CORRIGENDUM -2

Dated: 10.01.2023

Request for Proposal (RFP) For Selection of Master System Integrator For Closed Loop Tolling via FASTag along Delhi Mumbai Expressways

Tender No. IHMCL/Master-SI/2022/01, dated 14 Dec 2022

S. No	Section	Existing Clause	Amended Clause
1	Clause no. 3.2.1, SI # 2 (Relevant Project Experience-1), Page no. 11 -12)	The bidder should have implemented at least 01 project involving FASTag or ETC transactions processing on closed loop tolling along any access-controlled expressway/stretch in India or abroad, fulfilling the following criteria as below: i. Project should have processed and settled at least 1 lakh number of FASTag transactions in any calendar month during operation phase ii. Functionality of creating a FASTag/ETC transaction received from 02 or multiple tolling point/location iii. The project should have been executed within last 07 years as on bid due date iv. Should be either completed or an ongoing project where desired functionality/milestone has been achieved. P.S- Bidders are advised to submit maximum relevant project experience certifying the criteria.	The bidder should have implemented at least 01 project involving FASTag or ETC transactions processing on either - (A) closed loop tolling system along any access-controlled expressway/stretch or any highway section in India or abroad, OR, (B) any non-tolling FASTag use case where fee is collected through FASTag based on entry time of vehicle at one collection point/location and exit time of those vehicles at different collection location/point in India, subject to fulfilment of the following criteria as below: i. For case (A), Project should have processed and settled at least 1 lakh number of FASTag/ETC transactions, excluding cash transactions, in any calendar month during operation phase. For case (B), Project should have processed and settled at least 05 thousand number of FASTag transactions in any calendar month during operation phase. For both cases, the Bidder should provide the necessary supporting document to establish the FASTag transaction count, specifying the calendar month and tolling/collection points, etc. under a specified project. IHMCL reserves the right to verify the details submitted independently. ii. Functionality of creating a FASTag/ETC transaction received from 02 or more tolling/collection point/location. iii. The project should have been executed within last 07 years as on bid due date iv. Should be either completed or an ongoing

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			project where desired functionalities as above have been achieved. *P.S- Bidders are advised to submit maximum relevant project experience certifying the criteria at the time of bid submission. No new project shall be considered for evaluation post bid due date.*
2	Clause no. 3.19.7, Page no. 19	If any information furnished by the Applicant is found to be incomplete, or contained in formats other than those specified herein, IHMCL may, in its sole discretion, exclude the relevant project from computation of the Eligible Score of the Applicant.	If any information furnished by the Applicant is found to be incomplete, or contained in formats other than those specified herein, IHMCL may, in its sole discretion, exclude the relevant project for evaluation purpose.
3	Clause no. 3.19.8, Page no. 19	In the event that an Applicant claims credit for an Eligible Project, and such claim is determined by IHMCL as incorrect or erroneous, IHMCL shall reject such claim and exclude the same from computation of the Eligible Score, and may also, while computing the aggregate Experience Score of the Applicant, make a further deduction equivalent to the claim rejected hereunder. Where any information is found to be patently false or amounting to a material representation, IHMCL reserves the right to reject the Application and/ or Bid.	In the event that an Applicant claims credit for an Eligible Project, and such claim is determined by IHMCL as incorrect or erroneous, IHMCL shall reject such claim and exclude the same for evaluation purpose. Where any information is found to be patently false or amounting to a material representation, IHMCL reserves the right to reject the Application and/ or Bid.
4	Clause no. 3.21 (a), Page no. 21	IHMCL will award the Contract to the Bidder whose Bid has been determined to be responsive in terms of this RFP and the Bid price has been found to be lowest exclusive of taxes, duties, cess or other statutory levies	IHMCL will award the Contract to the Bidder whose Bid has been determined to be responsive in terms of this RFP and the Bid price has been found to be lowest, inclusive of taxes, duties, cess or other statutory levies, but exclusive of GST.
5	Clause no. 3.23.1, Page no. 21	Prior to evaluation of Applications, IHMCL shall determine whether each Application is responsive to the requirements of the RFP. An Application shall be considered responsive only if: a) If the Authorized Signatory holding Power of Attorney and Signatory are not the same …………… …………… g) it is not non-responsive in terms hereof.	Prior to evaluation of Applications, IHMCL shall determine whether each Application is responsive to the requirements of the RFP. An Application shall be considered non-responsive only if: a) If the Authorized Signatory holding Power of Attorney and Signatory are not the same …………… …………… g) it is not non-responsive in terms hereof.
6	Clause no. 5.8.1,	The Service Provider shall ensure to commence the services at allocated plaza/stretch within 05 days in coordination	The Service Provider shall ensure to commence the services at allocated plaza/stretch within 15 calendar days in

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	Page no. 29	with local System Integrator. Local SI shall intimate the date for Go Live readiness (T Day), post such intimation, Master SI shall complete the all testing, UAT etc in coordination with concerned Acquirer bank and NPCI and make the plaza/location live with CCH within T+5 day	coordination with local System Integrator. Local SI shall intimate the date for Go Live readiness (T Day), post such intimation, Master SI shall complete the all testing, UAT etc in coordination with concerned Acquirer bank and NPCI and make the plaza/location live with CCH within T + 15 calendar days.
7	Clause no. 6.2.1 (p), Page no. 42	MSI shall maintain all Business rule configuration, return Journey, Monthly Pass, Fare Update.	Stands Deleted. Please refer response to pre-bid queries.
8	Clause no. 6.2.1 (z), Page no. 43	Collection, processing and transfer of data between Plaza ETC Systems and NETC Systems on a timely basis. This shall include but not limited to, transfer of transaction files from Toll Plaza to NETC Systems and dissemination of Exception List form NETC System to toll Plazas every twenty minutes.	Collection, processing and transfer of data between Plaza ETC Systems and NETC Systems on a timely basis. This shall include but not limited to, transfer of transaction files from Toll Plaza to NETC Systems.
9	Clause no. 6.6.1.1, Page no. 45	**Delay in commencement of services for a particular plaza/stretch: -** a) The Service Provider shall ensure to commence the services at allocated plaza/stretch within 05 days in coordination with local System Integrator. Local SI shall intimate the date for Go Live readiness (T Day), post such intimation, Master SI shall complete the all testing, UAT etc in coordination with concerned Acquirer bank and NPCI and make the plaza/location live with CCH within T+5 day. b) Failure to adhere the timeline of T+5 day for Go Live with CCH as above, shall attract the penalty as below:- i. Up to 7 days of delay - Rs 15,000/- for each day of delay (per fee plaza) ii. After 7 days of delay – Rs. 20,000/ for each day of delay (per fee plaza)	**Delay in commencement of services for a particular plaza/stretch: -** a) The Service Provider shall ensure to commence the services at allocated plaza/stretch within 15 calendar days in coordination with local System Integrator. Local SI shall intimate the date for Go Live readiness (T Day), post such intimation, Master SI shall complete the all testing, UAT etc in coordination with concerned Acquirer bank and NPCI and make the plaza/location live with CCH within T+15 calendar days. b) Failure to adhere the timeline of T+15 calendar days for Go Live with CCH as above, shall attract the penalty as below: - i. Up to 7 days of delay - Rs 15,000/- for each day of delay (per fee plaza) ii. After 7 days of delay – Rs. 20,000/ for each day of delay (per fee plaza)

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10	New Clause no. 6.6.1.5	Uptime of Services (Application for transaction processing with Local SI and Acquirer Bank and Data Storage & Retrieval). Master SI shall provide SLA monitoring tool and submit SLA report on monthly basis.	The uptime availability of services shall be 99.99% per month excluding the scheduled and approved preventive maintenance activity as defined in Clause 6.6.1.4 (a). In case of any deviance, penalty shall be imposed for downtime as below – <table><tr><td>Service Availability (Monthly)</td><td>>=99.99%</td><td><99.99 % to >=99.50%</td><td><99.50% to >=99.00%</td><td>< 99.00%</td></tr><tr><td>Penalty Amount</td><td>No Penalty</td><td>Rs. 25,000</td><td>Rs. 50,000</td><td>Rs. 1,00,000 (per 0.50 % drop or part thereof subject to minimum of Rs. 1 Lakh.)</td></tr></table> In addition to the above-mentioned penalty provision, Master SI shall also be liable for any losses incurred by the concessionaire/toll plaza operators owing failure to process the transactions.
11	Clause no. 3.21(b), Page no. 21	In the event of a tie or two or more Bidders quote the same lowest Value, IHMCL may declare the Bidder as Successful Bidder based on maximum number of relevant Project Experience as specified in Clause 3.2.1 (S.No. 2).	In the event of a tie or two or more Bidders quote the same lowest Value, IHMCL may declare the Bidder as Successful Bidder based on maximum number of relevant Project Experience as specified in Clause 3.2.1 (S.No. 2). Further, in case, two or more bidders quoting the same lowest value and also having the same number of relevant project experience as per bid submitted, IHMCL may declare the bidder having highest no. of FASTag/ETC transactions as per Annexure-5/supporting document submitted, as the Successful Bidder.
11	New Clause	NA	Transaction Flow Process among Master SI, Acquirer Bank and Local SI may be referred below at Appendix I
12	New Clause	NA	Summary of scope matrix is presented below at Appendix II

S. No	Section	Existing Clause			Amended Clause		
		Sl. No.	Event Description	Date	Sl. No.	Event Description	Date
13	4.1 KEY DATES	4	Bid Due Date for submission on e-tender portal	11.01.2023; Upto 16:00 Hrs	4	Bid Due Date for submission on e-tender portal	18.01.2023; Upto 16:00 Hrs
		5	Bid Due date for physical submission of following documents at IHMCL office: • Document Fee • EMD/Bid Security •Power of Attorney/ Letter of Authorization	11.01.2023; Upto 12:00 Hrs	5	Bid Due date for physical submission of following documents at IHMCL office: • Document Fee • EMD/Bid Security •Power of Attorney/ Letter of Authorization	18.01.2023; Upto 12:00 Hrs
		6	Opening of Requisite Documents/Technical Bids as applicable of Stage-1 process	12.01.2023; at 17:00 Hrs	6	Opening of Requisite Documents/Technic al Bids as applicable of Stage-1 process	19.01.2023; at 17:00 Hrs

Appendix I – Broad overview of Transaction Process Flow

Transaction Flow Process
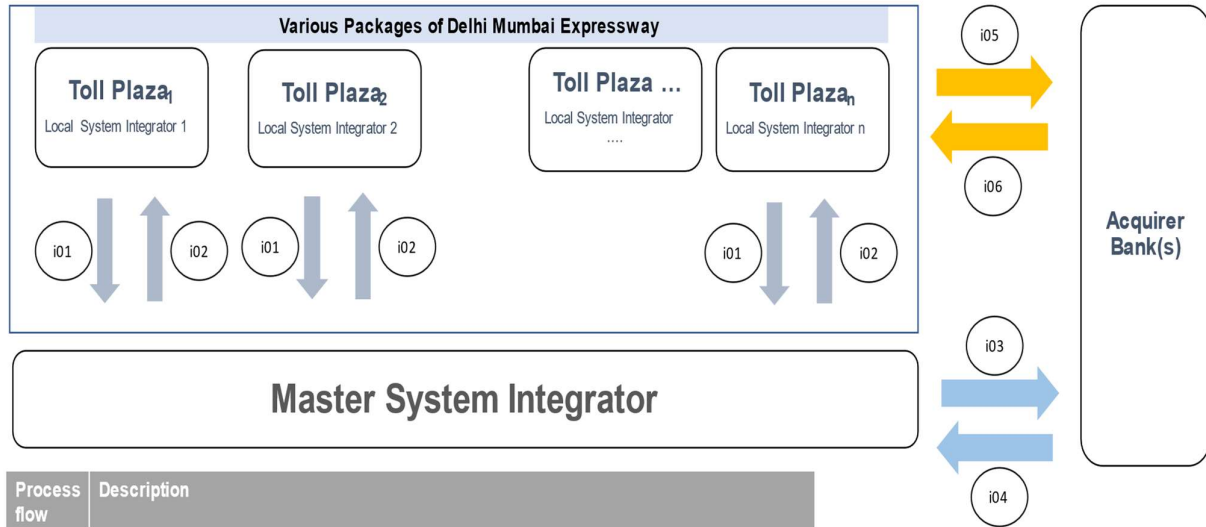
Process flow	Description
i01	Details of entry/exit Transaction by LSI to MSI
i02	Acknowledgement of receipt of entry/exit transaction by MSI to LSI
i03	Aggregation & pairing of all entry and exit transactions received from various LSIs, with calculation of applicable user fee and sharing with Acquirer bank(s) for further processing of ETC transaction
i04	Acknowledgement of receipt of ETC transaction, status of received transaction(Accepted, rejected & In-process) from Acquirer bank to MSI
i05	Acknowledgement of received files
i06	Update on INIT, Exception list, Discount files etc. as per ICD 2.5 protocols

- LSI – Local System Integrators as engaged at various Packages along Delhi-Mumbai Expressway

- MSI – Master System Integrator for Delhi-Mumbai Expressway

Appendix II Scope Matrix- Overview

S. No	Scope / Activities	Responsibility
A.	**Transaction Processing**	
1	Timely sharing of FASTag transaction data (Entry/Exit location) with Master SI as per SLA defined in Interface Control Document	LSI
2	Sharing of Acknowledgement for the receipt of transaction data (Entry/Exit location) with the respective Local SIs	MSI
3	Clubbing and pairing entry and exit transaction of unique identifier vehicle and sharing the same with respective Acquirer bank	MSI
4	Sharing of Acknowledgement for the receipt of each clubbed transactions with the MSI	AB
5	Timely sharing of non-FASTag transactions including data for overloaded vehicles data (Entry/Exit location) with Master SI	LSI
6	Sharing of Acknowledgement for the receipt of non-FASTag transactions including data for overloaded vehicles data (Entry/Exit location) with the respective Local Sis	MSI
7	Timely sharing of image evidence through SFTP with Master SI for the processing of violation FASTag transactions	LSI
8	Timely processing violation transaction along with image evidence as shared by LSI to respective Acquirer Bank	MSI
B	**Exception Codes, INIT files, Blacklist files and Discount files**	
1	Timely sharing of Exception Codes, INIT files, Blacklist files and Discount files etc with local SIs	AB
2	Sharing of Acknowledgement for the receipt of Exception Codes, INIT files, Blacklist files and Discount files with the respective Acquirer bank	LSI
3	Timely consumption of Exception Codes, INIT files, Blacklist files and Discount files sent by respective Acquirer Bank	LSI
C	**Internet service**	
1	Availability of Internet services with static IP at various toll plazas under Delhi Mumbai Expressways	LSI
2	Availability of Internet Services at Master SI end	MSI
D	**Fee/Business rules Management and Master Data sheet of fee plazas**	
1	Sharing of fee rules/Fare details with Local SIs of respective fee plazas	IHMCL
2	Updation of fare details at toll plaza system	LSI
3	Calculation of fee rule/business rules for the transactions sent by Master System Integrator	AB
4	Calculation of fee rule/business rules for the transactions sent by Local System Integrators	MSI
5	Share Plaza master sheet for each plaza to Master SI and Acquirer Bank	LSI
6	Monthly passes, Discount & local passes	AB
E	**Web-based application/portal and reconciliation report**	
1	Provision for a Web-based application/portal to monitor the real time status of Lanes and Plaza system availability, Traffic Count Monitoring (FASTag & Non-FASTag), Automatic alert system for any downtime beyond 10 min of any lane/plaza.	MSI

S. No	Scope / Activities	Responsibility
2	Sharing of link and access of web-based application/portal as follow: - • With IHMCL/NHAI – Access to monitor the status of whole expressway • With respective Toll Agencies and Local SIs – Access to monitor the status • With respective RO/PIU- Access to monitor the status of respective fee plazas	MSI
3	Sharing reconciliation file of the FASTag transaction sent by MSI	AB
4	Sharing of reconciliation file with Local SI/ Toll agency for respective fee plaza	MSI
5	Provision for generating various reports as mentioned in the RFP through web application/portal	MSI
F	**Storage of Data**	
1	Storage of Traffic & Revenue data and images of transactions at Local Plaza server	LSI
2	Storage of Traffic & Revenue data and images of only violation FASTag transactions at Server maintained by MSI throughout the Contract period	MSI

Please note the above table in an summarised scope overview of LSI, MSI and Acquirer Bank, for further detailed scope of work please refer RFP section 6.2

- AB - Acquirer Bank
- MSI - Master System Integrator
- LSI - Local System Integrator