

# REQUEST FOR EMPANELMENT FOR EMPANLEMENT OF AGENCIES FOR SALE AND ISSUANCE OF NHAI FASTag

RFE Reference No.: RFE/IHMCL/FASTag/POS/2020/02



Indian Highways Management Company Limited (IHMCL)

G – 5 & 6, NHAI Building, Sector 10 Dwarka

Date – 16, December 2020

## Table of Content

1.	DISCLAIMER .....	4
2.	DOCUMENT COMPOSITION .....	5
3.	DEFINITIONS .....	6
4.	PART I: LETTER OF INVITATION.....	8
4.1.	Notice Inviting Application .....	8
5.	PART II: SCHEDULE OF THE TENDER (KEY DATES) .....	9
6.	PART III: INSTRUCTIONS TO BIDDER.....	10
6.1.	General .....	10
6.2.	Compliant Proposals/ Completeness of Response.....	10
6.3.	Pre-bid Meeting.....	10
6.4.	Responses to Pre-bid Queries.....	11
6.5.	Consortiums.....	11
6.6.	Sub-Contracting.....	11
6.7.	Preparation of Proposal.....	12
6.8.	Submission of Proposal .....	12
6.9.	Opening and Evaluation of Bids.....	13
6.10.	Eligibility Criteria.....	14
2.12.	Letter of Intent (LOI).....	15
2.13.	Performance Security .....	16
2.14.	Letter of Empanelment.....	16
2.15.	Bank Guarantee .....	16
2.16.	Returning EMD .....	17
2.17.	Commencement of Services.....	17
2.18.	Consent for Selling at regulated MRP.....	17
2.19.	CORRUPT OR FRAUDULENT PRACTICES .....	17
2.20.	Right to Accept Any Proposal and To Reject Any or All Proposal(s).....	17
7.	PART IV – SCOPE OF WORK .....	18
7.1.	Introduction.....	18
7.2.	Geographic Location/Zones.....	18
7.3.	Key activities for Service Provider: .....	19
7.4.	Service Provider responsibilities.....	19
7.5.	POS Agent Responsibilities .....	20
7.6.	IHMCL responsibilities .....	20
8.	PART V – CONDITIONS OF EMPANELMENT .....	21
8.1.	CONDITIONS OF EMPANELMENT .....	21
8.2.	GOVERNING LANGUAGE.....	21

8.3.	APPLICABLE LAW .....	21
8.4.	PROJECT SCOPE .....	21
8.5.	INTERPRETATION.....	21
8.6.	RIGHT TO AMEND PROJECT SCOPE .....	21
8.7.	EMPANELMENT PERIOD .....	21
8.8.	PAYMENT TERMS.....	21
8.9.	SLA/PENALTY .....	22
8.10.	INSURANCE .....	22
8.11.	FORCE MAJEURE .....	22
8.12.	INDEMNIFICATION.....	23
8.13.	TERMINATION.....	23
8.14.	Appropriation of Performance Security .....	24
9.	PART VI – ANNEXURES.....	25
9.1.	Annexure- A Bid Cover Letter .....	25
9.2.	Annexure B: Brief Information about the Applicant(s) .....	27
9.3.	Annexure C: Undertaking .....	28
9.4.	Annexure D: Bidder’s Annual Turnover .....	29
9.5.	Annexure E: Power of Attorney.....	30
9.6.	Annexure F: Format for Self-Certificate by Bidder in Terms of Experience .....	32
9.7.	Annexure G: Format for Performance Security (Bank Guarantee) .....	33
9.8.	Annexure J: Format for Affidavit - Submission of Consent Form .....	35
10.	APPENDIX 1 – NHAI FASTAG MOBILE APPLICATION DETAILS.....	36
10.1.	ABOUT FASTAG.....	36
10.2.	VARIANTS OF FASTAG .....	36
10.3.	Context .....	44
10.4.	IHMCL FASTag – Tag Class & Mapper Class.....	46
10.5.	IHMCL POS App.....	59
10.6.	FASTag affixation process .....	55
10.7.	My FASTag App .....	58

## **1. DISCLAIMER**

The information contained in this document or subsequently provided to 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 document and such other terms and conditions subject to which such information is provided.

This document is not an agreement and is neither an offer nor invitation by IHMCL to the prospective Bidders or any other person. The purpose of this document is to provide interested parties with information that may be useful to them in making their technical/ financial offers ("Bid(s)") pursuant to this document. This document includes statements, which reflect various assumptions and assessments arrived at by IHMCL in relation to the Project. Such assumptions, assessments, and statements do not purport to contain all the information that each Bidder may require. This document may not be appropriate for all persons, and it is not possible for IHMCL, its employees or advisors to consider the investment objectives, financial situation, and particular needs of each party who reads or uses this document. The assumptions, assessments, statements and information contained in this document, 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 document and obtains independent advice from appropriate sources.

Information provided in this document 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 applicant or Bidder under any law, 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 document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the document and any assessment, assumption, statement or information contained therein or deemed to form part of this document 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 document. 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 document.

The issue of this document does not imply that IHMCL is bound to select a Bidder or to appoint the Service Provider for the Project and IHMCL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all their costs associated with or relating to the preparation and submission of their Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by IHMCL or any other costs incurred in connection with or relating to Bid. All such costs and expenses will remain with the Bidder and IHMCL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the bidding process.

## **2. DOCUMENT COMPOSITION**

This document comprises of the following parts:

PART – I: LETTER OF INVITATION

PART – II: SCHEDULE OF THE TENDER (Key Dates)

PART – III: INSTRUCTIONS TO BIDDERS

PART – IV: SCOPE OF WORK

PART – V: CONDITIONS OF EMPANELMENT

PART – VI: ANNEXURES

### 3. 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 RFE.
- **“Commencement date”** means the date upon which the Service Provider receives the notice to commence the work issued by IHMCL.
- **“Letter of Empanelment (LOE)”** shall mean & include RFE, Notice for Inviting Tender (NIT), the tender documents 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. All these documents taken together shall be deemed to form one LOE and shall be complementary to each other.
- **“ETC”** A sub-system capable of electronically charging a toll to an established customer account by reading a number matched to an account and encoded on a transponder that is mounted on a vehicle. Lane level equipment consists of an overhead mounted antenna, a transceiver/modulator for processing RF signals, a reader/controller for both verification processing and data storing, and a vehicle mounted transponder.
- **“ETC Transaction”** means any transaction captured under the ETC program.
- **“FASTag”** is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the account linked to it.
- **“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 Intent (LOI)”** means the issue of a signed letter by IHMCL post verification of bid documents subject to provisions of RFE.
- **“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.
- **“POS Location”** shall refer to locations that shall be deployed by IHMCL for the purpose of FASTag sales. These may include National Highways Toll Plazas, RTOs, transport hubs, and other locations as may be specified by IHMCL.
- **“RFE”** shall mean this Request for Empanelment dated [..], including the written clarifications & Corrigendum/Addendum issued by IHMCL in respect of the RFE from time to time.

- **“Services”** means requirements defined in this RFE including all additional services associated thereto to be delivered by the Service Provider.
- **“Offer Period”** means period during which FASTags shall be sold free of cost or any cost lower than regulated MRP as per written directions of IHMCL.
- **“Successful Bidder” or “Service Provider”** means the Bidder, who, after the complete empanelment process, has been issued the Letter of Empanelment by IHMCL.
- Any other term(s) not defined herein above but defined elsewhere in this RFE shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

#### 4. PART I: LETTER OF INVITATION

##### 4.1. Notice Inviting Application

- a) Bids are invited by the Indian Highways Management Company Limited (IHMCL) for the following: -

Name of Work	Document Fees	EMD (Earnest Money Deposit)	Performance Security	Closing date and Time
EMPANLEMENT OF AGENCIES FOR SALE AND ISSUANCE OF NHA1 FASTag	Rs. 2000 (Rupees Two Thousand) – in form of RTGS	Rs. 50,000 (Rupees Fifty Thousand) – in form of RTGS, DD	Rs. 5,00,000/- (Rupees Five Lakh Only) – in form of DD or Bank Guarantee	See Key Dates

- b) All clarifications/ corrigenda will be published only on the e-procurement portal <http://etenders.gov.in>, IHMCL website [www.ihmcl.co.in](http://www.ihmcl.co.in)
- c) The complete Bidding Documents can be viewed / downloaded from e-procurement portal <http://etenders.gov.in>. The Bids shall be liable for summarily rejection unless accompanied by the requisite EMD and bid document fee as indicated above. IHMCL shall not be responsible for any postal delay. Bids submitted after the closing date/time shall be summarily rejected.
- d) The eligibility criteria of the agency/service provider are elaborated in subsequent sections/pages.
- e) The price for the desired scope of work as prescribed in RFE is already discovered by IHMCL through various RFEs. The bidder needs to submit undertaking expressing willingness for empanelment with IHMCL for sale and registration of NHA1 FASTag at the price fixed by IHMCL.



**5. PART II: SCHEDULE OF THE TENDER (KEY DATES)**

Sl. No.	Event Description	Key Dates / Time
a)	Invitation of RFE	16 December 2020
b)	Last date for receiving queries	18 December 2020
c)	Pre-Bid meeting via VC	18 December 2020 @ 11:00 AM
d)	Bid Due Date (for online submission)	23 December 2020 (Up to 15:00 Hrs IST)
e)	Physical Submission of following documents: <ul style="list-style-type: none"><li>• Document Fee</li><li>• EMD</li><li>• Power of Attorney</li></ul>	23 December 2020 (Up to 16:00 Hrs IST)
f)	Opening of Technical Bids	24 December 2020 at 16:00 Hrs IST
g)	Validity of Bid	180 days from Bid Due Date

## **6. PART III: INSTRUCTIONS TO BIDDER**

### **6.1. General**

- 6.1.1. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFE may wish to consult their own legal advisers in relation to this RFE.
- 6.1.2. All information supplied by Bidders may be treated as binding on the Bidders, on successful award of the assignment by the IHMCL on the basis of this RFE.
- 6.1.3. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written LOE has been issued by or on behalf of the IHMCL. Any notification of preferred bidder status by the IHMCL shall not give rise to any enforceable rights by the Bidder. IHMCL may cancel this public procurement at any time prior to a formal written LOE being issued by or on behalf of the IHMCL.
- 6.1.4. IHMCL may terminate the RFE process at any time and without assigning any reason. IHMCL makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- 6.1.5. This RFE does not constitute an offer by the IHMCL. The bidder's participation in this process may result in the IHMCL selecting the bidder to engage towards execution of the empanelment.

### **6.2. Compliant Proposals/ Completeness of Response**

- 6.2.1. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFE documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFE document with full understanding of its implications.
- 6.2.2. Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
  - a) Include all documentation specified in this RFE.
  - b) Follow the format of this RFE and respond to each element in the order as set out in this RFE
  - c) Comply with all requirements as set out within this RFE.

### **6.3. Pre-bid Meeting**

- 6.3.1. Pre-Bid Meeting of the Bidders will be convened at the designated date, time as specified in the Key Dates through Video Conference. A maximum of two representatives of each Bidder will be allowed to participate from the Bidder.
- 6.3.2. The Bidders who are interested in attending the pre-bid meeting should confirm IHMCL about the participation one day prior to the schedule. The confirmation needs to be sent to [tenders@ihmcl.com](mailto:tenders@ihmcl.com)
- 6.3.3. During the course of Pre-Bid Meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of IHMCL. IHMCL will endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive selection process.

#### **6.4. Responses to Pre-bid Queries**

- 6.4.1. IHMCL will endeavor to provide timely response to all queries. However, IHMCL makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does IHMCL undertake to answer all the queries that have been posed by the bidders.
- 6.4.2. At any time prior to the last date for receipt of bids, IHMCL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFE Document by a corrigendum.
- 6.4.3. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website: [www.etenders.gov.in/](http://www.etenders.gov.in/) [www.ihmcl.co.in](http://www.ihmcl.co.in) website.
- 6.4.4. Any such corrigendum shall be deemed to be incorporated into this RFE.
- 6.4.5. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, IHMCL may, at its discretion, extend the last date for the receipt of Proposals.

#### **6.5. Consortiums**

Consortiums are not allowed to participate in the bid.

#### **6.6. Sub-Contracting**

Sub-contracting / outsourcing shall not be allowed.

## **6.7. Preparation of Proposal**

- 6.7.1. Bidders are requested to submit their Proposal in English language and strictly in the formats provided in this RFE. IHMCL will evaluate only those Proposals that are received in the specified forms and complete in all respects. In preparing their Proposal, Bidders are expected to thoroughly examine the RFE Document. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- 6.7.2. Client certifications or Purchase orders for the projects listed under the experience section: The certifications and/or PO must confirm the project attributes (size, fee, duration etc.) and the scope of work of the projects. The self-certification of the Bidder is also permitted accompanied by certified copy of work order/document certifying release of performance bank guarantee/ certified copy of payment received or any other document certifying the completion/part completion of the project as the case may be.
- 6.7.3. Failure to comply with the requirements spelt out in this RFE shall lead to the disqualification of the bidder for empanelment.
- 6.7.4. Bidders should note the Bid Due Date, as specified in the section – “Part II: Schedule of the Tender”, for submission of Proposals. Except as specifically provided in this RFE, no supplementary material will be entertained by IHMCL, and that evaluation will be carried out only on the basis of Documents received by the closing time of Bid Due Date as specified in the section – “Part II: Schedule of the Tender”. Bidders will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected. For the avoidance of doubt, IHMCL reserves the right to seek clarifications in case the proposal is non-responsive on any aspects.
- 6.7.5.** The Proposals must remain valid for a period of 180 days from date of submission of proposal. During this period, the selected bidder is expected to keep available the professional staff proposed for the assignment. If IHMCL wishes to extend the validity period of the proposals, it may ask the bidders to extend the validity of their proposals for a stated period. The bidder will be required to extend the validity period without any additional financial implication to IHMCL.

## **6.8. Submission of Proposal**

- 6.8.1. A non-refundable document fee of Rs. 2,000/- needs to be transferred in IHMCL bank account and proof of payment needs to be submitted in the bid document.
- 6.8.2. EMD of Rs. 50,000/- either in the form of RTGS or Demand Draft needs to be submitted in the bid documents.
  - (a) For account transfer, bank account details of IHMCL is as mentioned below: -
    - A/c Holder Name = Indian Highways Management Company Limited
    - Bank Name = Canara Bank
    - A/c No. = 8598201006217
    - IFSC = CNRB0008598
    - Branch = Delhi NHAI Dwarka Branch New Delhi-110075
  - (b) Demand Draft from scheduled Indian bank approved by RBI needs to be issued in the favour of Indian Highways Management Company Limited payable at New Delhi.

- 6.8.3. IHMCL will not be liable to pay any interest on bid security deposits. Bid security of technically qualified but unsuccessful Bidders shall be returned, without any interest, within one month after acceptance of LOE by Bidder or when the selection process is cancelled by the IHMCL. The Successful Bidder's Bid Security shall be returned, without any interest, post furnishing of Performance Security by the Successful Bidder in accordance with provisions of the RFE.
- 6.8.4. IHMCL will be entitled to forfeiture and appropriation of the bid security as mutually agreed loss and damage payable to IHMCL in regard to the RFE without prejudice to the IHMCL's any other right or remedy under the following conditions:
- 6.8.5. If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as envisaged under this RFE;
- 6.8.6. If any Bidder withdraws its Proposal during the period of its validity as specified in this RFE and as extended by the Bidder from time to time,
- 6.8.7. In the case of the Successful Bidder, fails to provide the Performance Security within the specified time limit, or
- 6.8.8.** If the Bidder commits any breach of terms of this RFE or is found to have made a false representation to IHMCL.
- 6.8.9. All documents including Document Fee, EMD and Power of Attorney, relevant annexures, eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFE along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder on e-portal as per RFE requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOE. There shall be no physical submission of application.
- 6.8.10. The Applicant shall provide all the information sought under this RFE. IHMCL will evaluate only those Applications that are received in the required formats and complete in all respects. Incomplete and /or conditional Applications shall be liable to rejection.
- 6.8.11. The Application/Bid Documents uploaded on e-tender portal shall be typed or written in indelible ink and signed by the authorized signatory of the Applicant who shall also initial each page. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions or any other amendments made to the Application shall be initialed by the person(s) signing the Application.

## **6.9. Opening and Evaluation of Bids**

- 6.9.1. Opening of Bids will be done through online process only as per Key Dates mentioned in RFE.
- 6.9.2. During evaluation and evaluation of bids, IHMCL may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing via email, asking the Bidder to respond by a specified date, and also mentioning therein that, if the Bidder does not comply or respond by the date, his tender will be liable to be rejected. No post bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents shall be sought only in case of historical documents which pre-existed at the time of the bid opening and which have not undergone change since then.

- 6.9.3. The Technical Bids will be evaluated by an Evaluation Committee. The Bidder shall have to fulfil all the Eligibility Criteria and submit all annexures along with EMD and Document Fee as specified in the RFE. The Bidder shall have to submit all the required documents and forms specified as per Annexure A – Annexure J on the e-tender portal. These documents will be scrutinized in this phase of evaluation. Those Bidders who do not fulfil the terms and conditions of Eligibility Criteria as specified in this tender will not be eligible for further evaluation.
- 6.9.4. Prior to further evaluation of the bids, IHMCL shall determine as to whether each bid is responsive to the requirements of this RFE document. A bid will be declared non-responsive in case:
- If the Authorized Signatory holding Power of Attorney and person whose DSC is used for submission of bids are not the same
  - If a bidder submits a conditional bid or makes changes in the terms and conditions given in this RFE document
  - Failure to comply with all the requirements of RFE document by a bidder
  - If the financial bid is not submitted in the formats prescribed in the RFE document
  - If the financial bid is submitted is found submitted as a part of Technical Proposal
  - If any requisite document/ certificate is not in the prescribed format the same shall not be considered while evaluating the Bids and the same may lead to Bid being declared as non-responsive.
- and
- The bid contains any pre-condition, assumption or qualification.
- 6.9.5. Evaluation of Technical Bids by the Evaluation Committee shall not be questioned by any of the Bidders. IHMCL may ask Bidder(s) for additional information/documents, visit to Bidder's site and/ or arrange discussions with their professional, technical faculties to verify claims made in Technical Bid documentation from the Bidder on the already submitted Technical Proposal.

## 6.10. Eligibility Criteria

S I #	Requirement Parameter	Eligibility Conditions	Supporting Document to be provided
1.	<b>Legal Entity</b>	<ol style="list-style-type: none"> <li>The Bidder must be a business entity incorporated in India under the Companies Act, 1956/2013 or the Limited Liability Partnerships Act, 2008.</li> <li>Consortiums are not eligible to bid in this RFE.</li> <li>The Bidder should be registered with GST in India.</li> </ol>	<ol style="list-style-type: none"> <li>Copy of Certificate of Incorporation / Registration under Companies Act, 1956/2013, as applicable.</li> <li>GST Registration Certificate</li> </ol>

2.	<b>Annual Turnover</b>	The average turnover for the last 3 Financial Years (FY 2017-18, FY 2018-19 and FY 2019-20) of bidder should be at least Rs. 15 Lakhs and above.	Annual Turnover Certificate by a Chartered Accountant for the FY 2017-18, FY 2018-19 and FY 2019-20 as per Annexure D.
3.	<b>Net worth</b>	The bidder should have Positive Net worth for last 3 Financial Years (FY 2017-18, FY 2018-19 and FY 2019-20)	Net-worth Certificate by a Chartered Accountant for the FY 2017-18, FY 2018-19 and FY 2019-20 as per Annexure D.
4.	<b>Relevant Experience</b>	<p>The Bidder should have experience of at least <b>One (1) project</b> related to <b>Setting up of sales and distribution channel, including Point-of-Sale (POS) setup in India related to below-mentioned product line/category</b> during last seven years as on the Bid Due Date for Central/State Government departments/Government entities including PSUs/Banks/Telecom companies or other private entities operating in India:</p> <p>Product line/category -</p> <ul style="list-style-type: none"> <li>Financial products such as banking/Insurance, etc</li> <li>Identity related (viz. Aadhaar card PAN, etc. )</li> <li>Telecom (viz. Sim cards)</li> <li>G2C e-Governance services</li> </ul>	<p>1. Work order/ Contract clearly highlighting the relevant scope of work, and contract value, year of execution.</p> <p>2. Completion Certificate issued &amp; signed by the competent authority of the client entity on the entity's letterhead</p> <p>OR,</p> <p>Self-certificate from the bidder signed by authorised signatory for this bid holding written special power of attorney on stamp paper along with the official contact details of the competent authority of the client entity. IHMCL reserves the right to contact the aforementioned competent authority.</p> <p>The format of the self-certificate is provided in Annexure F</p>
5.	<b>Undertaking of Blacklisting/ Suspension</b>	<p>The Bidder should not have been black-listed by any State / Central Government Department or Central /State PSUs as on Bid Due Date.</p> <p>The Bidder should not have been suspended by IHMCL at any point of time.</p>	Undertaking of non-blacklisting as per format given in Annexure C

## 2.12. Letter of Intent (LOI)

Based on responsiveness of bid determined based on eligibility criteria and relevant annexures as mentioned in RFE, a Letter of Intent (the "LOI") will be issued by IHMCL to the Bidder and the Bidder shall, within three (3) days of the receipt of the LOI, sign and return the duplicate copy of the LOI in acknowledgement thereof. In the event the duplicate copy of the LOI duly signed by the Bidder is not received by the stipulated date, the IHMCL may, unless it consents to extension of time for submission thereof, cancels the empanelment letter.

### **2.13. Performance Security**

After submission of signed return copy of LOI, the bidder shall submit Performance Security for an amount equal to Five Lakhs for each zone under the Bid shall be furnished in the form of Demand Draft, RTGS or Bank Guarantee from a Nationalized/ Scheduled Bank, within Ten (10) Days of issuance of LOI.

The Demand Draft to be issued in the favour of Indian Highways Management Company Limited payable at New Delhi.

The Bank Guarantee shall be as per the format given in format provided in this RFE and will be valid for a period till empanelment period and shall also have a minimum claim period of 1 year. For the Performance Bank Guarantee will be retained by IHMCL until the completion of the period of empanelment and be released 180 (One hundred eighty) days after the completion of the empanelment period. IHMCL bank account details for SFMS transfer of Bank Guarantee or account transfer is as mentioned below: -

A/c Holder Name = Indian Highways Management Company Limited

Bank Name = Canara Bank

A/c No. = 8598201006217

IFSC = CNRB0008598

Branch = Delhi NHAI Dwarka Branch New Delhi-110075

The Successful Bidder's Performance Security will be returned, without any interest, upon the expiry of empanelment period.

### **2.14. Letter of Empanelment**

Post submission of Performance Security as mentioned in RFE, a Letter of Empanelment (the "LOE") will be issued by IHMCL to the Successful Bidder and the Successful Bidder shall, within three (3) days of the receipt of the LOE, sign and return the duplicate copy of the LOE in acknowledgement thereof. In the event the duplicate copy of the LOE duly signed by the Successful Bidder is not received by the stipulated date, the IHMCL may, unless it consents to extension of time for submission thereof, cancels the empanelment letter.

### **2.15. Bank Guarantee**

The Bank Guarantee in the name of IHMCL issued by the following banks would only be accepted: -

- Any Nationalized Bank
- Any Scheduled Commercial Bank approved by RBI having a net worth of not less than Rs. 500 crores as per the latest Audited Balance Sheet of the Bank. In the case of a Foreign Bank (issued by a branch in India), the net worth in respect of the Indian operations shall only be taken into account
- A Foreign Bank (issued by a branch outside India) with a counter guarantee from any Indian Nationalized Bank.
- Export Import Bank of India

The acceptance of the Bank Guarantees shall also be subject to the following conditions: - The capital adequacy of the Bank shall not be less than the norms prescribed by RBI

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



## **2.16. Returning EMD**

IHMCL will not be liable to pay any interest on bid security deposits. Bid security of technically qualified but unsuccessful Bidders shall be returned, without any interest, within one month after acceptance of LOE by Bidder or when the selection process is cancelled by the IHMCL. The Successful Bidder's Bid Security shall be returned, without any interest, post furnishing of Performance Security by the Successful Bidder in accordance with provisions of the RFE.

## **2.17. Commencement of Services**

The Successful Bidder is expected to commence the Services within 7 days of issuance of Letter of Empanelment (LOE) issued by IHMCL. If the Successful Bidder fails to either sign the Agreement, commence the services, as specified herein, cancel the empanelment of bidder. In such an event, IHMCL shall be entitled to demand and recover the damages equivalent to Rs. 1 Lakh apart from any other legal right that may have accrued to IHMCL.

## **2.18. Consent for Selling at regulated MRP**

The bidder needs to submit an undertaking in the **form of affidavit** to sale the FASTag at cost of not more than Rs. 100/- incl GST<sup>1</sup> or as per written directions of IHMCL.

The Maximum Retail Price (MRP) of FASTag is fixed at Rs. 100/- incl of GST and under no circumstances the empanelled Service Providers shall not sell FASTag above the regulated MRP. The Service Provider shall procure FASTag from Tag manufacturers already empanelled with IHMCL by paying a cost of Rs. 25/- (including GST) for one FASTag.

Non-adherence with the laid guideline shall invoke required clauses as mentioned in RFE.

## **2.19. CORRUPT OR FRAUDULENT PRACTICES**

IHMCL will reject a proposal for award and appropriate 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 empanelment process 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 empanelment, 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 empanelment process.

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the empanelment process 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.

## **2.20. Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

IHMCL reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to issuance of LOE, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for IHMCL action.

## 7. PART IV – SCOPE OF WORK

### 7.1. Introduction

In order to promote electronic toll transactions as mandated in National Electronic Toll Collection (NETC), IHMCL plans to increase the FASTag availability by facilitating opening of multiple POS Locations across India. Towards the same, IHMCL intends to empanel agencies who are capable and experienced in all aspects relating to setting-up POS Kiosks at locations such as NH Toll Plazas, RTOs, Petrol Pumps, Malls, Car Service Centers and various other potential locations, for sale and issuance of NHAI FASTags to the vehicle owners/ users of all vehicle classes.

### 7.2. Geographic Location/Zones

IHMCL shall empanel agencies as per zones provided in table below. The bidder may apply for more than one zone. This is to make clear that more than one agency may be empanelled in one zone, as per requirement of IHMCL.

Zone	State/UT
Central	1. Chhattisgarh
	2. Madhya Pradesh
East	3. Assam & NE States
	4. Bihar
	5. Jharkhand
	6. Odisha
	7. West Bengal
North	8. Delhi
	9. Haryana
	10. Jammu & Kashmir
	11. Punjab
	12. Uttar Pradesh
	13. Uttarakhand
	14. Himachal Pradesh
South	15. Andhra Pradesh
	16. Karnataka
	17. Kerala
	18. Tamil Nadu & Puducherry
	19. Telangana
West	20. Gujarat
	21. Maharashtra & Goa
	22. Rajasthan

### **7.3. Key activities for Service Provider:**

- Provide end-to-end services pertaining to FASTag sales, issuance using Mobile App or Web-portal developed by IHMCL.
- Setting up distribution channel, Point-of-Sales (POS) setup, manpower deployment, and facilitating customer for linking of tags with bank account or NHA Wallet using My FASTag App (available on iOS and Android)
- Arrange for a Point-of-Sales (POS) equipped with a smart phone to issue bank-neutral FASTag to customers. The POS would have to be established at locations specified by IHMCL and would typically include, but not limited to the following:
  - i. Toll Plazas across NH
  - ii. RTO offices across the country
  - iii. Transport hubs, other locations across the country.
- The POS should normally be operational from 9:00 AM to 6:00 PM on working days. IHMCL may ask Service Provider to increase the shift timing of the POS agents, as per the requirements.
- Arrange for appropriate display of the FASTag marketing material at the POS locations.
- The empanelled Service Provider shall have to make appropriate arrangements in case of urgent need of a new POS location arises and shall be able to start the services within three days post intimation by IHMCL.
- Submit daily/weekly sales report to IHMCL as per format provided by IHMCL from time to time.
- The rate charged per tag from the Customer should not exceed beyond Rs. 100 inclusive of GST, or subsequent rates as modified by IHMCL. Currently, the approximate cost of purchasing a FASTag from IHMCL authorized tag manufacturers is Rs. 25 (including GST & Packaging and delivery charges).

### **7.4. Service Provider responsibilities**

The Service Provider shall be responsible for establishing POS channels for FASTag sales, supplying manpower and accessories at POS Locations, and for ensuring that the agents have the requisite expertise for pasting and registering the tags. The key activities for the Service Provider are as follows:

- i. Assign POS Agents at POS Locations defined by IHMCL.
- ii. Identify and nominate one representative for overall co-ordination regarding various activities. Some of the key activities of the representative shall include:
  - Create and assign POS Agents in the web portal (provided by IHMCL)
  - Maintain the requirements of POS Agents with regards to FASTag quantity
  - Order FASTags from selected Service Providers on behalf of POS Agents and ship them to the POS Agents (at its own cost)
  - Also post random FASTags to IHMCL for quality inspection
- iii. Train POS Agents with regards to following
  - Adherence with FASTag issuance standards and protocols
  - IHMCL guidelines POS layout, equipment and other material
  - Safe custody of unused FASTag by the POS Agents

- iv. Distribute FASTag promotion material to POS Agents as per IHMCL requirements
- v. Ensure POS Agents' compliance regarding labour laws and other statutory matters. Also ensure that the POS Agents have cleared 10+2 examinations, at a minimum.
- vi. Ensure that POS Agents have the requisite smartphone and other accessories for registration of FASTags
- vii. Ensure that the POS agents use the correct version of the FASTag application to ensure the Service Levels are met.
- viii. Ensure that the smartphone being used by the POS Agent is as per expectations to handle the Customer traffic at the POS location.
- ix. Get acquainted with the FASTag mobile application training manual as capture in APPENDIX 1 – NHAI FASTag Mobile application details and train POS agents for using the same.
- x. Organize events like mini dealers meet at Sales Area/District level wherein IHMCL nominated representatives may make a sales pitch to dealers to rope them in as their potential franchisees.

### **7.5. POS Agent Responsibilities**

The POS Agents shall be responsible for sales and registration of tags to prospective Customers. The key responsibilities include:

1. Setup the POS booth using flex/plastic booths at identified location for distribution of FASTags with promotional material as shared by the Service Provider.
2. Explain the FASTag benefits and registration process to the Customer.
3. Register the FASTag for the Customer using the FASTag mobile application. The key steps in the registration process have been included in APPENDIX 1 – NHAI FASTag Mobile application details.
4. Ensure that the customer shall linked his FASTag with selecting relevant Bank or NHAI Wallet. In case customer linked his FASTag with NHAI wallet a fixed incentive shall be given to service provider as per the payment terms.
5. Ensure safe custody of the FASTag and share the inventory details with the Service Provider at regular basis.
6. Ensure that the mobile application is functional and will be the only platform utilized for FASTag sales and registration.
7. Ensure that FASTags are not affixed/used before completion of issuance process as defined in APPENDIX 1 – NHAI FASTag Mobile application details.
8. Ensure accuracy of the data entered. Further ensure that the collected data is not duplicated, retained, stored or copied elsewhere. The data will be retained as per the agreed retention period by IHMCL. The data received by the Service Provider shall be used for the sole purpose of FASTag issuance and same shall be in the custody of IHMCL.

### **7.6. IHMCL responsibilities**

1. Develop and maintain the POS Mobile Application that shall be the single source for FASTag sales and distribution by POS Agents and attendance of the POS agents.
2. Create and maintain a web portal for Service Provider(s) to create and update POS Dealers credentials as and when required.
3. Share the contents of marketing material with the Service Provider(s) for further dissemination.

## **8. PART V – CONDITIONS OF EMPANELMENT**

### **8.1. CONDITIONS OF EMPANELMENT**

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.

### **8.2. 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.

### **8.3. APPLICABLE LAW**

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

### **8.4. PROJECT SCOPE**

The scope of project shall include activities as specified in Appendix 1 of the document.

### **8.5. INTERPRETATION**

In interpreting these Conditions of Empanelment, 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 empanelment unless specifically defined.

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

### **8.6. RIGHT TO AMEND PROJECT SCOPE**

IHMCL retains the right to amend the Project Scope related to setting up of POS network without assigning any reason at any time during the empanelment period. IHMCL makes no commitments, express or implied, that the full scope of work as described in this RFE will be commissioned.

### **8.7. EMPANELMENT PERIOD**

The initial period of empanelment ("Empanelment Period") shall be 06 months. Upon completion of initial 06 months, based on the performance of Empanelled agencies IHMCL may consider extending the empanelment up to a period of maximum two years from the date of Letter of Empanelment issued by IHMCL at its sole discretion and as per mutual consent.

### **8.8. PAYMENT TERMS**

#### **8.8.1. During normal period**

- i. The Service Provider shall sell and issue the FASTags to users at a cost not more than Rs. 100/- inclusive of GST for one FASTag.
- ii. The Service Provider shall procure the FASTags through existing channels as provided by IHMCL at the rate of Rs. 25/- including GST per FASTag.
- iii. **Remaining amount i.e. balance of MRP of the tag and cost of procurement may be retained by the Service Provider.**
- iv. The Service Provider will have no claim or entitlement whatsoever to revenue or any other payment under or pursuant to this RFE/Letter of Empanelment (LOE) from the IHMCL.

- v. FASTags should be considered sold once the FASTag has been successfully registered in the IHMCL POS Application or web-portal.

#### 8.8.2. During Offer Period, if any

- i. In case of Offer Period announced by MoRTH/NHAI during which FASTags shall be sold free of cost (tag cost only) or any cost lower than Rs. 100/- to the customers,

Under such scenario payment shall be calculated as below: -

- a. The Service Provider shall procure the tags at Rs. 25/-per tag including GST. The cost includes packaging & delivery charges.
  - b. IHMCL shall pay the Service Provider **Rs. 50/- per tag** sold during the Offer Period, inclusive of the tag cost (i.e. Rs. 25) reimbursement.
- ii. For reconciliation, the details of tags issued and linked with customer shall be taken from the portal maintained by IHMCL
- iii. During offer period specified by IHMCL, the Service Provider shall ensure not to charge any amount from the customer.

### 8.9. SLA/PENALTY

- (a) If any POS agent engaged by Service Provider is reported or found to be selling the FASTags over and above charge of regulated MRP Rs. 100/- inc. GST for one FASTag, IHMCL shall take necessary steps for discontinuation of empanelment of Service Provider. In such cases, IHMCL shall be entitled to forfeit the PBG of the Service Provider and blacklisting/suspended from IHMCL.
- (b) During Offer Period as specified by IHMCL, if any POS agent is found to be selling the FASTag at any type of charge from customer, strict action shall be initiated by IHMCL including forfeit of PBG and blacklisting from IHMCL.

### 8.10. INSURANCE

The Service Provider shall effect and maintain at its own cost, during the empanelment 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 Service Provider shall be solely responsible for all statutory compliances and insurances for the manpower deployed by them. IHMCL shall be in no way responsible for claim of any damages of whatsoever kind caused due to any accident/damages to the Service Provider.

### 8.11. FORCE MAJEURE

- i. 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.
- ii. 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 empanelment 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 empanelment.

## **8.12. INDEMNIFICATION**

1. 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 empanelment or any other related agreement or otherwise, any fraud or negligence attributable to the Service Provider or its Agents under empanelment 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 empanelment on the part of IHMCL Indemnified Persons.
2. 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.
3. 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 empanelment. 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.
4. The provisions of this Clause shall survive Termination.
5. The remedies provided under the 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.

## **8.13. TERMINATION**

1. ON EXPIRY OF THE EMPANELMENT: Subject to the condition mentioned under the RFE, the Empanelment shall be deemed to have been automatically terminated on the expiry of the Empanelment Period unless IHMCL has exercised its option to further renew the Empanelment Period in accordance with the provisions, if any, of the empanelment.

2. ON ACCOUNT OF FORCE MAJEURE: Either party shall have the right to terminate the Empanelment on account of Force Majeure, as set forth in the RFE.
3. ON BREACH OF EMPANELMENT: IHMCL may terminate the Empanelment if the Service Provider causes a fundamental breach of the Empanelment. Fundamental breach of Empanelment includes, but shall not be limited to, the following:
  - a. the Service Provider fails to carry out any obligation under the Empanelment.
  - b. the Service Provider without reasonable excuse fails to commence the work in accordance with relevant clauses.
  - c. the Service Provider at any time during the term of the Empanelment becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt
  - d. 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 Empanelment.
4. The Service Provider sub-contracts further to any other entity without approval of IHMCL.
5. Any other fundamental breaches as specified in the RFE.
6. Notwithstanding the above, IHMCL may terminate the Empanelment in its sole discretion by giving 30 days prior notice without assigning any reason.
7. Upon Termination (except on account of expiry of Term of this Empanelment, Force Majeure), IHMCL shall be entitled at the sole discretion to:
  - a. appropriate the entire Performance Security or part thereof as Damages; and
  - b. Debar/Blacklist the Service Provider from participating in any other project/assignment/work of IHMCL for a period as determined by IHMCL in its sole discretion.

#### **8.14. Appropriation of Performance Security**

1. Upon failure of the Service Provider to commence the services, for any reason whatsoever, within the period set forth in this RFE or the extended period thereunder, IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to levy Damages as per relevant Clause hereinabove.
2. 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 RFE 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 Empanelment in accordance with relevant clause hereof.



## 9. PART VI – ANNEXURES

### 9.1. Annexure- A Bid Cover Letter

*(To be prepared on letterhead of the Applicant)*

To

COO,

Indian Highways Management Co. Ltd. (IHMCL)

1st Floor, NHAI Building,

Sector 10, Dwarka

New Delhi 110 075

**Subject: REQUEST FOR EMPANELMENT (RFE) FOR .....**

Dear Sir,

1. I/We, the undersigned, have carefully examined the contents of the document including amendments/ addendums (if any) thereof and undertake to fully comply and abide by the terms and conditions specified therein and hereby submit our proposal. Our proposal is unconditional and unqualified.
2. I/We undertake that, in competing for (and, if the award is made to us), for executing the above contract, we will strictly observe the laws against fraud and corruption in force in India.
3. I/We understand that:
  - a. this proposal, if found incomplete in any respect and/ or if found with conditional compliance or not accompanied with the requisite application fee and/ or prescribed supporting document shall be summarily rejected.
  - b. if at any time, any averments made or information furnished as part of this proposal is found incorrect, then the proposal will be rejected
  - c. IHMCL is not bound to accept any/ all proposal(s) it will receive.
4. I/We declare that:
  - a) I/We understand that IHMCL may cancel the Bidding Process at any time and that IHMCL is neither bound to accept any Proposal that IHMCL may receive nor to invite the Bidders to submit Proposals, without incurring any liability to the Bidders, in accordance with relevant clause of the RFE Document
  - b) We undertake that in case, due to any change in facts or circumstances during the Bidding Process, we become liable to be disqualified in terms of the provisions of disqualification, we shall intimate IHMCL of the same immediately.
  - c) We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, we shall have any claim or right of whatsoever nature if the contract is not awarded to us or our Proposal is not opened.
  - d) We undertake that none of the hardware/software/other component being proposed by us infringes on any patent or intellectual property rights as per the applicable laws.
  - e) **I/We have not been declared ineligible** by IHMCL, NHAI or Ministry of Road Transport & Highways, Government of India or any other agency for indulging in corrupt or fraudulent practices. I/We also confirm that I/We have not been *declared as non-performing or debarred* by NHAI or Ministry of Road Transport & Highways, Government of India.

- f) **I/We haven't been blacklisted by a Central/ State Government institution/ Public Sector Undertaking/ Autonomous body** and there has been *no litigation* with any Government Department/ PSU/ Autonomous body on account of similar services.
5. I/We declare that our bid is valid for 180 days.

Name .....

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

## **9.2. Annexure B: Brief Information about the Applicant(s)**

(To be prepared on letterhead of the Applicant)

Subject: REQUEST FOR EMPANELMENT (RFE) FOR .....

1.
  - (a) Name of Applicant:
  - (b) Year of establishment:
  - (c) Registered Address:
  - (d) Constitution of the Applicant entity e.g. Government enterprise, private limited company, limited company, etc.
  
2. Address for correspondence with Telephone/ Fax numbers/ e-mail address:
  - (a) Complete postal address:
  - (b) Fixed telephone number
  - (c) Mobile number
  - (d) E-mail address
  - (e) Bank Account Name, No. and IFSC Code for returning EMD
  
3. Name of the Statutory Auditor certifying the documents along with his/ her Membership number, if applicable:
  
4. Financial details/projects meeting the qualifying criteria

Name .....

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

### 9.3. Annexure C: Undertaking

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our Company/firm M/s \_\_\_\_\_ have abandoned any work of National Highways Authority of India/IHMCL nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.
3. The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by IHMCL to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that IHMCL may ask for further qualifying information, and agrees to furnish any such information at the request of IHMCL.
5. **We confirm that we have not been blacklisted /debarred by any central/state Government department/organization or Quasi Government agencies of PSU.**
6. **We confirm that we have not been suspended by IHMCL at any point of time.**
7. We confirm that no criminal proceeding is pending against our company/firm or any of its Directors/ Partners in any court of law.
8. I/We undertake that we shall not claim any expenses or losses/damages to IHMCL on account of reduction in total number of traffic survey locations/rounds.
9. We also confirm that we have not been convicted by any court of law for any of the offences under any Indian laws.

\_\_\_\_\_  
(Signed by an Authorized Officer of the bidder)

\_\_\_\_\_  
Title of Officer

\_\_\_\_\_  
Name of bidder

\_\_\_\_\_  
DATE

#### 9.4. Annexure D: Bidder's Annual Turnover

RFE Ref \_\_\_\_\_

(Date)

From,  
(Name & Address of the Bidder)

\_\_\_\_\_  
\_\_\_\_\_

To,  
COO,  
Indian Highways Management Co. Ltd.  
1st Floor, NHAI Building, Sector –10, Dwarka  
New Delhi 110 075

**Subject: REQUEST FOR EMPANELMENT (RFE) FOR .....**

Dear Sir,

We hereby certify that the average annual turnover of M/s. \_\_\_\_\_ (name of the bidder) for the last three financial years (ending 31<sup>st</sup> March of the previous financial year) is as given below:

Annual Turnover for the last 3 Financial Years (FYs) in Indian Rupees (INR)			
FY (2017-2018)	FY (2018-2019)	FY (2019-2020)	Average

Net Worth for the last 3 Financial Years (FYs) in Indian Rupees (INR)		
FY (2017-2018)	FY (2018-2019)	FY (2019-2020)

Yours Sincerely,

Name of the Auditor Firm:

CA number:

Seal:

## 9.5. Annexure E: Power of Attorney

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

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

IN WITNESS WHEREOF WE, .....THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS

POWER OF ATTORNEY ON THIS ..... DAY OF ....., 2020

For .....

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarized

Accepted

.....

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

Notes:

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so*

*required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a non-judicial stamp paper of appropriate denomination and should be registered or duly notarized by a notary public.*

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

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

### **9.6. Annexure F: Format for Self-Certificate by Bidder in Terms of Experience**

The details of projects executed by the Bidder:

Name of the Project & Location	
Client's Name Contract Details Complete Address	
Brief narrative description of Project – highlighting relevant scope of work such as Setup and Operation of POS etc.	
Contract Value for the Project (in INR)	
Date of Start of Project	
Date of Completion of Project/Status of Completion	
Activities undertaken by Bidder	

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

Signature & Seal:

Name:

Designation:

Bidding entity's name

Address:

Date:



## 9.7. Annexure G: Format for Performance Security (Bank Guarantee)

To,

COO,

Indian Highways Management Company Ltd

1st Floor, NHAI Building, Sector-10, Dwarka,

New Delhi – 110075, India

WHEREAS \_\_\_\_\_ [Name and address of Agency] (hereinafter called "the Service Provider") has submitted its Bid to the IHMCL for providing services, in pursuance of IHMCL letter of work award No. \_\_\_\_\_ dated dd/mm/yyyy for in response to the "REQUEST FOR EMPANELMENT (RFE) FOR....."

" (hereinafter called the "Contract").

1. AND WHEREAS it has been stipulated by IHMCL in the said letter that the Service Provider shall furnish a Bank Guarantee for the sum specified therein as security for compliance with his obligations in accordance with the terms & conditions of the Contract.
2. AND WHEREAS we have agreed to give the Service Provider such a Bank Guarantee:
3. NOW THEREFORE we hereby, unconditionally and irrevocably, guarantees and affirm that we are the Guarantor and responsible to you, up to a total of ` ...../- (Rupees ..... ) only, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of ` ...../- as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.
4. We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand. In order to give effect to this Guarantee, the Authority shall be entitled to act as if the Bank were the principal debtor.
5. We further agree that no change or addition to or other modification of the terms of the engagement of the Service Provider or of the works to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.
6. It shall not be necessary, and the Bank hereby waives any necessity, for the IHMCL to proceed against the Service Provider before presenting to the Bank its demand under this Guarantee.
7. We undertake to pay to the IHMCL any money so demanded notwithstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal..
8. The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Service Provider or of the Bank.
9. This Guarantee is in addition to and not in substitution of any other guarantee or security now or which may hereafter be held by the IHMCL in respect of or relating to the Contract or for the fulfilment, compliance and/or performance of all or any of the obligations of the Service Provider under the Contract.

10. The Bank undertakes not to revoke this Guarantee during its currency, except with the previous express consent of the IHMCL in writing and declares and warrants that it has the power to issue this Guarantee and the undersigned has full powers to do so on behalf of the Bank.
11. This guarantee shall also be operable at our \_\_\_\_\_ branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension/ renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of \_\_\_\_\_ amounts so demanded under the said invocation.
9. This bank guarantee shall be valid from .....
10. Notwithstanding anything contained herein:
- (i) Our liability under this Bank Guarantee shall not exceed ` ...../-
  - (ii) The Bank Guarantee shall be valid up to.....
  - (iii) We are liable to pay the Guarantee amount or any part thereof under this Guarantee only and only if you serve upon us a written claim or demand on or before .....

Name:

Date :

Designation:

Employee Code Number:

Telephone Number:

Name of issuing bank branch \_\_\_\_\_

Address \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail: \_\_\_\_\_

Name of bank branch at New Delhi \_\_\_\_\_

Address \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail: \_\_\_\_\_

Name of controlling bank branch \_\_\_\_\_

Address \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail: \_\_\_\_\_

\* The bank guarantee shall be verified through SFMS package as per bank account details provided in RFE.

## 9.8. Annexure J: Format for Affidavit - Submission of Consent Form

(On Non-Judicial stamp paper of appropriate value)

### Affidavit

I, M/s. ...., (the name and addresses of the registered office of the Bidder) hereby certify and confirm that we will sell the FASTag at the cost of Rs. 100/- per tag or any revised rates as per written directions of IHMCL.

We hereby confirm that in case any POS agent engaged by our organization found to be selling the FASTag at the cost over and above the selling price prescribed by IHMCL, we shall be liable for paying damages and agreeable for the consequences as per provisions prescribed in the RFE with reference number RFE/IHMCL/FASTag/POS/2020/02 published on dated XX.XX. XXXX.

We hereby provide our consent for empanelment in following zones: -

Name of Zone (as specified in the RFE)	Consent (Yes/No)
Central	
East	
North	
South	
West	

Dated this .....Day of ....., 2020.

Name of the Bidder

.....

Signature of the Authorised Signatory

.....

Name of the Authorised Signatory

## 10. APPENDIX 1 – NHAI FASTAG MOBILE APPLICATION DETAILS

### 10.1. ABOUT FASTAG

FASTag is a device/sticker that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the prepaid or savings account linked to it. It is affixed on the windscreen of the assigned vehicle and enables the user to drive through toll plazas, without stopping for cash transactions.



FIGURE 1: IHMCL FASTAG - VEHICLE TAG CLASS 4

### 10.2. VARIANTS OF FASTAG

There are two variants of FASTag available in the market as below:

#### 10.2.1. Bank specific FASTag

These are FASTag which are issued by various issuer banks and are linked to a pre-paid wallet provided by these issuer bank. The bank specific FASTag are available at toll plazas operated by the assigned acquirer bank and can also be purchased available online (for Tag class 4 only).



**FIGURE 2 - BANK-SPECIFIC FASTAG**

#### 10.2.2. NHAI/IHMCL FASTag

NHAI FASTag is the FASTag which is “bank-neutral” in nature, i.e. no bank is encrypted to the FASTag at the time of purchase from the designated Point-of- Sale and the customer has the flexibility to choose to link the FASTag with any his or her existing bank account through a customer App (My FASTag App also developed by IHMCL) as convenient. The customer shall also have the option to create a mobile wallet in the My FASTag App in case he or she does not want to link IHMCL FASTag to existing bank account.



**FIGURE 3 - IHMCL FASTAG**

### 10.2.3. Objective of launching NHAI FASTag

The objective of launching bank-neutral NHAI FASTag is to extend the availability of FASTag beyond the network of banks. Any customer can easily purchase the NHAI FASTag from various POS agents as authorised by IHMCL such as petrol pumps, CSCs etc. thus reducing the absolute dependency on a bank for buying the same.

## 10.3. Context

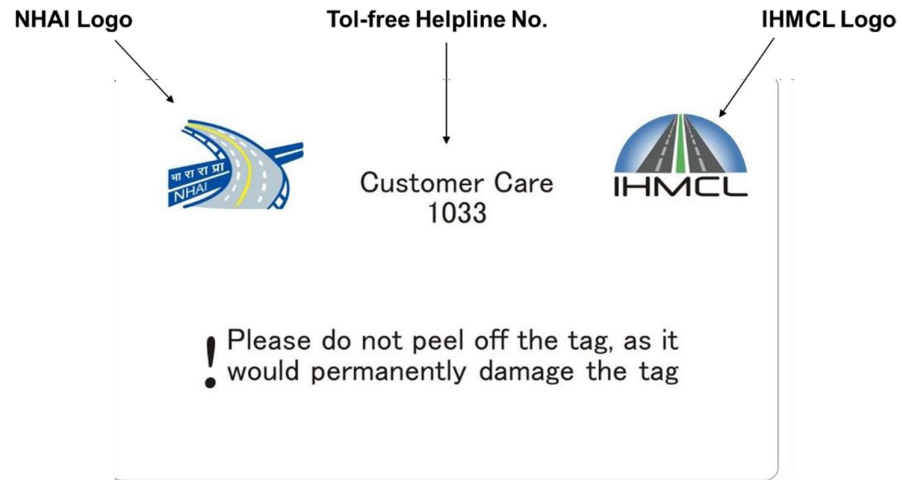
### 10.3.1. Components of IHMCL FASTag

#### FRONT- ADHESIVE SIDE



**FIGURE 4 - FRONT- ADHESIVE SIDE OF IHMCL FASTAG**

BACK – NON-ADHESIVE SIDE



**FIGURE 5 - BACK SIDE OF IHMCL FASTAG**

#### 10.4. IHMCL FASTag – Tag Class & Mapper Class

##### 10.4.1. VEHICLE TAG CLASS

Tag class is as per the vehicle class defined under FASTag program and tolling categories of the toll plaza. There are 7 types of IHMCL FASTag depending on the various vehicle classes. These are described in the Table below:

**TABLE 1 – DESCRIPTION OF VARIOUS TYPES OF VEHICLE TAG CLASS**

Vehicle Tag Class	Class Description
Tag class 4	<ul style="list-style-type: none"> <li>• Car / Jeep / Van</li> <li>• Tata Ace &amp; similar mini Light Commercial Vehicle</li> </ul>
Tag class 5	<ul style="list-style-type: none"> <li>• Light Commercial vehicle 2-axle</li> <li>• Mini-Bus</li> </ul>
Tag class 6	<ul style="list-style-type: none"> <li>• Bus 3-axle</li> <li>• Truck 3-axle</li> <li>• LCV 3-axle</li> </ul>
Tag class 7	<ul style="list-style-type: none"> <li>• Bus 2-axle</li> <li>• Truck 2-axle</li> </ul>
Tag class 12	<ul style="list-style-type: none"> <li>• Truck 6-axle</li> <li>• Tractor / Tractor with trailer</li> <li>• Truck 4-axle d. Truck 5-axle</li> </ul>
Tag class 15	<ul style="list-style-type: none"> <li>• Truck 7-axle &amp; above</li> </ul>
Tag class 16	<ul style="list-style-type: none"> <li>• Earth Moving / Heavy Construction Machinery</li> </ul>

##### 10.4.2. PICTORIAL REPRESENTATION OF VARIOUS TYPES OF TAG CLASS

A pictorial representation of various types of Tag class is shown in the Table below:





FIGURE 6 - DIFFERENT TYPES OF TAG CLASSES

## 10.4.3. MAPPER CLASS

NETC Mapper is the central repository of NETC Tag IDs which is required to be maintained by NPCI under NETC Programme. The mapper class is the class as per NETC Mapper which below vehicle classification and toll fare is calculated basis the mapper vehicle class.

**TABLE 2 - MAPPER VEHICLE CLASS**

Mapper Vehicle Class	Vehicle Description	Class
1	Two-wheeler	
2	Three - Wheeler Passenger	
3	Three - wheeler Freight	
4	Car / Jeep / Van	
5	Light Commercial vehicle 2-axle	
6	Light Commercial vehicle 3-axle	
7	Bus 2-axle	
8	Bus 3-axle	
9	Mini-Bus	
10	Truck 2 - axle	
11	Truck 3 - axle	
12	Truck 4 - axle	
13	Truck 5 - axle	
14	Truck 6 - axle	
15	Truck Multi axle (7 and above)	
16	Earth Moving Machinery	
17	Heavy Construction machinery	
18	Tractor	
19	Tractor with trailer	
20	Tata Ace or Similar Mini Light Commercial Vehicle	

## 10.4.4. FASTAG VEHICLE CLASSIFICATION



To bring more clarity for FASTag issuance, a pictorial presentation of vehicle with Axle count and GVW against each mapper class and Tag Class is classified under below presentation. For details, please refer to the IHMCL FASTag issuance vehicle classification document.






**TABLE 3 - FASTAG VEHICLE CLASSIFICATION**



T a g V e h i c l	Veh icle Cla ss Des crip tion	M a p p e r V e h	G V W R	N o . O f A x l e	Sample Image
---	---	---	------------------	---	--------------

RFP for POS Location setup for FASTag sales and registration

e C l a s s		i c l e C l a s s			
N A  ( N o F A S T a g A p p l i c a b l e )	Tw o- wh eel er	M a p p e r C l a s s ( 1 )	No FA ST ag is iss ue d	N A	

Tag Vehicle Class	Vehicle Class Description	Mapper Vehicle Class	GVWR	No. Of Axle	Sample Image
					
NA  (No FASTag Applicable)	Three - Wheel Passenger	Mapper Class (2)	No FASTag issued	NA	

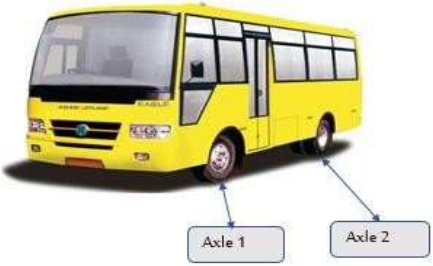

)	r				
NA  (No FASTag Applicable)	Three-wheeler Freight	Mapper Class (3)	No FASTag issued	NA	
Tag Classes (4)	Car/Jeep/Va	Mapper Class (4)	GVW  ≤ 7,500 Kgs	NA	   

		n				
		T at a A c c e o r S i m i l a r M i n i L i g h t C o m m e r c i a l V e h i c l e	Ma p p e r          Cla ss  (20)		NA	
T a g s ( 5 )	Clas	Li g h t  C o m m e r c i a l v e h i c l e a x l e	Ma p p e r C l a s s (5)      2-	GV W  >7, 50 0 Kg s b u t <= 12, 00 0 Kg s	2          Axle	
		M i n i-	Ma p p e r		2 Axle	



*RFP for POS Location setup for FASTag sales and registration*



---

	B u s	Cla ss  (9)			
--	-------------	----------------------	--	--	--

Tag Vehicle Class	Vehicle Class Description	Mapper Vehicle Class	GVWR	No. of Axle	Sample Image
					
Tag Class (7)	Bus 2-axle	Mapper Class (7)	GVW > 12,000 Kgs but ≤ 16,200 Kgs	Bus 2-axle	







	Truck 2-axle	Mapper Class (10)	GVW > 12,000 Kgs but ≤ 16,200 Kgs	Truck 2-axle	 
	Light Commercial vehicle 3-axle	Mapper Class (6)		3 Axle	

Tag Vehicle Class	Vehicle Class Description	Mapper Vehicle Class	GVWR	No. of Axle	Sample Image
Tag Class (6)	Bus 3-axle	Mapper Class (8)	GVW > 16,200 Kgs but <= 25,000 Kgs	3 Axle	
	Truck axle (Rigid) 3 -	Mapper Class (11)	GVW > 16,200 Kgs but <= 25,000 Kgs	3 Axle	

		Truck 3-axle (Semi-Articulated)	Mapper Class (11)	GVW > 16,200 Kgs but ≤ 25,000 Kgs	3 Axle	
Tags (12)	Class	Truck 4-axle	Mapper Class (12)	GVW > 25,000 Kgs but ≤ 36,600 Kgs	4 Axle	
		Truck 5-axle	Mapper Class (13)	GVW > 36,600 Kgs but ≤ 45,400 Kgs	5 Axle	

		)			
	Tr uc k 6 - ax le	M a p p e r C l a s s ( 1 4 )	GVW > 45,4 00 Kgs but <= 54,2 00 Kgs	6 A x l e	

Tag Vehicle Class	Vehicle Class Description	Mapper Vehicle Class	GVWR	No. of Axle	Sample Image
					
Tag (15) Class	Truck Multi axle (7 and above)	Mapper Class (15)	GVW > 54,200 Kgs	7 Axle and More	

T a g C l a s s ( 1 6 )	E a r t h M o v i n g M a c h i n e r y	M a p p e r C l a s s ( 1 6 )	NA	N A	
	H e a v y C o n s t r u c t i o n m a c h i n e r y	M a p p e r C l a s s ( 1 7 )	NA	N A	

## 10.5. IHMCL POS App

### 10.5.1. Overview

- The IHMCL POA App has been developed for use by POS agent at retail fuel outlets. A POS agent can use this app for issuing of IHMCL FASTag to the customers.

- ☐ The App can be used by a pre-registered POS agent only and the login is through user's mobile number and the same is verified via an OTP.
- ☐ POS agents can place FASTag order via this App and the uploaded Tag order has to be accepted by the POS agent in the App/web-portal.
- ☐ Scan the tag from the POS app and assign it.
- ☐ Currently, the App is available on Android platform only.

#### 10.5.2. Features

- ☐ The IHMCL POS application provides the following functionalities:
  - Issuance of IHMCL FASTag
  - Request for new IHMCL FASTag by POS
  - Check status of IHMCL FASTag requested by the POS user
  - Accept issued tags by the POS user on receipt of the same
  - Scan the tag from the POS App and assign it to the customer
  - Tag issuance history
- ☐ Option to resend the "Reference Number" SMS to customers

#### 10.5.3. Steps for FASTag issuance at POS

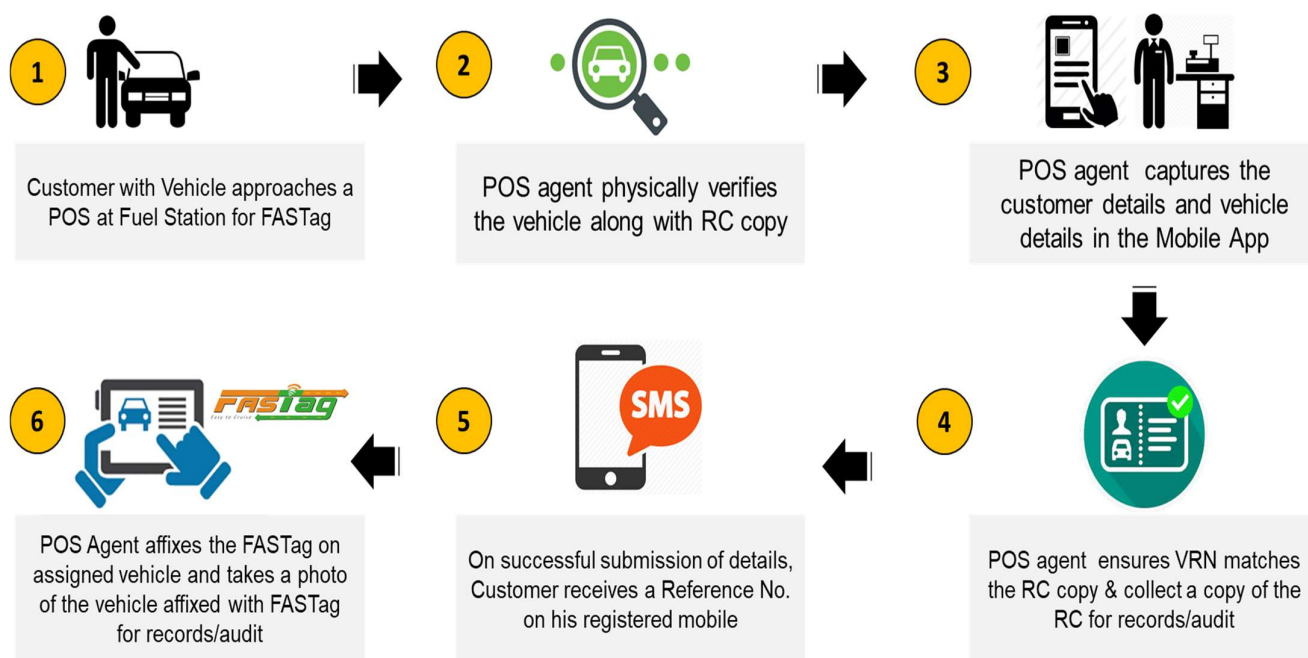
- ☐ Vehicle Owner will approach the POS Staff for availing the FASTag issued by IHMCL
- ☐ POS Agent will physically verify the vehicle and request the customer for the copy of RC of the vehicle before issuance of FASTag.
- ☐ POS Staff will have this mobile application on his/her mobile and also should have the physical IHMCL FASTags in stock
- ☐ The POS user should select the tag only basis the vehicle category as per Section 5 above
- ☐ The POS app user logs in the IHMCL POS App using his/her pre-registered mobile number and OTP
- ☐ User should click on the "Get Started" button to proceed with Tag Issuance
- ☐ On the next screen, POS user can scan the Quick Response (QR) code on the FASTag or click on "Manual Entry" option to enter the 24-digit tag number manually (Note: it is recommended that the user should always scan the QR code on the tag)
- ☐ The mobile application screen will be loaded with FASTag information as scanned using the QR code and screen will ask for input of customer details
- ☐ POS Staff will enter below details of the customer:

1. Customer name,

2. Customer email ID,
  3. Customer mobile number
- ☐ Once the customer information is submitted, an OTP will be sent to the customer's mobile number for customer validation
  - ☐ The POS user will obtain the OTP received on customer's mobile number and enter the same on the POS app to validate the same and proceed further
  - ☐ On the next screen, POS Staff will:
    1. Enter the 'Vehicle registration number'
    2. Select the vehicle type as 'Commercial' or 'Non-Commercial'
    3. Select the 'Vehicle Type' as per the vehicle for which tag is being issued ('Vehicle Class' will get prepopulated basis the tag being used)
  - ☐ 'Customer Summary' screen will appear next and the user needs to accept the T&Cs and click on "Submit" button to proceed
  - ☐ "Success" screen will appear at this stage for all successfully issued tags
  - ☐ Once submitted the information will go to NETC mapper and the FASTag information in the database
  - ☐ The POS mobile application will also send an SMS to the customer's mobile number with a 'Reference Number' generated by the backend
  - ☐ Customer will need this 'Reference Number' to link the tag to his/her bank account
  - ☐ After successful issuance of FASTag, POS agent will affix the tag as recommended in Section 8.
  - ☐ POS Agent will maintain a copy of RC and Image of vehicle after Tag got affixed on the vehicle for the purpose further audit.

The process of FASTag issuance at a POS to a customer is summarily shown in the figure below:



**FIGURE 7 - PROCESS OF FASTAG ISSUANCE AT POS**

#### 10.5.4. Do's & Don'ts

- ☐ Always create the tag order from POS app or POS web portal only; carefully select the Vehicle Class while ordering the tags
- ☐ Always accept the uploaded order from the POS app or POS web portal otherwise you will not be able to issue tags
- ☐ Always scan the tag from the POS app and assign it – avoid manual entry of Tag ID
- ☐ POS user must paste the tag on the vehicle windscreen from inside the vehicle and not handover the tag to the customer

Do's	Don'ts
<ul style="list-style-type: none"> <li>Remove the adhesive liner from the Tag sticker</li> <li>Install it on the top-middle part of the windshield from inside the vehicle</li> <li>Press the sticker gently on the windshield</li> <li>Keep the adhesive side facing outside</li> </ul>	<ul style="list-style-type: none"> <li>Don't paste FASTag on dirty/wet glass surface</li> <li>If the original adhesive is insufficient, get the FASTag replaced</li> <li>Don't use any supplementary adhesive</li> <li>Don't try to peel off and reposition</li> <li>Once the sticker is pasted, do not try to remove it</li> </ul>

#### 10.6. FASTag affixation process

#### 10.6.1. FASTag Installation Procedure

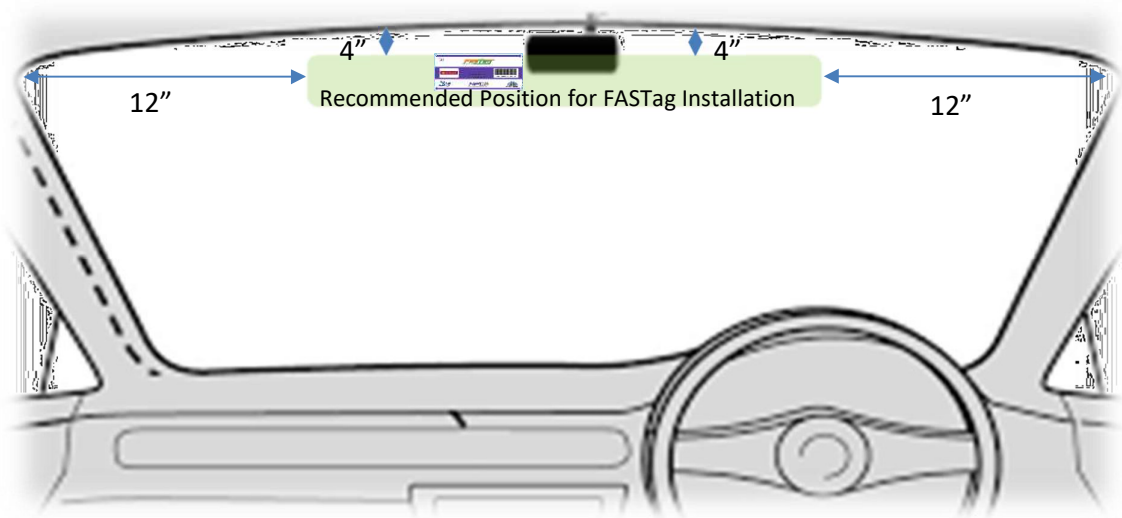
- a)** Clean the Windshield Surface using water or IPA.

- b)** See recommended Positions to installation of the FASTag
- c)** Let the surface dry or IPA to vaporize.
- d)** Remove the Release liner of Self Adhesive FASTag
- e)** Install / Affix the self-adhesive side of FASTag at the recommended position as shown in figures below
- f)** Press gently on the corners of the FASTag so that it comes completely in contact of windshield
- g)** After Installing the FASTag Do not try to remove or reposition it. It may permanently damage the FASTag

#### 10.6.2. Recommended Positions of FASTag Installation on Various Vehicles

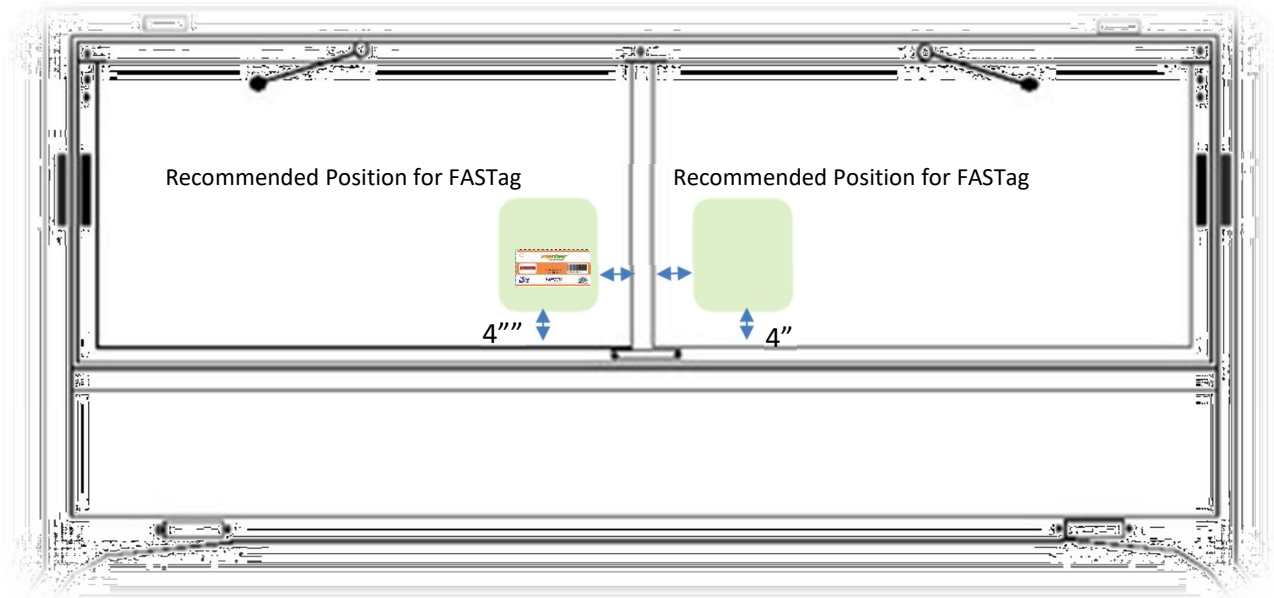
##### **A.** Cars and LMVs:

Following Image indicate the recommended areas for FASTAG Installation on windshields of Cars and Light Motor Vehicles



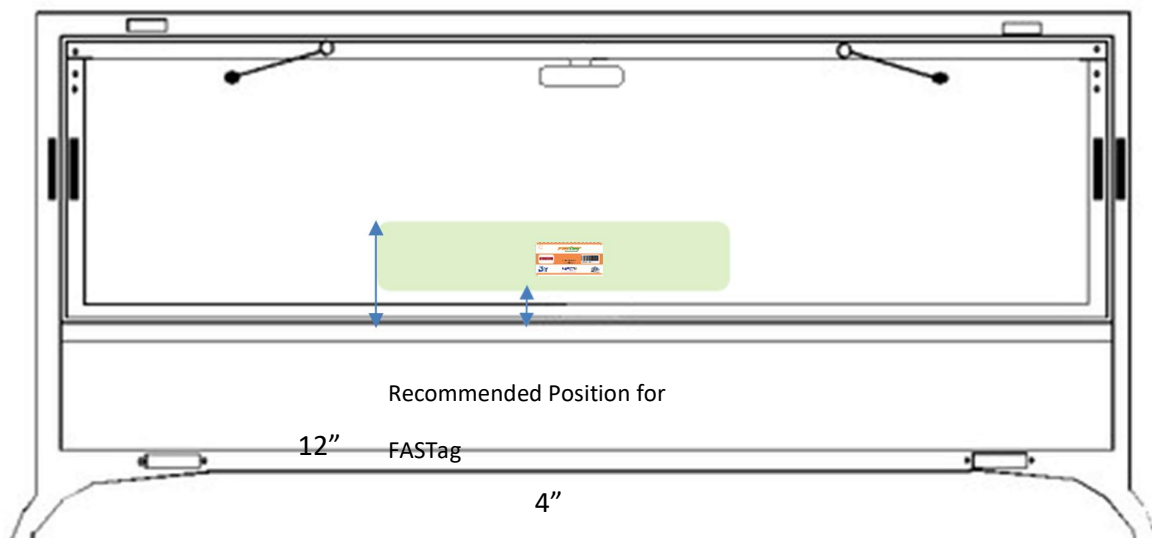
##### **B.** Trucks with 2 Part Windshield:

Following Image indicate the recommended areas for FASTAG Installation on windshield of Trucks with 2 Part Windshields:



**C. Trucks with 1 Part Windshield:**

Following Image indicate the recommended areas for FASTAG Installation on windshield of Trucks with 1 Part Windshields:



**10.7. My FASTag App**

**10.7.1. Overview**

The My FASTag App is customer mobile App and has two primary functionalities:

- First, for linking the IHMCL tags to bank account of customer's choice.

- Second, for recharge of FASTag issued by any bank through My FASTag App using UPI payment.
- **Features**
- Linking of bank-neutral IHMCL FASTag to customer's bank account
  - Customers who have purchased an IHMCL FASTag can download this My FASTag App and link IHMCL FASTag with their existing bank account.
- Instant FASTag recharge through Unified Payments Interface (UPI)
  - Customer can recharge FASTag issued by any bank, directly from his/her bank account, via UPI
  - Customer can create a New UPI ID instantly and pay/recharge through any bank accounts, or pay using any BHIM UPI App active on the mobile
  - Money gets transferred directly from customer's UPI-linked bank account to FASTag Wallet/Account
  - Customer can check transaction history

*Note - Only the FASTag issuer banks which are live on UPI platform to accept FASTag reloads will appear in the list of banks in the App.*

FAQ section for convenience of users

#### 10.7.2. Process of Linking with existing Bank account

My FASTag provides the option for linking a bank neutral FASTag to the existing bank account of customer's choice.

1. When user clicks on 'Link IHMCL FASTag' option on the homepage of the app, system will ask for a 'Reference Number' received by the customer on SMS & Email at time of buying the tag from IHMCL FASTag vendor ('Reference Number' is 6 character and alpha numeric)
2. Upon submitting the Reference Number, a One Time Password (OTP) will be sent to the customer's mobile number basis which the customer will login (Note: this OTP will be sent to customer's mobile number that was provided by the customer at POS at the time of tag purchase)
3. On successful entry of the OTP the customer will be greeted with a page displaying following customer details:
  - a. Customer Name
  - b. Customer Mobile Number (as was registered at the time of tag purchase)
  - c. Customer Email (as was registered at the time of tag purchase)
  - d. Vehicle Number

e. TID (Tag ID)

4. Customer will select the bank name where he/she holds the bank account and proceed with linking by clicking on the “Link with your bank account” button
5. Customer will be directed to chosen bank’s tag linking interface to enter the necessary details and link the tag with bank account

*Note – Bank accounts of only those banks can be linked which are currently Live on My FASTag App. At present 6 banks are Live on My FASTag App viz SBI, ICICI Bank, Axis bank, HDFC bank, IndusInd Bank, Paytm Payments banks.*

10.7.3. My FASTag Mobile Wallet

Option for creating a mobile wallet is also being developed in My FASTag App. This feature shall provide an option to the customer to create a mobile wallet in My FASTag App, in case he or she is not interested to link IHMCL FASTag to his/her existing bank account.

10.7.4. UPI recharge Facility for bank specific FASTag

My FASTag app enables instant FASTag recharge through Unified Payments Interface (UPI). Any issuer

bank’s FASTag can be recharged through My FASTag App using UPI payment.

The process of UPI recharge in My FASTag App is described as below:

1. When user clicks on ‘Recharge Your Existing FASTag through UPI’ option on the homepage of the app, the system checks if it is a first-time user of the application or existing user.
2. For a first-time user, the App will ask for certain permissions to enable UPI based transactions through the user’s mobile device. User should accept/grant the permissions to the app and proceed.
3. On the next screen, customer is required to choose the name of the bank through which customer has purchased or linked his/her FASTag.
4. On the next screen, customer should enter the Vehicle Number of the tag that he/she wants to recharge and click on ‘Submit’
5. System will automatically create a default UPI ID (VPA) for the customer’s FASTag and ask for customer to Validate.
6. Upon clicking ‘Validate’, system will check if the UPI ID (VPA) created is correct and ask for customer to check and proceed
7. Upon clicking the ‘Proceed’ button, ‘FASTag Reload’ screen will appear and ask for below inputs:
  - Amount (to be recharged on the FASTag)
  - Remarks (Optional)
8. After entering the amount, on this screen customer has two options to pay through UPI
  - Option-1: Pay using any BHIM UPI app already active on the phone
  - Option-2: Create a new UPI ID (VPA) and pay instantly from any bank account

*RFP for POS Location setup for FASTag sales and registration*  
/ or / Pay using a UPI ID already created on this app earlier

9. By clicking “Pay Now” in front of Option-1,
  - All active BHIM UPI applications on the customer’s mobile will be displayed, for the customer to choose the desired application and complete the payment
  - On selecting the desired BHIM UPI application on this screen, user will be taken to that app and user can enter the UPI PIN on the app to approve the transaction
  - Customer’s FASTag will be recharged on successful completion of the transaction
10. By clicking “Pay Now” in front of Option-2,
  - First time user:
    - Will have the option to create a new UPI ID (VPA) and link any bank account with this UPI ID
    - On the “Create VPA” screen, customer needs to enter his/her Name, Desired UPI ID, Email address and click on “Validate VPA” (system will check the availability of UPI ID/VPA at this stage and proceed if the entered UPI ID/VPA is not already in use)
    - On the next screen, user needs to “Select the bank name for linking new UPI ID (VPA)”. This should be the bank where customer holds his/her account and wants to make the payment from.
    - On the next screen, customer will see a list of his/her accounts with the selected bank (only last 4 digits of the account number are displayed for security reasons)
    - Customer will select the desired account, will see the ‘Details’ screen and click on “Proceed to register”
    - Customer will see the Registered Account and UPI ID (VPA) on the next screen
    - Customer should click on “Reset Pin” button to set the UPI PIN (required for first transaction only)
    - Customer will be directed to next screen, and asked to enter last 6 digits of his/her debit card number and the debit card expiry date (Note: customer should enter the debit card details linked to the chosen bank account only)
    - On clicking ‘Proceed’, customer details will be validated, customer will receive an OTP and will be requested to enter the same OTP & create a new UPI PIN (Note: this 6-digit UPI PIN will be required by the customer to approve the payment in subsequent/future transactions)
    - On entering the new UPI PIN twice, customer’s UPI PIN will be set and the transaction will be processed successfully (Note: User should remember and use this UPI PIN for all future transactions through this UPI ID (VPA))
  - Existing / returning user:
    - Will see his/her UPI ID (VPA) created on the app earlier and also the last 4 digits of his/her bank account
    - Customer should click on ‘Pay’ button to proceed with the payment
    - Next ‘Recharge’ screen will display all details for customer to validate and proceed by clicking on ‘Pay’



- Next screen will ask for the user to enter his/her UPI PIN; upon entering the correct UPI PIN, customer's transaction will be completed and success screen will be displayed
- Customer's FASTag will be recharged with the successful transaction amount

#### 10.7.5. D

o'  
s  
&  
D  
on  
'ts

- For linking of IHMCL FASTag with bank account:
  - The mobile number & email ID provided by the customer at the time of IHMCL FASTag purchase should be active and available to complete the tag linking.
  - Customer's bank must be live on NETC platform as a FASTag Issuer for linking with IHMCL FASTag
- For UPI Based recharge of FASTag:
  - Customer's tag issuing bank must be live for accepting FASTag recharge payments through UPI
  - Customer should have the mobile number linked to his/her account number on the same device in order to process a UPI transaction successfully

#### 10.7.6. FAQs

##### 1. Question - What is FASTag?

FASTag is a chip embedded in a sticker that is pasted on a vehicle's windshield. The chip is based on Radio Frequency Identification (RFID) technology and is linked with a financial instrument for payment of toll. Once a vehicle with FASTag approaches a toll plaza, the readers at the plaza are able to identify the vehicle and the toll amount is deducted from the vehicle without any stopping at the plaza.

##### 2. Question - What are the benefits of using FASTag?

- Ease of payment - No need to carry cash for the toll transactions, saves time.
- No stopping at Toll Plazas- Movement through Dedicated FASTag Lane at Toll Plazas
- Online Recharge - Tag can be recharged online through Debit Card / NEFT/ RTGS or Net banking.
- SMS alerts for toll transactions, low balance, etc.
- Online Portal for customers.
- You can avail a cashback of 5% on all National Highway Toll Payments using FASTag in FY 2018 – 19.

##### 3. Question - What is the validity of FASTag?

FASTag has unlimited validity. The same FASTag can be used till the tag is read by the reader and not tampered with. In case due to wear and tear the reading, quality depreciates, please reach out to your Issuing Bank for a new tag.

4. Question - Which are the roads where the tag can be used?

FASTag is presently operational at toll plazas across national highways. More toll plazas are being brought under the FASTag program every day. You may see the list of plazas in the 'Active Toll Plazas' section

5. Question - What are the charges for FASTag?

FASTag has a onetime Fee of INR 100 (inclusive of GST). In addition, the tags also have refundable security deposit that depends on the vehicle type. Please check the 'Fees and Charges' section for details of your respective bank (to which you are linking your FASTag)

6. Question - What is an IHMCL FASTag?

Till date, FASTags were issued by Banks and were associated with the banks' account, or the bank's pre-paid wallet and are known as Bank Specific FASTags. To increase customers' convenience, IHMCL has launched Bank Neutral 'IHMCL FASTag' that may be linked by existing bank account as per customer's convenience.

7. Question - How can I buy an IHMCL FASTag?

You may visit any of the listed petrol pump and purchase an IHMCL FASTag by paying the requisite fees. You can then link the tag with your preferred bank account using My FASTag mobile application. Please feel free to call at helpline 1033 if you face any issues in tag purchase or operations.

8. Question - What is the Reference Number required in My FASTag mobile application? You will receive a reference number on your mobile and email at the time of IHMCL FASTag purchase. You will need the same reference number to register your IHMCL FASTag through the My FASTag app.

9. Question - Which are the Banks providing Bank accounts linking facility with my IHMCL FASTag?

Currently the IHMCL FASTag can be linked with following bank accounts

- State Bank of India
- ICICI Bank
- HDFC Bank
- Paytm
- IndusInd Bank
- Axis Bank

Please watch for updates, we are continuously adding more accounts to the list.

10. Question - How do I recharge my IHMCL FASTag?

If your FASTag is already linked with your bank account and there's no need to load money separately in the tag. You just need to ensure that your account has funds to allow for the toll payments.

However, for the Bank Specific FASTag issued by Banks which are associated with pre-paid wallets and you will need to maintain sufficient balance in these wallets. You can recharge these using your bank's online services, UPI based payments, or My FASTag mobile application.

11. Question - How is the toll amount paid from my account?

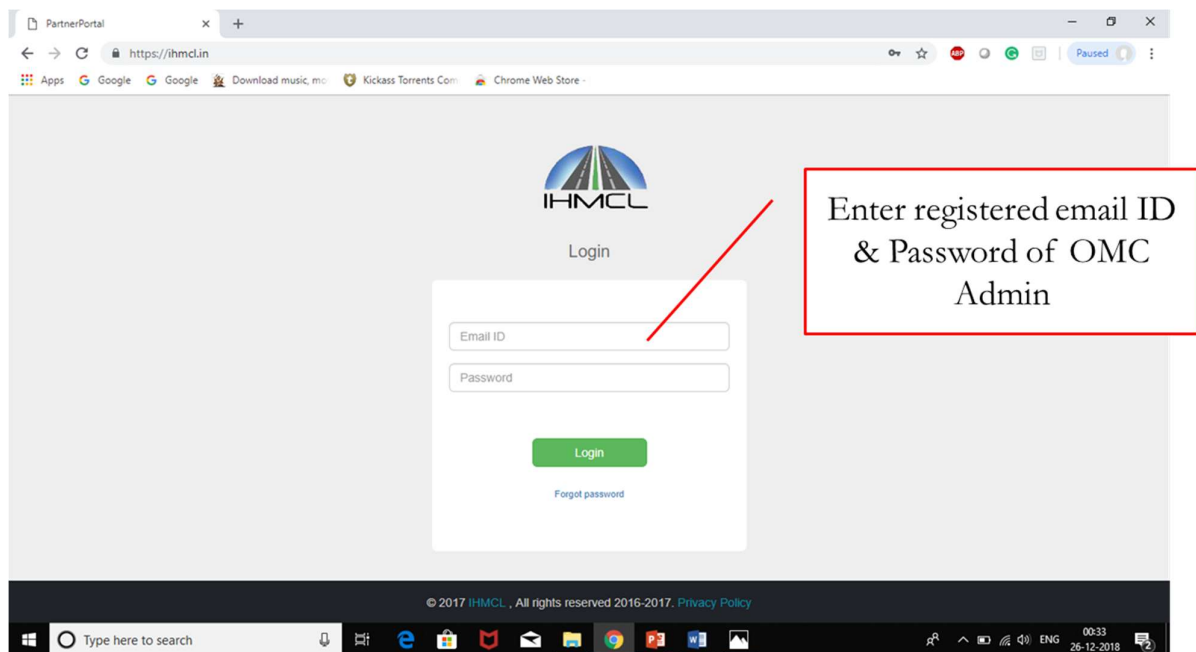
You can link your IHMCL FASTag with any of the participating bank where you hold an account. As per your chosen bank's policy, the toll amount will be deducted from a prepaid balance that you maintain in your FASTag wallet with your chosen bank and/or your bank may also provide the functionality to debit the toll charges from your linked bank account directly.

10.7.7. Annexure – 1: Web-portal screen-shots

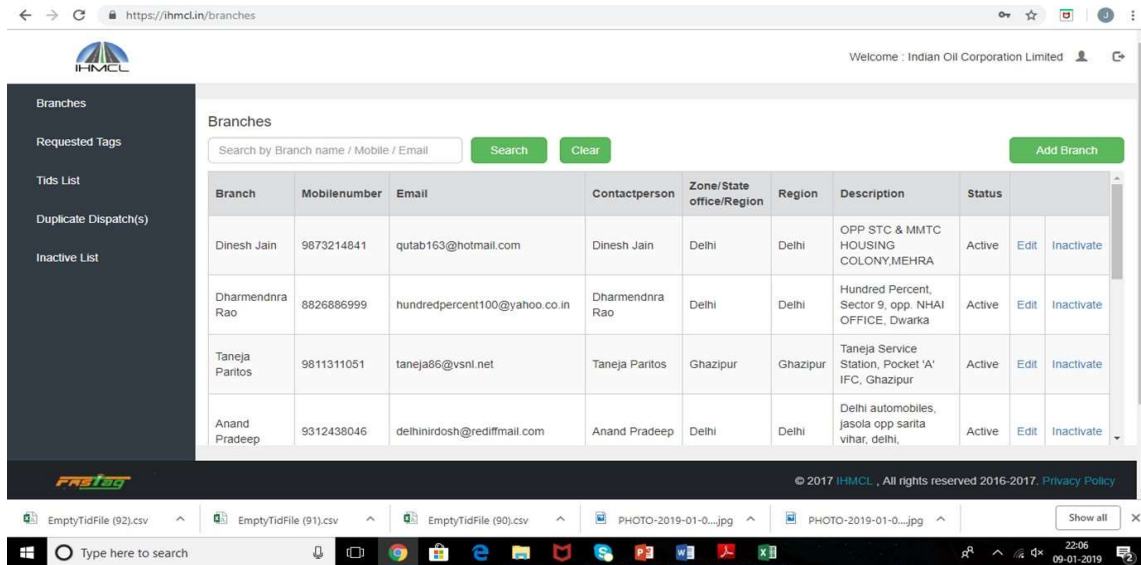
URL [www.ihmcl.in](http://www.ihmcl.in)

A. Vendor Admin

1. Screen 1



2. Screen 2



Branches

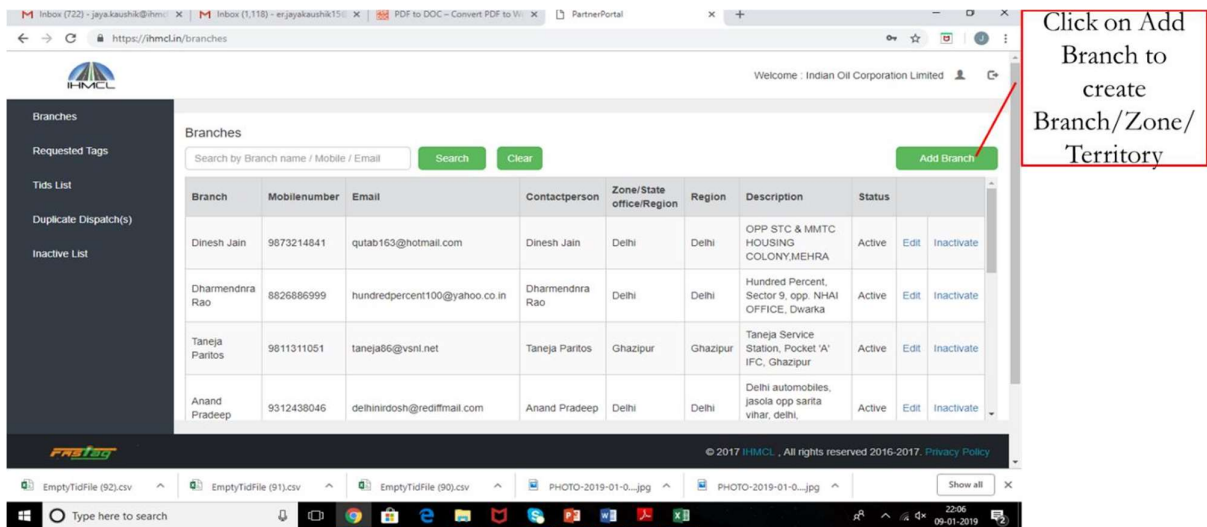
Search by Branch name / Mobile / Email

Search Clear Add Branch

Branch	Mobilenumber	Email	Contactperson	Zone/State office/Region	Region	Description	Status
Dinesh Jain	9873214841	qutab163@hotmail.com	Dinesh Jain	Delhi	Delhi	OPP STC & MMTC HOUSING COLONY, MEHRA	Active Edit Inactivate
Dharmendra Rao	8826886999	hundredpercent100@yahoo.co.in	Dharmendra Rao	Delhi	Delhi	Hundred Percent, Sector 9, opp. NHAI OFFICE, Dwarka	Active Edit Inactivate
Taneja Paritos	9811311051	taneja86@vsnl.net	Taneja Paritos	Ghaziपुर	Ghaziपुर	Taneja Service Station, Pocket 'A' IFC, Ghaziपुर	Active Edit Inactivate
Anand Pradeep	9312438046	delhinirdosh@rediffmail.com	Anand Pradeep	Delhi	Delhi	Delhi automobiles, Jasola opp sarita vihar, delhi,	Active Edit Inactivate

© 2017 IHMCL. All rights reserved 2016-2017. Privacy Policy

### 3. Screen 3



Branches

Search by Branch name / Mobile / Email

Search Clear Add Branch

Branch	Mobilenumber	Email	Contactperson	Zone/State office/Region	Region	Description	Status
Dinesh Jain	9873214841	qutab163@hotmail.com	Dinesh Jain	Delhi	Delhi	OPP STC & MMTC HOUSING COLONY, MEHRA	Active Edit Inactivate
Dharmendra Rao	8826886999	hundredpercent100@yahoo.co.in	Dharmendra Rao	Delhi	Delhi	Hundred Percent, Sector 9, opp. NHAI OFFICE, Dwarka	Active Edit Inactivate
Taneja Paritos	9811311051	taneja86@vsnl.net	Taneja Paritos	Ghaziपुर	Ghaziपुर	Taneja Service Station, Pocket 'A' IFC, Ghaziपुर	Active Edit Inactivate
Anand Pradeep	9312438046	delhinirdosh@rediffmail.com	Anand Pradeep	Delhi	Delhi	Delhi automobiles, Jasola opp sarita vihar, delhi,	Active Edit Inactivate

© 2017 IHMCL. All rights reserved 2016-2017. Privacy Policy

Click on Add Branch to create Branch/Zone/Territory

### 4. Screen 4

**Add Branch** \* Indicates mandatory fields

Name \*

Mobile Number \*

Email \*

Contact Person \*

Zone/State office/Region \*

Region \*

Description

Save Cancel

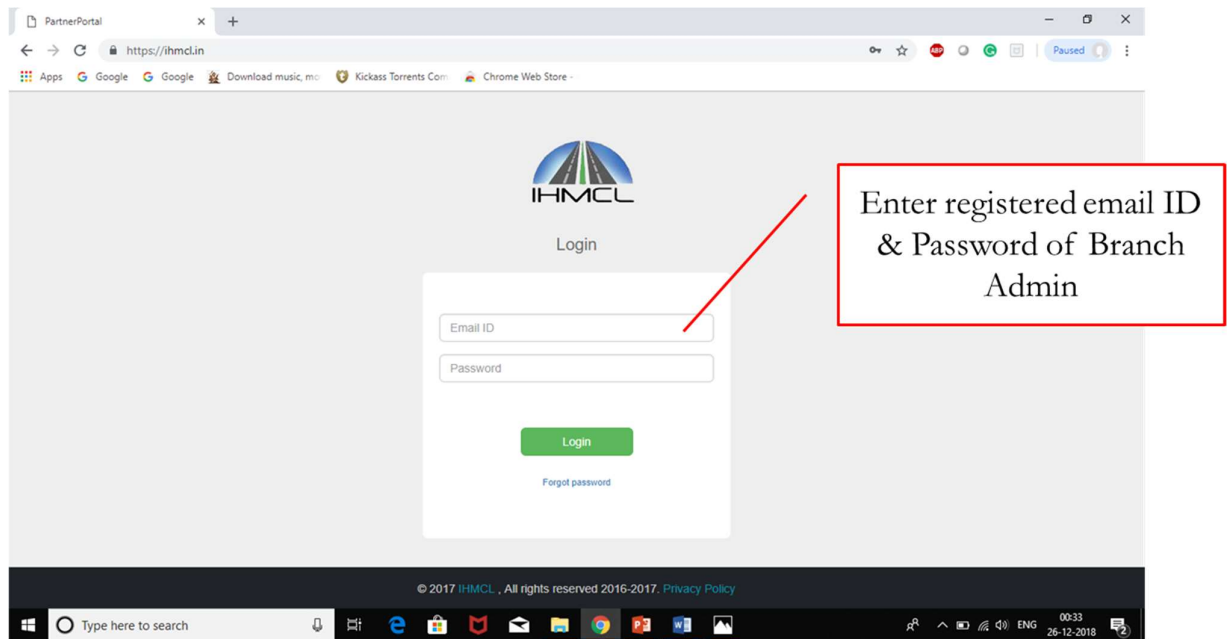
OMC Admin will fill all the required details in order to add Branch, specifying Zone/State/Office/Region

Click Save.  
"Branch user will receive the credentials on the above given mail ID"

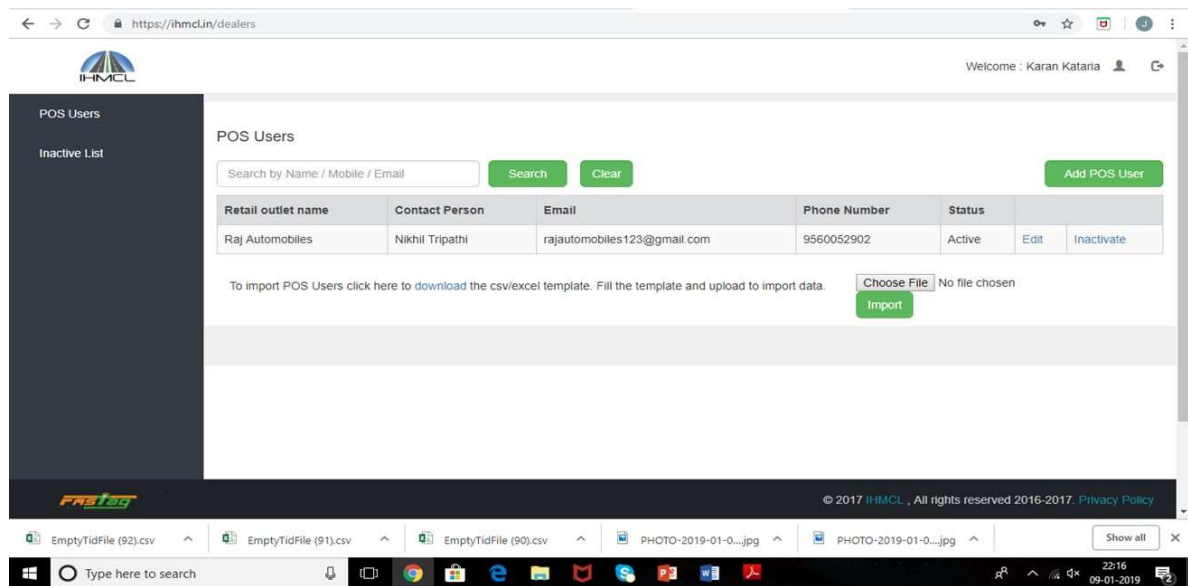
© 2017 IHMCL. All rights reserved 2016-2017. Privacy Policy

## B. Branch Admin web-portal steps to create the POS Agent

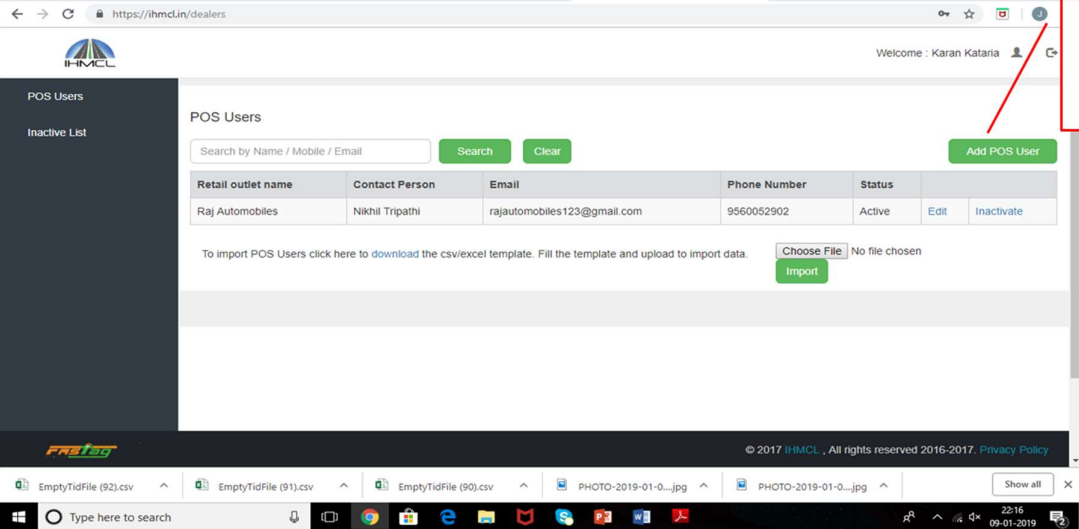
### 1. Screen 1



### 2. Screen 2



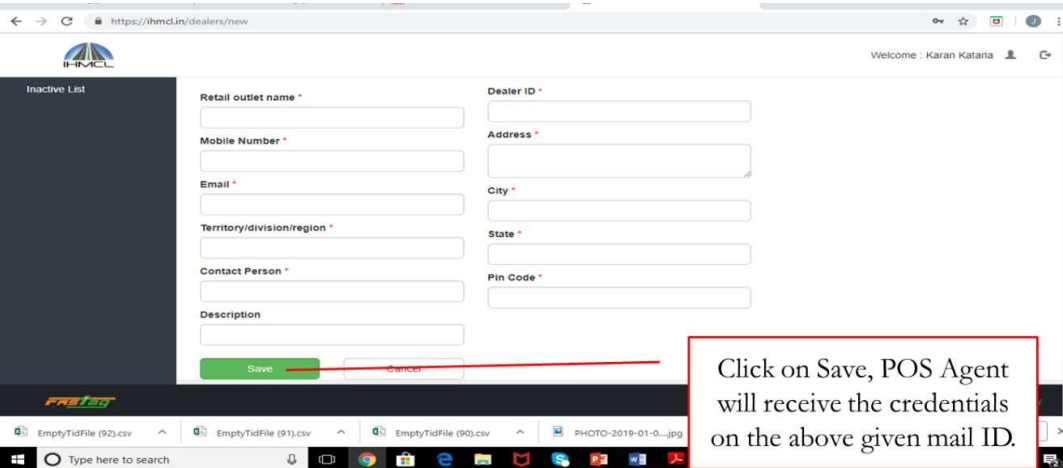
### 3. Creation of Dealer/POS Agent



Click on "Add POS User"

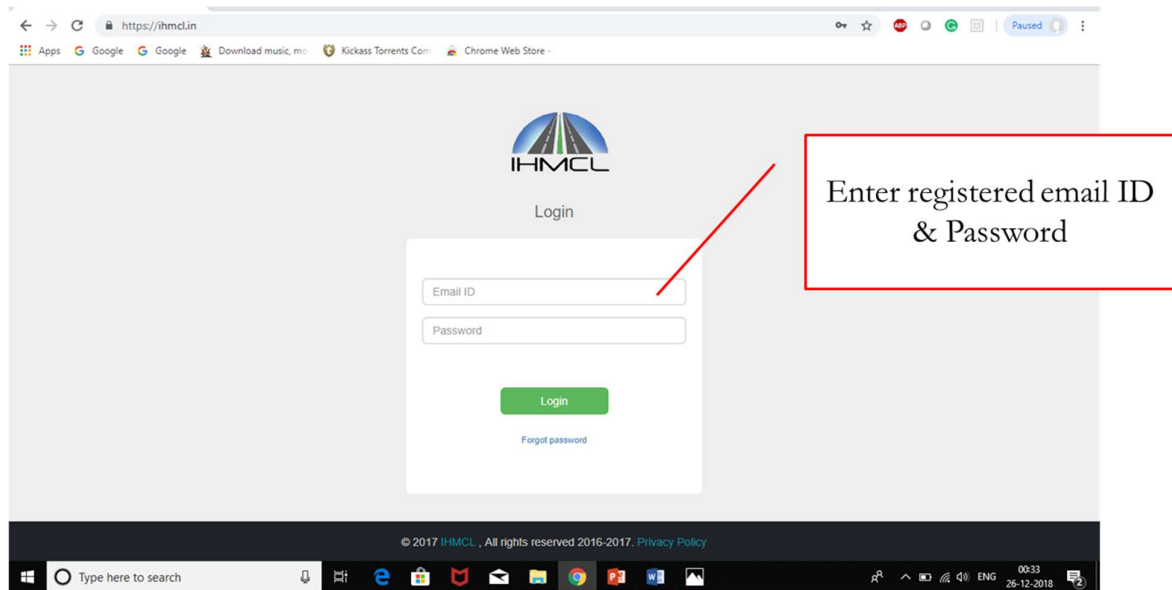
Retail outlet name	Contact Person	Email	Phone Number	Status	
Raj Automobiles	Nikhil Tripathi	rajautomobiles123@gmail.com	9560052902	Active	Edit Inactivate

#### 4. Details to be filled by Branch Admin

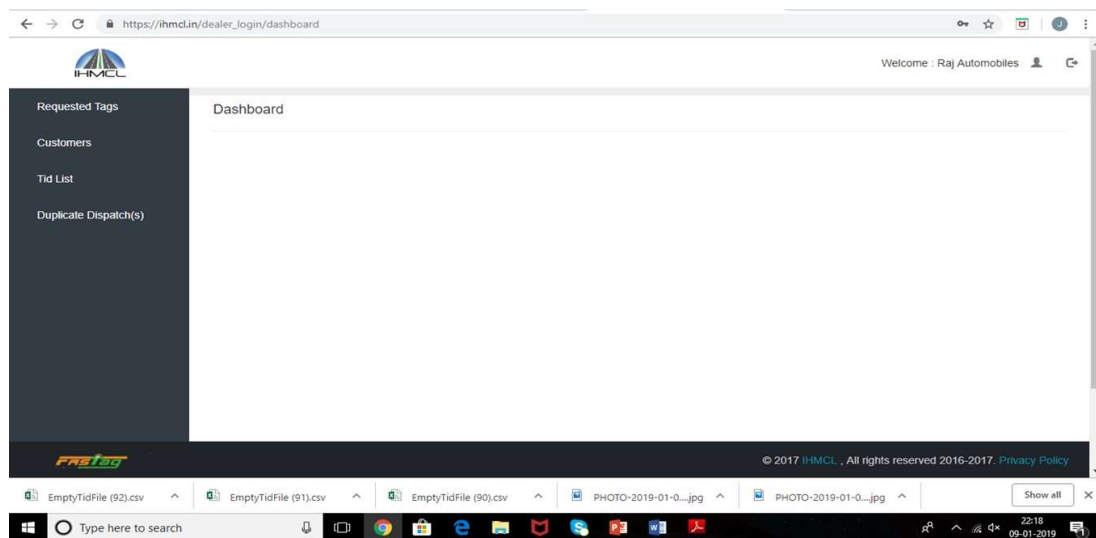


Click on Save, POS Agent will receive the credentials on the above given mail ID.

- C. POS Agent web-portal steps to be followed to generate Tag request, Tag Inventory management and Sale of FASTag through web-portal.



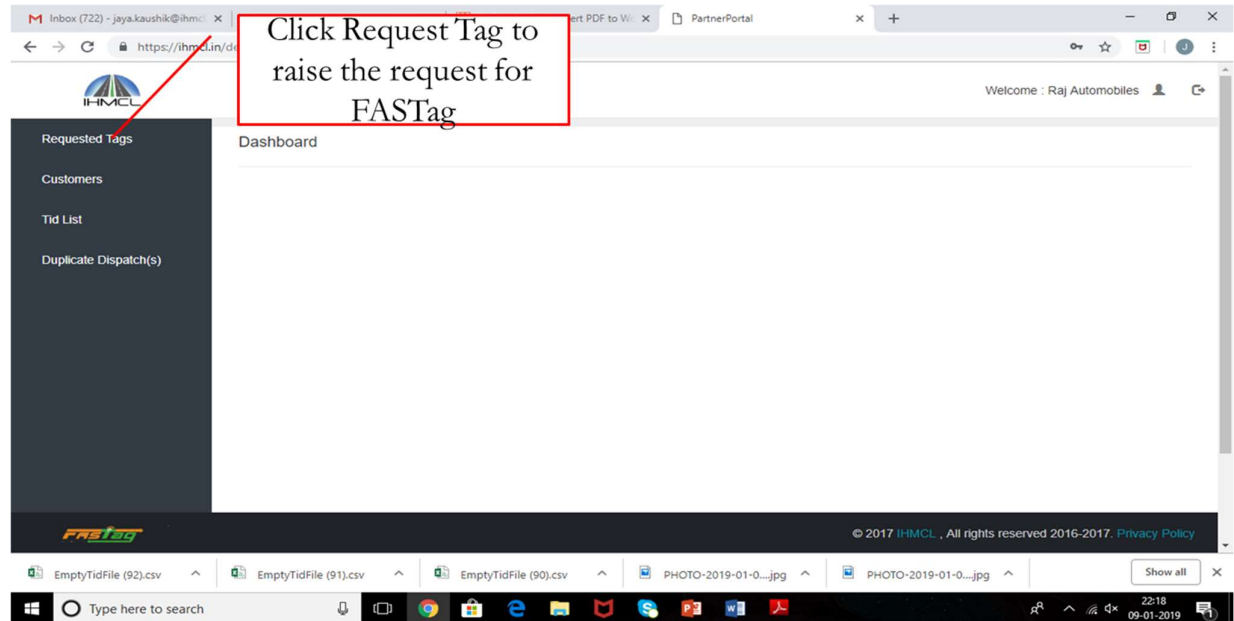
## 1. Dashboard- POS Agent



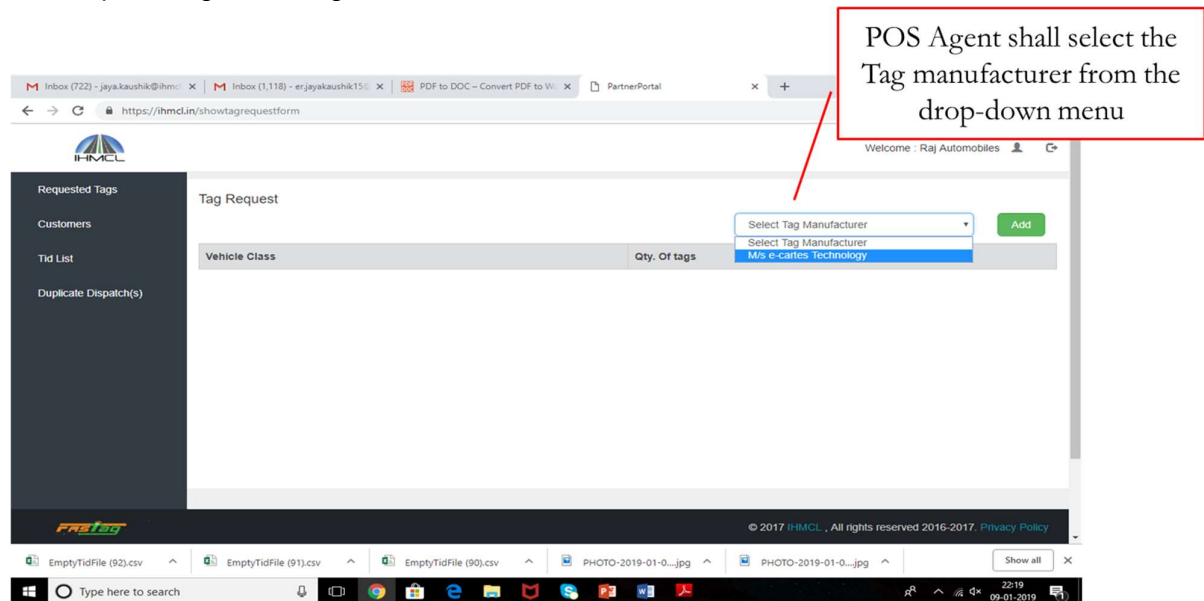


## Steps to be followed for Tag Inventory Management

### 2. Request Tags



### 3. Request Tags- POS Agent



## Steps to be followed for Issuance of FASTag to the Customers

POS User can see the list of all his customers by clicking "Customers"

POS Agent can issue IHMCL FASTag to the customer by clicking "Add Customer"

Name	Mobile	Email	Vehicle Reg. NO.	TID	Reason	Ref.No.	Show Details	Resend SMS
Ashok Ajmani	99*****71	*****@gmail.com	DL2CAS0864	E200341201370200065E37B2	success	A00060	Show Details	Resend SMS
Rajiv Mehta	98*****00	*****@gmail.com	DL3CBR3340	E2003412013A0200065E37B3	success	A00059	Show Details	Resend SMS
Anil Kalani	98*****71	*****@gmail.com	DL10CF2884	E200341201300200065E3FD0	success	A00057	Show Details	Resend SMS
Karan Kataria	99*****30	*****@gmail.com	DL8CAV6028	E2003412013B0200065E3FD1	success	A00056	Show Details	Resend SMS
Bhola KUMAR	99*****48	*****@gmail.com	HR38W7194	e2003412012efa000e02420f	success	A00020	Show Details	Resend SMS
HEERA NAND					FAIL UIRTag not registered -		Show	Retrv to

## TID List – POS Agent

POS Agent can see the list of TIS's, which is in their stock.

Tag Manufacturer	Order Number	Tid	Vehicle Class	Tag Status
M/s e-cartes Technology	A0000065	E2003412013B0200065E3FD1	4	Accepted
M/s e-cartes Technology	A0000065	E200341201300200065E3FD0	4	Accepted
M/s e-cartes Technology	A0000065	E2003412013A0200065E37B3	4	Accepted
M/s e-cartes Technology	A0000065	E200341201370200065E37B2	4	Accepted
M/s e-cartes Technology	A0000065	E200341201340200065E37B1	4	Accepted
M/s e-cartes Technology	A0000065	E2003412013B0200065E37B0	4	Accepted
M/s e-cartes Technology	A0000065	E200341201330200065E2F67	4	Accepted
M/s e-cartes Technology	A0000065	E200341201310200065E2F66	4	Accepted

1. Select the vehicle class

2. Add quantity

3. Click Save

The screenshot shows the 'Tag Request' form in the PartnerPortal. The 'Vehicle Class' dropdown is open, showing options like VC\_4 (Car / Jeep / Van / Tata Ace, small commercial vehicles), VC\_5 (mini bus, Light commercial vehicle(2axle)), VC\_6 (Bus(3axle), Light commercial vehicle(3axle)), VC\_7 (Bus(2axle), truck(2axle)), VC\_12 (truck(4axle), truck(5axle), truck(6axle)), VC\_15 (truck(multi-axle -7 and above)), and VC\_16 (earth moving machinery, Heavy construction machinery). The 'Qty. Of tags' field is empty. A green 'Save' button is visible.

After click on save POS agent will receive order number and status as pending from Tag manufacturer

Dealer	Branch	Requested Tags	Vehicle class Number	Order Number	Requested date	Status
Awadh Filling Station	Awadh Filling Station	1	7	A0000056	25-12-2018	Pending from Tag Manufacturer
Awadh Filling Station	Awadh Filling Station	20	4	A0000055	25-12-2018	Accepted

The screenshot shows the 'Requested Tags' table in the PartnerPortal. The table has columns for Dealer, Branch, Requested Tags, Vehicle class Number, Order Number, Requested date, and Status. The first row shows a request for 1 tag of class 7, with order number A0000056, requested on 25-12-2018, and status 'Pending from Tag Manufacturer'. The second row shows a request for 20 tags of class 4, with order number A0000055, requested on 25-12-2018, and status 'Accepted'.

PartnerPortal x (no subject) - rajesh.tripathi@ihmcl x PartnerPortal x +

https://ihmcl.in/dealer\_requested\_tags

Apps Google Google Download music, m... Kickass Torrents Com Chrome Web Store

IHMCL

Requested Tags

Customers

Tid List

Duplicate Dispatch(s)

Requested Tags

Search by Dealer name

Search Clear

Dealer	Branch	Requested Tags	Vehicle class Number	Order Number	Requested date	
Awadh Filling Station	Awadh Filling Station	1	7	A0000056	25-12-2018	Accept
Awadh Filling Station	Awadh Filling Station	20	4	A0000055	23-12-2018	Accepted

Once Tag manufacture dispatch the Tags to the POS agent, after physical verification POS agent will click on "Accept" to inward the Tags under the system

FASTag

© 2017 IHMCL . All rights reserved 2016-2017. Privacy Policy

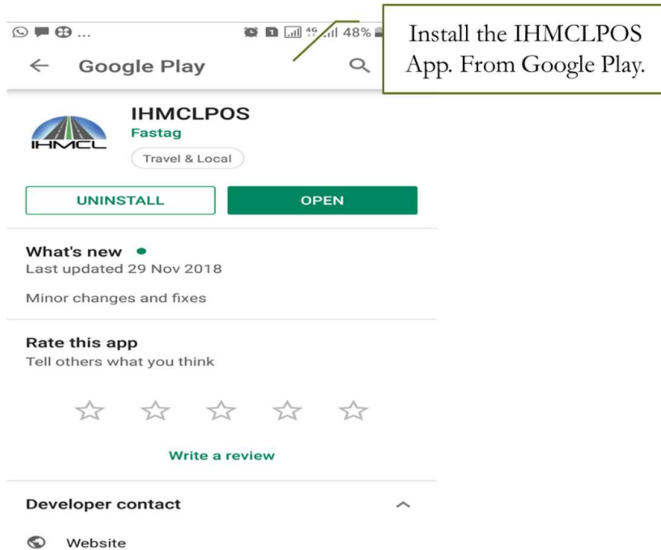
Type here to search

01:09 26-12-2018

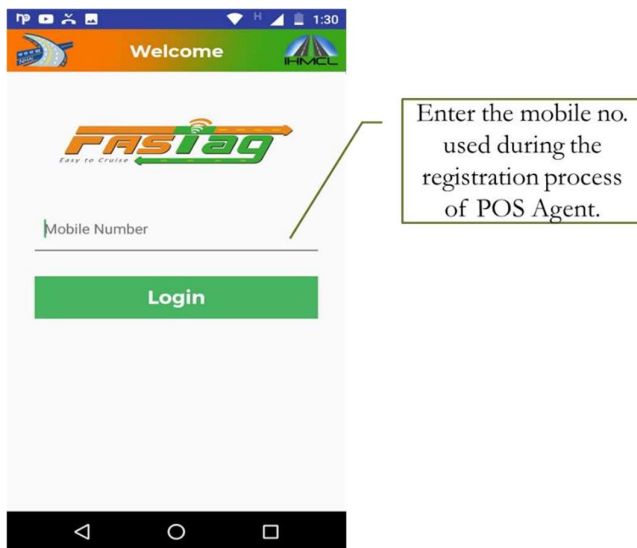
## 10.7.8. Annexure 2: Mobile App screenshots

Steps to be followed for Issuance, Tag request through IHMCL POS App.

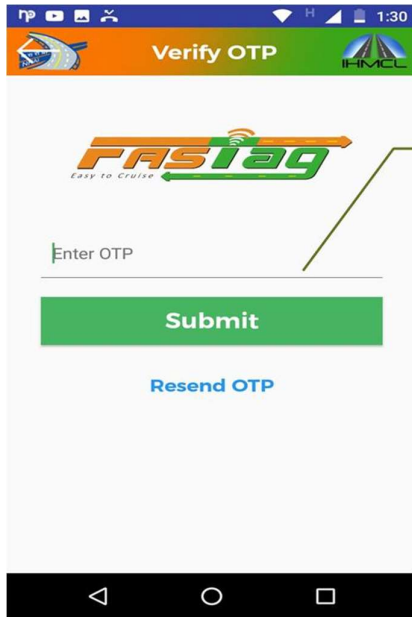
1.



2.

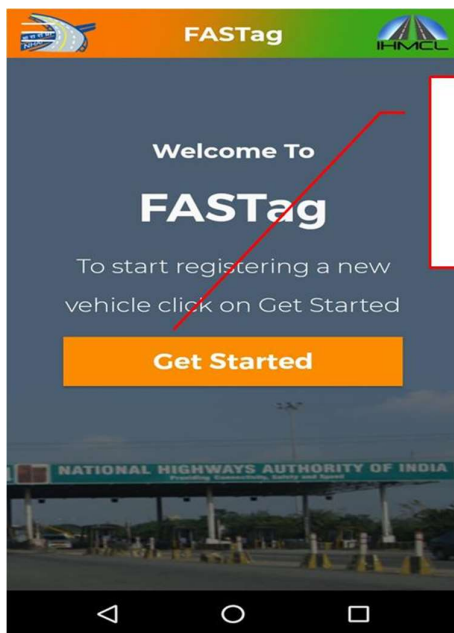


### 3. Verify OTP for Login



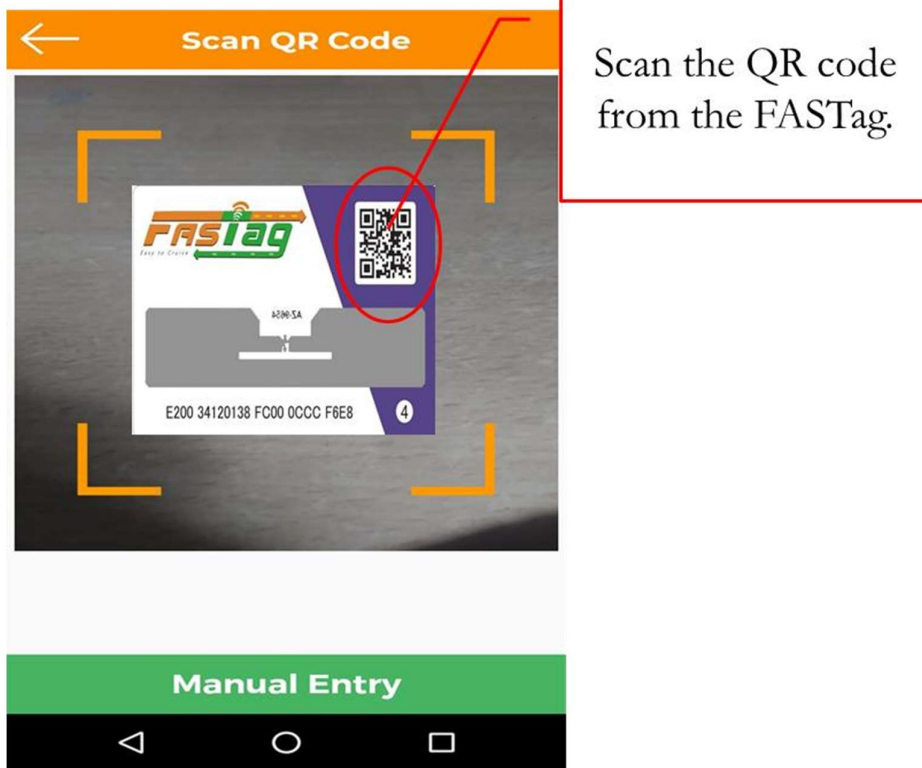
Enter the OTP  
received on the  
registered mobile no.

### 4. Home Screen

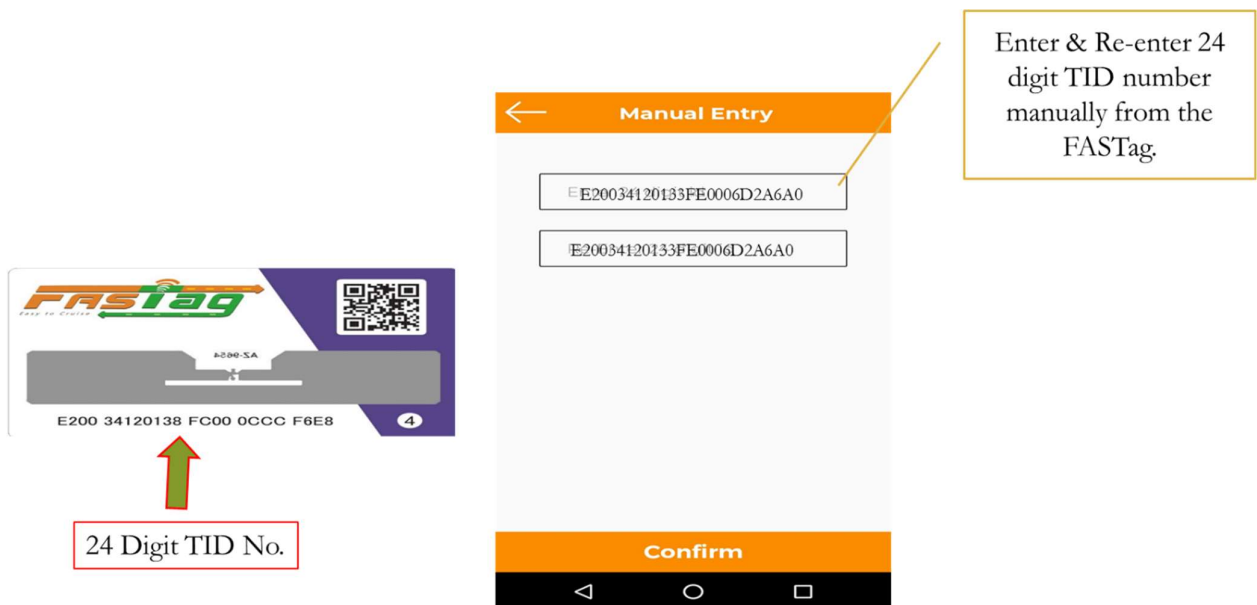


Click on  
“Get Started” to  
start selling of  
FASTag

5. Scan QR code



6. Manual entry of TID



7. Customer Details

The image shows a mobile application screen titled "Customer Details" with the IHMCL logo. The form contains four input fields: "First Name", "Last Name", "Mobile number", and "Email Id". Each field is preceded by an asterisk (\*). Red boxes with arrows point to each field, containing the following instructions: "Enter first name of the customer.", "Enter last name of the customer.", "Enter mobile no. of the customer.", and "Enter email id of the customer.". At the bottom of the form is a green button labeled "Next". A red box with an arrow points to this button with the instruction "Click Next". The Android navigation bar is visible at the very bottom.

8. Verify OTP with customer mobile

The image shows a mobile application screen titled "Customer Details" with the IHMCL logo. The form displays the entered details: "First Name: yeshwanth", "Last Name: p", and "Mobile number: 9490368720". A modal dialog box titled "Validate OTP" is overlaid on the form. It contains an input field labeled "Enter OTP Number", a green "Submit" button, and a "Resend OTP" button. A red box with an arrow points to the "Enter OTP Number" field with the instruction "Enter the OTP received on the customers mobile no. provided during registration.". The "Next" button is visible at the bottom of the screen, and the Android navigation bar is at the very bottom.

9. Vehicle Details



Select from option :  
Non- Commercial-  
Car, Jeep, Van  
Commercial-  
Above Car,  
Jeep, Van

←
**Vehicle Details**

\* Vehicle Number

\* Select Commercial Type ▼

Chassis Number

4 - Car/Jeep/Van

4

Next

Enter the  
vehicle no. of  
the customer.

Click Next

#### 10. Summary Screen

**Customer Summary**

**Customer Details**

Customer name : Rajesh kumar

Mobile No : 7794849054

Bank name : IndusInd Bank

Email id : uppu603@rediff.co  
m

**Vehicle Details**

Vehicle number : BH08FE6789

Vehicle type : Non Commercial  
Vehicle

Chassis number : 123456

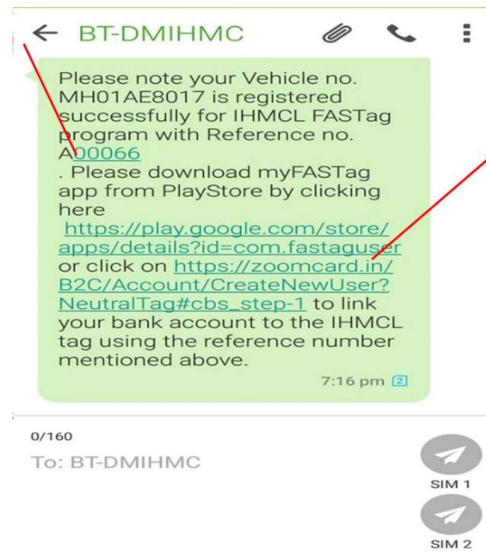
Vehicle class : 4 - Car / Jeep / Van/  
Tata Ace

Submit

Click Submit For Final  
Submission.

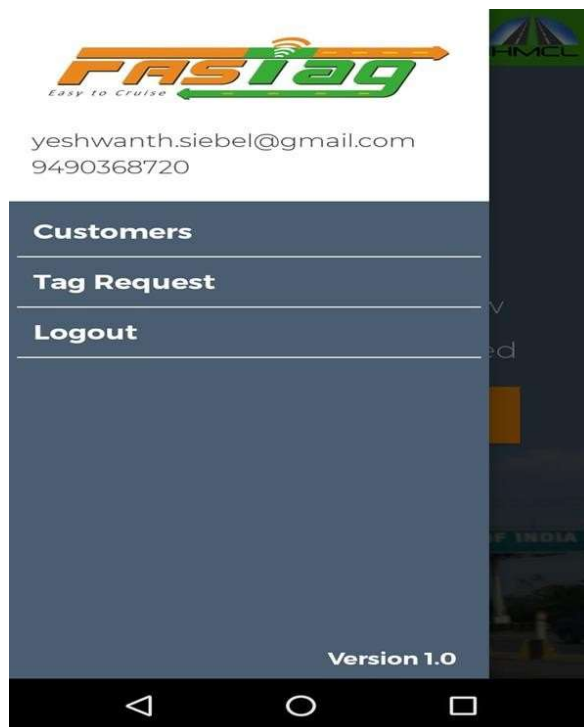
#### 11. SMS received on Customer's registered mobile number

Customer will receive an SMS on the registered mobile no. which will include reference no. & link of the FASTag App. Which will be further used to login the app. And linking the FASTag with the desired Bank.




Link of the IHMCL FASTag on Play Store


## 12. Miscellaneous option under IHMCL POS App




## 13. Customers history



Customers



Search with Name/Vehicle/Mobile/ 

Mobile Number

: 94\*\*\*\*\*20

Email

: \*\*\*\*\*@gmail.com

Address

: Hyderabad  
: ,Telangana,  
500070

Vehicle Num

: AP09BK5617

Status

: FAILURETag not  
registered - NPCI  
Code 107

Retry

Customer name

: yeshwanth p

Mobile Number

: 94\*\*\*\*\*20

Email

: \*\*\*\*\*@gmail.com

Address

: Hyderabad  
: ,Telangana,  
500020

Vehicle Num

: AP09BK5617


Status


: success

Send SMS

After clicking on customers, POS Agent will be able to see his customers list.

#### 14. Tag Request





yeshwanth.siebel@gmail.com  
9490368720

Customers

Tag Request

Logout

Version 1.0