4	AVC including sensors, loop and detector	Set	(1 per lane)
5	User Fare Display with mounting pole	Set	(1 per lane)
6	Automatic Barrier Gate	No	(1 per lane)
7	Overhead Lane Status light (OHLS)	No	(1 per lane)
8	Traffic light with mounting pole	Set	(1 per lane)
9	Loops with detector	Set	(2 per lane)
10	Incident Capture Camera with mounting pole	Set	(1 per lane)
11	License Plate Image Capture Camera with mounting poles	Set	(1 per lane)
12	TFT Monitor	No	(1 per lane)
13	Customized industrial grade keyboard	No	(1 per lane)
14	Thermal Receipt Printer	No	(1 per lane)
15	Violation light & Alarm (on existing pole) and Foot switch in booth	No	(1 per lane)
16	Booth CCTV camera with voice recording	No	(1 per lane)
17	Cabling/Networking/Installation/Commissioning (Lump sum)	LS	1
18	Software – Lane Level	No	(1 per lane)
19	Intercom Slave unit in booth	No	(1 per lane)
Plaza Level			
20	Plaza Servers in hot-standby configuration	No	1
21	Workstations for MIS, Cashup, Audit & LSDU System (in control room)	No	4
22	24 Port Network switch (Layer 3)	No	2
23	Outdoor WiFi Access Point	No	1
24	Software – Plaza level	Job	1
25	Broadband Internet Connection with 2 MBPS link	Facility	2
26	UPS system as required for complete Hybrid ETC Toll Plaza system	No	2
27	Network Video Recorder (NVR) for CCTV recording	No	1
28	CCTV cameras for Plaza building surveillance (server room, control room, cash room, admin)	No	4
29	RFID Handheld Readers	No	4
30	Master Intercom System	No	1
31	Internet Router	No	1
32	Network Printer	No	1
33	55" LED display for CCTV Monitoring	No	1

8.7 Annexure-2

The subsequent table captures the list of toll plazas within the scope of the project

S.No	RO	PIU	Plaza Name	No. of Lanes
1	Chandigarh	Jalandhar	Chiddan	10
2	Chennai	Chennai	Vanagaram	6
3	Chennai	Chennai	SV Puram	12
4	Chennai	Chennai	Surapattu	12
5	Chennai	Chennai	Nallur	14
6	Guwahati	Shillong	Pahammawlein	7
7	Hyderabad	Nirmal	Rolmamda	12
8	Hyderabad	Nirmal	Pippalwada	12
9	Hyderabad	Nirmal	Gamjal	12
10	Hyderabad	Hyderabad	Pullur	12
11	Hyderabad	Hyderabad	Konetipuram	6
12	Jaipur	Reengus	Akhepura	12
13	Lucknow - West	Kanpur	Usaka(Chameri)	10
14	Lucknow - West	Kanpur	Badauri	6
15	Madurai	Tuticorin	Vaghaikulam(Pudukottai)	6
16	Mumbai	Nashik	Baswant	16
17	Ranchi	Hazaribagh	Rasoiya Dhamna	12
18	Vijayawada	Vijayawada	Pottipudu	8
19	Vijayawada	Vijayawada	Kalaparru	8
20	Vijayawada	Vijayawada	Badava	6
21	Vijayawada	Nellore	Rapur	6
22	Vijayawada	Nellore	Chintalapalem	6
23	Vijayawada	Nellore	Brahmanapalli	6
24	Vijayawada	Amravati	Raaviguntapalli	6
25	Vijayawada	Amravati	Mekalavaripalli	6