Pre-bid Responses to the e-Tender released under RFP Ref. No – IHMCL/Master-SI/2022/01, dated 14 Dec 2022

Request for Proposal (RFP) for Selection of Master System Integrator for closed loop tolling via FASTag along Delhi Mumbai Expressways

RFP Reference – IHMCL/Master-SI/2022/01, dated 14 December 2022

The following are the responses/clarification to Pre-bid queries received with regard to above-mentioned RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
1	Page No. 23, Clause no. 3.30 (a), Performance Security	a) Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of IHMCL for an amount equal to INR 01 Crore, issued by a Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract.	We would like to understand the basis and calculation of this PBG as generally in all government or private tender the PBG is 10% of the contract value. Kindly clarify the same	The financial bid is based on Amount per FASTag transaction count (in Rs.) quoted by successful bidder for processing of FASTag transaction which are processed & settled as per NPCI report. As such, there is no fixed predefined contract value of the project whence the % of PBG can be derived at the time of contract signing.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
2	Page No. 29, Clause no. 5.8, Start of Assignment	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	As per our experience, it takes 2-3 weeks for the development of API from SI side and to test the same with MSI including the changes and modification required. Therefore we request you to kindly consider our request and change the time line from 5 days to 3 weeks which is more practical.	Please refer Corrigendum-2
3	Page No. 41-42, Clause no. 6.2.1(f), Detailed Scope of Work	For the FASTag transactions with violation flag, MSI shall ensure to send the transaction with respective Acquirer bank along with image evidence (LPIC, ICS Camera images and AVC image). It shall be the responsibility of MSI to get the image evidences for violation transactions from the respective Local SI only for the exit side.	We understand that it will be SI's responsibility for sending violation flag to MSI. Please clarify	The local system integrator (LSI) shall share the requisite image evidence with Master System Integrator (MSI). However, this is to clarify that the MSI shall intimate LSI through a response if image evidence is not received for any transaction with violation flag.

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4	Page No. 41-42, Clause no. 6.2.1(h), Detailed Scope of Work	MSI shall ensure to comply with ICD 2.5 specification or latest to enable real-time based transaction processing with each local toll plaza server and Acquirer host.	We need to send txns to bank with API. MSI system can send txns to bank with only one URL and one certificate. We can not use different URL and certificate for all Plazas as per Bank rule. Please clarify if the same can be done with single URL and certificate for all plazas at MSI level	As per RFP, Master SI may use same URL in consultation with acquirer bank.
5	Page No. 41-42, Clause no. 6.2.1(n), Detailed Scope of Work	MSI shall ensure to timely address the customer complaints pertaining to Double amount deduction from FASTag account and Wrong Amount deduction from FASTag account in co-ordination with respective Local Service Provider.	As per the standard rule, the end customer (user) informs his Tag issuing Bank (issuer bank) about the wrong deduction or double deduction. Further the Issuer bank informs the same to Acquirer bank and further Acquirer bank informs to Operation agency of that particular bank who processes the charge back. Please confirm the proper process that you would like MSI to follow and the work that you would like MSI to take care.	Master SI shall facilitate to arrange all necessary image and other evidence as required for resolution of a customer compliant/grievance.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
6	Page No. 44-45, Clause no. 6.6.1.3, Penalty for events of Double deduction/Overcharging in FASTag	The Service Provider to adhere the latest Interface Control Document (ICD) and Procedural Guidelines document (PG) to process the transactions. There should not be any case of double/multiple deduction/overcharging of FASTag account owing to any deficiency in the services/processes. The Successful bidder shall also ensure to handle the concept of return journey to avoid overcharging of FASTag amount. In case of any deviance, penalty shall be imposed as below – · Up to 100 cases of double deduction/over-charging reported in a calendar month – Rs 1000 per case · More than 100 cases of double deduction/over-charging reported in a calendar month – Rs 2000 per case In addition to above, Master SI shall also be liable to pay for all the losses incurred by the concessionaire/toll plaza operators.	As per our experience we have witnessed cases wherein user pays at one plaza in cash/exempted/ violation however at the exit the barriers opens due to Tags read at exit. In this case over charging will happen: 1. We will receive FASTag exit transaction only and after a limited time we will have to complete the transaction. 2. double payment will be made (one via cash and other via Tag). 3. There are cases seen wherein the vehicle enters at one plaza and exit from another plaza but due to any issue at exit plaza exit transaction is missed out. Once again on the same day the vehicle comes to the first plaza or enters on any other plaza. In that case now we have two entry transaction. Please explain how IHMCL would like MSI to respond on these type of cases wherein the issue is not related to MSI	Delhi Mumbai Expressway is an access-controlled expressway which is designed in a manner such that all vehicular traffic - entry and exit are regulated and local level system integrators have been engaged to capture the transaction of every vehicle. Therefore, the scenario of missing out on any FASTag transaction at entry or exit is hypothetical.

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7	Minimum Transactions		We would like to understand a min. Transactions that would be there after all plazas are live.	Bidder to estimate based on indicative PCU details as available and provided in the RFP and Corrigendum.
8	Time lines for all work		As the project demands lot of development in terms of utility placed at plaza level and MSI level, which needs to be developed. For making a proper solution 5 days are not sufficient and therefore 3-4 weeks should be granted so that a proper solution can be made	Please refer corrigendum-2
9	In case of Entry / Exit missing		Incase any of the following (Entry or Exit) is not reported from any plaza, what is the further action that IHMCL would like MSI to take. Eg: either farthest plaza deduction or nearest plaza deduction. Also for how much time we have to wait incase any entry or exit is missing.	Delhi Mumbai Expressway is an access-controlled expressway which is designed in a manner such that all vehicular traffic - entry and exit are regulated and local level system integrators have been engaged to capture the transaction of every vehicle. Therefore, the scenario of missing out on any FASTag transaction at entry or exit is hypothetical.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
10	Clause No. 3.2.1, Sr. No.1, Page No. 11	Eligibility Criteria :The bidder can be either one of the following: a) Empaneled System Integrator of IHMCL as on Bid due date b) Certified Acquirer Bank under FASTag Programme as on Bid due date **No Consortium is allowed.Supporting documents to be provided In Case of empaneled SI-** · Letter of empanelment issued by IHMCL **In Case certified Acquirer bank-** · Valid certificate as issued by NPCI for providing acquiring services at toll plazas **For empaneled SI and certified Acquirer Bank-** · Power of Attorney as per Clause 3.4 · GST Registration Certificate, as applicable	As per the RFP consortium is not allowed while multiple System Integrator have Empanelled with IHMCL already as in Consortium, hence request you to kindly provide the clarity that those who are already empanelled in IHMCL as in consortium can also participate in this tender, as we assume that they should be eligible to participate in it.	This is to clarify that entities which have been empanelled as a consortium shall be able to participate in the tender as the same consortium composition only. No individual consortium members shall be allowed.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
11	Clause No. 6.2.1.a, Page No. 41	Master plaza server Infrastructure will be single window to control all the toll plazas in the project. This will act a centralized system for all the depending services, process workflows. This will process transactions for all the plazas as transparent centralized interconnected network.	Request you to kindly clarify the following points: a). As we understand that there will be a centralized server other than individual plaza server, kindly clarify. b). Do we need to run Audit module in the centralized server also or only in the individual plaza server, kindly clarify.c). Transactions need to be send to CCH from the centralized server or from the individual plaza directly through ICD 2.5? kindly clarify.	Master SI needs to provision Cloud-based server for this project. Servers at plaza level shall be provisioned by Local SI.
12	Clause No. 6.2.1.b.iii, Page No. 41	There should be optimized load balancing functionality to be implemented to achieve high performance with minimal to no downtime.	Request you to kindly clarify, How many servers are in provision for load balancer?	Bidder to assess based on the requirements provided in the RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
13	Clause No. 6.2.1.c, Page No. 41	The MSI shall deploy entire system in cloud-based servers with cluster configuration. The Cloud Service Provider either direct or sub-contract should be empaneled with MeitY. Cloud-based platforms shall provide a high level of configurability and customization, through open APIs and robust application ecosystems. These platforms also support advanced analytics, automation, and optimization use cases, through large data lakes.	Our submission to kindly provide the clarification on **"Who will bear cost of the cloud server"?**	Master SI shall bear the recurring cost of cloud servers as per RFP.
14	Clause No.6.5. j), Page No. 45	**Local System Integrator Responsibility:** j) Timely sharing transaction data with Master SI	Is there any defined timeline by which Local System Integrator will share the Data with Master System Integrator, what if Local SI delays in sharing the Data, who will monitor for timely sharing the Data and there should be specific format for data sharing from all Local SI to MSI as well to reduce the time frame in implementation of the work.	The transaction files/data are required to be shared in real-time basis.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
15	Clause No.3.30. a), Page No. 23	**Performance Security:**Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of IHMCL for an amount equal to **INR 01 Crore**, issued by a Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract.	Generally, As per standard Practice and regulations performance security amount ranges to 3% of Bid Value, while as in RFP 1 Cr. is defined initially in RFP, kindly consider the standard clause of 3% of Bid value instead of defining an Amount.	Pl refer response to Sl # 1

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
16	Page-21Clause 3.21. Award Criteria	a) 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	Kindly confirm whether the lowest bid shall be exclusive of taxes, duties, cess or other statutory levies. Since, in **clause 3.20.2** it has been mentioned that The Financial Bid Evaluation will be based on the *"Amount per FASTag transaction count (In Rs.)"* by the bidder which would be inclusive of all levies and taxes like Excise Duty, Custom Duty, packing, forwarding, freight and insurance, Octroi/Entry Tax, etc. or as applicable taxes, but exclusive of GST.Seeking your clarification.	Pl refer the Clause 3.20.2 - The Financial Bid Evaluation will be based on the "Amount per FASTag transaction count (In Rs.)" by the bidder which would be inclusive of all levies and taxes like Excise Duty, Custom Duty, packing, forwarding, freight and insurance, Octroi/Entry Tax, etc. or as applicable taxes, but exclusive of GST.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
17	Page-21Clause 3.23. Tests of responsiveness	**3.23.1. 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 sameb) If a bidder submits a conditional bid or makes changes in the terms and conditions given in this RFP documentc) Failure to comply with all the requirements of RFP document by a bidder Request for Proposal (RFP) For Selection of Master System Integrator for Closed Loop Tolling via FASTag along Delhi Mumbai Expresswaysd) If the financial bid is not submitted in the formats prescribed in the RFP documente) If any requisite document/ certificate is not in	Kindly re-confirm the responsiveness criteria i.e. a,b,c,d,e,f & g as it seems that there is typing error in the statement.The terms **responsive** shall be **non-responsive** as per our understanding.	The typo-error may be ignored. An Application/Bid shall be considered **Non-Responsive** if any one or more condition(s) as set out in (a) to (g) is not met.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
		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.andf) The bid contains any pre-condition, assumption or qualificationg) it is not non-responsive in terms hereof.		

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18	Page-23, **Clause 3.30** Performance Security	a) Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of IHMCL for an amount equal to **INR 01 Crore,** issued by a Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract.	Kindly give relaxation in performance security amount. Please reduce it to **50 Lakh** so as to keep IHMCL/NHAI free from any risk factor.	No change. As per RFP.

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19	Page-45 **Clause 6.6** Service Levels(SLA/Damage)	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.	We are requesting authority to kindly provide ample time to make plaza live in co-ordination with Local System Integration. Kindly allow at least **14 days** instead of 5 days to complete all testing parameters, UAT, trail run etc.	Please refer Corrigendum-2
20	Page-58 **Clause 7.8 Annexure 8**	A. Details of Toll Plazas along Delhi Mumbai Expressways	Indicative PCU count for most of the packages are not provided in the table. We are requesting to kindly provide the same so as to quote the best price accordingly considering all the CAPEX and monthly recurring cost toward MSI services.	Available indicative data is already mentioned in the RFP. However, the Delhi-Mumbai Expressway is a green-field expressway. The estimated daily PCU along the entire stretch is approx. 40,000. Bidder need to factor the PCU details provided in the RFP. pre-bid responses and apply business wisdom in factoring various cost factors to derive at a Financial Quote.

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21	Page-58 **Clause 7.8 Annexure 8**	A. Details of Toll Plazas along Delhi Mumbai Expressways	Complete List of System Integrator is not provided in the table. It is requested to kindly provide the same so as to get the clarity for integration purpose.	Further details shall be provided during project implementation as and when local SI are appointed and prior to integration
22	Page-58 **Clause 7.8 Annexure 8**	A. Details of Toll Plazas along Delhi Mumbai Expressways	Kindly provide the approximate or indicative traffic count for complete Delhi-Mumbai Expressway.	Available indicative data is already mentioned in the RFP. However, the Delhi-Mumbai Expressway is a green-field expressway. The estimated daily PCU along the entire stretch is approx. 40,000. Bidder need to factor the PCU details provided in the RFP. pre-bid responses and apply business wisdom in factoring various cost factors to derive at a Financial Quote.
23		Internet Scope	Kindly provide the clarity on internet scope for MSI and Local System Integrator.	Internet service at plaza level shall be provisioned by local SI and Master SI shall be required to provide internet bandwidth only to meet the requirement for further capturing, processing and settlement of FASTag transactions.
24		Work Demarcation	Kindly provide the scope of work demarcation between Local System Integrator and Master System Integrator.	Please refer Corrigendum-2
25		6.2.1. The broad responsibilities of the Master SI are as below:	Who will provide Internet Connectivity from Plaza to Bank Server?	At plaza level, Internet service shall be maintained by local System Integrator

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
26		6.2.1. The broad responsibilities of the Master SI are as below:	Any expected number of people ? MSI shall deploy adequate number of resources with qualifications and skills commensurate to the job requirement.	Resources may be decided by Master SI to ensure for smooth services of transaction processing and data storage
27		6.2.1. The broad responsibilities of the Master SI are as below:	Location can be any where in India for such Support Center ?	Master SI shall provision for handling customer complaints through adequate resource. Master SI may set up the Support Center as per project requirement.
28		6.2.1. The broad responsibilities of the Master SI are as below:	ChargeBacks - who to handle OR have Right to Accept OR Reject ChargeBacks?	Handling of Chargebacks, Violations, etc. shall be as per defined process. Master SI shall be the part of the process to facilitate handling chargeback cases
29		6.2.1. The broad responsibilities of the Master SI are as below:	Violations - Who will have Right or Responsibility Violations Accept or Reject?	Pl refer response to Sl # 28
30		6.2.1. The broad responsibilities of the Master SI are as below:	How is the Entry and Exit Counted?	Pl refer RFP.
31		6.2.1. The broad responsibilities of the Master SI are as below:	jj) Data Retention, Back-up and Restore Operations - For how many Months OR Year Old data to be Back-uped ?	As per NHAI/MoRTH policies.

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32		3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. If Total Transactions are 10,000 in a day then are you paying based on Count ? E.g. 10,000 Count * 25 Rupee = 250000 Rupee	The understanding is correct.
33		3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. If Total Transactions are 10,000 in a day then are you paying based on COUNT ? Then what about CASH orr non-FASTag COUNT? Will you consider for calculation?	Payment shall be based on FASTag transaction ONLY. Bidder need to factor and apply business wisdom in quoting the financial bid.
34		3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. Are you paying on VALUE of the Transactions? E.g. If 10,000 Transactions happen and if the Total Amount for Various Classes together is 10,00,000/- Rupee then can we claim percentage as 10 Lacs * 1% = 10,000/- Rupee?	Please refer the RFP.
35		3.20.1. Stage - 1: Pre-Qualification Stage:	Is any Survey Data of Traffic OR Proposed Traffic Data available	Please refer the RFP.
36		3.20.1. Stage - 1: Pre-Qualification Stage:	Rates for Various Vehicle Classes 3-Axel or 4-Axel etc.?	Please refer the RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
37		3.20.1. Stage - 1: Pre-Qualification Stage:	Please share Daily Traffic Volumes on this Expressway.	Available indicative data is already mentioned in the RFP. However, the Delhi-Mumbai Expressway is a green-field expressway. The estimated daily PCU along the entire stretch is approx. 40,000. Bidder need to factor the PCU details provided in the RFP. pre-bid responses and apply business wisdom in factoring various cost factors to derive at a Financial Quote.
38		3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. If Total Transactions are 10,000 in a day then are you paying based on Count ? E.g. 10,000 Count * 5 Rupee = 50000 Rupee	The understanding is correct.
39		5.16.20. Sub-Contracting The Successful bidder shall not sub-contract any assignment to a third party.	If Bank wins this Tender, then would Bank be allowed to sub-contract SoW to its Technology Partner?	Sub-contracting is not allowed. Please refer response to SI # 187.
40		6. Scope of Work > 6.1. Project Background > 6.1.2. A local system Integrator (SI) or ETC system Service Provider is an important stakeholder in NETC programme, and some operational roles of Local System Integrators are as follows	Please Local SI is supposed to capture & process FASTag transactions, then what is the role of MSI in this case? Please share detailed Scope of Local MSI vis-à-vis MSI for this Tender.	Local SI shall capture and process the transaction at plaza location and send the same to MSI. Detailed Scope of work of LSI may be referred from Corrigendum-2

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41		6.2.1. The broad responsibilities of the Master SI are as below: cc) For all the FASTag Transactions successfully accepted from the Plaza ETC systems, the same should be processed in real time and posted to Acquiring host	If Bank wins this Tender, then would such Bank be allocated any of the Toll Plazas on this Expressway for providing Acquiring Services?	Appointment of acquirer bank is not linked with this RFP and shall be taken up IHMCL separately.
42		6.2.1. The broad responsibilities of the Master SI are as below:s) MSI shall deploy adequate number of resources with qualifications and skills commensurate to the job requirement.	Is the MSI expected to deploy Manpower at each Toll Plazas? If so then please share Roles & Responsibilities for same.	Resources may be decided by Master SI to ensure for smooth services of transaction processing and data storage
43		6.2.1. The broad responsibilities of the Master SI are as below:	Can MSI operate from Central Location?	Master SI to operate as per project requirements.
44		6.2.1. The broad responsibilities of the Master SI are as below:	Who will be responsible for Chargebacks, since Local SI would be processing all FASTag transactions?	Pl refer response to Sl # 28
45		6.6. Service Levels (SLA)/ Damages	If Local SI is processing all FASTag Transactions, then how would MSI be responsible for any SLA breaches/Damages? Kindly confirm.	Service Level SLA shall be applicable for scope of work under Master SI.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
46	Page 28 - 5.6.4	IHMCL would release the payment to the **Master SI for total number of FASTag transaction** count processed and settled as per NPCI report based on the Quoted amount per FASTagtransaction and after deduction of applicable penalty if any. In this case, a FASTag transaction shall mean a transaction which is generated by adding entry and exit data together as receivedfrom different toll plazas and process the same to the concerned Acquirer Bank for settlement.	Non-FASTag Txn count is not considered in MSI payment processing formulation, kindly give clarity.	Please refer to response at Sl. # 33.
47	Page 40 - 6.1.2 - b	Capture violation transactions and wrong class transaction with picture image.	Kindly confirm on violation transaction Audit scope, will it be in LSI scope ?	Both LSI and MSI shall do the audit of FASTag violation transaction based on image evidence.
48	Page 41 - e	The FASTag transactions must be sent to the **respective Acquirer Bank** in time bound manner for further validation and settlement.	Is MSI server system have to integrate with one Acquirer Bank or Multiple banks ?	There can be 01 or more Acquirer Bank as may be required.

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49	Page 41 - e	However, the **Non-FASTag transaction** shall be **stored plaza wise** for the entire Contract Agreement.	Shall vehicle images requires to store for Non-FasTag transaction at MSI server/Cloud System ?	No only transaction data is required to be stored for Non-FASTag transaction
50	Page - 42 - f	It shall be the **responsibility of MSI** to get the **image evidences** for violation transactions from the respective Local SI only for the exit side.	Kindly give clarity on responsibility matrix as Local Plaza system hardware is not in MSI scope, in case Local SI system failed to capture image evidence at the time of performing vehicle transaction in entry/exit lane then MSI system will not able to provide image evidences.	Please refer Corrigendum-2
51	Page - 42 - i	MSI shall ensure to provide web-based application/portal for monitoring the real time monitoring of **Lanes and Plaza system availability**.	Please provide the list of devices, machines/servers needs to consider for lane and plaza system downtime calculation.	Master SI to propose its solution to meet the requirement.
52	Page - 42 - k	MSI shall ensure to **integrate** with all LSI system in timebound manner.	Is internet connectivity from Local plaza to MSI Server/Cloud in LSI or MSI Scope ?	Please refer to response at SI # 23.
53	Page - 42 - q	IHMCL shall notify MSI to add any **new fee plaza** whenever it is operationalized and from time to time.	In future, will it be possible that plaza's other than Delhi-Mumbai Express way have to add in MSI Server/Configuration configurations?	As per RFP.

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54	Page - 42 - v	The **Master SI shall provide photo evidence** in coordination with LSI. as required for resolution of customer grievances.	Kindly give clarity, If LSI fails to capture images during vehicle transaction in entry/Exit lane then the responsibility/procedure for customer grievance resolution.	It is the responsibility of LSI to share the image evidence with MSI as per requirement. However, in case of any failure at LSI end, same must be reported to IHMCL for further needful action
55	Page - 42 - v	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.	Kindly give clarity w.r.t. posting Exception List (Blacklist Files) to LSI Plaza system. Is Local plaza responsible to handle Blacklist and discount files directly with Acquirer bank as per Clause no. Page 45, 6.5, i) ?	Local SI shall be responsible to handle Blacklist and discount files directly with Acquirer bank
56	Page - 45 - 6.5, i	**Local System Integrator Responsibility** To handle all exception codes and Discount files directly with Acquirer bank;		As per RFP

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57	Page - 44 - jj - ii)	The Master SI shall also be responsible to **extract and provide data /information** based on requirement of law Enforcement Agencies of Govt. of India/ State based on specific approvals on case-to-case basis.	Is it required to retain all the FASTag, Non-FASTag vehicle transaction images in MSI server/cloud during complete tenure of the project ? Or it will be for certain duration of time. Kindly confirm.	Transaction data is to be captured and stored for the entire Contract Agreement. However, the Images of only violation transaction (FASTag) are to be stored for the entire Contract Agreement
58	Page - 45 - 6.6.1.2.	Penalty pertaining to deviation in processing FASTag Transaction	Penalty will be imposes on MSI if there is any delay in transaction posting. If there is delay in transaction from LSI side, then penalty should not be imposed on MSI. Please clarify	This is to clarify that for factors not attributable to Master SI not penalty shall be imposed on Master SI.
59	Page - 45 - 6.6.1.2, a)	a) Delay in Posting of FASTag Transaction to Acquirer BankService Provider shall ensue to post the transactions to respective Acquirer Bank within the SLA as defined in the Interface Control Document. Any instance of rejection oftransaction by Acquirer bank due to delay in posting of transaction by Service Provider, applicable loss of revenue shall be recovered.	In case LSI fails process transaction within time because of Toll Lane Controller system or plaza server issue then what will be the formulation for penalty calculation?	Please refer to response at SI # 58.

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60	Page - 45 - 6.6.1.2, b)	b) Missing transaction Service Provider shall ensue that no transaction shall be missed to be uploaded to Acquirer Host.	If LSI missed transaction data because of Toll Lane Controller system or plaza server issue then how to process such type of transaction ? In such cases if Entry lane Txn. missed by LSI Plaza system then Entry-Exit plaza entry pairing procedure for fare calculation is required.	Master SI to report such cases to IHMCL, in case any.
61	Page - 45 - 6.6.1.2, c)	c) Invalid format Successful bidder shall ensue that to post all FASTag transactions to Acquirer Host in a valid format as defined in the Interface Control Document.	Capturing Tag Memory correctly using RFID reader will be in LSI scope, kindly give clarity on MSI responsibility.	As per RFP
62	Page - 45 - 6.6.1.3.	The Successful bidder shall also ensure to handle the concept of return journey to avoid overcharging of FASTag amount.	Kindly confirm on return journey applicable for Expressway plaza.	Return Journey (If applicable) calculation shall be done by Acquirer Bank. MSI shall ensure to post the transaction in sequence manner
63	Page - 58 - 7.8	Indicative Traffic (PCU) count for various classes of vehicles (Per Day)	Indicative count for some of plazas/Location is not given. We request Authority to provide the indicative data of all locations.	Available indicative data is already mentioned in the RFP. However, the Delhi-Mumbai Expressway is a green-field expressway. The estimated daily PCU along the entire stretch is approx. 40,000.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
64	Page - 28 - 5.6.3	Payment Terms: B= FASTag transaction count processed and settled as per NPCI report	A vehicle entered the project from Mumbai and Exit from Delhi then how many transactions shall be counted for. Please clarify	Clubbing entry and exit transactions of 02 different locations shall be posted to Acquirer as 01 transaction. Payment shall be made based on settlement report of NPCI only.
65	Page - 27 - 4.1	Bid Due Date for submission on e-tender portal: 04.01.2023; Upto 16:00 Hrs	We request for 3 to 4 weeks extension for survey of toll plazas for traffic survey and for submission.	Please refer Corrigendum-2
66	6.2.1.d	MSI shall ensure to capture and store entry and exit details of vehicles from each toll plaza and club the entry-exit details of vehicles based on same Tag Id/VRN no to make the final transaction. The FASTag transaction must be clubbed and sent to respective Acquirer Bank within the SLA as defined the Interface Control Document	Need clarification on below points on clubbing of Entr y & Exit transactions for Cash and FASTag. 1. What if any plaza gets down for more than defined SLA and LSI fails to send transaction to MSI, what shall be the waiting time by MSI for the transaction to club Entry and Exit. 2. There Might be chances that MSI doesn't get Entry or Exit of any transaction then what shall happen with that transaction.	Delhi Mumbai Expressway is an access-controlled expressway which is designed in a manner such that all vehicular traffic - entry and exit are regulated and local level system integrators have been engaged to capture the transaction of every vehicle. Therefore, the scenario of missing out on any FASTag transaction at entry or exit is hypothetical.
67	General	Per Month Minimum Guarantee on Transaction revenue is not shared	As part of revenue for the Master SI, Minimum Guarantee on transaction and corresponding revenue per month for all plaza needs to be shared.	The estimated PCU data available is shared in RFP. No minimum guarantee can be provided at this stage.
68	General	Daily/Monthly projected count amount is not shared for all plazas	Projected daily/monthly amount needs to be shared for all toll plazas.	As per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
69	6.2.1.b.g	MSI shall exchange data from all fee plazas as per Interface control document. The processing methodology of MSI with LSI and concerned Acquirer Bank should be API based	1. Is there any possibilities that plaza can run on ICD 2.4 due to any unavoidable issue at MSI end. 2. Is there any possibility that few LSI shall work on 2.4 while other work on 2.5 under same project.	Yes, plaza can shift ICD 2.5 to ICD 2.4. Yes, it is possible that few LSI shall work on 2.4 while other work on 2.5 under same project.
70	6.2.1.b.P	MSI shall maintain all Business rule configuration, return Journey, Monthly Pass, fare Update.	As per current NETC flow only acquirer banks keep all business rules of Journey Type, all Passes and tariff update at their end. Note: No change in NETC flow for Acquirer Bank is mentioned in RFP.	Clause stands deleted. Please refer Corrigendum-2
71	6.2.1.b.q	IHMCL shall notify MSI to add any new fee plaza whenever it is operationalized and from time to time	As per current NETC flow, Tariff updation is part of Acquiring Bank as tariff calculation and amount deduction is done by acquiring bank only. Note: No change in NETC flow for Acquirer Bank is mentioned in RFP.	As per RFP
72	6.2.1.b.y	Comply with the business rules relating to toll fare calculation and pass management for every designated toll plaza	As per current flow Acquiring bank is responsible for toll fare calculation and pass management for all of their toll plazas. Note: No change in NETC flow for Acquirer Bank is mentioned in RFP.	As per RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
73	6.2. General	Master SI has asked to prepare reports and reconciliation for all toll plazas.	In case plaza runs on ICD 2.4 then MSI needs to collect reconciliation data from LSI, as encrypted TRC/VRC files shall be shared on SFTP outbound and this folder shall be accessed by LSI for Blacklist, Discount and other files.	As per RFP.
74	P-10, Clause 3.1.2	3.1.2. The Bids would be evaluated based on the **evaluation criteria** set out in this Request for Proposal (RFP) Document in order to identify the Successful Bidder for providing the services envisaged under this RFP.	We have gone through the bid document and found the process of bid scrutiny only as mentioned at various places under various clauses but we are unable to find the "Detailed Evaluation Criteria".Kindly clarify and share the clear and detailed evaluation criteria.	As per RFP. Please refer RFP clause 3.19, 3.20, 3.23,
75	P-10, Clause 3.1.3	3.1.3. Terms used in this RFP Document which have not been defined herein shall have the meaning recognized thereto in the draft Contract Conditions.	We are unable to locate the "Draft Contract Conditions" in the entire RFP document. This clause also seems to be open ended in absence of same conditions. Kindly clarify and share the Draft Contract Conditions or remove this clause from the RFP.	As per RFP. Pl refer RFP Section 5.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
76	P-10, Clause 3.1.6	3.1.6. The statements and explanations contained in this RFP Document are intended to provide an understanding to the Bidders about the subject matter of this RFP Document and **shall not be construed or interpreted as limiting**, in any way or manner whatsoever, the scope of services, work and obligations of the Successful Bidder to be set forth in the RFP or IHMCL right to amend, alter, change, supplement or clarify the scope of service and work, the Contract conditions to be awarded pursuant to the RFP Document including the terms thereof, and this RFP Document including terms herein contained. Consequently, any omissions, conflicts or contradictions in the Bid Document are to be noted, interpreted and applied appropriately to give effect to this intent and no claim on that account shall be entertained by IHMCL.	This clause seems to be open ended and puts indefinite liability on the MSI.The scope of work should be definitive in nature and should be binding on both the Purchaser as well as MSI.You are requested to modify this clause to make the SOW limiting for both the parties or remove this clause.	No Change, as per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
77	P-10, Clause 3.1.7	3.1.7. Bidders may note that IHMCL will not entertain any material deviations from the RFP Document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders will be unconditional and the Bidders would be deemed to have accepted the terms and conditions of the RFP Document with all its contents including the terms and conditions of the draft Master Service Agreement. Any conditional Proposal is liable for outright rejection.	We have gone through the RFP document and found that there are lot of dependencies on Purchaser and existing or yet to be decided ATMS/ITMS/ETC contractors and Acquirer Banks etc for a successful delivery of the SOW as envisaged.We understand that conditional bids may attract rejection.the prospective MSI should be allowed to put forward and request there assumptions as in form of support required from purchaser and other associated/existing vendors.Kindly accept and allow.	No Change, as per RFP. In the current tender, there is no requirement for procurement of ETC system by Master SI to be deployed at site. The work of Master SI shall be contingent upon completion of ETC system by Local SI at site. Hope this clarifies. RFP clause 3.1.7 shall prevail.
78	P-13, Clause 3.2.3	3.2.3. The Bidders must provide **all supporting documents specified** above in support of each eligibility requirement in line with the criteria stipulated in Clause 3.2 Only those Bidders who meet all the above pre-qualification criteria shall be considered for further evaluation of their Technical Proposals.	Kindly clarify if bidder has to submit any additional document other than as mentioned under Eligibility/ Pre-Qualification Requirements as mentioned on Page 11 & 12 of RFP.	As per RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
79	P-14, Clause 3.7	3.7. Acknowledgement by Applicantc) accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of IHMCL relating to any of the matters referred to in Clause 3.6 above; and	In continuation to our submission through point above 2 regarding clause 3.1.6 we request you limit the liability and clarify the clause or remove this clause.	No Change, as per RFP
80	P-14, Clause 3.7	3.7.2. IHMCL shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by IHMCL.	we understand that there are chances of errors & Ommissions and we can not held Purchaser's team for such conditions but on the same ground MSI can not provide unconditional acceptance to RFP conditions. We, therefore request you to kindly relax this clause.	No Change, as per RFP
81	P-19, Clause 3.19	3.19. Opening and Evaluation of Applications	we are unable to find any Score/Points/Marks matrix in the entire RFP as mentioned at various points in the RFP & clause 3.19.8. Kindly Clarify and share the Score Matrix for the benefit of each of the prospective Bidder/MSI.	This is to clarify that there is no marking criteria in the technical evaluation stage. The financial bids of all responsive bidders shall be opened as per process set out on the RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
82	P-19, Clause 3.19	3.19.5. Any information contained in the Application shall not in any way be construed as binding on IHMCL, its agents, successors or assigns, but shall be binding against the Applicant if the Project is subsequently awarded to it on the basis of such information.	This clause is unconditionally binding on MSI and discharges the Purchaser from all its responsibilities.We request you to kindly relax this clause and fix & limit the responsibility of both the parts.	No Change, as per RFP
83	P-20, Clause 3.20.1	3.20.1. Stage - 1: Pre-Qualification Stage: -	The Evaluation process as mentioned in the RFP document engages preliminary scrutiny only and does not specify any score matrix. In continuation of point 8 above we request you to kindly share the score matrix to make the evaluation/selection process more transparent and for a benefit of all the prospective bidders.	Please refer to response at Sl. # 81.
84	P-21, Clause 3.23	3.23. Tests of responsiveness a) If the Authorized Signatory holding Power of Attorney and Signatory are not the same	It seems that there is a typo error. Please clarify & rectify as required.	The typo-error may be ignored. An Application/Bid shall be considered **Non-Responsive** if any one or more condition(s) as set out in (a) to (g) is not met.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
85	P-21, Clause 3.23.1	f) The bid contains any pre-condition, assumption or qualification	in continuation to point 4 above under clause 3.1.7 we request you that MSI should be allowed to share their dependencies / assumptions as based on interdependencies of all the parties in the project.Kindly relax this clause and allow to submit assumptions.	RFP condition shall prevail.
86	P-28, Clause 5.5	5.5. Right to Amend Project Scope	The arrival of commercially viable cost for a project is based on volume and nature of associated work & efforts required for completion of SOW. We request you to kindly consider and limit this clause to CoS to maximum limit of -10% to +10%.	No Change, as per RFP
87	P-29, Clause 5.6.6	5.6.6. The Master SI shall submit all supporting documents/reports etc. as required to validate the work.	Kindly clarify and share the list of required documentation.	MSI shall submit relevant documents as available with them to submit the evidence for compliance of the Contract Agreement as and when required by the IHMCL. The list shall be finalised upon project commencement.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
88	P-33, Clause 5.15.1	5.15. Insurance(a) Master SI's all risk insurance with IHMCL as co-beneficiary;	Based on our experience, we wish to explain that making IHMCL as co-beneficiary will attract lot of paper work from IHMCL and cost of Insurance will also increase.We request you to kindly clarify if IHMCL is ready to share the load of insurance else kindly remove this clause.	Bidder to factor all such incidental charges etc. in their financial quote. IHMCL shall not bear anything extra charge for insurance separately.
89	P35, Clause 516.6	5.16.6. Liability for review of Documents a) Except to the extent expressly provided in this Contract: i. no review, comment or approval by IHMCL, any document submitted by the Successful bidder nor any observation or inspection of the Services performed by the Successful bidder nor the failure to review, approve, comment, observe or inspect hereunder shall relieve or absolve the Successful bidder from its obligations, duties and liabilities under this Contract, the Applicable Laws and applicable permits;	This clause seems to have conflict with the approval process required at different stages of the project and relieves IHMCL from any liability for same. Kindly amend this clause by fixing Approval liabilities on IHMCL and relax unconditional and open ended liabilities on prospective Bidder/MSI.	No Change, as per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
90	P-38, Clause 5.16.17	5.16.17. Limitation of Liabilityb) Notwithstanding anything stated herein above, the liability for Master SI shall NOT exceed ten times the value of Performance Bank Guarantee amount for the project.	This amount of penalty is huge and it should be limited to 5% of project value/maximum of 10% value of the PBG submitted by the prospective MSI.	No Change, as per RFP
91	P-41, Clause 6.2	6.2. Detailed Scope of Work	Dear Sir Our understanding of the overall scope of work signifies a lot of interactions, dependencies, data flow, and integration of different applications across the canvas of the project ecosystem. Kindly clarify and share the SOPs as envisaged under the implementation of this project.	Please refer the RFP and Corrigendum issued.
92	P-41, Clause 6.2	6.2.1. The broad responsibilities of the Master SI are as below: b) Functional Specifications: - v. Continuous Integration, Delivery, and Deployment functionality to provide reliable and frequent build and deployment with quick and efficient rollbacks.	This clause is open-ended and puts in-limited liability on MSI on a continued workload and does not cease for the entire project period. We request you to kindly explain and limit the liability by redefining the clear SOW.	As per RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
93	P-41, Clause 6.2	6.2. Detailed Scope of Work	We understand that the fee per transaction could not go beyond a certain figure.Kindly clarify and confirm who will bear the cost of storage and other claud components for the project for the entire period of project.	Bidder to factor all components and submit financial quote. All cost for storage, cloud etc. pertaining to the project scope shall be borne by the Master SI
94	P-41, Clause 6.2	6.2. Detailed Scope of Work	Kindly clarify and share the details of integrations required.	As per RFP.
95	P-43, Clause 6.2	w) To develop the Acquirer mode in accordance with the Interface Control Document "ICD") provided to the Bank by NPCI for the use by toll plaza operators detailing file formats and modalities for sharing data and communicating with the Acquiring Module.	We request you to kindly share the Interface Control Document "ICD" as mentioned in the RFP document.	The requisite ICD 2.4 & ICD 2.5 documents are basic document which should be available with any empanelled SI or bank under FASTag programme.
96	P-43, Clause 6.2	y) Comply with the business rules relating to toll fare calculation and pass management for every designated toll plaza.	We request you to kindly share the details of business rules per designated toll plaza.	The business rules shall be shared during plaza integration during implementation phase.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
97	P-43, Clause 6.2	ii) To provide restricted (view-only) access to toll plaza operators to view live processing ofFASTag Transactions and generate on-demand customizable reports, through an onlineportal. The Client shall have unrestricted access to all the data and direct the ServiceProvider to provide access to third parties as it may deem fit.	This includes capturing/accessing and sharing data of each toll plaza. Kindly clarify if the access to all information and data from each of the toll plaza is available or made available to MSI and all the designated SI agrees to this effect.	Through integration with Local SI system, Master Si is required fetch all such requisite data.
98	P-45, Clause 6.6	6.6. Service Levels (SLA)/ Damages	The SLA Damages as mentioned in the RFP document are very high. Kindly relax the same and limit this to maximum of 15 % per instance against the cost per transaction quoted by the MSI.	No Change, as per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
99	Page-18, Clause No. 3.13(b).	The Earnest Money shall be in the form of a Demand Draft OR Bankers Cheque or NEFT/RTGS mode.	We request you to kindly allow submission of BG against EMD & amend the clause as per below:- The Earnest Money shall be in the form of a Demand Draft OR Bankers Cheque or NEFT/RTGS or Bank Guarantee Mode. you are also requested to share the Bank Guarantee Format.	No Change, as per RFP
100	Page-21, Clause No. 3.21(b)	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).	We request you to kindly amend the clause as below: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 the Average Annual Turnover for last three financial years.	Please refer Corrigendum-2.
101	6.2.1 b i (PNO-41)	There should be resource isolation with predictable application performance	Need clarity on this	Please refer to the concept of "resource isolation" for better application performance.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
102	6.2.1 b iv (PNO-41)	Security information and event management to provide comprehensive visibility and control of the data warehouse by allowing security analysts to collect and share data, investigate incidence to report and respond accordingly.	Need clarity on this	Please refer to the concept of "Security information and event management or SIEM".
103	6.2.1 c (PNO-41)	The cloud server provider should be empanelled with MeitY	Need list of empanelled service providers	Pl refer website of MeitY and other sources as available in public domain.
104	6.2.1 e (PNO-41)	Non FASTag txn will be stored plaza wise for entire contract agreement	What is NON FASTag txn here. Is this related to cash ape data and only those data will be stored for which fields are there in Cash API format! If yes, Cash API format for Master SI plazas needs to be defined	Non-FASTag transactions refer to transactions which are processed at plaza other than FASTag transaction such as Cash, Exempt, Violation etc.
105	6.2.1 i (PNO-42)	Real time monitoring of Lanes and plaza system availability.	What would be mechanism/SLA to monitor. If Lane SI is not available then there will be no responsibility of MSI	No Change, as per RFP
106	6.6.1.2 b (PNO-45)	Missing Txn(Service provider shall ensure that no txn shall be missed to be uploaded in the Acquirer Host)	In case the txn is not uploaded or recd from LSI , need clarity on this.	No Change, as per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
107	6.6.1.3 (PNO-46)	Master SI will also be liable to pay for all the losses incurred by the concessionaire/toll plaza operators.	Need clarity on what types of losses , seems a very generalized statement	Please refer response to SI # 58.
108	6.2.1 h	MSI shall ensure to comply with ICD 2.5 specification or latest to enable real-time based transaction processing with each local toll plaza server and Acquirer host.	Currently in ICD 2.5, there is no format for sending single txn to Master SI with details of enty and exit. IHMCL need to confirm on that. Also, there can be possibility if any if entry and exit details are not sent by Lane SI then it may impact fare calculation where there will be no role of MSI	Please refer scope of work and requirement as set out in the RFP.
109	6.2.1 h	MSI shall ensure to comply with ICD 2.5 specification or latest to enable real-time based transaction processing with each local toll plaza server and Acquirer host.	What if Plaza Static IP goes down. As in RFP it is not mentioned for ICD 2.4. Also, Master SI concept is not defined in ICD 2.4 document	ICD 2.5 specifications have already been made mandatory for all new plazas as a policy.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
110	6.6.1.3 (PNO-46)	The Successful bidder shall also ensure to handle the concept of return journey to avoid overcharging of FASTag amount.	This will work only if SI will send transaction within SLA and direction of lane should be proper as return logic works with below condition and if is not getting fulfilled then Master SI can't do anything - 1) Sending 1st txn properly before 2nd txn2) Lane direction should be proper i.e. 1st direction from up side & 2nd txn from down direction	As per RFP
111	3.20.2 (c)	The bidder that has quoted the lowest Amount per FASTag transaction count (In Rs.) ("L1 Bidder") shall be declared as the successful bidder, as per conditions set out in Section 3.21 (Award Criteria).	Need average daily/yearly txn count and amount as this will be required to quote for this bid.	Available indicative data is already mentioned in the RFP. However, the Delhi-Mumbai Expressway is a green-field expressway. The estimated daily PCU along the entire stretch is approx. 40,000. Bidder need to factor the PCU details provided in the RFP. pre-bid responses and apply business wisdom in factoring various cost factors to derive at a Financial Quote.
112	6.2 b (iii)	There should be optimized load balancing functionality to be implemented to achieve high performance with minimal to no downtime.	There can be planned downtimes for system maintenance and any updation activity. IHMCL should clarify process for that as well and it should not be considered under uptime SLA	Scheduled maintenance shall not be more than as specified in the RFP and should be informed at least 15 days prior.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
113	3.28	Notification of Award of Contract	There is no timelines mentioned for development and Go live after award of work. As there is dependency on Master SI's ICD document so need clarity on this as well	Please refer RFP.
114	3.28	Notification of Award of Contract	What would be certification/acceptance process once system is ready for Go live. Who will do signoff for that	Go Live confirmation from respective Acquirer Bank and NPCI
115	3.28	Notification of Award of Contract	Who will bear cost of any changes/ add on after signoff and Go live. As Master SI will quote as per current requirement. So future requirements will be separate from this RFP and there should be proper clarity on those financials	As per RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
116	5.16.17 a)	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.	Need proper clarity on liability part	No Change, as per RFP
117	6.2.1.i	MSI shall ensure to provide web-based application/portal for monitoring the real time monitoring 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	How will the real-time monitoring of LSI be taken care of? Are there any devices available at the LSI that MSI would integrate with?	MSI shall ensure to integrate with the ETC system of LSI to provide real 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

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
118	6.2.1.i	MSI shall ensure to provide web-based application/portal for monitoring the real time monitoring 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	If the LSI is offline or has network connectivity issues, how is the MSI expected to realtime monitor the LSIs?	As per RFP.
119	6.2.1.j	MSI shall ensure for integration with the TMCC software for sharing equipment & TMS data	What is a TMCC Software and TMS Data?	Toll Monitoring and Control Center (TMCC) project is an initiative undertaken by IHMCL for real-time toll collection data and equipment (critical) health status monitoring of all toll plazas centrally.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
120	6.2.1.m	MSI shall ensure for the provision of following minimum reports through report module: - i. Consolidated Traffic Report ii. Class Wise Traffic Report iii. Traffic and Revenue Report iv. FASTag Traffic report v. Non-FASTag Traffic report vi. Exempt Report vii. Violation/Suspense Traffic report viii. FASTag Rejected Transaction report	1. Report formats 2. Time duration for which the report will be extracted 3. Number of Users of the reports 4. Frequency of report generation 5. Project NFRs- Data Volumes- Number of transactions per day, per hour and per month 6. What is the process of Double amount handling and Wrong amount deduction at LSIs? What is the expectation from MSI?7. Do these LSIs support profile profile images?	As per RFP. Further details shall be shared during project implementation phase.
121	6.2.1.z.ee	In case of any rejection of transaction, Service Provider shall seek for route cause analysis from concerned Acquirer bank and System Integrator and submit the liability report with IHMCL, concerned PIU and concerned agency.	What is a liability report?	Liability report means to provide confirmation to IHMCL for reason for rejection of transaction by setting out the liability with the concerned agency i.e. Acquirer bank and System Integrator

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
122	6.2.1.z.ii	To provide restricted (view-only) access to toll plaza operators to view live processing of FASTag Transactions and generate on-demand customizable reports, through an online portal. The Client shall have unrestricted access to all the data and direct the Service Provider to provide access to third parties as it may deem fit.	What are the types of users/roles that MSI needs to take care of? Are there any reports that IHMCL will itself access on the MSI portal?Are there any reports that Acquirer is expect to access on the MSI portal?	Access to various reports on project need to be provided to IHMCL and authorised persons/entities only.
123	6.2.1.b.f	It shall be the responsibility of MSI to get the image evidences for violation transactions from the respective Local SI only for the exit side	What will be the process to enforce the LSI to push Violation images on SFTP.	As per RFP
124	6.2.1.b.g	MSI shall exchange data from all fee plazas as per Interface control document.	Pls share the XML schema which needs to exchange between LSI and MSI	Please refer Interface Control Document (ICD)
125	6.2.1.b.h	MSI shall ensure to comply with ICD 2.5 specification or latest to enable real-time based transaction processing with each local toll plaza server and Acquirer host.	Should we assume that the LSI shall always exchange data to MSI and vice-versa as per the ICD 2.5 spec.	Please refer RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
126	6.2.1.b.i	MSI shall ensure to provide web-based application/portal for monitoring the real time monitoring 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.	what will be the notification alert type which needs to be implement in to the system	As per RFP.
127	6.2.1.b.j	MSI shall ensure for integration with the TMCC software for sharing equipment & TMS data	How MSI shall share this info? Manually or is there any API expose by TMCC team.	The requisite integration document with details shall be shared during project implementation phase.
128	6.2.1.b.m	MSI shall ensure for the provision of following minimum reports through report module:	Pls share the report format	To be decided during project implementation phase.
129	6.2.1.b.z	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	Assume this is only for INIT file not trxn file as LSI will be on ICD2.5	Please refer Corrigendum-2.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
130	6.2.1.b.aa	The Service Provider shall ensure that there is effective means of acknowledging the receipt of files by the Bank via portal provided by Acquirer bank sharing the status of processing for each transaction.	Need clarification	As per RFP.
131	6.2.1.b.cc	For all the FASTag Transactions successfully accepted from the Plaza ETC systems, the same should be processed in real time and posted to Acquiring host.	Any SLA ?	Please refer RFP.
132	6.2.1.b.ff	In case of delays in successfully posting transactions to NETC Switch, any liabilities arising with respect to such transactions (including but not limited to chargebacks) shall be the responsibility of the Service Provider.	Categories of delay needs to be clearly identified along with the SLA.	As per RFP
133	6.2.1.b.gg	Any other liability arising due to failure of services, shall be the responsibility of the service provider	Need to define clearly for failure of services. Like if planned downtime or issue @LSI server etc along with the liability	Downtime for scheduled maintenance shall not considered as failure of services.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
134	6.2.1.b.hh	To share the status report of every FASTag Transaction to the concerned toll plaza operator, whether it is a success, failure, declined, on a daily basis	IF its not TRC/VRC then need to share the format.	Report format may be decided by MSI to meet the requirement
135	3.13. Page No. 16 & 6	Bid SecurityThe Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD) /Bid Security for an amount INR 1,00,000/- (Rupees One Lakh Only). The Successful Bidder's EMD will be returned, without any interest, upon the Successful Bidder signing the Contract and furnishing the Performance Security in accordance with the provisions thereof. IHMCL may, at the Successful Bidder's option, adjust the amount of EMD in the amount of Performance Security to be provided by him in accordance with the provisions of the Contract	The MSME companies shall get the exemption as per the extent rules of the Government of India. Requesting you to kindly consider the same.	The EMD amount is already kept as nominal value. Hence no change.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
136	(6.2.1,Page No. 41)	Master plaza server Infrastructure will be single window to control all the toll plazas in the project. This will act a centralized system for all the depending services, process workflows. This will process transactions for all the plazas as transparent centralized interconnected network.	MSI is completely dependent on data received from LSI to perform the scope of work. In case the LSI fail to provide any required data, MSI should not be penalised.	Please refer response to SI # 58.
137	(6.2.1-b-iv, Page No.41)	Security information and event management to provide comprehensive visibility and control of the data warehouse by allowing security analysts to collect and share data, investigate incidence to report and respond accordingly.	Kindly provide the types of security and incidence management system to investigate and respond accordingly.	As per requirements specified in the RFP.
138	(6.2.1-b-vi, Page No.41)	Implantation of multi-machine central service and application load balancing, online/offline backups, distributed services and process clustering and balancing.	Please elaborate the procedure of load balancing and clustering of implantation of multimachine central services.	Please refer to the concept of " *Implantation of multi-machine central service, application load balancing, online/offline backups, distributed services and process clustering and balancing* " for better application performance.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
139	(6.2.1-b-xi, Page No.41)	Multi zoning of cluster components to attain carrier neutrality of network infrastructure includes bandwidth, ISPs and IP Pools etc.	Need clarity/more information of multi zoning of cluster components.	Please refer to the concept of " *Multi zoning of cluster components* " for better application performance.
140	(6.2.1-c, Page No.41)	The MSI shall deploy entire system in cloud-based servers with cluster configuration. The Cloud Service Provider either direct or sub-contract should be empaneled with MeitY. Cloud-based platforms shall provide a high level of configurability and customization, through open APIs and robust application ecosystems. These platforms also support advanced analytics, automation, and optimization use cases, through large data lakes.	Kindly provide the service provider list which are empaneled with MeitY and share the architecture of the system.	Please refer the same from MeitY website

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
141	(6.2.1-d, Page No.41)	MSI shall ensure to capture and store entry and exit details of vehicles from each toll plaza and club the entry-exit details of vehicles based on same Tag Id/VRN no to make the final transaction. The FASTag transaction must be clubbed and sent to respective Acquirer Bank within the SLA as defined the Interface Control Document.	Sharing of transaction with the bank as per ICD 2.5 guideline is 90 seconds. In order to achieve the SLA defined in the ICD document, Here dependency of data sharing is applicable for both LSI and MSI. Hence there should be an SLA for sharing the data from LSI to MSI as well.	As per RFP
142	(6.2.1-e, Page No.41)	MSI shall ensure to capture transactions (FASTag, Non-FASTag and Overloaded) from all toll plazas and maintain the same in the database for the entire Contract Period. The FASTag transactions must be sent to the respective Acquirer Bank in time bound manner for further validation and settlement. However, the Non-FASTag transaction shall be stored plaza wise for the entire Contract Agreement.	Kindly confirm payment point for the non FASTag vehicle i.e. entry or exit or Both.For Overload Penalty, Presently managed through cash at entry point please confirm.Also clarify how to manage the transactions of Violations (Run Through) & Exemptions through MSI.	Please refer terms in the RFP. For Violations (Run Through) and Exemptions transactions, MSI shall ensure to fetch the data from LSI and store the same in the database to access through report module

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
143	(6.2.1-f, Page No.42)	For the FASTag transactions with violation flag, MSI shall ensure to send the transaction with respective Acquirer bank along with image evidence (LPIC, ICS Camera images and AVC image). It shall be the responsibility of MSI to get the image evidence for violation transactions from the respective Local SI only for the exit side.	As per the ICD 2.5 document, Bank sends response to respective plaza LSI, so how MSI will be able to mark the transaction as violation. Need more clarity.	MSI shall get the entry and exit details from toll plazas along with violation flag and reference image of only exit side location, the transaction shall be sent to Acquirer Bank as per procedure defined in ICD 2.5.
144	(6.2.1-g, Page No.42)	MSI shall exchange data from all fee plazas as per Interface control document. The processing methodology of MSI with LSI and concerned Acquirer Bank should be API based.	All data can be exchanged through API. For Image evidence like LPIC, ICS Image, AVC Image are currently shared through SFTP. Can we propose the same architecture here? Please confirm.	Yes, the same architecture shall be used here
145	(6.2.1-h, Page No.42)	MSI shall ensure to comply with ICD 2.5 specification or latest to enable real-time based transaction processing with each local toll plaza server and Acquirer host.	As per ICD 2.5 specification acquirer bank send the response to respective LSI plaza (TollZoneID) for which request has been generated. Please clarify the methodology which needs to be followed in case of internet down at LSI.	The same methodology which is used at NH fee plaza between SI and Acquirer Bank

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
146	(6.2.1-i, Page No.42)	MSI shall ensure to provide web-based application/portal for monitoring the real time monitoring 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.	Please clarify the scope of web based real time monitoring of lane and plaza system availability at LSI level & MSI level.	Please refer Corrigendum-2
147	(6.2.1-j, Page No.42)	MSI shall ensure for integration with the TMCC software for sharing equipment & TMS data	Will there be any specific format for integration of TMCC software, or it will be the same as current format deployed on other projects.	TMCC team shall share the requirement details with MSI
148	(6.2.1-m, Page No.42)	i. Consolidated Traffic Report ii. Class Wise Traffic Report iii. Traffic and Revenue Report iv. FASTag Traffic report v. Non-FASTag Traffic report vi. Exempt Report vii. Violation/Suspense Traffic report viii. FASTag Rejected Transaction report	For Report Point: iv, vii & viii:- As per the ICD 2.5 document, Bank sends response or TRC file to respective plaza LSI so how MSI will able to generate above mentioned reports, Please clarify?	For FASTag transaction - Based on response received from Acquirer Bank Non-FASTag like violation - Data shall be shared by MSI as received from LSI

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
149	(6.2.1-p, Page No.42)	MSI shall maintain all Business rule configuration, return Journey, Monthly Pass, Fare Update.	As per current scenario FASTag return Journey, Monthly Pass process is being managed by acquirer bank. Acquirer Bank & LSI plays major role for such transaction and hence information regarding such transaction to be shared with MSI also. Pls suggest.	Please refer Corrigendum-2
150	(6.2.1-u, Page No.43)	Master SI shall be responsible for CCH reconciliation with the acquirer bank. Any CCH transactions to be re-uploaded shall be responsibility of Master SI. Also Sending violation transactions post audit at plaza level along with clear supporting images to CCH shall be responsibility of Master SI. The images should be clear enough to identify the vehicle class. In case, image is not clear then MSI shall seek for clear image from respective fee plaza.	As per the ICD 2.5 document, Bank sends response or TRC file to respective plaza LSI so how MSI will able to reconcile with the acquire bank, Please clarify? Further, Image clarity depends upto the received file from the LSI.	In this case, Bank shall share response to MSI
151	(6.2.1-y, Page No.43)	Comply with the business rules relating to toll fare calculation and pass management for every designated toll plaza.	Clarification Required.	Please refer Role Matrix overview in Corrigendum-2

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
152	(6.2.1-hh, Page No.44)	To share the status report of every FASTag Transaction to the concerned toll plaza operator, whether it is a success, failure, declined, on a daily basis.	Please clarify - the status report from LSI to Bank or Bank to MSI.	Status report from MSI to LSI/Toll Collection Agency
153	(6.5, Page No.45)	**Local System Integrator Responsibility:-** i) To handle all exception codes and Discount files directly with Acquirer bank; j) Timely sharing transaction data with Master SI; k) To be responsible for compliance with Applicable Laws; l) To provide requisite support to Master SI for smooth integration;	As per RFP, LSI will send request for exception code and discount file directly with acquirer bank but MSI will be responsible for transaction share, violation and reconciliation. Here, the data's are managed through two public IP address but till date only single public keys are used for complete transaction processing. Kindly clarify the process.	Public IP shall be arranged as per requirement by LSI and MSI

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
154	(6.6.1,a, Page No.45)	The Master SI shall be responsible for adhering to the minimum SLA standards while performing its Scope of Work, failing which it shall be liable for deduction of from its payment as specified in this RFPpenalty/damage.The Successful bidder needs to adhere with SLA as defined below, in case of failure in meeting SLA , penalty shall be imposed as applicable.**6.6.1.1. 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	Regarding maintaining the SLA,MSI is completely dependent to LSI to perform the scope of work. In case the LSI fail to provide any required data, How MSI will manage the SLA defined.Delay response on the SLA from LSI can not be imposed on MSI. Also, Please clarify the methodology which needs to be followed in case of internet down at LSI level.Also, kindly give relaxtion towards the penalty amount and increase the time line by another 5 days i.e., T+10 days.	Please refer response to SI # 58.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
		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)		

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
155	(6.6.1.2, Page No.45)	**Penalty pertaining to deviation in processing FASTag Transactiona) Delay in Posting of FASTag Transaction to Acquirer Bank**Service Provider shall ensue to post the transactions to respective Acquirer Bank within the SLA as defined in the Interface Control Document. Any instance of rejection of transaction by Acquirer bank due to delay in posting of transaction by Service Provider, applicable loss of revenue shall be recovered.**b) Missing transaction**Service Provider shall ensue that no transaction shall be missed to be uploaded to Acquirer Host**c) Invalid format**Successful bidder shall ensue that to post all FASTag transactions to Acquirer Host in valid format as defined in the Interface Control Document. Failure of the Successful Bidder to adhere the abovementioned shall attract penalty of Rs 1000 per instance. Any loss of revenue shall	Regarding maintaining the SLA, MSI is completely dependent to LSI to perform the scope of work. In case the LSI fail to provide any required data, How MSI will manage the SLA defined.Delay response on the SLA from LSI can not be imposed on MSI. Also, Please clarify the methodology which needs to be followed in case of internet down at LSI level.Also, kindly give relaxtion towards the penalty amount defined as the amount mentioned is too high and several factors play role to meet SLA.	In case LSI fails to provide any required data, the same should be informed to IHMCL along with any evidence. Accordingly, IHMCL shall take further decision on penalty

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
		also be recovered from the Service Provider.		

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
156	(6.6.1.3, Page 46)	**Penalty for events of Double deduction/Overcharging in FASTag**The Service Provider to adhere the latest Interface Control Document (ICD) and Procedural Guidelines document (PG) to process the transactions. There should not be any case ofdouble/multiple deduction/overcharging of FASTag account owing to any deficiency in the services/processes. The Successful bidder shall also ensure to handle the concept of return journey to avoid overcharging of FASTag amount.In case of any deviance, penalty shall be imposed as below –* Up to 100 cases of double deduction/over-charging reported in a calendar month –Rs 1000 per case* More than 100 cases of double deduction/over-charging reported in a calendarmonth – Rs 2000 per caseIn addition to above, Master SI shall also be liable to pay for all the losses incurred by	Regarding maintaining the SLA, MSI is completely dependent to LSI to perform the scope of work. In case the LSI fail to provide any required data, How MSI will manage the SLA defined.Delay response on the SLA from LSI can not be imposed on MSI. Also, Please clarify the methodology which needs to be followed in case of internet down at LSI level.Also, kindly give relaxtion towards the penalty amount defined as the amount mentioned is too high and several factors play role to meet SLA.	Please refer response to Sl # 58.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
		theconcessionaire/toll plaza operators.		

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
157	7.8. Annexure 8, Page No. 58	Details of Toll Plaza Along Delhi-Mumbai Expressway	We request to provide each toll fee plaza traffic volume in place of PCU that will be more convenient for System Integrator to evaluate	Available indicative data is already mentioned in the RFP. However, the Delhi-Mumbai Expressway is a green-field expressway. The estimated daily PCU along the entire stretch is approx. 40,000. Bidder need to factor the PCU details provided in the RFP. pre-bid responses and apply business wisdom in factoring various cost factors to derive at a Financial Quote.
158	7.8. Annexure 8, Page No. 58	Details of Toll Plaza Along Delhi-Mumbai Expressway	Please confirm from when we can consider the timeline of the services either it will be start from the date of the contract sign else we can consider the commissioning date of of Toll Plaza.	As per RFP
159	General	* Bid Due Date for submission on e-tender portal on 04.01.2023; Upto 16:00 Hrs * Bid Due date for physical submission of following documents at IHMCL office: · Document Fee · EMD/Bid Security · Power of Attorney/Letter of Authorization * Opening of Requisite Documents/Technical Bids as applicable of Stage-1 process	Requesting you to provide one month extension on the key dates for further submission.	Please refer Corrigendum-2

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
160	Clause No. 6.6.1.1	Clause No. 6.6.1.1. Delay in commencement of services for a particular plaza/stretch: -	Please confirm max penalty value / percentage	As per RFP
161	Clause No. 6.6.1.3.	lause No. 6.6.1.3. Penalty for events of Double deduction/Overcharging in FASTag	Please confirm max penalty value / percentage	As per RFP
162	General	3.2 (Page No. - 11) - Pre-Qualification criteria	If Acquirer Bank apply for the bid & Qualified for the expeirence criteria as given in "Relevant Project Experience-1" then for their Technical Parter (TMS System Integrator) also it is mandotory to match "Relevant Project Experience-1" ? & shall it also be part of Empaneled System Integrator of IHMCL ? Please clarify.	No Change, as per RFP
163	General	3.2 (Page No. - 11) - Pre-Qualification criteria	Request to share Latest Empaneled System Integrator list of IHMCL	May be downloaded from IHMCL website
164	General	3.2 (Page No. - 11) - Pre-Qualification criteria	If Acquirer Bank apply for the bid then it is mandatory to declare their technical partner (system integrator) as well while submitting bid application?	Acquirer bank can participate. Details as sought in the RFP to be provided.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
165	Financial	3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. If Total Transactions are 10,000 in a day then are you paying based on COUNT ? So we will get payment COUNT * RUPEES ? E.g. 10,000 Count * 15 Rupee = 150000 Rupee	The understanding is correct. Please refer the RFP for details.
166	Financial	3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. If Total Transactions are 10,000 in a day then are you paying based on COUNT ? Then what about CASH orr non-FASTag COUNT? Will you consider for calculation?	Please refer to response at Sl# 33.
167	Financial	3.20.2. Stage – 2: Financial Bid Evaluation:	"Amount per FASTag transaction count (In Rs.)" Please clarify. E.g. Are you paying on VALUE of the Transactions? E.g. If 10,000 Transactions happen and if the Total Amount for Various Classes together is 10,00,000/- Rupee then can we claim percentage as 10 Lacs * 1% = 10,000/- Rupee?	As per RFP.
168	General	3.20.1. Stage - 1: Pre-Qualification Stage:	Is any Survey Data of Traffic OR Proposed Traffic Data available	Please refer the RFP.
169	General	3.20.1. Stage - 1: Pre-Qualification Stage:	Rates for Various Vehicle Classes 3-Axel or 4-Axel etc.?	No Change, as per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
170	Financial	5.6 (Page No. - 28) - Payment Terms	Acquirer Bank will do single settlement of all transactions received from MSI to single agency/concessionaire/IHMCL. Please confirm.	Please refer Corrigendum-2
171	Financial	5.6 (Page No. - 28) - Payment Terms	As per standard process followed by 1000+ toll plazas in the country, acquirer bank will settle the amount, post deduction of MDR rate/Acquiring Fee via NPCI. Please confirm.	Please refer the RFP for the scope of work.
172	General	6.2 (Page - 41) - Detailed Scope of Work	Acquier bank will receive all plazas transactions from single MSI & has to send SFTP Files (BLT/DIS)/APIs to single MSI for all plazas. Please confirm.	Please refer Corrigendum-2.
173	General	6.2.1. The broad responsibilities of the Master SI are as below:	Who will provide Internet Connectivity from Plaza to Bank Server?	Please refer to response at Sl # 23.
174	General	6.2.1. The broad responsibilities of the Master SI are as below:	Any expected number of people ? MSI shall deploy adequate number of resources with qualifications and skills commensurate to the job requirement. SI will deploy engineers and ground staff. MSI role is to acquire txns from individual SIs. Pls confirm. what will the staff deployed by MSI do?	Already responded in previous queries.
175	General	6.2.1. The broad responsibilities of the Master SI are as below:	what is the role of support center which will be provided by MSI	Already responded in previous queries.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
176	General	6.2.1. The broad responsibilities of the Master SI are as below:	ChargeBacks - concessionaire is only allowed to action in chargebacks, MSI don't play any role in actioning. Pls confirm	No Change, as per RFP
177	General	6.2.1. The broad responsibilities of the Master SI are as below:	Violations - concessionaire is only allowed to action in chargebacks, MSI don't play any role in actioning. Pls confirm	No Change, as per RFP
178	Technical	6.2.1. The broad responsibilities of the Master SI are as below:	How is the Entry and Exit Counted?	Pl refer RFP.
179	Technical	6.2.1. The broad responsibilities of the Master SI are as below:	jj) Data Retention, Back-up and Restore Operations - For how many Months OR Year Old data to be Back-uped ?	Please refer to response to SI # 31.
180	Technical	6.2.1 a Detailed Scope of Work - Master plaza server - a centralized system	IHMCL needs HA with 99.99% uptime Transaction data and backups for images, toll file , blacklist etc. to be maintained.. Timeline needed for this.	As per RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
181	Technical	6.2.1 c) Scope of Work - The MSI shall deploy entire system in cloud-based servers with cluster configuration. The Cloud Service Provider either direct or sub-contract should be empaneled with MeitY	Who will provide On-field Network Connectivity to send data on Centralized Server? The Cloud Service Provider either direct or sub-contract should be empaneled with MeitY. The servers can also be inhouse of Bank. Please confirm on this.	As per RFP.
182	Technical	6.2.1 d) Scope of Work - MSI shall ensure to capture and store entry and exit details of vehicles from each toll plaza and club the entry-exit details of vehicles based on same Tag Id/VRN no to make the final transaction. The FASTag transaction must be clubbed and sent to respective Acquirer Bank within the SLA as defined the Interface Control Document	Is the fare calculation to be done at Master SI or Acq Bank?	Please refer scope matrix in Corrigendum-2.
183	Technical	6.2.1 f), 6.2.1 g) Scope of Work - It shall be the responsibility of MSI to get the image evidences for violation transactions from the respective Local SI only for the exit side	There is no clarity on communication protocol between SI and Master SI, though it looks SI will use existing 2.5 definition between SI and Master SI. Please confirm.	Already defined in RFP document

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
184	Technical	6.2.1 j) - MSI shall ensure for integration with the TMCC software for sharing equipment & TMS data	1) . Detailed Technical Specification defining size and volume of data is required? 2) What is the use case of this integration? 3) What do we mean by sharing equipment? Please clarify.	No Change, as per RFP
185	Technical	6.2.1 u) - Master SI shall be responsible for CCH reconciliation with the acquirer bank. Any CCHtransactions to be re-uploaded shall be responsibility of Master SI. Also Sending violationtransactions post audit at plaza level along with clear supporting images to CCH shall beresponsibility of Master SI. The images should be clear enough to identify the vehicleclass. In case, image is not clear then MSI shall seek for clear image from respective feeplaza	SI is directly providing service to concessionaire and is connected to TMS. MSI will acquire and send to acq host. Recon responsibility is of SI here. MSI will not have visibility of TMS. Same is the case for violations. Violation volume will also depend on AVC quality. If AVC is not good then the TAT between plaza and Master SI should be 1 day. Please confirm for all the above points.	No Change, as per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
186	3.2. Eligibility/Pre-Qualification criteria, Page 11	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 ofFASTag transactions in any calendar month during operation phaseii. Functionality of creating a FASTag/ETC transaction receivedfrom 02 or multiple tolling point/locationiii. The project should have been executed within last 07 years as onbid due dateiv. Should be either completed or an ongoing project where desiredfunctionality/milestone has been achieved.	The construct of this clause restricts bidding to limited parties and hence unjust. Request to kindly edit the clause to allow more eligible parties to participate.	Please refer Corrigendum-2

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
187	Sub-Contracting, Page 39	The Successful bidder shall not sub-contract any assignment to a third party.	We would like to highlight that system providers for Acquiring Services are technical partners of the banks and hence are an important part of this ecosystem. These TSPs have been selected after careful consideration by the bank and their solutions have been certified by NPCI to provide the services to the bank. Please do confirm whether these Technical Service Providers or TSPs will be under this ambit or not. We propose they should not be under the ambit of this clause, as the bank does not develop the NETC acquiring infrastructure. Kindly confirm	Acquirer Bank may propose their solution through its existing Application Service Provider whose acquiring solution has already been certified by NPCI as on bid due date. Such case shall be excluded under this sub-contracting clause.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
188	3.2. Eligibility/ Pre-Qualification cirteria, Page 11	The bidder can be either one of the following: a) Empaneled System Integrator of IHMCL as on Bid due date b) Certified Acquirer Bank under FASTag Programme as on Bid due date No Consortium is allowed.	It is understood that the Empaneled System Integrator needs to bring in the Acquirer Bank as a part of the scope. Thus there is a need to allow consortium of empaneled System Integrator and an Acquirer Bank.The same is applicable for the Acquirer Bank to bring in a System Integrator as consortiumIn any of the case empaneled system integrators shall be allowed to forge consortium with the bank or vice-versaThus it is requested to allow consortium of Empaneled System Integrator and and Aquirer Bank	No change, as per RFP.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
189	6.6. Service Levels (SLA)/ Damages, Page 45	6.6.1.4. Othersa) SLA exclusion	The service levels or penalties not attributable to the MSI needs to be waived off by IHMCL. There can be several reasons associated to the same like technical issues at the LSI level, network delays etc.Its is thus requested to amend the clause accordingly	Please refer to response at SL# 58.
190	6.2. Detailed Scope of Work, Page 42	i) MSI shall ensure to provide web-based application/portal for monitoring the real time monitoring 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.	This clause have dependencies on the LSI and for that IHMCL needs to issue necessary directives to the LSIs to support the MSI in providing details as per the format agreed by IHMCL with the MSI.	Necessary directions shall be issued to Local SIs.
191	6.2. Detailed Scope of Work, Page 41	Network connectivity of toll plazas with the MSI Cloud Infrastructure	Its is not clear from the RFP on the responsibility to provide network connectivity from local toll plazas to the MSI's system in cloud-based servers. Kindly clarify	Please refer to response at SL# 23.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
192	6.2. Detailed Scope of Work, Page 42	m) MSI shall ensure for the provision of following minimum reports through report module: -i. Consolidated Traffic Report ii. Class Wise Traffic Reportiii. Traffic and Revenue Reportiv. FASTag Traffic reportv. Non-FASTag Traffic reportvi. Exempt Reportvii. Violation/Suspense Traffic reportviii. FASTag Rejected Transaction report	Since the MSI is the aggregator of the data from the local toll plazas managed and maintained by the LSI, it needs to provide details to the MSI on an agreeable formats as approved fro IHMCL.MSI shall be responsible only upto the extent of data received from the LSI system. Kindly confirm the understanding	As per RFP
193	6.2. Detailed Scope of Work, Page 41	SLA of LSI for & Fastag transactions	Kindly share the SLA levied upon the LSIs for non fastag transaction	Not in the scope of the RFP
194	6.2. Detailed Scope of Work, Page 41	Responsibility on maltag/duplicate transactions	Since the MSI is the aggregator of the data from the local toll plazas managed and maintained by the LSI, it should be the responsibility on the LSI on the Mal-tag/ duplicate transactions. Kindly clarify and confirm the understanding MSI shall be responsible only upto the extent of data received	As per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
195	4.1. KEY DATES, Page 27	4. Bid Due Date for submission on e-tender portal - 04.01.2023; Upto 16:00 Hrs	Due to ongoing holiday seasons and new year, several offices shall be closed and expected to open post 2nd January, 2023. For providing enough tome to the bidders to work upon their best techno-commercial offerings, it is requested to extend the bid submission daye by 15 days from the current due date.	Please refer Corrigendum-2
196	5.6.5.	IHMCL shall release the payment only for processed & settled transaction count as per data received from NPCI.	**Request**: IHMCL shall make payment of Accepted and Rejected under Blacklist transaction which are processed by Master SI. Since Blacklist update is not in control of Master SI, any rejections in Blacklist shall not impact the revenue of Master SI.	As per RFP
197	6.2.1.	The broad responsibilities of the Master SI are as below: Z): 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.	**Request:** The Exception list shall be downloaded by Local SI directly from Acquiring bank because routing the Exception list from Master SI will create additional step and dependency and will take more time.	Please refer Corrigendum-2

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
198	6.2.1 F	For the FASTag transactions with violation flag, MSI shall ensure to send the transaction with respective Acquirer bank along with image evidence (LPIC, ICS Camera images and AVC image). It shall be the responsibility of MSI to get the image evidences for violation transactions from the respective Local SI only for the exit side	While sending the violation to the bank if the Image evidence (LPIC, ICS Camera and AVCC is not available with local SI. What are the rights of the MSI	MSI shall get the image from LSI. In case of any issue at LSI end, same shall be intimated to IHMCL.
199	3.2-Eligibility/Pre-Qualification criteria, page 11, Point 2	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:	Please confirm that closed tolling experience on state highway in India shall be considered. We have completed the State highway under closed loop tolling where the vehicle has to pay at the entry of the toll and further plazas are treated as free based on vehicle ticket taken at entry of the stretch. The same is the case with FASTag/ETC implementation.	Please refer Corrigendum-2

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
200	5.8.1- Start if Assignment	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	a) Does MSI select the Acquirer bank for all plazas.b) The fare calculation based on entry exit plaza is to be done at MSI end or at the acquirer bank end. Please clarify.c) Most Acquirer banks do not have the closed loop based tolling solution in their system and usually takes time of 2-3 months for configuration and there are service charges for configuration as per distance-based tolling. Does MSI has to absorb the service charges taken by acquirer bank	a) Acquirer Bank shall be selected by IHMCL separately. b) For fare calculation, please refer corrigendum 2. c) No, service charge shall be paid to Acquirer Bank by MSI
201	5.15: Insurance Page 33	a) Master SI's all risk insurance with IHMCL as co-beneficiary;	Please detail the liability for taking such an insurance.	As per RFP
202	6.2.1 Detailed Scope of Work, page 41	a) Master plaza server Infrastructure will be single window to control all the toll plazas in the project. This will act a centralized system for all the depending on services, process workflows. This will process transactions for all the plazas as transparent centralized interconnected network.	1) Elsewhere it is mentioned to consider the cloud based server system, will there be physical server also. 2)If yes, where shall be the Location of physical server 3)	No, MSI shall provide only Cloud Based server

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
203	6.2.1: Detailed Scope of Work, Point B-X, page 41	x.) Scalable storage for toll transaction images, applications, databases and other interdepending services and cluster for the entire Contract Agreement.	Do we have to consider all toll transaction images of CCH as well as cash and others. Please confirm	Images of violation transactions (FASTag) to process further to Acquirer Bank
204	6.2.1: Detailed Scope of Work, Point e, page 41	e) MSI shall ensure to capture transactions (FASTag, Non-FASTag and Overloaded) from all toll plazas and maintain the same in the database for the entire Contract Period. The FASTag transactions must be sent to the respective Acquirer Bank in time bound manner for further validation and settlement. However, the Non-FASTag transaction shall be stored plaza wise for the entire Contract Agreement.	Does MSI has to maintain Overload transactions as per CCH guidelines. Does MSI has to ensure the Non-FASTag transaction to be stored at Plaza level as it is under respective SI of the plaza. How can MSI ensure that, as that is under the purview of LSI. Please clarify	Already defined in RFP document

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
205	6.2.1: Detailed Scope of Work, Point f, page 41	f) For the FASTag transactions with violation flag, MSI shall ensure to send the transaction with respective Acquirer bank along with image evidence (LPIC, ICS Camera images and AVC image). It shall be the responsibility of MSI to get the image evidences for violation transactions from the respective Local SI only for the exit side.	In case of any issue at Plaza level for non capture of LPIC. ICS camera images, AVC images, what is a responsibility of MSI. Here MSI is acting as a mediator for collecting data from all plazas and processing it further. MSI can only request/demand data from Local SI. How can MSI be made responsible for this. Please clarify	Please refer SI # 54.
206	6.2.1: Detailed Scope of Work, Point h, page 42	h) MSI shall ensure to comply with ICD 2.5 specification or latest to enable real-time based transaction processing with each local toll plaza server and Acquirer host.	In case of loss of broadband with static IP, it is Local SI responsibility for providing the transactions on a backward integrated on ICD2.4. There will not be any control of MSI over internet/broadband at the side of Plaza SI. How liability shall be fixed for such failures at LSI side	MSI shall ensure to comply with ICD 2.5 specification at their end. In case on any issue at LSI end, shall be reported to IHMCL. However, transaction processing shall continue with ICD 2.4.
207	6.2.1: Detailed Scope of Work, Point m, page 42	m) Reports	The MSI shall get all relevant data from database in a relevant format related to all reports from local SI. In case of failure of providing data by the local SI how can MSI be made responsible. Please clarify	Please refer scope matrix brief as in Corrigendum.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
208	6.2.1: Detailed Scope of Work, Point s, page 42	s) MSI shall deploy adequate number of resources with qualifications and skills commensurate to the job requirement.	Please share the number of resources to be deployed	Number of resources shall be decided by MSI to meet the requirement defined in the RFP
209	6.2.1: Detailed Scope of Work, Point gg, page 43	gg) Any other liability arising due to failure of services, shall be the responsibility of the service provider	Please clarify about the liability for any failure of services at Local SI end.	Please refer response to Sl # 33.
210	6.6.1.3: Penalty for events of Double deduction/Overcharging in FASTag	In case of any deviance, penalty shall be imposed as below – a) Up to 100 cases of double deduction/over-charging reported in a calendar month – Rs 1000 per case b) More than 100 cases of double deduction/over-charging reported in a calendar month – Rs 2,000 per case c) In addition to above, Master SI shall also be liable to pay for all the losses incurred by the concessionaire/toll plaza operators.	a) The 100 cases is pertaining to summation of all plazas or from a single plazac) Please detail/specify the other losses	a) It shall be calculated as summation of all plazas b) Any loss of amount due to any deficiency in System of MSI

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
211	Annexure 8 Page 58	A.) Details of Toll Plazas along Delhi Mumbai Expressways	The package and plazas are not clear and please arrange to provide the package and plazas in excel format with traffic details	As per RFP

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
212	3.2. Eligibility/Pre-Qualification criteria, 3.2.1) point 2)RelevantProject Experience-1	The bidder should have implemented atleast 01 project involving FASTag or ETCtransactions processing on closed looptolling along any access-controlledexpressway/stretch in India or abroad,fulfilling the following criteria as below:i. Project should have processed andsettled at least 1 lakh number ofFASTag transactions in anycalendar month during operationphaseii. Functionality of creating aFASTag/ETC transaction receivedfrom 02 or multiple tollingpoint/locationiii. The project should have beenexecuted within last 07 years as onbid due dateiv. Should be either completed or anongoing project where desiredfunctionality/milestone has beenachieved.	**Please amend the critia:** Dynamic Parking collection on fastag should be added to the qualification criteria as the collection is between two points and much complex than closed toll, where there is no hourly calculation.	Please refer Corrigendum-2

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
213			Why after the empanelment of bidders in IHMCL, there is any further qualification criteria? If "closed toll" condition is continued, all further bids for closed toll shall also debar the existing empanelled bidders	The empanelled of SI has been carried out for implementation ETC system. The requirement in the current RFP is different. Hence, the eligibility criteria is as per scope and requirement of the defined in the RFP. The eligibility criteria has been further modified for allowing maximum participation by competent technology service provider.
214		3.20.1. Stage - 1: Pre-Qualification Stage:	Any Survey Data of Traffic Data ?	Available data already provided in RFP and Corrigendum.
215		3.20.1. Stage - 1: Pre-Qualification Stage:	Any Existing Fare Charts Available to share ?	To be provided during project implementation phase.
216		3.20.2. Stage – 2: Financial Bid Evaluation: "Amount per FASTag transaction count (In Rs.)"	If Total Transactions are 10,000 in a day then are you paying based on COUNT ? COUNT * RUPEES ? E.g. 10,000 Count * 5 Rupee = 5,0000 Rupee	The understanding is correct. Please refer the RFP for details.
217		3.20.2. Stage – 2: Financial Bid Evaluation:	Are you paying on VALUE of the Transactions? E.g. If 10,000 Transactions happen and if the Total Amount for Various Classes together is 10,00,000/- Rupee then can we claim percentage as 10 Lacs * 1% = 10,000/- Rupee?	Please refer to response at Sl# 33.
218		6.2.1. The broad responsibilities of the Master SI are as below:	Who will provide Internet Connectivity from Plaza to Bank Server?	Please refer to response at Sl# 23.

S.No	RFP Reference	Original Clause	Query as received	Response/Clarification
219		6.2.1. The broad responsibilities of the Master SI are as below:	Any expected number of people ?	To be decided by MSI to meet the requirement specified in the RFP
220		6.2.1. The broad responsibilities of the Master SI are as below:	Location can be any where in India for such Support Center ?	MSI shall provision for handling customer complaints through adequate resources
221		6.2.1. The broad responsibilities of the Master SI are as below:	ChargeBacks - Who to handle OR have Right to Accept OR Reject ChargeBacks?	Already responded in previous queries.
222		6.2.1. The broad responsibilities of the Master SI are as below:	Violations - Who will have Right or Responsibility Violations Accept or Reject?	Already responded in previous queries.
223		6.2.1. The broad responsibilities of the Master SI are as below:	How is the Entry and Exit Counted?	Pl refer RFP.
224		6.2.1. The broad responsibilities of the Master SI are as below:	jj) Data Retention, Back-up and Restore Operations - For how many Months OR Year Old data to be Back-uped ?	Already responded in previous queries.
225		7.6. Annexure 6: Format for Financial Proposal	Is Payment Based on Number of Transactions i.e. COUNT?	Already responded in previous queries.