

Response to Pre-Bid Queries

Request for Proposal (RFP) for hiring Service Provider for establishing Point of Sales (POS) locations for sales and registration of FASTag at Toll Plazas and other location(s) – North, South, Central & West Zones

Ref:- IHMCL/FASTag/POS-All Zone/2020

Dated 18.01.2021

S. No.	RFP Reference & Page no	Existing RFP Clause	Clarification Sought	
1	PART – IV,29	The POS would be operational from 9:00 AM to 6:00 PM Monday to Saturday, excluding National and statutory holidays. It may also be noted that IHMCL reserves the right to reduce/increase the count of POS locations by upto 50% of specified numbers. IHMCL may increase the shift timing of the POS agents, as per the requirements	We understand the cost associated with increase in the count of POS locatins and also the cost associated with increase in the shift timing of the POS agents will be provided separately to the bidder in future , as and when required. Please confirm.	As per RFP
2	PART – IV,30	3. Train POS Agents with regards to following a. Adherence with FASTag issuance standards and protocols b. IHMCL guidelines POS layout, equipment and other material c. Safe custody of unused FASTag by the POS Agents	Please let us know total number of POS Agents to be trained approximately?	As per the requirement of IHMCL the POS to be deployed by the Service provider and it is the responsibility of Service provider to provide them appropriate training for selling and registration of FASTag.
3	5.3,59	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	Will the cost of sending sms (for the given scenario and also for such other scenarios mentioned in RFP) be borne by the department? Overall how many messages will have to be sent during contract period?	The cost SMS's sent from IHMCL POS App and My FASTag App shall be born by IHMCL.