

**Response to Pre-bid Queries**  
**RFP for Selection of Vendor for Design, Develop, Commissioning and Operations & Maintenance of Common Tolling Software (CTS) – 2nd Call published on 02.11.2021**  
**Pre-bid Meeting dated 11 November 2021**  
**Publishing Date - 02.12.2021**

SI #	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought by prospective bidders	IHMCLResponse
1	Eligibility/Pre-Qualification criteria , 11	Others	<p>The Sole Bidder or the Lead Member, in case of a Consortium, should have a valid certificate as on bid due date (or equivalent certificate in the country of origin) of any ONE of the following:</p> <ul style="list-style-type: none"> <li>· CMMi Level 5</li> <li>· ISO 20000 for IT Service Management</li> <li>· ISO 27001:2013 for Information Security Management System</li> </ul>	<p>We request authority to amend the asked certificates as CMMi Level 3 certificate can be asked in optional to CMMi Level 5 certificate also ISO 9001 would be required for Quality Management. Therefore. We request authority to kindly include ISO 9001 along with ISO 20000 and amend the clause as follows:</p> <p>The Sole Bidder or the Lead Member, in case of a Consortium, should have a valid certificate as on bid due date (or equivalent certificate in the country of origin) of any ONE of the following:</p> <ul style="list-style-type: none"> <li>· CMMi Level-5 <b>3 or above</b></li> <li>· ISO 20000 for IT Service Management</li> <li>· <b>ISO 9001:2015 Quality Management Systems</b></li> <li>· ISO 27001:2013 for Information Security Management System</li> </ul>	No change in the RFP
2	Eligibility/Pre-Qualification criteria , 11	Others	<p>Experience of deployment of Toll Management Software (TMS)  The bidder, including any member of the consortium should have developed, deployed &amp; conducted preventive maintenance of software for computation, levy, collection &amp; reconciliation of toll in real time for highways or such other toll roads for any public authority, state owned enterprise or toll company authorized by a public authority. Such solution should have been developed or deployed within a period of seven years prior to the due date of the bid.  Five marks shall be accorded to each such project carried out within the specified period of seven years prior to the due date of the bid.</p> <p>Note: The scope of the work, as specified in the work order/ contract of such project, should provide evidence of the capability of real-time transaction processing.</p>	<p>We request authority to include egovernance projects as there are transactions based payment calculation is being done which will suffice the requirement as mentioned in scope of work and will increase participation.</p> <p>Therefore kindly amend the clause as follows:</p> <p>Experience of deployment of Toll Management Software (TMS)/<b><u>e-governance system</u></b></p> <p>The bidder, including any member of the consortium should have developed, deployed &amp; conducted preventive maintenance of software for computation, levy, collection &amp; reconciliation of toll/<b><u>charges</u></b> in real time for highways or such other toll roads <b><u>or e-governance services</u></b> for any public authority, state owned enterprise or toll company authorized by a public authority or state/central authority. Such solution should have been developed or deployed within a period of seven years prior to the due date of the bid.  Five marks shall be accorded to each such project carried out within the specified period of seven years prior to the due date of the bid</p>	No change in the RFP

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3	Evaluation Parameters for Technical Proposal page 28	Others	<p>Average annual turnover of the Sole Bidder or Lead member, in case of Consortium, during the 'specified period', i.e., any three consecutive financial years between 01 April 2017, and 31 March 2021. This is assuming the financial year of the bidding entity is within these dates; in case of a different financial year, the last three financial years prior to the one in effect can be considered.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> <li>· Equal to or greater than INR 200 = 20 marks</li> <li>· Equal to or greater than INR 150 but less than INR 200 Crore = 15 marks</li> <li>· Equal to or greater than INR 100 but less than INR 150 Crore = 10 marks</li> </ul> <p>Note: The annual turnover of only the bidding legal entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	<p>We request authority to amend the clause as follows for maximum participation:</p> <p>Average annual turnover of the Bidder, in case of Consortium <b><u>cumulative turnover of all consortium members (minimum 51% of Lead member)</u></b>, during the 'specified period', i.e., any three consecutive financial years between 01 April 2017, and 31 March 2021. This is assuming the financial year of the bidding entity is within these dates; in case of a different financial year, the last three financial years prior to the one in effect can be considered.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> <li>· Equal to or greater than INR 200 = 20 marks</li> <li>· Equal to or greater than INR 150 but less than INR 200 Crore = 15 marks</li> <li>· Equal to or greater than INR 100 but less than INR 150 Crore = 10 marks</li> </ul>	No change in the RFP
4	Evaluation Parameters for Technical Proposal page 28	Others	<p>The sole bidder or the lead member (in case of a Consortium), is expected to provide a copy of a valid certificate as on bid due date of any or all of the following competencies.</p> <p>CMMi Level 5- 4 marks  ISO 20000 for IT Service Management- 3 marks  ISO 27001:2013 for Information Security Management System- 3 marks</p>	<p>We request authority to amend the asked certificates as CMMi Level 3 certificate can be asked in optional to CMMi Level 5 certificate and ISO 9001 would suffice the required for Quality Management instead of ISO 20000. Therefore, we request authority to amend the clause as below:</p> <p>The sole bidder or the lead member (in case of a Consortium), is expected to provide a copy of a valid certificate as on bid due date of any or all of the following competencies.</p> <p><del>CMMi Level 5</del> <b>3 or above</b>- 4 marks  <del>ISO 20000 for IT Service Management</del>- 3 marks  <b>ISO 9001:2015 Quality Management Systems - 3 marks</b>  ISO 27001:2013 for Information Security Management System- 3 marks</p>	No change in the RFP
5	d) General System Requirements  Page no. 80 of 159	Technical	<p>II. The System should be deployed as easy-to-use plug and play application at Plaza servers. These applications should automatically transmit report related data (as captured in reporting layers) to a Central system at each minute for reporting and dashboard purpose.</p>	<p>Please provide clarity about the local Plaza Servers with crucial details such as Compute, Storage, Bandwidth, Firewall etc.).</p>	The information/data sought shall be shared during project implementation phase

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6	e) Vehicle Processing  Page no. 85 of 159	Technical	<p>The System should automatically transmit the following details regarding the lane to a monitoring system at a Central location</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Lane Mode: Open/Closed/Maintenance</li> <li><input type="checkbox"/> Status of following equipment: <ul style="list-style-type: none"> <li><input type="checkbox"/> Lane Controller</li> <li><input type="checkbox"/> Boom Barrier</li> <li><input type="checkbox"/> RFID transceiver</li> <li><input type="checkbox"/> Weight in Motion (WIM) equipment</li> <li><input type="checkbox"/> Automatic Vehicle Classifiers (AVC)</li> <li><input type="checkbox"/> Internet connectivity (via lease line/dongle/etc.)</li> <li><input type="checkbox"/> Total collections via cash/electronic mode since last transmission/ for the day</li> <li><input type="checkbox"/> Number of vehicles processed since last transmission</li> </ul> </li> </ul> <p>The System should also have features to identify lanes that are not transmitting the above information as per frequency and issue alerts as per defined strategy.</p>	<p>Please provide details about following details for the installed hardware/ system such as Lane Controller, Boom Barrier, RFID transceiver, Weight in Motion (WIM) equipment, Automatic Vehicle Classifiers (AVC), Incident Camera &amp; License plate recognition camera, User Fare Display, Over Head Lane Signal (OHLS) / Canopy Lane Status Display (CLSD), Credit/ Debit/ CSC/NFC reader / validator etc. at each lane:</p> <ul style="list-style-type: none"> <li>- Make &amp; Model</li> <li>- Installation date</li> <li>- Current warranty/AMC status</li> <li>- Interoperability for the integration</li> </ul>	The information/data sought shall be shared during project implementation phase
7	Envisaged features of the Common tolling Software Page no. 59 of 159 AND SYSTEM DEPLOYMENT ARCHITECTURE Page no. 71 of 159	Technical	<p>Transaction data will be recorded by each toll operator on a cloud-based solution, which will also be treated as a block. The specifications of the cloud-based solution is specified in relevant section of this RFP. The cloud-based solution and its data integrity shall be the responsibility of the toll operator.</p>	<p>As per the provided System deployment architecture, it is depicted that lane wise system information and transactional data will stored into Local PTMS Server which is connected with Plaza PTMS Workstations. However, this clause is contradicting with the clause mentioned on RFP page no. 59 of 159, where it is informed that Transaction data will be recorded by each toll operator on a cloud-based solution.</p> <p>Request you to please clarify this clause and system deployment architecture</p>	Refer Corrigendum - 2
8	6.5.11. KPI 4: Application Maintenance Page no. 76 of 159	Technical	<p>The Vendor, by means of appropriately trained support staff and system processes, shall ensure that the CR resolution levels adhere to the following standard: Emergency- 30 minutes (Acceptable Resolution time) Standard- 4 hours (Acceptable Resolution time)</p>	<p>Provided Acceptable Resolution time are stringent to achieve. We request authority to please relook this KPI and modify accordingly</p>	No change in the RFP
9	6.5.13 Total KPI Deductions  Page no. 78 of 159	Technical	<p>The penalties across various categories discussed in the preceding sections shall be aggregated to compute the total penalty ("Total Penalty") that shall be deducted from the total quarterly payments. However, the levied penalty ("Levied Penalty") for any quarter shall not exceed 10% of the total Quarterly O&amp;M Payment for the month.</p>	<p>We understand that 10% will be considered as capping percentage for total quarterly O&amp;M payment for the month</p> <p>Kindly confirm.</p>	As per RFP

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10	Evaluation Parameters for Technical Proposal page 28	Others	<p>Evidence of having used 'emerging technologies'</p> <p>The bidder, including any member of the consortium should have carried out one or more projects involving "emerging technologies" in any sector or industry within the last five years prior to the due date for government authorities or private entities.</p> <ul style="list-style-type: none"> <li>· Each project in any sector, other than financial/banking sector – 5 marks</li> <li>· Any such project in financial/banking sector – 10 marks</li> </ul> <p>Both, completed or ongoing projects shall be considered. For the purpose of this criteria, the term 'emerging technologies' mean any one of the following:</p> <ul style="list-style-type: none"> <li>· Blockchain® technology</li> <li>· Artificial intelligence</li> <li>· Machine learning</li> <li>· Robotic Process Automatio</li> </ul>	<p>We request authority to amend the clause so as to receive maximum participation.</p> <p>Evidence of having used 'emerging technologies'</p> <p>The bidder, including any member of the consortium should have carried out one or more projects involving "emerging technologies" in any sector or industry within the last five years prior to the due date for government authorities or private entities.</p> <ul style="list-style-type: none"> <li>· Each project in any sector, other than financial/banking sector – <b>5 mark (Max. 10 marks)</b></li> <li>· <del>Any such project in financial/ banking sector—10 marks</del></li> </ul> <p>Both, completed or ongoing projects shall be considered. For the purpose of this criteria, the term 'emerging technologies' mean any one of the following:</p> <ul style="list-style-type: none"> <li>· Blockchain® technology</li> <li>· Artificial intelligence</li> <li>· Machine learning</li> <li>· Robotic Process Automation</li> </ul>	No change in the RFP
11	6.3 Envisaged features of the Common tolling Software  Page no. 58 of 159	Technical		Request you to please clarify "Private Transaction" and details for the mentioned in Network node B and node C.	Private Transaciton - P2P Communication between two systems if connected. Data from the transaction will be recorded and the hash of the record will be stored on the blockchain with multiple distributed ledger (nodes).
12	6.3 Envisaged features of the Common tolling Software  Page no. 60 of 159	Technical	<p>The CTS vendor shall be responsible for provisioning the underlying system software and bandwidth for deployment/ migration, and hosting of the applications. AND</p> <p>The data needs to be hosted on secured NIC server. The CTS vendor shall be required to estimate the space requirement as per information provided in RFP. All the associated cost for procurement of cloud space shall be borne by IHMCL/NHAI.</p>	<p>As per our understanding all the associated cost for procurement of cloud space which includes (but not limited to) Compute, Storage, Server Load Balancer, Firewall , Bandwidth/ Internet connectivity will be borne by IHMCL/NHAI.</p> <p>Please confirm.</p>	The payment for cloud services shall be borne by IHMCL. The bandwidth/internet connectivity at toll plazas shall be arranged by NHAI/IHMCL.
13	6.3 Envisaged features of the Common tolling Software i. During Operation and Maintenance Phase Page no. 61 of 159	Technical	<p>Ensure smooth operations of the system including supporting toll operators and IHMCL in terms of (i) training and post training handholding for appropriate and correct use of the software, (ii) resolution of operating issues, if any, including interfaces with toll plaza hardware, but excluding any work related to repair, replacement or maintenance of toll plaza hardware</p>	Please provide clarity about responsibility to interface with the toll plaza hardware if it is being replaced by the toll operator during the O&M phase.	The successful bidder shall ensure the proper functioning and integration with various ETC equipment including existng/replaced equipment at toll plaza throughout the Contract period.

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14	6.3 Envisaged features of the Common tolling Software  Page no. 62 of 159	Technical	Compliance process to the defined international standards and security guidelines such as ISO 27001, ISO 20000:1, for maintaining operations of cloud and ensuring privacy of IHMCL data.	As per our understanding all the associated cost for procurement of cloud space which includes (but not limited to) Compute, Storage, Server Load Balancer, Firewall , Bandwidth/ Internet connectivity will be borne by IHMCL/NHAI. Hence, maintaining operations of cloud and ensuring privacy related compliance shall be applicable to Cloud Service Provider (CSP) only (in this case, we are assuming that NIC will be the CSP).	The payment for cloud services shall be borne by IHMCL. The bandwidth/internet connectivity at toll plazas shall be arranged by NHAI/IHMCL.
15	6.3 Envisaged features of the Common tolling Software  Page no. 62 of 159	Technical	Upgrades - Any required version/Software /Hardware upgrades, patch management etc. at the Cloud Site will be supported by the CTS vendor for the entire contract period at no extra cost to IHMCL.	As per our understanding all the associated cost for procurement of cloud space which includes (but not limited to) Compute, Storage, Server Load Balancer, Firewall , Bandwidth/ Internet connectivity will be borne by IHMCL/NHAI.  Hence, upgradation of hardware shall not be applicable to CTS vendor and it shall be in scope of Cloud Service Provider (CSP) only (in this case, we are assuming that NIC will be the CSP).	The payment for cloud services shall be borne by IHMCL. The bandwidth/internet connectivity at toll plazas shall be arranged by NHAI/IHMCL. Therefore, the CTS vendor should not be required to upgrade for any hardware upgradation for cloud services.
16	6.5.3 KPI 1: System Availability  Page no. 72 of 159	Technical	System Availability is defined as the ratio of System uptime measured at Data Centre, or at individual Plazas, (in hours, for a given Working Day) over the total hours in a day (the "total hours" defined as 12:00:00 AM to 11:59:59 PM), on any given Day. The Contractor shall ensure that the System Availability for any day does not fall below service levels of 99.5%.	Current penalties for mentioned for the given KPIs are too stringent for this type of State-of-the-art technology project. We request you to please relook into this and define achievable KPIs for the CTS vendor.	No change in the RFP
17	3.14 Bid Security  Page no. 22 of 159	Others	The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD) /Bid Security for an amount INR 72,00,000/- (Rupees Seventy Two Lakh Only).	With reference to the circular passed by GOI vide circular No. F.9/4/2020-PPD there should be only provision for Bid Security Declaration instead of Earnest Money Deposit.  Therefore we request authority to adhere to the GOI circular and amend the clause and provide Bid Security / EMD declaration format which can be submitted in lieu of EMD.	Refer Corrigendum - 2
18	3.21.2 Phase - 2: Technical Qualification: - page 27	General	Technical Evaluation Framework	The given technical evaluation framework consists of 105 marks instead of 100 Marks. We request your office to adjust the marks accordingly.	Refer Corrigendum - 2
19	Pg 62, (b)	Technical	"Finance and Accounts Module", captures details of fare calculation at the toll plaza. It shall also have provisions to calculate additional charges that may be levied at a vehicle for over speeding, overload, etc. The module shall also have features related to accounts reconciliation and support refunds related requirements.	What are the details of additional charge calculates ? How are refunds done ? Are they due to double deduction etc ? What are the over speeding data to be captured ?	Please refer RFP
20	Pg 69 (6.4.3)	Technical	Transaction Layer describes the various transactions of the System as presented to its end users. · Cash Transactions · ETC Transactions · Miscellaneous Transactions	What are the modes of payments that can be accepted ? Are UPI form of payment accepted ?	Please refer RFP

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21	Pg 72 (6.5.2)	System Avail	System Availability is defined as the percentage or ratio of time the System is functional versus the total time it is expected to be functional. The Contractor shall ensure that the System Availability meets the Key Performance Indicator (KPIs) in accordance with the MPSS. The Vendor shall subscribe to services of System Availability monitoring software that shall help monitor the performance across various parameters automatically on a real-time basis. The chosen System Availability monitoring software shall, at a minimum, comply with the following requirements: - Tracking: 24 hours, 7 days per week - Frequency: 1 minute - Supported Protocols: HTTP, HTTPS, SMTP., POP3, DNS, FTP and other Ports - Alert via: Email, and SMS - Reporting: Ability to automatically generate daily, weekly, monthly, quarterly and yearly reports - Availability at Toll Plazas/Lanes/Data Centre.	Will there be additional lines or temporary lines opened during peak hours ? IS there a requirement of system and support ?	Please refer RFP
22	Pg 87 (v. )		The System should automatically open the toll gates for non-blacklisted vehicles, or if the Central Server send the signals to open the gate.	How are Blacklisted vehicle treated ?	Please refer RFP
23	Pg 88 (x)		System should be able to calculate penalties if a non FASTag vehicle has entered the FASTag lane as per IHMCL/NHAI rules.	Will this be applicable in reverse also ?	Please refer RFP
24	3.2.1	General	Eligibility/Pre-Qualification criteria	Request to exempt Turnover as well as Experience Criteria for Indian Startup Company.	Refer Corrigendum - 2
25	4.1	General	KEY DATES Due Date for physical submission	Request you to please extend bid submission date.	Refer Corrigendum - 2
26	3.2.1	General	Eligibility/Pre-Qualification criteria Legal Entity: The Sole Bidder or Lead Member in case of a consortium should be registered with GST in India.	Request you to please allow participation of Foreign Bidder as one of the consortium member having relevant experience.	Please refer RFP Clause 3.2.1 SI# 1
27	3.2 (SI # 2)	Annual Turnover	The Sole Bidder or the Lead Member in case of consortium should have an average annual turnover of minimum Indian Rupees 100 Crore during any three consecutive financial years between 2017-18, 2018-19, 2019-20 and 2020-21. For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	Refer Corrigendum - 2

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28	3.2 (SI # 5)	Relevant Experience 1	<p>The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) should have been successfully awarded and implemented large scale ICT project (s) involving design, development of software and/or operations for levy and receipt of public charges such as tax, user charges, tolls or fees, etc. in India or abroad during last seven years for Central/State Government departments/entities including PSUs as on the Bid Due Date as below:</p> <p><input type="checkbox"/> At least one project with contract value minimum INR 30 Crore</p> <p>Or,</p> <p><input type="checkbox"/> At least 2 projects with contract value minimum INR 20 Crore</p> <p>Or,</p> <p><input type="checkbox"/> At least 3 projects with contract value minimum INR 10 Crore</p> <p>The project(s) should have been either completed or ongoing. For an ongoing project the completion certificate by client/ self-certificate should specify the value of the work completed. This is to clarify that for any ongoing project the Contract Value as above shall mean the value of the work completed as on the bid due date. The Completion Certificate issued by the Client or the Self-certificate from the bidder shall clearly mention the value of work completed.</p>	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	No change in the RFP
29	3.2 (SI # 7)	Certification	<p>The Sole Bidder or the Lead Member, in case of a Consortium, should have a valid certificate as on bid due date (or equivalent certificate in the country of origin) of any ONE of the following:</p> <p><input type="checkbox"/> CMMi Level 5</p> <p><input type="checkbox"/> ISO 20000 for IT Service Management</p> <p><input type="checkbox"/> ISO 27001:2013 for Information Security Management System</p>	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	No change in the RFP
30	3.21.3 (SI.# A1)	General	<p>Average annual turnover of the Sole Bidder or Lead member, in case of Consortium, during the 'specified period', i.e. any three consecutive financial years between 01 April 2017, and 31 March 2021. This is assuming the financial year of the bidding entity is within these dates; in case of a different financial year, the last three financial years prior to the one in effect can be considered.</p> <p>Marks shall be allotted as given below:</p> <p><input type="checkbox"/> Equal to or greater than INR 200 = 20 marks</p> <p><input type="checkbox"/> Equal to or greater than INR 150 but less than INR 200 Crore = 15 marks</p> <p><input type="checkbox"/> Equal to or greater than INR 100 but less than INR 150 Crore = 10 marks</p> <p>Note: The annual turnover of only the bidding legal entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.</p>	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	Refer Corrigendum - 2

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31	3.21.3 (Sl.# A2)	General	The sole bidder or the lead member (in case of a Consortium), is expected to provide a copy of a valid certificate as on bid due date of any or all of the following competencies. CMMi Level 5 4 marks ISO 20000 for IT Service Management 3 marks ISO 27001:2013 for Information Security Management System 3 marks	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	No change in the RFP
32	3.21.3 (Sl.# B1)	General	Experience in large scale ICT projects involving transactions The sole bidder or any member (in case of a Consortium) should exhibit experience of having awarded and successfully implemented large scale ICT projects, that may have involved design, development of software and/or operations for levy and receipt of public charges such as tax, user charges, tolls or fees, etc. Such projects (including projects that are still operational) may have been carried out in any country, and having been awarded by (i) any public authority, (ii) public sector enterprise or (iii) reputed private sector enterprises such as Banks or e- Commerce service providers within seven years prior to the due date of the bid. Marks shall be allotted as given below For each project with a substantiated contract value in excess of INR 30 crore 10 marks For each project with a substantiated contract value in excess of INR 20 crore but up to INR 30 crore 08 marks For each project with a substantiated contract value in excess of INR 10 crore but up to INR 20 crore 05 marks	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	No change in the RFP
33	3.21.3 (Sl.# B2)	General	Experience of deployment of Toll Management Software (TMS) The bidder, including any member of the consortium should have developed, deployed & conducted preventive maintenance of software for computation, levy, collection & reconciliation of toll in real time for highways or such other toll roads for any public authority, state owned enterprise or toll company authorized by a public authority. Such solution should have been developed or deployed within a period of seven years prior to the due date of the bid. Five marks shall be accorded to each such project carried out within the specified period of seven years prior to the due date of the bid. Note: The scope of the work, as specified in the work order/ contract of such project, should provide evidence of the capability of real-time transaction processing.	Request to exempt this Criteria for Indian Startup Company recognized under DPIIT.	No change in the RFP



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34	1. NOTICE INVITING TENDER Page no. 6 & Bid security page no. 22	General	EMD/ Bid Security INR 72,00,000/- (Rupees Seventy Two Lakh Only)	As per the latest guidelines published by GOI for exemption for EMD/Bid security under ref no. No. F.9/4/2020-PPD dated 12th November 2020 till 31.12.2021 for all the tenders. So, in the light of the same, we understand the aforesaid clause shall be removed and a corrigendum regarding the Bid security exemption shall be issued with the prospect of uploading the declaration form on the portal. Please confirm?	Refer Corrigendum - 2
35	2-Annual Turnover page no.12	General	The Sole Bidder or the Lead Member in case of consortium should have an average annual turnover of minimum Indian Rupees 100 Crore during any three consecutive financial years between 2017-18, 2018-19, 2019-20 and 2020-21. For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	The requested amended clause should be as:  "The Sole Bidder or <b>any Member</b> in case of consortium should have an average annual turnover of minimum Indian Rupees 100 Crore during any three consecutive financial years between 2017-18, 2018-19, 2019-20 and 2020-21. For the purpose of this criterion, annual turnover of only the bidding entity will be considered. Annual turnover of any parent, subsidiary, associated or other related entity will not be considered.	Refer Corrigendum - 2
36	2-Annual Turnover page no.12	General	Audited and Certified copies of Balance Sheet and Profit/Loss Account of last 3 consecutive Financial Years last three (03) consecutive financial years, i.e. 2017-18, 2018-19, 2019-20, 2020-21	Audited and Certified copies of Balance Sheet and Profit/Loss Account of last 3 consecutive Financial Years last three (03) consecutive financial years, i.e. 2017-18, 2018-19, 2019-20, <b>and for 2020-21 provisional copy can be allowed certified by a CA.</b>	No change in the RFP
37	4-Relevant field of business Page no.13	General	The Sole Bidder, or the Lead Member, in the case of a Consortium, should be operating in the field of Software development/IT Solutions for at least five (5) years as on 31 March 2021. Information regarding the same should be provided along with documentary evidence.	This Tender is published for the work of Design, Develop, Commissioning and Operations & Maintenance of Common Tolling Software (CTS), and it is related with the tolling domain, so in the light of the same, we request to please amend the clause as  The Sole Bidder, or any one the Member, in the case of a Consortium, should be operating in the field of Software development/IT Solutions/ <b>Toll Management system (TMS)</b> for at least five (5) years as on 31 March 2021. Information regarding the same should be provided along with documentary evidence.	No change in the RFP
38	7- Certification page no. 15	General	The Sole Bidder or the Lead Member, in case of a Consortium, should have a valid certificate (or equivalent certificate in the country of origin) of any ONE of the following: <input type="checkbox"/> CMMi Level 5 <input type="checkbox"/> ISO 20000 for IT Service Management <input type="checkbox"/> ISO 27001:2013 for Information Security Management System	we would request that kindly change the certification criteria as  The Sole Bidder or <b>any of the Member</b> , in case of a Consortium, should have a valid certificate (or equivalent certificate in the country of origin) of any ONE of the following: <input type="checkbox"/> CMMi Level 5 <b>or CMMi Level 3</b> <input type="checkbox"/> ISO 20000 for IT Service Management <input type="checkbox"/> ISO 27001:2013 for Information Security Management System	No change in the RFP
39	3.21.2 Phase - 2 Technical Qualification, Page no. 27	General	In Technical Evaluation Framework, Total Marks for all Sections (A to D) as Overall Technical Score is 105.	This seems as an arithmetic error, So requesting the department to please amend this & Technical Evaluation Criteria starting from Page no. 28 to make it to <b>100</b> .	Refer Corrigendum - 2

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40	3.21.3 Evaluation Parameters for Technical Proposal A1, Page no. 28	General	<p>Average annual turnover of the Sole Bidder or Lead member, in case of Consortium, during the 'specified period', i.e. any three consecutive financial years between 01 April 2017, and 31 March 2021. This is assuming the financial year of the bidding entity is within these dates; in case of a different financial year, the last three financial years prior to the one in effect can be considered.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Equal to or greater than INR 200 = 20 marks</li> <li><input type="checkbox"/> Equal to or greater than INR 150 but less than INR 200 Crore = 15 marks</li> <li><input type="checkbox"/> Equal to or greater than INR 100 but less than INR 150 Crore = 10 marks</li> </ul>	<p>For the annual turnover criteria, we request to department that please amend the criteria as:</p> <p>Average annual turnover of the <b>The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium)</b>, during the 'specified period', i.e. any three consecutive financial years between 01 April 2017, and 31 March 2021.</p> <p>This is assuming the financial year of the bidding entity is within these dates; in case of a different financial year, the last three financial years prior to the one in effect can be considered.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Equal to or greater than <b>INR 100 = 20 marks</b></li> <li><input type="checkbox"/> Equal to or greater than <b>INR 90 but less than INR 100 Crore = 15 marks</b></li> <li><input type="checkbox"/> Equal to or greater than <b>INR 80 but less than INR 90 Crore = 10 marks</b></li> </ul> <p>or</p>	No change in the RFP
41	3.21.3 Evaluation Parameters for Technical Proposal A2, Page No. 28	General	<p>The sole bidder or the lead member (in case of a Consortium), is expected to provide a copy of a valid certificate of any or all of the following competencies.</p> <p>CMMi Level 5- 4 marks  ISO 20000 for IT Service Management -3 marks  ISO 27001:2013 for Information Security Management System - 3 marks</p>	<p>we would request to department that please amend the scoring as</p> <p>CMMi Level 5-<b>or CMMi Level-3</b> - 4 marks  ISO 20000 for IT Service Management - 3 marks  ISO 27001:2013 for Information Security Management System - 3 marks</p>	No change in the RFP
42	3.21.3 B1 Experience in large scale ICT projects involving transactions, Page No. 29	General	<p>Total Marks for each experience are <b>23 instead of 25.</b></p> <p>For each project with a substantiated contract value in excess of INR 30 crore - 10 marks</p> <p>For each project with a substantiated contract value in excess of INR 20 crore but up to INR 30 crore - 08 marks</p> <p>For each project with a substantiated contract value in excess of INR 10 crore but up to INR 20 crore - 05 marks</p>	<p>We request the department to amend this clause as mentioned below to achieve the <b>maximum marks of 25.</b></p> <p>For each project with a substantiated contract value in excess of INR 30 crore - <b>12 marks</b></p> <p>For each project with a substantiated contract value in excess of INR 20 crore but up to INR 30 crore - 08 marks</p> <p>For each project with a substantiated contract value in excess of INR 10 crore but up to INR 20 crore - 05 marks</p>	No change in the RFP
43	3.21.3 B3 Evidence of having used 'emerging technologies', Page No. 30	General	<p>Evidence of having used 'emerging technologies'</p> <p>The bidder, including any member of the consortium should have carried out one or more projects involving "emerging technologies" in any sector or industry within the last five years prior to the due date for government authorities or private entities.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Each project in any sector, other than financial/banking sector – 5 marks</li> <li><input type="checkbox"/> Any such project in financial/banking sector – 10 marks</li> </ul> <p>Both, completed or ongoing projects shall be considered.</p> <p>For the purpose of this criteria, the term 'emerging technologies' mean any one of the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Blockchain@ technology</li> <li><input type="checkbox"/> Artificial intelligence</li> <li><input type="checkbox"/> Machine learning</li> <li><input type="checkbox"/> Robotic Process Automation</li> </ul>	<p>We request the department to consider the below suggestion for the fairness of everyone's participation.</p> <p>kindly change the scoring as</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Each project in any sector, other than financial/banking sector – <b>10 marks</b></li> <li><input type="checkbox"/> Any such project in financial/banking sector – 10 marks</li> </ul>	No change in the RFP

SI #	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought by prospective bidders	IHMCLResponse
44	3.21.3 / D / D1, Page No. 31	General	Project Director <input type="checkbox"/> More than 18 years' experience – 3 marks <input type="checkbox"/> Minimum 15 years' experience up to 18 years – 2 marks	As per our understanding, there will be only One Project Director required for this project. Hence, we would request to department that kindly amend the qualification criteria as:  Project Director <input type="checkbox"/> More than 18 years' experience – <b>5 marks</b> <input type="checkbox"/> Minimum 15 years' experience up to 18 years – <b>3 marks</b>	No change in the RFP
45	3.21.3 / D / D2, Page No. 31	General	Project Manager (to be full-time based onsite at client location) - More than 12 years' experience – 3 marks - Minimum 10 years' experience up to 12 years – 2 marks	As per our understanding, there will be only One Project Manager required for this project. Hence, we would request to department that kindly amend the qualification criteria as:  Project Manager (to be full-time based onsite at client location) - More than 12 years' experience – <b>5 marks</b> - Minimum 10 years' experience up to 12 years – <b>3 marks</b>	No change in the RFP
46	3.21.5 / c), Page No. 32	General	Project Manager-  a) Education: Full Time MBA/MCA/M. Tech & B. Tech/B.E. from a reputed institute	Many professionals from the relevant industry have completed the masters course through the provision of "Distance Learning" specially meant for working professionals. Hence, we would request you to kindly amend the qualification criteria as a) Education: <b>Full-Time</b> MBA/MCA/M. Tech <b>&amp;/or</b> B. Tech/B.E. from a reputed institute	No change in the RFP
47	5.10 / Contract Period, Page No. 44	General	The Contract Period for the Project shall be 42 months from date of signing of Contract Agreement.	We request Department to clarify whether the contract period is going to be for <b>42 months or 60 months</b> ?  <b>Reason:</b> Clause 6.2 / Scope Overview / Page No. 57 mentions about the Contract Period of 60 months. ( Software Development - 9 months + Roll out of Solution - 15 months + Oversight Services - 36 months = 60 months)	No change in the RFP
48	5.14 / 5.14.3 (i), Page No. 47	General	Notwithstanding anything stated in this Agreement, in the event that any of the defaults ("Fundamental Breach") specified below shall have occurred, IHMCL shall provide 30 days' notice period to the Successful Bidder [hereinafter referred to as "Cure Period Notice").	In case of Termination without any valid reasons, IHMCL should agree to pay the NPV at discounting of 10%.	No change in the RFP
49	5.17.2 / (b), Page No. 49	General	If Successful bidder shall fail to effect and keep in force the insurance for which it is responsible pursuant hereto , IHMCL shall have the option to take or keep in force any such insurance, and pay such premium and recover all costs thereof from Service Provider or to forfeit deposit/Performance guarantee from the Successful bidder and pay or restoration for the same.	Insurance should be in IHMCL's scope.	No change in the RFP
50	5.18.16 / Limitation of Liability, Page No. 54	General	The Successful Bidder's liability under this Contract shall be determined as per Applicable law. The Successful Bidder shall be liable to IHMCL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Successful Bidder its affiliates, subsidiaries, stockholders, subcontractors, suppliers, directors, officers, employees, assigns and agents, including loss caused to IHMCL on account of defect in goods or deficiency in services on the part of Successful Bidder or his agents or any person / persons claiming through or under said Successful Bidder.	Limit of Liability should be limited to the SLA penalties only.	No change in the RFP
51	5.18.19 / Sub-Contracting, Page No. 55	General	The Successful bidder shall not sub-contract any assignment to a third party.	Since the bidder will have huge scalability requirement and the timelines are very strict, Subcontracting should be allowed.	No change in the RFP

SI #	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought by prospective bidders	IHMCLResponse
52	6.3, Page No. 58	Technical	The software would have features to support Near Field Communication (NFC) cards, GNSS based tolling, etc. when they are offered to the public.	Integration of GNSS and NFC will require major development in the system besides the commercial impact. Hence, we request you to change the statement "The software should be scalable for integration of new technology like Near Field Communication (NFC) cards, GNSS based tolling, etc. as and when they are implemented by the authority.	The software should have provision and should be scalable for integration of any new technology such as NFC and GNSS
53	6.3, Page No. 60	Technical	The CTS vendor shall be required to estimate the space requirement as per information provided in RFP. All the associated cost for procurement of cloud space shall be borne by IHMCL/NHAI.	Request tentative number of transactions per plaza to calculate the space for data storage on cloud.	No change in the RFP
54	6.4 / a), Page No. 64	Technical	The CTS vendor shall be required to gather all the information about all interfaces from the existing hardware equipment, applications, Interaction mechanism and protocol, type of data exchanged, frequency of data exchange, size of data to exchange etc	Most of toll equipment are proprietary items of SIs so NHAI/IHMCL involvement will be required for arranging the required details. Request to change the clause "NHAI/IHMCL will facilitate the CTS vendor with existing system provider to gather all the information about all interfaces from the existing hardware equipment, applications, Interaction mechanism and protocol, type of data exchanged, frequency of data exchange, size of data to exchange etc"	No change in the RFP
55	6.4 / c), Page No. 64	General	Manpower Deployment during Contract period – The CTS vendor shall depute a full-time dedicated resource onsite who shall ensure project co-ordination and ensure adherence to the required SLAs for smooth execution of project. The minimum qualification & experience required is BE / B.Tech with minimum 5 years of experience, having experience of at least one project in software design and development.	We request Department to clarify, does this requirement mean about the support from Project Manager (Clause No. 3.21.3 / D / D2, Page No. 31 or will this be a separate resource to be provided by the bidder?	Project Manager as per RFP clause 3.21.3 SI# D2, needs to be deployed at IHMCL office
56	7.4 Annexure 4: Bidder's Annual Turnover page no. 121	General	Annual Turnover for the last 3 Financial Years (FYs) in Indian Rupees (INR) FY 2019-20                      FY 2018-19                      FY 2017-18	As per the clause mentioned for turn over on page no. 12 , the dept. has also considered 2020-2021 FY turnover for the given criteria, so we request to change the format for last three years as:  FY 2019-20                      FY 2018-19                      FY 2017-18 or  <b>FY 2020-21                      FY 2019-20                      FY 2018-19</b>	The bidder may provide details of any 3 consecutive Financial Year as per provisions of RFP
57	7.12 Annexure-12 page no. 135	General	Annexure 12: Details of resources proposed Basic Qualification (E.g. B.E. or MCA) Certifications (ex. PMI or Prince 2 etc.)	we would request to department that kindly change the format as Basic Qualification (E.g. <b>B.E./B.tech/BCA or MBA/Mtech /MCA</b> ) Certifications (ex. PMI or Prince 2 etc., <b>Optional</b> )	No change in the RFP
58	4.1 Key Dates, Page No. 41	General	Bid Due Date: 25th November, 2021, 15:00 Hrs	The solution required under the RFP is a unique solution which will have to be carefully understood technically especially the integration requirements. Further, the rollout mechanism will also have to be planned. This requires a lot of time as it involves multiple teams to work together. The current period defined for submission is not sufficient as bidders will have to internally work post getting the pre-bid clarifications. Hence, we request the Department to extend the Bid submission date <b>at least by 6 weeks from the date of Corrigendum / Clarification of Queries.</b>	Refer Corrigendum - 2

SI #	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought by prospective bidders	IHMCLResponse
59	3.2.1 Pre-Qualification Criteria / Relevant Experience 1, Page No. 13	General	<p>The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) should have been successfully awarded and implemented large scale ICT project (s) involving design, development of software and/or operations for levy and receipt of public charges such as tax, user charges, tolls or fees, etc. in India or abroad during last seven years for Central/State Government departments/entities including PSUs as on the Bid Due Date as below:</p> <p><input checked="" type="checkbox"/> At least one project with contract value minimum INR 30 Crore Or, <input checked="" type="checkbox"/> At least 2 projects with contract value minimum INR 20 Crore Or, <input checked="" type="checkbox"/> At least 3 projects with contract value minimum INR 10 Crore</p> <p>The project(s) should have been either completed or ongoing. For an ongoing project the completion certificate by client/self-certificate should specify the value of the work completed.</p> <p>This is to clarify that for any ongoing project the Contract Value as above shall mean the value of the work completed as on the bid due date. The Completion Certificate issued by the Client or the Self-certificate from the bidder shall clearly mention the value of work completed.</p>	<p>we would request the department to kindly amend the clause as:</p> <p>The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) should have been successfully awarded and implemented large scale ICT project (s) involving design, development of software and/or operations for levy and receipt of public charges such as tax, user charges, tolls or fees, etc. in India or abroad during last <b>EIGHT years</b> for Central/State Government departments/entities including PSUs as on the Bid Due Date as below:</p> <p><input checked="" type="checkbox"/> At least one project with contract value minimum INR 30 Crore Or, <input checked="" type="checkbox"/> At least 2 projects with contract value minimum INR 20 Crore Or, <input checked="" type="checkbox"/> At least 3 projects with contract value minimum INR 10 Crore</p> <p>The project(s) should have been either completed or ongoing. For an ongoing project the completion certificate by client/self-certificate should specify the value of the work completed.</p> <p>This is to clarify that for any ongoing project the Contract Value as above shall mean the value of the work completed as on the bid due date. The Completion Certificate issued by the Client or the Self-certificate from the bidder shall clearly mention the value of work completed.</p>	Refer Corrigendum - 2
60	3.21.3 B1 Relevant Project Experience , Page No. 29	General	<p>Experience in large scale ICT projects involving transactions</p> <p>The sole bidder or any member (in case of a Consortium) should exhibit experience of having awarded and successfully implemented large scale ICT projects, that may have involved design, development of software and/or operations for levy and receipt of public charges such as tax, user charges, tolls or fees, etc.</p> <p>Such projects (including projects that are still operational) may have been carried out in any country, and having been awarded by (i) any public authority, (ii) public sector enterprise or (iii) reputed private sector enterprises such as Banks or e-Commerce service providers within seven years prior to the due date of the bid.</p>	<p>we would request the department to kindly amend the clause as:</p> <p>Experience in large scale ICT projects involving transactions</p> <p>The sole bidder or any member (in case of a Consortium) should exhibit experience of having awarded and successfully implemented large scale ICT projects, that may have involved design, development of software and/or operations for levy and receipt of public charges such as tax, user charges, tolls or fees, etc.</p> <p>Such projects (including projects that are still operational) may have been carried out in any country, and having been awarded by (i) any public authority, (ii) public sector enterprise or (iii) reputed private sector enterprises such as Banks or e-Commerce service providers within <b>EIGHT years</b> prior to the due date of the bid.</p>	Refer Corrigendum - 2

SI #	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought by prospective bidders	IHMCLResponse
61	3.21.3 B2 Relevant Project Experience , Page No. 29	General	<p>Experience of deployment of Toll Management Software (TMS)</p> <p>The bidder, including any member of the consortium should have developed, deployed &amp; conducted preventive maintenance of software for computation, levy, collection &amp; reconciliation of toll in real time for highways or such other toll roads for any public authority, state owned enterprise or toll company authorized by a public authority. Such solution should have been developed or deployed within a period of seven years prior to the due date of the bid.</p> <p>Five marks shall be accorded to each such project carried out within the specified period of seven years prior to the due date of the bid.</p>	<p>we would request the department to kindly amend the clause as:</p> <p>Experience of deployment of Toll Management Software (TMS)</p> <p>The bidder, including any member of the consortium should have developed, deployed &amp; conducted preventive maintenance of software for computation, levy, collection &amp; reconciliation of toll in real time for highways or such other toll roads for any public authority, state owned enterprise or toll company authorized by a public authority. Such solution should have been developed or deployed within a period of seven years prior to the due date of the bid.</p> <p>Five marks shall be accorded to each such project carried out within the specified period of <b>EIGHT years</b> prior to the due date of the bid.</p>	Refer Corrigendum - 2
62	3.14, p. 22	Legal	b) The Earnest Money shall be in the form of a demand draft / pay order/ Bank Guarantee drawn in favor of "Indian Highways Management Company Limited." Drawn on any Scheduled bank payable at New Delhi. The format for providing EMD in the form of Bank Guarantee is provided at Annexure-19.	We propose to make Bid security requirements accessible and accomplishable for foreign bidders	Refer Corrigendum - 2
63	3.2.1, P. 11	Legal		We propose that a business entity incorporated in any jurisdiction as per equivalent law(s) in the country of jurisdiction of the entity is be allowed to participate as Sole Bidder. GST registration should not be required.	No change in the RFP
64	3.2.1, p. 14-15	General		We propose to make this requirement optional or expand the list of certificates	No change in the RFP
65	3.2.1.1, 11	General	maximum number of members in the Consortium shall be Two	We request you to kindly accept consortium comprising of 3 (Three) members including the Lead bidder due to different experiences which have been asked including the CMMI certification/emerging technologies projects.	No change in the RFP
66	3.2.1.6, 14	Technical	<p>Relevant Experience 2-The bidder, including any member of the consortium should have carried out at least one project involving "emerging technologies" in any sector or industry within the last five years prior to the due date for government authorities or private entities. For the purpose of this criteria, the term 'emerging technologies' mean any one of the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Blockchain® technology</li> <li><input type="checkbox"/> Artificial intelligence</li> <li><input type="checkbox"/> Machine learning</li> <li><input type="checkbox"/> Robotic Process Automation</li> </ul>	We request you to also kindly accept experience of proposed OEMs/technology partner bringing together their offerings/emerging technologies industry experiences alongwith the bidder to jointly qualify for. It will help to make bid more competitive encouraging maximum industry participation. please accept the OEM/technoogy partner experience too.	No change in the RFP
67	3.21.2, 27	Others	Phase - 2: Technical Qualification: -Overall Technical Score Total	We request you to please revise the "Total Marks" cloumn to 100 marks as currently the total is coming to "105" marks for section # (A+B+C+D).	Refer Corrigendum - 2
68	3.21.3, 28	Technical	Clause A2, CMMi Level 5	We request you to kindly accept CMMi Level 3 or equivalent certification for bidder's to score instead of CMMi Level 5.	No change in the RFP
69	67	Technical	Within each transaction, each of the bits of information generated by the combination of hardware (e.g., induction loop, weigh-in-motion bridge, automatic number plate reading camera, automatic vehicle classifier etc.) and software will be treated as a 'block', and each set of readouts treated as a separate ledger	Do we need to implement Block chain at the time of transaction at lane level ? Or we need to implement a block chain for transferring data from Lane to a defined destination location	Real time at the time of transaction at Lane Level

SI #	Ref to RFP (Clause, Page no.)	Category of Query	Original Clause of RFP	Clarification Sought by prospective bidders	IHMCLResponse
70	4.1 Key Dates, Page No. 41	General	Bid Due Date: 25th November, 2021, 15:00 Hrs	being complex scope and involvement of multiple stakeholders, we request to extend submission deadline by three weeks. Also allow us to submit certain queries to make a concise Techno-Commercial Proposal.	Refer Corrigendum - 2