

**Request for Proposal (RFP) for Selection of Service Provider for Toll Monitoring & Control Centre,
RFP Reference – IHMCL/TMCC/2020/02, Published on date - 25.11.2020**

Pre-bid Query Response by IHMCL published on dated 16.12.2020

S.N o.	Section Name	Content of RFP requiring clarification	Clarification Sought	Reply IHMCL
1	3.2.2 Eligibility/pre-qualification criteria for the Managed Service Provider	Annual Turnover The Bidder must have an average annual turnover of minimum INR 40 Crore over the last three (3) Financial Years FY 2017-18, FY 2018-19 and FY 2019-20.	Keeping view of Project scope and objective, we are highly recommending that quality of execution is totally depends on Financial capability of Lead Bidder. Hence, We request you to amend this clause as follows, <i>"The Bidder must have an average annual turnover of minimum INR 40 Crore <u>75 Crore</u> over the last three (3) Financial Years FY 2017-18, FY 2018-19 and FY 2019-20."</i>	No Change
2	3.21.3 Evaluation Parameters for Technical Proposal	The Minimum technical score to qualify for Financial Proposal evaluation (ST) is 70 marks out of total 100 marks.	To ensure technically competitive System Integrators participation for this particular bid, we request you to amend this clause as follows, <i>"The Minimum technical score to qualify for Financial Proposal evaluation (ST) is 70 marks <u>80 marks</u> out of total 100 marks."</i>	No Change
3	3.21.3 Evaluation Parameters for Technical Proposal	D. The Sole bidder or the Lead Member in case of a consortium should be at least CMMi level 3 organization as on bid due date CMMi Level 3 organization = 3 marks CMMi Level 5 organization = 5 marks	For predictable delivery of the proposed solution and services, organization with CMMi-Level 3 or above is highly required along with ISO 27001 certificate. Hence, request you to kindly amend this clause as following: <i>" D. The Sole bidder or the Lead Member in case of a consortium should be at least CMMi level 3 (<u>or above</u>) AND <u>ISO 27001</u> organization as on bid due date.</i> <i>Valid certificate for CMMi-L3 (or above) AND ISO 27001 = 5 marks</i> <i>Valid certificate for CMMi-L3 (or above) OR ISO 27001 = 3 marks</i> <i>No valid certificate = 0 mark"</i>	No Change

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4	6.2.1.1. TMCC Objectives	Achieving Higher Availability (uptime of 99.99%)	Higher Availability of Software Application/Product is totally depends on Server Infrastructure sizing and performance. As per RFP requirement, it is mentioned that hosting shall be on NIC server. We request you to please update/modify Higher Availability (99.99%) clause with consulting NIC team.	No Change
5	-	General	Kindly provide detail of Number of Departemental Users, External Users, Concurrent Users details to design overall system architecture and server infrastructure deployment architecture For Business Intelligence and Data Analytics Tool, please provide details of quantity to be considered for BI Power Users, Normal Users and Viewers.	Refer Corrigendum-1.
6	6.2.2.1 Data Lake for Toll data and other project data	The MSP shall provide cloud services to store all data pertaining to Toll data collection, from various Toll plazas and NPCI Data Centre in 1st Phase. In 2nd phase, other project data such as Traffic Survey, My FASTag App, etc. shall also be required to be stored as per requirement of IHMCL.	As cited here, it is mentioned that MSP shall be responsible for maintaining the cloud Storage, Compute, Backup services, Adequate Internet Bandwidth and DR site activation. All the associated cost for procurement of cloud space shall be borne by MSP, which shall be reimbursed by IHMCL on submission necessary payment receipts to NIC. Kindly clarify the reimbursement time-duration after submission of necessary payment receipts. Also, Please provide time duration to be considered by MSP to store such historical data as backup on cloud (in live mode & In Archival Mode) for proper design of Backup policy	Refer Corrigendum-1.
7	6.2.2.1 Data Lake for Toll data and other project data	The modular, plug & play hardware to be installed at fee plazas is as mentioned below: - a. Real-time data capturing and transmission. b. Factory tuned sensors to allow for constant precise measurement efficiency over its lifetime. c. High speed LTE and Bluetooth Low Energy encrypted security network. d. All modules shall be capable of edge-computing capability for faster processing and low data bandwidth.	Kindly clarify following points: 1. Detailed Technical Specification of Modular Gateway (Plug & Play Hardware). 2. Actual purpose of this Hardware component (Functions to be achieved) 3. Total Nos. and Type of Hardwares to be integrated 4. Outdoor or Indoor installation? 5. Who will provide On-field Network Connectivity to send data on Centralized Server?	Refer Corrigendum-1.

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8	6.2.2.3 Real-time Monitoring System	In Phase 1, real-time monitoring of 600+ TMS systems at NH toll plazas (deployed by various System Integrators), the NPCI NETC system (incl. EGCS) and the NETC Mapper shall be implemented.	As per Clause 6.6 Project Timeline (Page No.:63, #5) Total NH Plazas which will cover through this NIT is Approx. 570. However, here it is cited that 600+ TMS systems will be considered under Phase-1. Please clarify that how many TMS shall be considered by MSP	Refer Corrigendum-1.
9	6.2.2.4 AI Based Video Analytic System	AI Based Video Analytic System i. Real-time video feeds from over 450 NH toll plazas are coming into Control Centre of NHA1 from the PTZ Camera installed at these toll plazas. ii. The Successful bidder shall use AI software which can automatically count and classify the vehicles through the available video feeds.	Kindly clarify blow points, 1. Resolution of Video feeds received from all toll plazas 2. Processing of video feed by AI based Video Analytics is required on Real Time Video feeds or Stored Video feeds?	Live Feeds of the PTZ cameras installed at Toll Plaza are being captured. Bidder may visit the NHA1 Control Centre, for the same bidder needs to send a request to IHMCL on email id tenders@ihmcl.com
10	6.2.2.4 AI Based Video Analytic System	iv. The accuracy of Counting and Classification of vehicles is as mentioned below: - a) Count Accuracy >= 98% b) Classification Accuracy >= 95%	We request you to please amend this clause as following: "iv. The accuracy of Counting and Classification of vehicles is as mentioned below: - a) Count Accuracy >= 98% 80% b) Classification Accuracy >= 95% 80% "	No Change
11	6.2.2.7 Project Handover	3) Source Code of the developed TMCC software (Toll Data Lake)	Source Code is crucial aspect and legal proprietary of OEM. Hence, we request you to remove this clause	Source code related with TMCC software needs to be submitted to IHMCL.
12	6.5.1.2	As the Toll Monitoring & Control Centre shall be a 24 X 7 working system, system reliability is of paramount importance. The typical availability requirements (including scheduled maintenance) of the TMCC shall be 99.5% with a scheduled downtime of maximum 10.8 hours over a 3 months' period.	Availability of 99.5 Uptime is excessive. We request you amend it as, "TMCC shall be 99.5% 95% with a scheduled downtime of maximum 10.8 hours over a 3 months' period"	No Change
13	6.2.2.1.		Successful migration of all on-Premises/other public cloud data/applications over to Cloud: please provide format and Details	No Change

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14	6.2.2.1.		Achieving Higher Availability (uptime of 99.99% . But Cloud service provider will be recommended by NHAI(NIC or any other). Then Downtime attributable to Cloud service provider will be counted on MSP part or not.?	No Change
15	6.2.1		Phase 2 scope is not clear as per block diagram ?	No Change
16	6.2.2.1.		BLE sensors not defined? Is BLE necessary for wireless sensor network at Toll Plazas?	No Change
17	6.2.2.1.		3.08 TB of data comprise of all data that needs to be migrate?	No Change
18	5.8.1		What is meant by takeover of fee plazas for operationalizing ITS equipment as the case may be from the date of signing of contract agreement or date of issuance of instruction for commencement notice issued by IHMCL. Please specify list of equipments and scope involved.	Takeover and operation of solution and equipment deployed by successful bidder shall come under scope of work of successful bidder.
19	6.1.9		Interfacing ETC equipment, scope of app. 6.22.3 Requirement document. Please specify list of equipments ?	No Change
20	6.2.1.1		Please provide Sensors type expected, quantity per toll?	No Change
21	6.2.2.1 g		Bandwidth of lease line is not defined . Please specify.	No Change
22	6.2.2.3. b iii		Critical equipment/items are RFID reader, AVCC, camera, Lane controller, boom barrier, TMS software and server. Only health of these equipments needs to be integrated for real time monitoring system at TMCC?	No Change
23	6.2.2.4.		Video feeds at NHAI control center needs to be backed up at TMCC data lake or Analytics app will run at NHAI control center for analytics? Please clarify Scheme of camera video transfer.	Video Feeds should be available for future referencing purpose in case of any discrepancy between total counts/ clasification of TMS and Video Feed data. The compute/ analytics of Video Feeds may be carried out at the Cloud Server.
24	6.2.2.3. c i b		Contacting the corresponding toll plaza on a dedicated audio communication link to inform and enquire about the above warning . Dedicated audio communication link with toll plaza & phone at Toll Plaza to be provisioned by MSP ?	No Change

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25	6.2.2.5 e		The Operation Team deployed shall use the existing Command Control Center infrastructure at NHAI HQ. This means no hardware is to be provisioned for TMCC. Please clarify?	No Change
26	6.3 d		IHMCL shall facilitate in co-ordination with concerned Nodal Officer, NHAI of toll plazas to ensure smooth hand over of fee plazas from existing service provider to the Successful Bidder. Please elaborate scope of Plaza handover to MSP?	No Change
27	6.4 h		To provide necessary information and reports including those pertaining to problems relating to HETC System to IHMCL and the entities authorized by IHMCL. Please specify the entities.	No Change
28	6.5.1.3		As the reliability of the related hardware are clearly known the bidder shall ensure that all strategies, actions in design, development, testing and deployment of the TMCC hardware and software shall ensure the meeting the above availability requirements. The statement is contradictory to para 6.2.2.5 e. Please clarify?	Hardware referred in clause 6.5.1.3 is referring to IOT equipment needs to be installed at fee plaza..
29	6.5.4		The use of the audio communication link is also automatically time-stamped by the TMCC system. Audio communication is to be provided by MSP? , if not , please provide details and scope.	No Change
30	7.11.1		lot based hardware supply , integration and setup at all toll plazas is in scope of MSP, but Annexure 11 : is not showing any head for the same . Please clarify the same	No Change
31	6.6		time line of IOT hardware implementation at toll plaza 6months?	No Change
32	8.2.1.1. d		The health status of critical ETC equipments shall be retrieved through each plaza through the IoT device proposed to be installed at each plaza. Is the provisioning and installation at all Fee Plaza in scope of MSP. Please clarify?	No Change
33	8.2.1.1. e		As part of ensuring the above, each TMS shall be time synchronized with the TMCC backend. TMS is at SI level or Plaza level ?	No Change
34			ITS meaning is not clear. Please clarify?.	Intelligent Transportation System
35	6.2.2.1		Detailed scope of mobile App is not clear. Is only backend support required for My Fast TAG App. Please elaborate scope of MSP.	No Change

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36	6.2.2.2		Qty of Creator and user licences for BI analytics tool?	Bidder have to propose the solution to meet the RFP scope without any additional cost during the currency of the contract.
37	NA		Data Warehouse solution licences qty ? If can be specified at this stage ?	Bidder have to propose the solution to meet the RFP scope without any additional cost during the currency of the contract.
38	6.2.2.5 d		tmcc control center & NHAi control center will be same , if yes please provide hardware details of Workstations and datawall for frontend application development.	Bidder may visit the NHAi Control Centre, for the same bidder needs to send a reuquest to IHMCL on email id tenders@ihmcl.com
39	6.2.1		Data Lake: Please specify whether data will be hosted on public cloud or governement cloud. What is the preffered cloud platform for hosting Data Analytics tool	No Change
40	8.1.2		What kind of ETL to be done.	No Change
41	8.1.2		Need clarity on what are the different data preparations/management platforms are under consideration ?	No Change
42	3.22 Eligibility/pre-qualification criteria for the Managed Service Provider (9)	Undertaking on Conflict of Interest: The Bidder or the bidder's parent / subsidiary /sister concern company should NOT be currently engaged by NHAi or IHMCL for user fee collection, tolling operations or system integrator at any NH Fee plazas across the country as on RFP release date. The successful bidder shall further undertake that it shall not be take up activities such as user fee collection, tolling operations and system integration at NH fee plazas allocated to it during the Contract Period.	System Integrators like VaaaN are neither 'working' at nor are 'managing' the Toll Plazas, and merely engaged in installation & maintenace of the toll system. Hence, there is no conflict of interest in allowing system integrators to participate in this tender. In past also, the system integrators were allowed to participate in such tender of Toll Monitoring. Hence, we request to kindly allow Toll System Integrators to participate in this tender	No Change
43	3.22 Eligibility/pre-qualification criteria for the Managed Service Provider (2)	Field of Business: The Bidder should be in the field of Information Technology for at least last Five (5) years (as on the bid due date).	We request to clarify relevent document to be submitted in the Technical bid.	No Change

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44	3.21.3 Evaluation Parameters for Technical Proposal	<p>C. Relevant Project Experience:</p> <p>C1. The Bidder (Sole Bidder or any member of the Consortium) should have experience of implementation of projects involving end-to-end development and maintenance of Data Analytics, Data warehouse or Data Lake Implementation, in India during last seven years for Central/State Government departments/Law Enforcement Authorities/entities/ PSUs as on the bid due date.</p> <p>Marks shall be allotted as given below:</p> <ol style="list-style-type: none"> 1. Each Project of contract value of at least Rs. 8 Crore – 15 marks 2. Each Project of contract value of at least Rs. 6 Crore – 12 marks 3. Each Project of contract value of at least Rs. 4 Crore – 10 marks 	We request to consider the projects of implementing Toll Management System where Toll Monitoring involving Data analytics, Data warehouse is a part of the project. Therefore, requesting to consider projects of Toll Management System for technical qualification.	No Change
45	6.2.2.4. AI Based Video Analytic System	i. Real-time video feeds from over 450 NH toll plazas are coming into Control Centre of NHAI from the PTZ Camera installed at these toll plazas.	We request to freeze the view & configuration of existing PTZ camera for AI based traffic count & classification.	No Change
46	6.2.2.4. AI Based Video Analytic System	i. Real-time video feeds from over 450 NH toll plazas are coming into Control Centre of NHAI from the PTZ Camera installed at these toll plazas.	We request to allow installation of another camera instead of existing PTZ camera for AI based traffic count & classification.	No Change
47	6.2.2.4. AI Based Video Analytic System	ii. The Successful bidder shall use AI software which can automatically count and classify the vehicles through the available video feeds.	Please clarify, how many lanes have to be covered by one PTZ Camera.	No Change
48	6.2.2.4. AI Based Video Analytic System	iii. The video analytic AI software should have capability to count and classify below-mentioned classes of vehicles	Please clarify, whether the number of axles be clearly visible by existing PTZ camera view for axle based vehicle classification,	No Change
49	6.2.2.4. AI Based Video Analytic System	iii. The video analytic AI software should have capability to count and classify below-mentioned classes of vehicles	Please clarify, If the system is unable to count number of axles using existing PTZ camera, in that case can we line up additional auditors to manually check the number of axles in large vehicles.	No Change