

**Request for Proposal for Consultancy Services for Impact Study of NETC Programme and other Management Consultancy Services for IHMCL**  
**RFP No. IHMCL/Consultant/2024/01 published on dated 24.04.2024**  
**Response to Pre-Bid Queries - Published on dated 10.05.2024**

S.no	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification/Suggestion	IHMCL Response
1	Clause 4.3, Eligibility/Pre-Qualification Criteria, Page no. 9	Bidder has to furnish Notarized affidavit confirming number of number of employees.	Request Authority to confirm if there is any specific format to be adopted by bidder. Additionally, we request authority to consider Self-certification by the Authorized representative or HR representative of the bidder's firm.	Refer Corrigendum -1
2	Clause 5.2.1. Technical Qualification Criteria - Technical Score Page no 21	Overall technical score is spread in different evaluation criterion as below: 1. Bidder profile - 20 marks 2. Relevant experience - 40 marks 3. Approach & Methodology - 30 marks 4. Resource profile - 10 marks	As the study require deployment of specialist who have sufficient experience in transport sector to gauge impact of scheme. The present weightages to specialist in overall evaluation has been relegated. Hence to ensure success of assignment, we request Authority to consider re-balancing of marks. the suggestive rebalancing is provided below 1. Bidder profile - 20 marks 2. Relevant experience - 30 marks 3. Approach & Methodology - 20 marks 4. Resource profile - 30 marks	No change, As per RFP
3	Clause 5.2.3. Detailed Technical Scoring Criteria Page no 22	Marks for Relevant Experience of Firm - More than 12 years of experience : 10 marks - More than 12 years of experience : 8 marks	We request Authority to clarify discrepancy in marks allocation for relevant experience of firm.	Refer Corrigendum -1
4	Clause 5.2.3. Relevant Past Experience Page no 22	Experience of providing "similar nature" of consultancy services in NHAI/ MoRTH/ NHIDCL/IHMCL – 10 marks	As the study required consultant to undertake detailed impact study of transport sector, we request Authority to consider experience of bidder of similar nature with state governments department also. As this would enable better participation and response to RFP.	No change, As per RFP
5	Clause 11.12.1. Deliverable Timelines Page no 271	Penalty for replacement of key personnel: - Rs. 1,00,000/- per replacement - Rs. 3,00,000/- per replacement if the Key Personnel is one of those being evaluated in Technical Evaluation stage	As the study required to be undertaken over period of 6 months, and further extendable by 6 months and may require replacement as per the project need for successful completion of assignment. hence, we request Authority to allow replacement of equal of better qualification without penalty.	No change, As per RFP

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6	Clause 11.12.1. Deliverable Timelines Page no 271	Penalty for delay in deliverables: 1% of the consultancy fees payable for the deliverable for each week delay	we request authority to confirm, for situations which beyond control of consultant and resulting in delay in submission of deliverable shall not result in penalty.  We also request authority to relax this clause as suggested below: <b>"0.5% of the consultancy fees payable for the deliverable for each week delay if cause of delay is attributable to the consultant"</b>	No change, As per RFP
7	Clause 11.12.5, Page no 271	All above penalties shall be levied on the consultant for any failure happened on consultant part in any of the agreed Timelines/ SLAs/ Terms & Condition. However, in any case, the total penalty value shall not be greater than 15% of the total contract value	We request authority to modify this clause as below:  "All above penalties shall be levied on the consultant for any failure happened on consultant part in any of the agreed Timelines/ SLAs/ Terms & Condition. However, in any case, the total penalty value shall not be greater than <b>5%</b> of the total contract value"	No change, As per RFP
8	Clause 4.3, Net worth, Page no. 9	The Net Worth of the Bidder must be positive as on 31st March 2023 - Certificate from the Statutory Auditor	The standard time required for soliciting Statutory Auditor certificate it requires over three weeks for any large firm.  Hence in view of above and to enable bidders to make sound submission within timeline we request Authority to consider certificate from Chartered Accountant for net worth certificate.	No change, As per RFP
9	Extension of time for submission		We request authority to consider extension of time by at least 3 weeks as good industry practice from date of publication for fairness and to provide opportunity for us to make sound submission in compliance to the assignment requirement.	Refer Corrigendum -1
10	Clause 5.2.4, Subject Matter Expert, Page 25	Should have 10 years of experience in the fields of advanced data analysis and statistical data modelling etc. and at least 5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale ICT/E-Governance/digital transformation projects with Government/PSUs	We request authority to widen the experience of Subject Matter expert to include following "Should have 10 years of experience in the fields of advanced data analysis and statistical data modelling etc. and at least 5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale ICT/E-Governance/digital transformation/ <b>public policy/ public scheme/ strategic transformation</b> projects with Government/PSUs"	No change, As per RFP

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11	Add. Standard form of contract	Please insert- Confidentiality	Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 1 year from the date of termination of this Agreement.	No change, As per RFP
12	Add. Standard form of contract	Please insert- Termination	The Consultant may terminate this Agreement, or any particular Services, immediately upon written notice to the Client if the Consultant reasonably determines that it can no longer provide the Services in accordance with applicable law or professional obligations.	No change, As per RFP
13	Add. Standard form of contract	Please insert- Intellectual Property Right	Consultant may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that consultant own in performing the Services. Notwithstanding the delivery of any Reports, Consultant retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that consultant compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.	No change, As per RFP
14	Add. Queries	New clause	We request the following clause to be added:  The Authority shall not recover from the Consultant, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Authority shall not recover from the Consultant, in contract or tort, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.	No change, As per RFP

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15	-	Sources of data for the Impact assessment study	There is no mention of the sources of data for the Impact assessment study. Please clarify what will be the sources of data to complete this study.	The data source shall be decided by Consultant, as per good industry practice, which shall be inline with scope of work mentioned RFP. The consultant shall specify the sources of data to be utilized in performing the services outlined in this RFP. Data used for analysis, research, or any other purpose must be from reliable and reputable sources. The consultant shall provide a detailed description of each data source, including its origin, methodology of collection, accuracy, relevance to the project, and any associated limitations or biases. Any proprietary or confidential data sources must be disclosed and appropriately safeguarded. IHMCL reserves the right to approve or reject any data source proposed by the consultant									
16	7.5 Deliverables & Timelines (32)	Workstream #2: Improvement in FASTag transaction processing by implementation of Swift Flow Lane Concept	We understand that this is only impact assessment study of the already implemented Swift flow lane concept at 11 number of fee plazas which includes 24 lanes and this does not involve providing any recommendation for improvement in swift flow lane concept.	Recommendations shall be part of report.									
17	7.5 Deliverables & Timelines (32)	Workstream #2: Improvement in FASTag transaction processing by implementation of Swift Flow Lane Concept- Submission of Final Report & Presentation <table border="1" data-bbox="260 1068 747 1279" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9e1f2;">Deliverable</th> <th style="background-color: #d9e1f2;">Amount payable (in Rs.)</th> <th style="background-color: #d9e1f2;">Payment Terms</th> </tr> </thead> <tbody> <tr> <td>Report on Workstream #1 - Impact Assessment of NETC Programme</td> <td>70% of (i) in Form 2B</td> <td>           a) 50% of payable amount for the deliverable - On Submission of Final Report            b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report         </td> </tr> <tr> <td>Report on Workstream #2 - Improvement in FASTag transaction processing by implementation of Swift Flow Lane Concept</td> <td>30% of (i) in Form 2B</td> <td>           a) 50% of payable amount for the deliverable - On Submission of Final Report            b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report         </td> </tr> </tbody> </table>	Deliverable	Amount payable (in Rs.)	Payment Terms	Report on Workstream #1 - Impact Assessment of NETC Programme	70% of (i) in Form 2B	a) 50% of payable amount for the deliverable - On Submission of Final Report b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report	Report on Workstream #2 - Improvement in FASTag transaction processing by implementation of Swift Flow Lane Concept	30% of (i) in Form 2B	a) 50% of payable amount for the deliverable - On Submission of Final Report b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report	<p>A. We understand that there would be a POC study prior to implementation of the concept. If yes, request to make the same available for bidders.</p> <p>B. We understand that this is only impact assessment study of the already implemented Swift flow lane concept at 11 number of fee plazas.</p> <p>Hence, the payment terms defined in the RFP shall be limited to the impact assessment report (Draft &amp; Final) without any recommendation and there is dependency on the downstream system implementation.</p>	Refer Corrigendum -1
Deliverable	Amount payable (in Rs.)	Payment Terms											
Report on Workstream #1 - Impact Assessment of NETC Programme	70% of (i) in Form 2B	a) 50% of payable amount for the deliverable - On Submission of Final Report b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report											
Report on Workstream #2 - Improvement in FASTag transaction processing by implementation of Swift Flow Lane Concept	30% of (i) in Form 2B	a) 50% of payable amount for the deliverable - On Submission of Final Report b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report											
18	7.8 Obligations of Consultant (33)	To procure, as required, the appropriate proprietary rights, licenses, agreements and permissions for, inter alia, materials, methods, processes, software, operating systems, designs, trademarks, documents and systems used.	Please clarify the requirement. We understand that unless there is an implementation exercise for Workstream #2, there is no requirement of handover of the tools, systems, licenses etc of the solution and a back-to-back sign up for maintenance and upgrade and scale up.	No change, As per RFP									

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19	5.2.4 Resource Requirement (25)	<p><b>Subject Matter Specialist (Impact Assessment)</b></p> <p>“Should have 10 years of experience in the fields of advanced data analysis and statistical data modelling etc. and at least 5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale ICT/E-Governance/digital transformation projects with Government/PSUs”</p>	<p>i. Request you to relax the criteria to include the private sector experience considering there are advancements and innovation in private sector which would be beneficial for IHMCL.</p> <p>The clause may be modified as below:  “Should have 10 years of experience in the fields of advanced data analysis and statistical data modelling etc. and at least 5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale ICT/E-Governance/digital transformation projects with Government/PSUs/Private sector.”</p> <p>ii. Also, please clarify if the role of the SME can be “Outsourced”</p>	No change, As per RFP
20	4.3 Eligibility/Pre-Qualification Criteria (9)	<p><b>Relevant Experience</b></p> <p>Project experience of only the Bidding entity shall be considered for evaluation.</p>	This clause may be removed	No change, As per RFP
21	7.6 Payment Milestones	<p>a) 50% of payable amount for the deliverable - On Submission of Final Report  b) Remaining 50% of payable amount for the deliverable – Upon approval of the Final Report</p>	<p>May be modified to:  a) 70% of payable amount for the deliverable - On Submission of Final Report  b) Remaining 30% of payable amount for the deliverable – Upon approval of the Final Report</p>	Refer Corrigendum-1
22	4.3 Eligibility/Pre-Qualification Criteria ; Sr. No. 7  Page No. 10 of 275	Consortiums are not allowed.	We kindly request the authority to allow consortiums, and in the case of consortiums, eligibility/pre-qualification criteria shall be jointly met by the firms/partners of the consortiums.	No change, As per RFP
23	4.5.4 Submission of Proposal ; Clause (a)  Page No. 12 & 13 of 275	<p>a) All documents including Application Fee, EMD, Power of Attorney, relevant appendices, eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder on e-portal as per RFP requirement. <u>However, the successful bidder has to submit the original documents physically with IHMCL after the issue of LOA.</u></p>	We understand that original documents including Application Fee, EMD (in the form of Bank Guarantee), POA, Technical Proposal required to submitted physically by the successful bidder after the issue of LOA.	Yes understanding is correct

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24	5.2.3 Deatiled Technical Scoring Criteria ; 3. Approach and Methodology  Page No. 23 of 275	Supporting Documents <input type="checkbox"/> Assessment to be based on a note covering all requirements as mentioned & <input type="checkbox"/> <u>Presentation made by Bidder before the Committee</u>	We kindly request clarification from the authority regarding whether the consultant will be required to submit the presentation along with the Approach & Methodology Note in the Technical Proposal, or for presentation separate arrangements will be made by the authority after the bid submission.	Both needs to be submitted in Technical Proposal
25	2. Schedule of the Tender (Key dates)  Page No. 5 of 275	Bid Due Date 15.05.2024 (Up to 15:00 Hrs IST)	We kindly request to the authority that provide the at least 20 days time for Bid Submission after receving the pre-bid query reply.	Refer Corrigendum -1
26	Page number 5  Schedule of the Tender (key dates)	2. Schedule of the tender (key dates): Bid due date - 15.05.2024 (up to 15:00 Hrs IST)	Kindly consider extending to atleast 15 working days after the pre-bid queries /corrigendum release. Kindly consider bid due date: 22.05.2024	Refer Corrigendum -1
27	Page number 25  Section 5.2.4: Resource requirement - b) Minimum requisite qualification and experience - Team Leader	Team Leader - Minimum requisite qualification and experience: Graduate in Engineering and MBA from a reputed and recognized university or institution. Minimum 10 years of professional experience and with minimum 07 years of overall experience in managing infrastructure programs/schemes with Large Scale Firms /PSUs /Government Agencies.	The scope of the engagement requires knowledge of transport planning, traffic engineering, and transport modelling. We therefore recommend that the Team Leader should be someone with a Master's degree and experience in Transport Planning, Traffic Engineering and Modelling. Since one of the components involves decongestion, we strongly recommend that the Team Leader should have microsimulation modelling experience. Mircrosimulation should also be considered as part of the credentials as it will provide IHMCL high resolution 3D visual and statistical evidence for the swift lane and decongestion components.	No change, As per RFP

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28	Page number 29  7.3 Scope of Work:  1. Workstream #1: A Quantitative Impact Assessment of NETC Program	7.3 Scope of Work:  1. A Quantitative Impact Assessment of NETC Program  iv. Carrying out on ground traffic surveys at minimum 40 toll plazas spread across India as representative sample	Will consultants select the toll plazas, or will IHMCL provide the locations for ground surveys?	The locations shall be finalized in consultation with IHMCL
29	Page number 30  7.3 Scope of Work:  1. Workstream #1: C. Suggestions on decongesting top 10 congested fee plazas	7.3 Scope of Work:  1. C Suggestions on decongesting top 10 congested fee plazas  i. Identification and categorization of key issues for delay/congestion at top 10 congested fee plazas.	Are these 10 plazas part of the 40 plazas where on-ground surveys are to be conducted.	No change, As per RFP
30	Page number 32  Section 7.5: Deliverables & Timelines	7.5 Deliverables & Timelines: Report on Workstream #1 - Impact Assessment of NETC Programme - T+5 months	Completing on-ground surveys at 40 locations across India will require 2 months. Therefore, we kindly request that the schedule be extended by 2 months for this deliverable	No change, As per RFP

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31	Page number 25  Section 5.2.4: Resource requirement - b) Minimum requisite qualification and experience - Subject Matter Specialist	Should have 10 years of experience in the fields of advanced data analysis and statistical data modelling etc. and at least 5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale ICT/E-Governance/digital transformation projects with Government/PSUs	We would like to request for the consideration of these points: 1. Post doctoral research experience in the relevant line-of-work should be considered as professional experience. 2. Kindly include Infrastructure projects along with ICT/E-Governance/digital transformation projects with Govt/PSUs	No change, As per RFP
32	Page number 37  Form 1: Bid Covering Letter	g) I/We haven't been blacklisted by a Central/ State Government institution/ Public Sector Undertaking/ Autonomous body and <b>there has been no litigation</b> with any Government Department/ PSU/ Autonomous body on account of similar services.	We would like to clarify that given the large volume of work performed by consultants, contracts with clients may on certain rare occasions be terminated, suspended or not renewed for a variety of reasons, majority of which are suspended for business reasons, necessities or convenience of the clients. Therefore, the clause requiring that there has been no litigation be dropped and the requirement may be ammended to exclude only those firms that stand blacklisted as of today.	No change, As per RFP
33	Page number 39 Form 3: Bank Guarantee for Earnest Money Deposit (EMD)	''	Kindly provide information on conditions under which the EMD might be forfeited for unsuccessful bidders. Kindly allow standard bank format as well for Performance Bank Guaranty	Refer RFP Clause 4.5.3 sub-clause (e), Clause 4.25, Clause 5.3 and other relevant clauses of RFP
34	Page number 47  Form 7: Format for Submission of Performance Bank Guarantee	-	Banks may not agree to provide bank guaranty in the required format and generally they have their own format.	No change, As per RFP



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35	Section 5.2.3, Evaluation Criteria, Page 23	'Similar nature' for this criterion shall mean consulting assignments in the field of Impact Studies of Government Policy(ies) / Public Policy / IT System Audit of large or medium scale projects in the fields of ICT or Intelligent Transport system/Smart Mobility/Transit payments	Please confirm whether such <b>Impact Assessment of Government policies</b> projects that are not related to the fields of ICT or Intelligent Transport system/Smart Mobility/Transit payments be also considered. Since the sectoral requirement is very specific and not many such projects are executed by government entities.	Refer Corrigendum -1
36	Section 5.2.3, Evaluation Criteria, Page 23	Approach and Methodology	Please confirm whether the <b>Approach and Methodology</b> expected to be submitted along with the technical and financial proposal. Since there is a technical presentation organized, we request the approach and methodology to be presented at that stage only to ensure confidentiality and exclusivity from other bidders.	Both needs to be submitted in Technical Proposal
37	Section 5.2.4, Resource Requirement (b), Subject Matter Specialist, Page 25	5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale ICT/E-Governance/digital transformation projects with Government/PSUs	We wanted to propose inclusion of <b>social sector or social benefit schemes</b> by the Government since Impact Assessment is a broader aspect and objective of all the public schemes and policies. Hereby, we propose the following amendment, "5 years of consultancy experience in carrying out Socio-Economic benefits of large-scale public benefit schemes with Government/PSUs.	No change, As per RFP
38	Section 7.3, Scope of Work, Workstream #1, Page 31	Carrying out on ground traffic surveys at minimum 40 toll plazas spread across India as representative sample.	<ul style="list-style-type: none"> <li>i. Please confirm the type of data/surveys to be conducted such as – Origin-Destination, Speed delay, ANPR traffic volume count, spot speed, axle load survey, among others.</li> <li>ii. Please confirm the expected parameters for conducting traffic volume count surveys such as TVC of 8 hours or 12 hours or 24 hours; weekday or weekend or special peak hours; etc.</li> <li>iii. Please confirm whether a survey to assess working-state of the assets such as RFID reader and micro-controller to be taken up.</li> </ul>	Bidder to carryout their own due diligence regarding the type of studies/ traffic studies required at toll plaza.
39	Section 7.3, Scope of Work, Workstream #2, Page 32	Consultant shall carry out a study to quantify the tangible benefits of Swift flow lane.	Please confirm the list of <b>Key Performance indicators</b> for Swift-flow Lane or the indicators to be proposed by the bidders.	Throughput and other important attributes
40	Scope of Work	-	<ul style="list-style-type: none"> <li>i. We request you to please confirm the support to be offered by NHAI/IHMCL for secondary and primary data collection at the toll plazas.</li> <li>ii. We request you to confirm the list of available secondary information relevant to project execution.</li> </ul>	Refer RFP Clause 7.7
41	Utility of the deliverables	-	We request you to please confirm the <b>audience for the Report</b> to be submitted at the end of the project and whether the report will be publicly circulated.	As per RFP
42	Power of Attorney	-	We request you to accept the most recent <b>board resolution or authorization letter</b> as a replacement to the <b>Power of Attorney</b> along with the bid.	As per RFP

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43	Last date for bid submission	-	Since we have pertinent questions that will decide the course of our technical and financial proposal. We hereby request you to please <b>extend the last date for proposal submission</b> by two weeks from the date of response to our queries.	Refer Corrigendum -1
44	Clause 5.2.3 – S. No 2.1 Page no. 22 of 275	Experience of providing “similar nature” of consultancy services in NHAI/ MoRTH/ NHIDCL/IHMCL – 10 marks	We understand this clause as that the consultant must have experience of providing consultancy services in NHAI/ MoRTH/ NHIDCL/IHMCL/NHLML – 10 marks	As per RFP
45	Schedule of the Tender (Key Dates) S. No 4 Page no.5 of 275	Bid Due Date 15.05.2024 (Up to 15:00 Hrs IST)	As a part of renowned international group, we have to do follow certain compliance & require documents from Italy like POA etc. We request your department to kindly extend the submission date for atleast 2 more weeks till 29th May 2024. We assure you of our commitment to delivering a comprehensive and competitive tender proposal within the revised timeframe.	As per RFP
46	Clause 5.2.4 b) S. No 1 Page no 25 of 275	<p><b>Team Leader</b></p> <ul style="list-style-type: none"> <li>• Graduate in Engineering and MBA from a reputed and recognized university or institution</li> <li>• Minimum 10 years of professional experience and with minimum 07 years of overall experience in managing infrastructure programs/ schemes with Large Scale Firms /PSUs /Government Agencies</li> <li>• Should have experience in managing various aspects of highway development processes including pre-construction, construction and operation and maintenance phases</li> </ul>	We request your department to consider Graduate in Engineering or Graduate in Engineering with Masters in relevant field Construction Management/Transport Engineering.	As per RFP