

Request for Proposal (RFP) for Selection of Vendor for Design, Development, Commissioning and O&M of NHAI Toll Remittance Alert System and IHMCL Contract Management System
RFP Reference: IHMCL/TRAS/2022/01 Published on dated 21 December 2022
Pre-bid Query Response published on dated 10 January 2023

S.No	Original Clause of RFP	Clarification Sought	Response IHMCL
1	<p>Years of Business The Bidder should have been engaged in the business of providing software development and integration for at least five (05) years, prior to the due date of the bid.</p> <p>Note: This information is sought only for the bidding entity and not for any Parent, Subsidiary, Sister Concern or Affiliate.</p>	<p>We request authority to kindly allow TMS/ITS/ATMS system integrators or IHMCL ETC TMS empaneled vendors for participation in tender as this work is purely related to software development and give interface via different modules and all the system integrators have such experience whether it comes to software developement (Modules), integration with acquirer bank for transaction settlement, various reporting modules etc.</p> <p>Please allow to submit TMS related work orders/completion certificate for supporting document in line with Annexure-7.</p>	As per RFP
2	<p>Certifications The Bidder should have the following certifications valid as on bid due date: 1. CMMi Level 3 or above 2. ISO 27001:2013 for Information Security Management System</p>	We request authority to kindly allow any one certification.	Please refer Corrigendum-1
3	<p>The Bidder should have been successfully awarded and completed projects relating to design, development and deployment of software application of Contract value at least INR One (01) Crore comprising any two or more components of the following: a. Contract Management Software b. Vendor Payment Software c. Procure to Pay/e-procurement solution</p> <p>The project should have been carried out during last seven years, for Central / State Government departments / entities, or PSUs/Banks/Regulatory Authorities, in India as on the bid due date.</p> <p>The project(s) should involve software development, testing, implementation, manpower support, hosting and operations and maintenance etc. In case of ongoing project, the Go-live of the solution must have happened before the date of submission of bid.</p>	<p>We request authority to kindly allow TMS/ITS/ATMS system work orders for participation in tender as this work is purely related to software development and give interface via different modules and all the system integrators have such experience whether it comes to software developement (Modules), integration with acquirer bank for transaction settlement, various reporting modules etc.</p> <p>The project should have been carried out during last seven years, for Central / State Government departments / entities, PSUs/Banks/Regulatory Authorities, NHAI, IHMCL or any private body (contractors, concessionaires) etc in India as on the bid due date.</p> <p>Please allow to submit TMS related work orders/completion certificate for supporting document in line with Annexure-7.</p> <p>The project(s) will involve supply, installation, software development, testing, implementation, manpower support, hosting and operations and maintenance etc.</p>	No change, as per RFP
4	The bidder must have implemented at least One (01) project involving integration with core banking software/application of any PSU Bank or Private bank in India during the last seven years as on the date of submission of the bid. In case of ongoing project, the integrationwith banking system must have happened before the date of submission of bid.	<p>We request authority to kindly allow bidder who has involved in integration (via ICD 2.5 as per NPCI guideline) with multiple acquirer banks (PSU/Private) for settlement and processing of fastag transactions.</p> <p>Bidder shall submit self declaration highlighting the works executed, details of bank, contact person etc. in this regard.</p>	Please refer Corrigendum-1
5		Since, this is a new requirement and development is required for the same. We are requesting authority to kindly give relaxation in software development timeline and amend the same as 6 months (24 weeks) from the date of signing of contract to cater all the functional requirement as mentioned in RFP including UAT, third party software audit etc.	No change, as per RFP
6	(i) Development Platform The software application will be developed using open-source platform and development tool.	We request authority to kindly allow open-source development platform as optional. However this shall not affect the quality of software.	No change, as per RFP

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7	<p>5. Certifications The Bidder should have the following certifications valid as on bid due date:</p> <ul style="list-style-type: none"> • CMMi Level 3 or above • ISO 27001:2013 for Information Security Management System 	<p>We would request IHMCL to relax the PQ criteria so that MSE bidders can qualify and participate in the bid. Mandatory CMMi level 3 certification will restrict MSE bidders to qualify in the PQ criteria. Hence, Requesting to consider below change request: Change Request: The Bidder should have the following any two of the following certifications valid as on bid due date:</p> <ul style="list-style-type: none"> • CMMi Level 3 or above • ISO 27001:2013 for Information Security Management System • ISO 9001:2015 for Quality Management. 	Please refer Corrigendum-1
8	<p>6. Project Experience 1 The Bidder should have been successfully awarded and completed projects relating to design, development, and deployment of software application of Contract value at least INR One (01) Crore comprising any two or more components of the following:</p> <ol style="list-style-type: none"> a. Contract Management Software b. Vendor Payment Software c. Procure to Pay/e-procurement solution 	<p>With Reference to relaxation norms for Start-ups & MSE Enterprise published in the office memorandum published by GOI – Ministry of Micro, Small & Medium Enterprises (Policy Circular No. 1 (2) (1)/2016-MA) published on 10 March 2016.</p> <p>Considering the same we would request IHMCL to consider relaxation for MSE bidders for prior annual turnover & project experience for published RFP which will increase the participation of MSE bidders and bank will get a lowest competitive commercial bids.</p>	No change, as per RFP
9	<p>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 Ten (10%) percent of total contract value, 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.</p>	<p>With reference to office memorandum published on 12-12-2020 (No. F.9/4/2020-PPD) for amendments in Rule 171 of General Financial Rules (GFRs) 2017, Performance Security. It is state the PBG to reduce up to 3% of total order value. Thus, We would request IHMCL to reduce the performance security as prescribed in the RFP clause.</p>	No change, as per RFP
10	<p>5.5. Right to Amendment of Scope 5.5.1 For Module 1: IHMCL reserves the right to increase or decrease the number of fee plazas up to 30% of the current requirement, without assigning any reason at any time during the Contract Period, and no compensation shall be paid to the Successful bidder on account of de-scoping of any requirements.</p>	Requesting to provide total number of toll plaza are under the scope of work for successful bidder.	As on date there are around 819 NH Fee plazas out of which approx 550 fee plazas are public funded.
11	<p>5.5. Right to Amendment of Scope 5.5.2 For Module 2: IHMCL reserves the right to increase or decrease the requirements of the software application by up to 10% of the current requirement, without assigning any reason at any time during the Contract Period, and no compensation shall be paid to the Successful bidder on account of descopeing of any requirements.</p>	Which departments will utilise the contract management module in the IHMCL? Please confirm.	Finance and Operations Department of IHMCL
12	<p>6.5.2 Development and Hosting Platform for Module 1 & Module 2 (ii) Hosting Platform The bidder should ensure that the software application is hosted on the cloud services hosted by one of the CSPs empanelled under MeitY and the servers for this assignment should be India. The cost for cloud services shall be reimbursed by IHMCL upon submission of bill actual usage on quarterly basis.</p>	<p>As it is stated that the cost for cloud services shall be reimbursed by IHMCL. But the price break for cloud charges is not mentioned in the Annexure 9 Format for financial proposal. Requesting to provide the line item for cloud hosting charges.</p> <p>We assume that the cloud hosting will be duration of contract period i.e., 3 Years. Please confirm.</p>	Please refer RFP Clause 6.2.3 and 6.5.2
13	7.9. Annexure 9: Format for Financial Proposal		Please refer RFP Clause 6.2.3 and 6.5.2
14	<p>6.5.3 Services and Support (i) Successful bidder shall deploy one-full time resource at IHMCL office for update in the modules as desired by IHMCL time to time.</p>	Line item for Onsite resource is not mentioned in the Annexure 9 Format for financial proposal. Requesting to IHMCL to clarify on financial of full time resource onsite.	Manpower cost needs to factored in to Operations & Maintenance Charges as provided in Annexure-9, Financial Bid Form

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15	<p>6.5.3 Services and Support (vi) Demo/ On-line User Training to include: a. You Tube Video of features hosted on the Software application depicting complete tour of the features and ways to use features</p>	<p>We would request IHMCL to reconsider the prescribed clause. By uploading video of features hosted on the Software application in a public platform like YouTube might comprise the integrity & security feature of the proposed software. Hence, we request authority to consider sharing of video in a secure network within IHMCL to key stake holder only. Requesting to remove this clause.</p>	<p>The on-line training video needs to be prepared for internal training purposes. After due approval of IHMCL same may be hosted on social media platforms viz. Youtube etc.</p>
16	<p>6.2. Scope Overview The bidder is required to provide training to the IHMCL technical and functional team on new implementation /logic used in rectification of the program bugs. Bidder should transfer skills to relevant IHMCL team by means of training and documentation.</p>	<p>Requesting to elaborate the expectation for training: 1. How many total employees need to be trained? 2. What will be the batch size during the training? 3. Preferred location of training? 4. We hope online training mode is acceptable to IHMCL. Please confirm?</p>	<p>Preferred mode of training will be through online mode, however, as per requirement vendor may be required to provide on premises training at NHAI/IHMCL office in New Delhi. Rest information shall be shared during project implementation phase.</p>
17	<p>6.5. Requirements 6.5.1 Integration with SMS Gateway for Module -1 i. The Software application should be integrated with SMS gateway to get the desired information through a SMS response. For this purpose, the service provider shall be required to obtain a "short code" and define a specific "key word" viz. "IHMCL / NHAI" such that the SMS traffic to the said short code using the said key word is routed to the specified server from where the mobile user gets the desired information through SMS. The exact pre-defined SMS formats for query and their response structure shall be finalized after interactions between the Service Provider / Vendor and IHMCL / NHAI during System Requirement Study (SRS). ii. SMS charges shall be borne by Service Provider / Vendor and the same should be factored in the financials submitted by the bidders.</p>	<p>1. Requesting to provide total no. of user & Concurrent user who will be using the system. 2. How many user will be registered in the SMS gateway? We would request IHMCL to provide necessary details to factor the cost for financial evaluation.</p>	<p>Around 250 users will access the system which might increase/decrease as per requirement. The solution should be scalable upto 1000 users.</p>
18	<p>5.18.18 Intellectual Property Rights The Successful Bidder(s) shall not use, any data / information derived from this Software application anywhere, without taking permission, in writing, from IHMCL and IHMCL also reserves the right to grant or deny any such request. The Software application will not be allowed to be misused by quoting same software at other places. The rights of Entire Data at Data Centre and DR, including backups will lie with IHMCL.</p>	<p>1. Kindly specify the band width of the fiber optic connection. 2. We assume that the fiber optic connection will be provided by the authority. Bidder doesn't have to quote for it. Please confirm.</p>	<p>Please refer RFP Clause 6.2.3 and 6.5.2</p>
19	<p>5.6.3 Milestones and Timelines i. For Module 1: NHAI Remittance Alert System 5 Third Party Security Audit & Go-Live Security Audit Report and Certificate Fixing etc. & Go –Live Report - T+12 Weeks</p>	<p>The timeline is stringent for implementation of module 1, thus we would request authority to provide necessary relaxation for module go-live so that successful bidder can ensure best of their work. Kindly consider the below change request: Change Request: 5. Third Party Security Audit & Go-Live Security Audit Report and Certificate Fixing etc. & Go –Live Report - T+24 weeks</p>	<p>No change, as per RFP</p>
20	<p>5.6.3 Milestones and Timelines ii. For Module 2: IHMCL Contract Management Software 5 Third Party Security Audit & Go-Live Security Audit Report and Certificate Fixing etc. & Go –Live Report - T+12 Weeks</p>	<p>We would request IHMCL to relax the implementation timeline and consider the below change request: Change Request: 5 Third Party Security Audit & Go-Live Security Audit Report and Certificate Fixing etc. & Go –Live Report - T+24 Weeks</p>	<p>No change, as per RFP</p>
21	<p>No Consortium is allowed.</p>	<p>We request to kindly allow the Joint venture upto 3 members. This will attract more bids hence the healthy competition</p>	<p>No change, as per RFP</p>

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22	Bidders shall submit, along with their Proposals, an EMD of Rs. Three Lakh only, in the form of a demand draft OR Bankers Cheque OR bank guarantee OR and electronic Bank Guarantee under Structured Financial Messaging System (SFMS). The payment transfer related information is as follows:	As per the Agenda Papers for 16th Meeting of National Board for Micro, Small & Medium Enterprises dated 26th Feb 2018, MSE's are exempt from submission of EMD (Bid security). We kindly request you to waive off EMD for MSEs.	Please refer RFP Clause 3.35