



# Indian Highways Management Company Limited (IHMCL)

## Limited RFP for Selection of System Integrator for implementation of Hybrid ETC System at Toll Plazas on National Highways

**Tender No. IHMCL/LTE-RFP/HYBRID ETC/2019/03**

Indian Highways Management Company Limited (IHMCL)

Regd Office: Room No.402, NHAI HQ, G5&6, Sector-10, Dwarka,  
New Delhi-110075

(CIN- U74140DL2012PLC246662)

Corporate Office Sector-19, Dwarka, New Delhi-110075

email: [info@ihmcl.com](mailto:info@ihmcl.com)  
web site: [www.ihmcl.com](http://www.ihmcl.com)

06 Nov 2019



## Contents

PART-I: NOTICE INVITING APPLICATIONS	4
PART II: KEY DATES	4
PART – III : INSTRUCTION TO BIDDERS	5
PART IV – ANNEXURES & FORMS	8
4.1 <i>BID FORM</i>	8
4.2 <i>UNDERTAKING</i>	9
4.3 <i>POWER OF ATTORNEY</i>	9
4.4 <i>FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)</i>	9
4.5 <i>FORMAT FOR FINANCIAL BID SUBMISSION</i>	9
APPENDIX 1. TOLL PLAZAS INCLUDED WITHIN THE SCOPE OF THE PROJECT	10

## PART-I: NOTICE INVITING APPLICATIONS

1. Bids are invited in continuation to RFQ released on 14-Aug-2018 for shortlisting of System Integrator(s) for Implementation of Hybrid ETC System at Toll Plazas on National Highways and Limited RFP released on 11-Sep-2018 for Selection of System Integrator for implementation of Hybrid ETC System at Toll Plazas on National Highways from Eligible Bidders who have been empaneled by IHMCL via Tender Number IHMCL/HETC/2018/08.
2. The Terms and Conditions or any other information unless specifically mentioned in this Limited RFP ref: - IHMCL/LTE-RFP/HYBRID ETC/2019/03 published on 06-Nov-2019 shall be considered of previous RFQ ref IHMCL/HETC/2018/08 published dated 14-Aug-2018 and Limited RFP ref IHMCL/LTE-RFP/HYBRID ETC/2018 published on dated 11-Sep-2018.

## PART II: KEY DATES

Sl. No.	Event Description	Date
1.	Invitation of RFP	06 November 2019
2.	Bid Due Date(Online Submission)	13 November 2019 (Upto 12:00 Hrs IST)
3.	<ul style="list-style-type: none"> <li>• Physical submission of Bid Security, and other relevant documents (if any)</li> <li>• Opening of Documents submitted physically and financial bids</li> </ul>	<ul style="list-style-type: none"> <li>• 14 November 2019 (Upto 11:00 Hrs IST)</li> <li>• 14 November 2019 (Upto 12:00 Hrs IST)</li> </ul>
4.	Letter of Award (LoA)	Within 03 days of Financial Opening
5.	Submission of PBG	Within 03 days of issue of LoA
6.	Validity of Bid	120 days from Bid Due Date
7.	Signing of Agreement	Within 07 days of award of LoA
8.	Completion of Work	Within 30 days of Issuance of LoA

**PART – III : INSTRUCTION TO BIDDERS**

**3.1 EMD/ Bid Security Submission**

The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD) /Bid Security for an amount INR 20,00,000/-(Rupees Twenty Lakh only).

**3.2 ASSIGNMENT MILESTONE & TIMELINES**

The following table captures the key events and their associated timelines

Sl. No.	Milestone Description	Timelines
1.	Submission of detailed report based on site assessment survey	Within 5 days from the date of Issuance of Letter of Award (LoA), or date of issuance of instruction for commencement notice issued by IHMCL, whichever earlier.
2.	Submit schedule for work execution plan for each toll plaza	Within 2 days of submission of Site Survey Report
3.	Supply, install and commission all the items as required under this RFP	Within 30 days (inclusive of Sl. no. 1 & 2) from the date of date of Issuance of Letter of Award (LoA), or date of issuance of instruction for commencement notice issued by IHMCL, whichever is earlier.

**P.S. The above timelines shall prevail over the assignment/Milestone timelines mentioned in RFP dated 11-Sep-2018.**

**3.3 DAMAGES**

Failure of the service provider to adhere the timelines specified in the RFP shall attract a penalty @ 0.1 % of the total cost of the toll plaza (as per financial proposal submitted by the bidder) for each day of delay in implementaion. The total levied penalty, however, shall not exceed 10% of the assignment cost.

**3.4 PERFORMANCE STANDARDS**

3.4.1 The equipment installed at Toll Plazas must adhere to the standards as specified in the RFQ IHMCL/HETC/2018/08 dated 14 Aug 2018. Additionally, the service provider is also required to ensure that the installation of HETC system adheres to the following requirements:

- 3.4.1.1 AVC sensor should create profile of vehicle which will be used by acquirer bank for auditing.
- 3.4.1.2 High system accuracy in the capture, processing, communication and reporting of Toll Transactions and associated information.
- 3.4.1.3 Fast response times to ensure minimum waiting times for the road user at the Toll Plaza. The service provider is required to ensure that the vehicle throughput for cash lanes is @ 240 vehicles per hour and @ 1200 vehicles per hour for dedicated FASTag lanes.
- 3.4.1.4 Optimization of user interactions with the system (especially those like Toll Collectors and System auditors) to enhance user productivity and the prevention of user fatigue. This shall also include the implementation of adequate ergonomic features in the user interfaces as well as rapid response times to user commands.
- 3.4.1.5 High levels of performance in communicating with associated systems with respect to frequency, completeness and error-free communication.
- 3.4.1.6 High level of data security and integrity. In general, the system shall be completely tamper-proof.
- 3.4.1.7 The software, based on its design (including its architecture) and build, shall ensure the meeting of the above essential requirements. In addition, it shall also be designed and built to meet current industry requirements of software systems / products.
- 3.4.1.8 The design shall be based on an established system architecture that ensures quality attributes of adequate system availability, modifiability, performance, security, testability & usability.
- 3.4.1.9 The software should be designed to allow for easy modification as per requirements. For example, the FASTag Express lane may be modified to not accept cash or charge as per NH Fee rules as applicable. Changes as these should not require updates exceeding three (3) days in the software.
- 3.4.1.10 The performance of HETC system can be monitored online by a link which will be provided by System Integrator and functionality of all critical equipment can be monitored online from IHMCL office.
- 3.4.1.11 The software should have features to generate the following reports at a minimum and mail them automatically to designated officials at defined frequency
  - 3.4.1.11.1 Revenue Reports
    - a. Shift Collection Report
    - b. Manual/Cancel Report
    - c. Till Time Collection report
    - d. Periodic system collection Report
    - e. Transaction Report
    - f. Periodic Transaction Report
    - g. Day Collection Report
    - h. Discrepancy Transaction Report
  - 3.4.1.11.2 Traffic Reports

- a. Lane Wise Report (with split of electronic and manual collection)
- b. Class Wise Report
- c. Traffic Count Report
- d. Traffic count summary Report
- e. Monthly Traffic Report
- f. FASTag Express Lane ETC Traffic Report (Separate report)

3.4.1.11.3 Other Reports

- a. Lane Wise AVC Accuracy Report
- b. Equipment Downtime Report
- c. Violation Report
- d. Unclassified Transaction Report

**3.5 Right to Vary Project Scope**

- a) The list of toll plazas as mentioned in Appendix I - is indicative. IHMCL may change the toll plazas as per requirement.
- b) In addition to list of toll plazas mentioned in Appendix I, any number of toll plaza allocated to IHMCL for HETC Implementation on or before 31<sup>st</sup> December 2019 shall be added to the Project Scope at the sole discretion of IHMCL.**
- c) The Service Provider in such case as in (b) above shall submit additional proportionate Performance Bank Guarantee to IHMCL within 7 days of such Intimation.

**PART IV – ANNEXURES & FORMS**

**4.1 BID FORM**

**(To be submitted physically in Bidder's Letter Head)**

Date: \_\_\_\_\_

From,

To,

(Name & Address of the Bidder)

General Manager  
Indian Highways Management Co. Ltd.  
2<sup>nd</sup> Floor, MTNL Building, Sector –19,  
Dwarka , New Delhi 110075

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 120 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



#### **4.2 UNDERTAKING**

Bidders are required to resubmit the undertaking only if there have been changes in the statements asserted in the RFQ No. IHMCL/HETC/2018/08, dated 14<sup>th</sup> August 2018. Bidders may refer to the same RFQ for the format of the undertaking.

#### **4.3 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/2018/08, dated 14<sup>th</sup> August 2018. Bidders may refer to the same RFQ for the format of the same.

#### **4.4 FORM OF PERFORMANCE SECURITY (BANK GUARANTEE)**

Successful Bidders shall be required to submit the Performance Bank Guarantee as per the format prescribed in RFQ No. IHMCL/HETC/2018/08, dated 14<sup>th</sup> August 2018.

#### **4.5 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.

## APPENDIX 1. TOLL PLAZAS INCLUDED WITHIN THE SCOPE OF THE PROJECT

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

S.No.	Toll Plaza Name	RO	PIU	Total Lanes
1	Chalageri	Bangalore	chitradurga	12
2	Hebbalu	Bangalore	chitradurga	12
3	Lalanagar	Lucknow - East	Prayagraj	6
4	Vighakhet	Lucknow - West	Jhansi	8
5	Babina	Lucknow - West	Jhansi	8
6	Kannegala	Bangalore	Ramnagara	6
7	K N Huindy	Bangalore	Ramnagara	6
8	Yeddore	Bangalore	Ramnagara	8
9	Jagtara	Raipur	Dhamtari	6
10	Mashora	Raipur	Dhamtari	6
11	Badaiyiguda	Raipur	Dhamtari	6