

Clarifications

Indian Highways Management Company Ltd

Request for Proposal (RFP) – Selection of Service Provider for Online Sale of NHAI FASTag on E- Commerce portals such as Amazon, Flipkart etc.

Ref No. IHMCL/FASTag/Online/2020/02, Dated: 31.07.2020

Date: 02.09.2020

A. Following clarifications are hereby issued in response to various pre-bid queries received –

SI No.	RFP reference and Pg. No.	Existing RFP Clause	Suggestion/ Remark (If any)	Clarification by IHMCL
1	3.4 ELIGIBILITY CRITERIA Point No.3 Page No.17 Relevant Registration	The Bidder should have been registered with at least one online selling platforms out of Amazon.in, Flipkart.com, Snapdeal.com or any other Central/ State Government emarket place.	We request you to allow us to present registration copy at the time of PO release process.	Registration certificate, IDs/Copy received via Email from valid email IDs of respective online selling platforms shall also be accepted. Bidder may also submit the requisite documents such as registration certificates, etc. as above within 5 days from the issuance of LoA, if selected as

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				successful bidder. If the bidder is not able to submit these documents within timelines the LoA shall be cancelled and EMD shall be liable to be forfeited.
2	3.4 ELIGIBILITY CRITERIA Point No.4 Page No.17 Relevant Experience	The Bidder should have at least one (1) year exp of selling products online as on bid due date. Information regarding the same should be provided along with documentary evidence	We request you to consider FASTag selling experience for any banks at least for 2 years.	As per RFP. The Bidder should have experience of selling products online as on bid due date. Information regarding the same should be provided along with documentary evidences like Purchase order, valid email etc.
3	4.2 d) iii) Page No.27	Colour copy of instruction manual/leaflet (1-2 pages)	Who will provide Stationery (Envelope, Instruction Manual/Leaflet)	All cost incurred for proper & secured packaging of the NHA1 FASTag while dispatching to the customer shall be borne by the Service Provider.
4	3.2 V Bid Security/Earnest Money Deposit (EMD): Page No.11	The bid security/Earnest Money Deposit (EMD) for a sum of INR 50,000/- (INR fifty thousand), as a part of the proposal, in the form of a Demand Draft,	Request you to consider EMD amount in form of bank guarantee.	As per RFP

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5	17 Clause 3.4.1.3	The Bidder should have been registered with at least one online selling platforms out of Amazon.in, Flipkart.com, Snapdeal.com or any other Central/ State Government e-market place	We suggest to modify it as "The Bidder should have been registered with at least one online selling platforms out of Amazon.in, Flipkart.com, Snapdeal.com or any other Central/ State Government or have it's own web portal e-market place	As per RFP. Please refer to Sl. # 1 above.
6	17	The Bidder should have at least one (1) year exp of selling products online as on bid due date. Information regarding the same should be provided along with documentary evidence	We suggest to change it as "The Bidder should be operating for at least last One (1) year in providing services related to supporting companies in online selling portal or should have its own online web portal " as it will enhance quality of service provided	As per RFP
7	27	Get acquainted with the FASTag mobile application training manual as capture in APPENDIX 1 – NHA I FASTag Mobile application details and train POS agents for using the same.	Please advise on the method of training? Whether we have to go to POS agents to impart the training or the medium of training will be online?	No training is required to be provided to any POS agent by Service Provider. The Appendix 1 has been provided as a general information on the process of NHA I FASTag issuance.

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8	27	Service Provider shall not sell NHAi FASTag in bulk to any one single customer or a group of customers.	Please advice what you consider as bulk ? What is the maximum quantity that can be sold to a particular customer ?	Maximum quantity per order shall be limited to 5 or as per defined by IHMCL time-to-time.
9	29	The scope of project shall include activities as specified in Appendix 1 of the document.	Please explain how the activities mentioned in the Appendix 1 has to be included into the scope of works?	As per RFP. The Appendix 1 has been provided as a general information on the process of NHAi FASTag issuance.
10	27	The Service Provider shall facilitate & follow up with customer for the linking of NHAi FASTag with respective bank account of the customer or NHAi wallet through My FASTag App.	Please advice what shall be the timings,duration and days for the customer care facility to be operational ?	Service Provider shall facilitate the customer activation and linking the tag.
11	27	The Service Provider shall be responsible for sale of NHAi FASTag on e-Commerce portal such as Amazon.in, Flipkart.com and Snapdeal.com at MRP mentioned in this RFP.	Please share what will be the commission percentage for the service provider?	Please refer to clause pertaining to the payment terms mentioned in the RFP