



***Limited Request for Proposal for Selection of Acquiring Bank
for Public Funded Toll Fee Plazas on National Highways***

Tender Ref No. : IHMCL/NETC/Acquirer bank/2024/01

Date : 1st July 2024

INDIAN HIGHWAYS MANAGEMENT COMPANY LTD.

(a company promoted by NHAI)



DISCLAIMER

The information contained in this Limited Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form, by or on behalf of IHMCL or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by IHMCL to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by IHMCL. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for IHMCL, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IHMCL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

IHMCL, its employees and advisors/consultants make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in the Bidding Process.

IHMCL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. IHMCL may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that IHMCL is bound to select and short-list one or more Bidders or to appoint the selected Bidder(s) and IHMCL reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, uploading, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by IHMCL or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and IHMCL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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1. NOTICE INVITING TENDER

1. Bids are invited for the below mentioned work by Indian Highways Management Company Limited (IHMCL):

Name of the Work	EMD/ Bid Security	Document Fee (non-refundable)	Closing date and time for Online bid Submission
Limited Request for Proposal for Selection of Acquirer Bank for Public funded Toll Fee plazas on National Highways	INR 10 Lakh Only (Rupees Ten lakh Only)	INR 10,000/- (Rupees Ten Thousand Only)	See Key Dates

2. The complete Bidding Documents can be viewed / downloaded from e-procurement portal <http://etenders.gov.in>. The Bids shall be liable for summarily rejection unless accompanied by the requisite EMD as indicated above. IHMCL shall not be responsible for any postal delay, or network/system failure at bidder's end, as applicable. Bids submitted after the closing date/time shall be summarily rejected.
3. IHMCL reserves the right to accept or reject any or all bids received before signing of Contract Agreement without thereby incurring any financial or other liability to the affected Bidders.

Address for communication:

Chief Operating Officer,
Indian Highways Management Company Limited (IHMCL)
G – 5 & 6 Sector -10 Dwarka
New Delhi 110 075
Phone: +91-11- 20427810; Email: tenders@ihmcl.com Website: www.ihmcl.co.in

2. DEFINITIONS AND ABBREVIATIONS

2.1. Definition

In this document, the following terms shall have respective meanings as indicated:

- i. **“Applicable Law”** means the laws, rules or regulations and any other instruments, having the force of law in Republic of India, as in force from time to time.
- ii. **“Authorized Representative”** means any person/agency authorized by IHMCL.
- iii. **“Bidder”** means, an entity/company which participates in the Bid process and submits its proposal/bid pursuant to this RFP.
- iv. **“Commencement date”** means the date upon which the Successful Bidder receives the notice to commence the work issued by IHMCL.
- v. **“Contract”** shall mean & include RFP, Notice for Inviting Tender (NIT), the tender documents and letter of acceptance thereof and the formal agreement, to be executed between IHMCL and the Successful bidder together with the complete documents referred to therein including the conditions with appendices and any special conditions, the specifications, designs, drawings, bill of quantities with rates and amounts. All these documents taken together shall be deemed to form one Contract and shall be complementary to each other.
- vi. **“IHMCL”** means Indian Highways Management Company Limited.
- vii. **“Law” or “Legislation”** - shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority.
- viii. **“Letter of Award (LOA)”** means the issue of a signed letter by IHMCL to Successful Bidder conveying its intention to accept the offer of Preferred Bidder and awarding the work.
- ix. **“Local Currency”** means the Indian Rupees.
- x. **“MoRTH”** means Ministry of Road Transport and Highways.
- xi. **“NHAI”** means National Highways Authority of India.
- xii. **“Party”** shall mean IHMCL or Bidder individually and “Parties” shall mean IHMCL and Bidder collectively.
- xiii. **“Personnel”** means people hired by the Successful Bidder(s) as employees and assigned to the performance of the Services or any part thereof.
- xiv. **“LimitedRFP”/“RFP”** shall mean this Request for Proposal dated XX MAY 2024, including the written clarifications & Corrigendum/Addendum issued by IHMCL in respect of the RFP from time to time.
- xv. **“Purchaser” or “Authority”** means Indian Highways Management Company Limited (IHMCL), as applicable.
- xvi. **“Services”** means requirements defined in this RFP including all additional services associated thereto to be delivered by the Successful Bidder(s).

- xvii. **“Successful Bidder”** means the Bidder, who, after the complete evaluation process, has been issued the Letter of Award by IHMCL

Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

2.2. Abbreviations

AEPS	:	Aadhaar Enabled Payment System
AVC	:	Automatic Vehicle Classifier
BBPS	:	Bharat Bill Payment System
BG	:	Bank Guarantee
BOT	:	Build-Operate-Transfer
CCH	:	Central Clearing House
CIN	:	Corporate Identification Number
CTS	:	Cheque Truncation System
DR	:	Disaster Recovery
EGCS	:	ETC Global Clearing and Settlement
EMBG	:	Earnest Money Bank Guarantee
EMD	:	Earnest Money Deposit
ETC	:	Electronic Toll Collection
FAQ	:	Frequently Asked Question
FY	:	Financial Year
GST	:	Goods and Service Tax
ICD	:	Interface Control Document
ID	:	Identification
IFSC	:	Indian Financial System Code
IHMCL	:	Indian Highways Management Company Limited
IMPS	:	Immediate Mobile Payment Service
INR	:	Indian Rupees
IPR	:	Intellectual Property Rights
ISO	:	International Organization for Standards
ITS	:	Intelligent Transportation System
LoA	:	Letter of Award

LSI	:	Local System Integrator
MIS	:	Management Information System
MoRTH	:	Ministry of Road Transport and Highways
MSI	:	Master System Integrator
MSME	:	Micro, Small and Medium Enterprises
NACH	:	National Automated Clearing House
NETC	:	National Electronic Toll Collection Programme
NFS	:	National Financial Switch
NH	:	National Highways
NHAI	:	National Highways Authority of India
NIC	:	National Informatics Centre
NIT	:	Notice Inviting Tender
NPCI	:	National Payment Corporation of India
OMT	:	Operate, Maintain and Transfer
PG	:	Procedure Guideline
PoS	:	Point of Sale
PSU	:	Public Sector Undertaking
RBI	:	Reserve Bank of India
RFID	:	Radio Frequency Identification
RFP	:	Request for Proposal
SAROD	:	Society for Affordable Redressal of Disputes
SFMS	:	Structured Financial Messaging System
SFTP	:	Secure File Transfer Protocol
SI	:	Systems Integrator
SLA	:	Service Level Agreement
TAT	:	Turn Around Time
TBD	:	To Be Decided
TOT	:	Toll-Operate-Transfer

TRC : Transaction Reconciliation
UPI : Unified Payments Interface
URL : Uniform Resource Locator
VRC : Violation Reconciliation
WIM : Weight in Motion

3. INSTRUCTIONS TO BIDDERS

3.1. Scope of Bid

- 3.1.1. IHMCL invites proposals/bids from eligible entities having the requisite capabilities.
- 3.1.2. The Bids would be evaluated on the basis of the evaluation criteria set out in this Request for Proposal (RFP) Document in order to identify the Successful Bidder(s) for providing the services envisaged under this RFP.
- 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.
- 3.1.4. Pursuant to the release of this RFP Document, IHMCL shall receive bids, prepared and submitted in accordance with the terms set forth in this RFP Document and other documents provided by IHMCL pursuant to this RFP Document including annexure/ Appendix hereto (collectively referred to as the "Bid Documents"), as modified, altered, amended and clarified from time to time by IHMCL.
- 3.1.5. This RFP Document and all attached documents are and shall remain the property of IHMCL and are transmitted to the Bidders solely for the purpose of preparation and the submission of their respective bids in accordance herewith. Bidders shall not use it for any purpose other than for preparation and submission of their bids.
- 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.
- 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 Agreement. Any conditional Proposal is liable for outright rejection.
- 3.1.8. Conditional or incomplete proposals are liable to be treated as non-responsive and, therefore may be rejected at the sole discretion of IHMCL.

3.2. Eligibility/Pre-Qualification criteria

3.2.1. The bidder qualifying the following criteria shall be considered eligible to bid for this RFP. The Technical Proposals of the Bidders shall be evaluated for meeting the eligibility/ pre-qualification criteria based on the parameters listed below:

SI #	Requirement Parameter	Eligibility Criteria	Supporting Documents to be provided
1.	Entity	The bidder must be a certified Acquirer Bank under NETC program. The certification should be valid as on the bid due date. Consortiums, or Joint Ventures are not allowed to bid.	i. Undertaking signed by Authorized Signatory of the Bidder on its letterhead (Annexure – 1) AND ii. Copy of valid certification by NPCI or any supporting document by NPCI.
2.	Relevant Experience FASTag Acquiring Service	The bidder should have the experience of ETC integration and providing service as an Acquirer Bank for at least 20 National Highways Fee plazas under the NETC Program.	i. Self-Certification signed by Authorized Signatory of the Bidder on its letterhead (Annexure – 5) IHMCL reserves the right to verify the data/information with NPCI, if deemed necessary.
3.	Undertaking of Blacklisting	The bidder should not have been blacklisted or debarred by any government department/ agency/PSU for material non-performance or contractual non-compliance in the last 3 years as on bid due date.	i. Undertaking signed by Authorized Signatory of the Bidder on its letterhead (Annexure – 3)

3.2.2. Any bidder who has not complied with the above criteria shall be summarily rejected and not considered for evaluation.

3.3. Power of Attorney

- 3.3.1. The Bidder should submit a notarized Power of Attorney in the format provided at Annexure 6 and Letter of Authorization for authorizing the signatory of the Bid to sign the Bid and all related documents. It is clarified that Bidders may submit equivalent documents (for example, delegation of power, board resolution copy), in lieu of this document, as applicable.

3.4. Content of RFP

- 3.4.1. The RFP should be read in conjunction with any addenda or clarifications issued subsequent to publication of RFP.
- 3.4.2. Bidders are advised to study the RFP carefully. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the RFP with full understanding of its implications. Bids not complying with all the stipulations and requirements as set forth in this RFP are liable to be rejected at the sole discretion of IHMCL. Failure to furnish all information required in the RFP or submission of a bid not substantially responsive to the RFP in all respects will be at the Bidder's risk and may result in the rejection of the bid.

3.5. Site visit and verification of information

- 3.5.1. Bidders may visit the fee plazas and ascertaining for themselves the site/fee plaza conditions, traffic, location, surroundings, climate, availability of power, water and other utilities for construction, access to site, handling and storage of materials, weather data, applicable laws and regulations, and any other matter considered relevant by them. The costs of visiting the site or sites shall be at the Bidder's own expense.
- 3.5.2. The Bidder shall be deemed to have examined the site or sites and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract.

3.6. Acknowledgement by Bidder

- 3.6.1. It shall be deemed that by submitting the Bids, the Bidder has:
- a) made a complete and careful examination of the RFP;
 - b) received all relevant information requested from IHMCL;
 - c) 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 the RFP; and
 - d) Agreed to be bound by the undertakings provided by it under and in terms hereof.
- 3.6.2. 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.

3.7. Right to accept or reject any or all Bids

- 3.7.1. Notwithstanding anything contained in this RFP, IHMCL reserves the right to accept or reject any Bids and to annul the Bidding Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor. In the event that IHMCL rejects or annuls all the Bids, it may, in its discretion, invite all eligible Bidders to submit fresh Bids hereunder.
- 3.7.2. IHMCL reserves the right to reject any Bid if:
- a) at any time, a material misrepresentation is made or uncovered, or
 - b) the Bidder does not provide, within the time specified by IHMCL the supplemental information sought by IHMCL for evaluation of the Bids.
- 3.7.3. In case it is found during the evaluation or at any time before signing of the Contract Agreement or after its execution and during the period of subsistence thereof, including the Contract thereby granted by IHMCL, that one or more of the conditions have not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Successful bidder either by issue of the LOA or entering into of the Contract Agreement, and if the Bidder has already been issued the LOA or has entered into the Contract Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by IHMCL to the Bidder, without IHMCL being liable in any manner whatsoever to the Bidder and without prejudice to any other right or remedy which IHMCL may have under this RFP, the Bidding Documents, the Contract Agreement or under applicable law.
- 3.7.4. IHMCL reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP. Any such verification or lack of such verification by IHMCL shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of IHMCL thereunder.

3.8. Clarifications

- 3.8.1. Bidders requiring any clarification on the RFP may notify IHMCL by e-mail (tenders@ihmcl.com). They should send in their queries in .xlsx format as provided in Annexure 10 before the date specified in the Key Dates of RFP.
- 3.8.2. IHMCL shall endeavor to respond to the questions raised or clarifications sought by the Bidders. However, IHMCL reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring IHMCL to respond to any question or to provide any clarification.
- 3.8.3. IHMCL may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by IHMCL shall be deemed to be part of the RFP. Verbal clarifications and information given by Authority, or its employees or representatives shall not in any way or manner be binding on IHMCL.
- 3.8.4. To facilitate evaluation of Bids, IHMCL may, at its sole discretion, seek clarifications from any Bidder regarding its Bids. Such clarification(s) shall be provided within the

time specified by IHMCL for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

3.9. Amendment of RFP

3.9.1. At any time prior to the deadline for submission of Bids, IHMCL may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda.

3.9.2. Any Addendum thus issued will be published on e-procurement portal.

3.9.3. In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, IHMCL may, in its sole discretion, extend the Bid Due Date.

3.10. Language

3.10.1. The Bids and all related correspondence and documents in relation to the Bidding Process shall be in English language. Supporting documents and printed literature furnished by the Bidder with the Bids may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the Bidder. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Bids, the English language translation shall prevail.

3.11. Bid Validity

- a) Bids shall remain valid for a period of 180 days from the Bid due date. Any Bid valid for a shorter period shall be rejected as non-responsive. IHMCL has sole discretion to extend the period beyond 180 days.
- b) In exceptional circumstances, IHMCL may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing; however, no modification to such bid shall be permitted.

3.12. Bid Security

- a) The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD) /Bid Security for an amount INR 10 lakh/- (Rupees Ten Lakh Only). The Successful Bidder's EMD will be returned, without any interest, upon the Successful Bidder(s) signing the Contract and furnishing the Performance Security in accordance with the provisions thereof.
- b) The Earnest Money shall be in the form of a demand draft / pay order/ Bank Guarantee drawn in favor of "Indian Highways Management Company Limited." Drawn on any Scheduled bank payable at New Delhi. The format for providing EMD in the form of Bank Guarantee is provided at Annexure-8.
- c) Any bid not accompanied by an acceptable Earnest Money Deposit and Document Fee shall be rejected by IHMCL as non-responsive.
- d) The Earnest Money Deposit of unsuccessful bidders will be returned upon written request from the unsuccessful bidder(s), after expiry of the period of Bid Validity prescribed by IHMCL or Signing of Contract Agreement between IHMCL and successful bidder.

- e) The Earnest Money Deposit of the Successful Bidder will be discharged when the Successful Bidder has furnished the required Performance Security and signed the Contract Agreement.
- f) The Bid Security / Earnest Money will be forfeited:
 - i. if the Bidder withdraws or modifies the Bid during the period of Bid validity.
 - ii. if the Bidder does not accept the correction of the bid price, pursuant to clause pertaining to imbalance bid;
 - iii. in the case of a Successful Bidder, if the Bidder fails within the specified time limit to -
 - i. sign the Contract; and/or
 - ii. Furnish the required Performance Security; or
 - iv. if the Bidder is found to be engaged in corrupt or fraudulent practices.
 - v. if the Bidder, after matching the L-1 rates as per award criteria mentioned in the RFP does not submit the acceptance to LOA within specified number of days.

3.13. Alternative Proposals by Bidders

3.13.1. Bidder shall submit only one bid/offer for this RFP that fully complies with the requirement of the RFP including conditions of Contract. Conditional offer or alternate offer will not be considered further in the process of tender evaluation.

3.14. Submission, Format and signing of Bids

3.14.1. All documents including Bids Fee, EMD, Power of Attorney, relevant annexures, 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. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.

3.14.2. The Bidder shall provide all the information sought under this RFP. **IHMCL will evaluate only those Bids that are received in the required formats and complete in all respects. Incomplete and /or conditional Bids shall be liable to rejection.**

3.14.3. The Bidder shall submit following documents physically at IHMCL office as per timeline provided in Clause 4.1 'Key Dates':

- Document/Bid Fee
- EMD/Bid Security
- Power of Attorney/Letter of Authority. Bidders may also submit equivalent documents (for example, delegation of power, board resolution copy), in lieu of this document, as applicable

3.14.4. The Document/Bid Fee needs to be **transferred in IHMCL bank account** as per details provided below and payment receipt/proof needs to be submitted in the

Technical Bid document uploaded on e-tender portal. IHMCL bank account detail for transferring document fee is as follows: -

- A/c Holder Name = Indian Highways Management Company Limited
- Bank Name = Canara Bank
- A/c No. = 8598201006217
- IFSC = CNRB0008598
- Branch = Delhi NHAI Dwarka Branch New Delhi-110075

3.14.5. The Bid/Bid Documents uploaded on e-tender portal shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page. In the case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.

3.14.6. The Authorized Signatory holding Power of Attorney/ Letter of Authority/ Delegation of power, board resolution copy in lieu of this document, as applicable shall only be the Digital Signatory. In case the POA/LOA/Delegation of power holder issues a Letter of Authority (LOA) to the Senior Leader such as Business Head/Vertical Head, Senior VP/Executive VP or DGM & Above (in case PSU banks) or equivalent who further submits all documents and financial bids on behalf of the Bank through his/her Digital Signature certificate (DSC) the same shall be accepted.

3.15. Deadline for Submission of Bid

- a) Complete Bid documents as specified in the RFP must be uploaded as specified on or before the date and time specified under "Key Dates". **In the event of the specified date for the submission of Bids being declared a non-working day for IHMCL, the Bids will be received up to the specified time on the next working day.**
- b) IHMCL may, at its discretion, extend the deadline for submission of Bids by issuing an amendment in which case all rights and obligations of IHMCL and the Bidders previously subject to the original deadline will thereafter be subject to the deadline extended.
- c) Offer by fax / e-mail will not be accepted and shall be treated as void ab-initio.

3.16. Late Bids

3.16.1. Bids received after the deadline shall not be considered and shall be rejected. No representation or communication would be entertained in this regard from any Bidder. Modifications/ substitution/ withdrawal of Bids.

3.17. Modifications/ substitution/ withdrawal of Bids

3.17.1. The Bidder may modify, substitute or withdraw its Bid after submission, provided that written notice of the modification, substitution or withdrawal is received by IHMCL prior to the Bid Due Date. No Bid shall be modified, substituted or withdrawn by the Bidder on or after the Bid Due Date.

3.17.2. Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by IHMCL, shall be

disregarded.

3.18. Opening and Evaluation of Bids

- 3.18.1. IHMCL shall open the Bids as per Key Timelines mentioned in RFP, at the place specified in RFP and in the presence of the Bidders who choose to attend.
- 3.18.2. Bids for which a notice of withdrawal has been submitted in accordance with Clause 3.17 shall not be opened.
- 3.18.3. IHMCL will subsequently examine and evaluate Bids in accordance with the provisions set out in this RFP.
- 3.18.4. Bidders are advised that selection of Bidders will be entirely at the discretion of IHMCL. Bidders will be deemed to have understood and agreed that no explanation or justification on any aspect of the Bidding Process or selection will be given.
- 3.18.5. Any information contained in the Bid shall not in any way be construed as binding on IHMCL, its agents, successors or assigns, but shall be binding against the Bidder if the Project is subsequently awarded to it on the basis of such information.
- 3.18.6. IHMCL reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any or all Bid(s) without assigning any reasons.
- 3.18.7. If any information furnished by the Bidder is found to be incomplete, or contained in formats other than those specified herein, IHMCL may, in its sole discretion, exclude the relevant project from evaluation of the Bid of the Bidder.
- 3.18.8. In the event that a Bidder claims credit for an Eligible Project/experience/number of plazas/acquiring service, and such claim is determined by IHMCL as incorrect or erroneous, IHMCL shall reject such claim and exclude the same from evaluation of the Bid. Where any information is found to be patently false or amounting to a material representation, IHMCL reserves the right to reject the Bid.

3.19. Examination and Evaluation of Bids

- a) Opening of Bids will be done through online process only.
- b) IHMCL shall open Technical Bids as per the schedule specified in Key Dates, in the presence of the authorized representatives of the Bidders, who choose to attend. IHMCL will examine and evaluate the Bids in accordance with the provisions of this RFP.
- c) During evaluation and comparison of bids, IHMCL may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing via email, asking the Bidder to respond by a specified date, and also mentioning therein that, if the Bidder does not comply or respond by the date, his tender will be liable to be rejected. No post bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents shall be sought only in case of historical documents which pre-existed at the time of the bid opening, and which have not undergone change since then.

3.19.1. Phase - 1: Pre-Qualification Stage: -

- a) Document fee: - The Document/Bid Fee needs to be transferred in IHMCL bank account as per details provided below and payment receipt/proof needs to be

submitted in the Technical Bid document uploaded on e-tender portal. IHMCL bank account detail for transferring document fee is as follows: -

- A/c Holder Name = Indian Highways Management Company Limited
- Bank Name = Canara Bank
- A/c No. = 8598201006217
- IFSC = CNRB0008598
- Branch = Delhi NHAI Dwarka Branch New Delhi-110075

- b) EMD/Bid Security: - The envelope containing EMD/Bid Security and other relevant documents as required by this RFP will be opened. At any stage during the entire Bid evaluation process, if the EMD is found to be invalid, the respective Bidder's Bid shall be summarily rejected. If Physical Documents submitted by the Bidder has the Financial Bid details, the Bid shall be summarily rejected.
- c) The Earnest Money amount as specified in Clause 3.12 shall be in the form of a demand draft / pay order/ Bank Guarantee drawn in favor of "Indian Highways Management Company Limited." Drawn on any Scheduled bank payable at New Delhi. The format for providing EMD in the form of Bank Guarantee is provided at Annexure-8.
- d) Upon furnishing of the Performance Security by the Successful Bidder(s), IHMCL will promptly notify the other Bidders that their Bids have been unsuccessful. EMDs of unsuccessful Bidders will be returned to them after signing of Contract with the Successful Bidder(s) or after the expiry of the validity period of the Bids, whichever is earlier.
- e) The Technical Bids will be evaluated by an Evaluation Committee. The Bidder shall have to fulfil all the Eligibility Criteria as specified in the RFP, in totality and submit all the required documents. These documents will be scrutinized in this phase of evaluation. Those Bidders who do not fulfil the terms and conditions of Eligibility Criteria as specified in this tender will not be eligible for further evaluation.
- f) Evaluation of Technical Bids by the Evaluation Committee shall not be questioned by any of the Bidders. IHMCL may ask Bidder(s) for additional information, visit to Bidder's site and/ or arrange discussions with their professional, technical faculties to verify claims made in Technical Bid documentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Proposal.

3.19.2. Phase – 2: Financial Bid Evaluation:

1. The Bidder with the lowest value quoted for "Acquirer Rate" in the Financial Submission Form (Annexure-10) will be declared as the L-1 Bidder.
2. If two or more Bidders quote the same "Acquirer Rate" IHMCL may (in sequential basis): -
 - i. Declare the bidder having experience of providing acquiring services in respect of a greater number of NH Fee plazas under NETC programme as the L-1 Bidder;
OR
 - ii. Take any such measure as may be deemed fit in its sole discretion,

including annulment of the bidding process.

3. If there is a discrepancy between words & figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its Bid shall be rejected and the EMD will be forfeited.

3.20. Award Criteria

3.20.1. Modality for award of plazas

- a) The fee plazas (as listed in Annexure -12) are arranged in Alphabetical Order of their names with their monthly FASTag collection amount for the Month of May 24.
- b) The closed loop plazas have been considered as one entity e.g. Delhi-Mumbai Closed Loop Plazas, Amritsar-Jamnagar Closed Loop Plazas etc.
- c) In case any allocated PF plaza gets transferred to BOT/TOT/InvIT/OMT/ Concessionaire, the plaza shall remain with the allocated bank until the original contract period. Banks shall ensure to provide services to such plazas as per the SLA and guidelines of NHAI/IHMCL. In case of any exigency and reallocation of the plaza to other bank, the matter will be reviewed and decision of IHMCL/NHAI in the matter would be binding on the bank. IHMCL/NHAI shall reserve such rights.
- d) The bidder is required to provide a list of Preferred Fee Plazas in the format provided in Annexure-13. The selected plazas in Annexure-13 to be submitted by the bidder should be subject to the following capping.
 - Maximum of Rs. 620 Cr (monthly FASTag collection) In case the List of plazas as per Annexure -13 and corresponding FASTag collection amount exceeds Rs. 620 Cr, the plazas shall be removed from the bottom of the list provided by bidder
 - The total number of plazas mentioned in Annexure 13 by the bidder should not exceed 200.
- e) The Preferred Fee Plazas mentioned in Annexure-13 with cap of Rs 620 Cr shall be allocated to the L1 Bank subject to acceptance of the L1 Bank Rate by IHMCL/NHAI and signing of Acquiring Services Agreement.
- f) The L1 bank rate subject to acceptance by IHMCL/NHAI shall be declared as applicable PMF for the Acquiring Services.
- g) Post discovery of the applicable PMF, all the Banks Certified by NPCI for Acquiring Services shall be given the opportunity to match / accept the L1 bank rate (applicable PMF) and terms & condition of the Acquiring Services Agreement.
- h) Banks who submit their acceptance as per clause 3.20.1 point (e) above and the L1 Bank, shall be considered for allocation of remaining fee plazas following roster system. For the purposes of clarity, the remaining fee plazas means the left-out fee plazas after selection of fee plazas as per details provided by L1 Bank

in its Annexure -13. (L1 bidder shall also be a part of the roster). Banks shall be given a time of one week from the discovery of L1 bank rate to match the rate of L1. Banks which agree to match the L1 rate shall be included in the roster for the plazas mentioned in Annexure 12. Other conditions in terms of SLA, performance guarantee, agreement and other applicable terms for the L1 banks will be applicable to the banks which match the L1 rates. A separate contract will be signed between such bank(s) and IHMCL prior to inclusion in the roster system.

- i) Allocation Process for remaining Fee Plazas shall be done as per process outlined below:
 - i. All remaining fee plazas shall be arranged in Alphabetical order.
 - ii. The list of Banks as per 3.20.1(f) **along with the L1 Bank** shall also be arranged in Alphabetical order.
 - iii. Fee plaza as per list mentioned in point (i) above shall be awarded in the sequence of bidders arranged in point (ii) above. It may be noted that one fee plaza shall be awarded at a time.
For ex. Plaza starts with alphabet 'A' shall be awarded to the bidder's name starts with alphabet 'A', then plaza starts with Name 'Aa' shall be awarded to bidder name starts with alphabet 'Ab' and so on.
- j) The upcoming/new public funded fee plazas will be allocated to the Banks in the same alphabetical roster process as mentioned above.
- k) If any new bank certified by NPCI wishes to be included in the roster, they can submit an application to IHMCL, indicating their acceptance of the applicable PMF (rate discovered through L1 Bank) and the terms & conditions of the Acquiring Services Agreement. After scrutiny of the application, the bank may be included in the roster provided if it meets all the criteria for allocation of future Toll Plazas.

l) Important Note:

- a. **The Acquirer Rate quoted by L-1 Bidder will be applicable for all NH fee plazas with effective date as notified by IHMCL/NHAI. Any migration from existing acquirer bank to new acquirer bank shall be carried out as per Plaza Roll Over Policy, however the L1 Acquirer Rates shall be applicable w.e.f. from the effective date as notified by IHMCL/NHAI.**

3.21. Terms and Conditions

- a) The Acquirer rate shall be applicable w.e.f. the effective date notified by IHMCL/NHAI. In case of any delay due to system changes, any excess amount shall be reconciled and adjusted from the concerned acquirer bank(s). The reconciliation shall be done based on NPCI system data.
- b) **Guaranteed Allocation for the duration of Original Contract Period:** In case any allocated PF plaza gets transferred to BOT/TOT/InvIT/OMT Concessionaire, per the decision of NHAI, the Plazas shall remain with the allocated Bank until the original

contract period which is 3 years. Banks shall ensure providing services to such transferred fee plazas as per SLA and guidelines of IHMCL/NHAI. In case of any exigency and need for reallocation of the plaza to other bank, the matter would be reviewed and decision of IHMCL/NHAI in the matter would be final and binding on the bank. IHMCL/NHAI shall reserve the rights in such cases.

- c) As this allocation is carried out through the tendering process, the clause for maximum capping of fee plazas to an acquirer bank, as per the provision toll allocation guidelines (2016), shall not be applicable for this tendered fee plazas at "Annexure -12".
- d) If the service of any selected bank, is not satisfactory resulting in frequent SLA breaches or frequent non-performance is reported against any selected bidder, IHMCL shall reserve the right to roll over the concerned fee plaza to any other bank in the roster.

3.22. Confidentiality

3.22.1. Information relating to the examination, clarification, evaluation, and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising IHMCL in relation to, or matters arising out of, or concerning the Bidding Process. IHMCL will treat all information, submitted as part of Bid, in confidence and will require all those who have access to such material to treat the same in confidence. IHMCL may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or IHMCL or as may be required by law or in connection with any legal process.

3.23. Tests of responsiveness

3.23.1. Prior to evaluation of Bids, IHMCL shall determine whether each Bid is responsive to the requirements of the RFP. A Bid shall be considered responsive only if:

- a) If the Authorized Signatory holding Power of Attorney and Signatory are not the same.
- b) If a bidder submits a conditional bid or makes changes in the terms and conditions given in this RFP document.
- c) Failure to comply with all the requirements of RFP document by a bidder.
- d) If the financial bid is not submitted in the formats prescribed in the RFP document.
- e) If any requisite document/ certificate is not in 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.
- f) The bid contains any pre-condition, assumption or qualification.
- g) it is not non-responsive in terms hereof.

3.23.2. IHMCL reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by IHMCL in

respect of such Bid.

3.24. Imbalanced Bid

3.24.1. If the Bid of the Successful Bidder is seriously imbalanced in relation to IHMCL's estimate of the cost of work to be performed under the Contract, IHMCL may require the Bidder to produce detailed price analysis for any or all items of the Services/Bill of Quantities, to demonstrate the internal consistency of the proposed System/Proposal. After evaluation of the price analyses, IHMCL may require that the amount of the Performance Security set forth in the RFP be increased and an additional Performance Security may be obtained at the expense of the Successful Bidder to a level sufficient to protect IHMCL against financial loss in the event of default of the Successful Bidder under the Contract. The amount of the additional increased Performance Security shall be equal to the seriously imbalanced amount, which shall be final, binding and conclusive on the Bidder.

3.25. Submission of Bids

- a) The Bidders will be requested to submit a Bid in the form and manner to be set out in the Bidding Documents.
- b) IHMCL is likely to provide a comparatively short time span for submission of the Bids for the Project. The Bidders are therefore advised to visit the site and familiarize themselves with the Project by the time of submission of the Bid. No extension of time is likely to be considered for submission of Bids pursuant to invitation that may be issued by IHMCL.

3.26. Proprietary data

3.26.1. All documents and other information supplied by IHMCL or submitted by a Bidder to IHMCL shall remain or become the property of IHMCL. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. IHMCL will not return any Bid or any information provided along therewith.

3.27. Correspondence with the Bidder

3.27.1. Save and except as provided in this RFP, IHMCL shall not entertain any correspondence with any Bidder in relation to the acceptance or rejection of any Bid.

3.28. Notification of Award of Contract

- a) Prior to the expiration of the Bid validity, IHMCL will notify the Successful Bidder that his Bid has been accepted. IHMCL will mention the Acquirer Rate (% of acquired ETC transaction value for each transaction) in the LOA.
- b) The Contract will incorporate all agreements between IHMCL and the Successful Bidder. It will be signed by IHMCL and the Successful Bidder after the performance security is furnished by the Successful Bidder. IHMCL will issue notice to commence the work after signing of Contract Agreement or submission of Performance Security as the case maybe.
- c) Upon furnishing of the Performance Security by the Successful Bidder, IHMCL will

promptly notify the other Bidders that their Bids have been unsuccessful. EMDs of unsuccessful Bidders will be returned back to them after signing of Contract with the Successful Bidder or after the expiry of the validity period of the Bids, whichever is earlier.

3.29. Signing of Contract

3.29.1. IHMCL shall ask the Successful Bidder to furnish the Performance Guarantee and also to execute the Contract Agreement.

3.29.2. Contract agreement shall also be signed with the bidder who agrees to match the L1 rates.

3.30. Performance Security

- a) Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder and banks agreed to match L1 rates as per Clause 3.20. shall submit an irrevocable and unconditional Bank guarantee issued in the name of IHMCL for an amount equal to **INR 1 Lakh per toll plaza allocated at the time of issuance of LOA**, 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.
- b) The aforesaid Bank Guarantee shall be as per the format given in format provided in this RFP and will be valid for a period of 180 days after the expiry of Contract period and shall also have a minimum claim period of 1 year. Format for submission of Performance Bank Guarantee is placed at Annexure 7.

3.31. Bank Guarantee (BG)

- a) The Bank Guarantee in the name of IHMCL issued by the following banks would only be accepted: -
 - i. Any Nationalized Bank
 - ii. Any Scheduled Commercial Bank approved by RBI having a net worth of not less than Rs. 500 crores as per the latest Audited Balance Sheet of the Bank. In the case of a Foreign Bank (issued by a branch in India), the net worth in respect of the Indian operations shall only be taken into account
 - iii. III. A Foreign Bank (issued by a branch outside India) with a counter guarantee from any Indian Nationalized Bank.
 - iv. Export Import Bank of India
- b) The acceptance of the Bank Guarantees shall also be subject to the following conditions: -
 - i. The capital adequacy of the Bank shall not be less than the norms prescribed by RBI
 - ii. The bank guarantee issued by a Cooperative Bank shall not be accepted.

3.32. Corrupt or Fraudulent Practices

- a) IHMCL will reject a proposal for award and appropriate the EMD or the Performance Security, as the case may be, if it determines that the Bidder recommended for award

has engaged in corrupt or fraudulent practices in competing for the contract in question.

- b) IHMCL will declare the Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract by IHMCL if it at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract, or during execution.
- c) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or employee of IHMCL in the procurement process or in Contract execution.
- d) "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of IHMCL and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid process at artificial non-competitive levels and to deprive IHMCL of the benefits of free and open competition.

3.33. Conflict of Interest

3.33.1. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

3.33.2. The Purchaser requires that the Acquirer Bank provides solutions which at all times hold the Purchaser's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Acquirer Bank shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

3.34. Miscellaneous

- a) The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.
- b) IHMCL, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;
 - i. suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
 - ii. consult with any Bidder in order to receive clarification or further information;
 - iii. retain any information and/ or evidence submitted to IHMCL by, on behalf of, and/ or in relation to any Bidder; and/ or
 - iv. independently verify, disqualify, reject and/ or accept any or all submissions or

other information and/ or evidence submitted by or on behalf of any Bidder.

- c) It shall be deemed that by submitting the Bid, the Bidder agrees and releases IHMCL, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or in future.
- d) If the Bidder has committed a transgression under this RFP such as to put its reliability or credibility into question, IHMCL shall be entitled to blacklist and debar such Bidder for any future tenders/contract award process in its sole and absolute discretion.
- e) Inclusion of MSMEs in Project Delivery - Bidders are encouraged to include Micro, Small and Medium Enterprises (MSMEs) in the delivery of the project. The MSME partner should be registered under the Micro Small Medium Enterprise Act, 2006. The procurement through MSMEs should be in line with Order dated 23rd March 2012 or any latest Order/Directions regarding procurement policy for Micro and Small Enterprises (MSMEs).
(<https://eprocure.gov.in/cppp/rulesandprocs/kbadqkdlcswfjdelrquehwuxcfmijmuixngu dufgbuubqubfugbububjxcqfvbdihbfgGhdqfFHtyhRtNDk4Nzq=>)
- f) Compliance shall be ensured w.r.t. Office Memorandum of Department of Expenditure, dated 23 July 2020, and any related clarifications, subsequent guidelines issued by Department of Expenditure, as applicable, regarding insertion of Rile 144 (xi) in the General Financial Rules (GFRs), 2017. Bidder may visit website of Department of Expenditure (<https://doe.gov.in/>) for more details on the said Office Memorandum. (<https://doe.gov.in/sites/default/files/OM%20dated%2023.07.2020.pdf>)
- g) Compliance shall be ensured w.r.t. Public Procurement (Preference to Make in India) Order 2017 – Notification of Telecom Products, Services or Works” (in short DoT PPP MII notification, 2018) dated 29th August issued by Department of Telecommunications. Bidder may visit website of Department of Telecom (<https://dot.gov.in> > Investment Promotion > Telecom Equipment Manufacturing) for more details on the said notification. (https://dot.gov.in/sites/default/files/policy_for_preference_to_domestically_managed_telecom_products_in_government_procurement.PDF) and (<https://dipp.gov.in/sites/default/files/PPP%20MII%20Order%20dated%202016%2009%202020.pdf>)

4. PREPARATION AND SUBMISSION OF BID

- a) Bid must be submitted online only at <http://etenders.gov.in> during the validity of registration with the e-Tendering Portal being managed by National Informatics Centre (NIC), i.e. <http://etenders.gov.in>. To participate in e-tendering, the intending participants shall register themselves in the website of URL.

- b) Bidders are advised to go through the FAQs, guidelines, instructions, manuals, policies, system setting procedures etc. as provided in the e-Procurement portal.
- c) Tender form and relevant documents will not be sold /issued manually from offices.
- d) Bidders are required to upload scanned copies of Bid Security, proof of online payment of cost Bidding Documents, Power of Attorney/Letter of Authorization and other relevant document on the e-procurement portal.
- e) All documents including Bid Fee, EMD, Power of Attorney/Letter of Authorization, relevant annexures, 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 as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.
- f) The date and time for online submission as mentioned in the section RFP document shall be strictly followed in all cases. The Bidders should ensure that their tender is submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Tender(s) not submitted online will not be entertained.
- g) If for any reason, any interested bidder fails to complete any online stages during the complete tender cycle, IHMCL shall not be responsible for that and any grievance regarding that shall not be entertained.

4.1. KEY DATES

Sl. No.	Event Description	Date
1.	Invitation of RFP	01.07.2024
2.	Last date for receiving queries	08.07.2024 23:59 hours
3.	Pre-Bid meeting ¹	09.07.2024 at 15:00 hours
4.	Bid Due Date for submission on e-tender portal	15.07.2024 up to 15:00 hours
5.	Bid Due date for physical submission of following documents at IHMCL office: <ul style="list-style-type: none">• Document Fee• EMD/Bid Security• Power of Attorney/Letter of Authorization	15.07.2024 up to 15:00 hours
6.	Opening of Technical Bids	16.07.2024 at 15:00 hours

¹Physical meeting at IHMCL office – Meeting details shall be sent to those email IDs from whom queries have been received by due date. Interested bidders may ask for meeting details one day prior to the pre-bid meeting.

5. CONDITIONS OF CONTRACT

5.1. Conditions of Contract

5.1.1. These Conditions shall supplement or amend the other parts of the Bidding Documents and whenever there is a conflict; provision herein shall prevail over those in the other parts of the Bidding Documents.

5.2. Governing Language

5.2.1. All correspondence and other documents to be exchanged by the parties shall be written in the English language. The version written in English language shall govern its interpretation.

5.3. Applicable Law

5.3.1. Appropriate laws as in force in Republic of India shall apply.

5.4. Interpretation

5.4.1. In interpreting these Conditions of Contract, singular also means plural, male also means female or neuter, and the other way around. Headings have no significance. Words have their normal meaning under the language of the Contract unless specifically defined.

5.4.2. The Bidders are expected to examine all terms and instructions included in the RFP Document. During preparation of the technical proposal, the bidders shall make their own assessment of staff to undertake the assignment.

5.5. Right to Amend Project Scope

5.5.1. IHMCL reserves the right to include new fee plazas in the scope of Acquirer Bank which shall be made operational by NHA during the Project duration. IHMCL also reserves the right to remove the any fee plazas from the scope of Acquirer Bank due to operational or other reasons. No compensation shall be paid to the Acquirer Bank on account of de-scoping of these fee plazas.

5.5.2. IHMCL, may at any time, at its sole discretion defer the implementation at certain fee plazas as per its requirements.

5.6. Payment Terms

5.6.1. The payment shall be processed as per existing settlement process through CCH provider i.e. NPCI subject to any change as approved in the NETC Steering Committee.

5.7. Prices

5.7.1. GST as applicable, which will be levied on the goods and services invoiced by the Successful bidder to IHMCL, will be reimbursed on actual basis.

5.7.2. IHMCL reserves the right to ask the Successful bidder to submit proof of payment against any of the taxes, duties, levies indicated.

5.7.3. All payments shall be made subject to adjustment of applicable damages.

5.7.4. No amount or cost shall be payable for holding discussion, as considered necessary

by IHMCL, for any purpose with IHMCL's Officials at IHMCL's Head Office or elsewhere, prior, during or after the conduct of an assignment.

5.7.5. Quoted Value (in Percentage) by the bidder shall be excluding GST and fixed for the entire Contract period.

5.8. Start of Assignment

5.8.1. Successful bidder shall commence takeover of fee plazas w.e.f. the acceptance of LOA date as per plaza roll over policy.

5.8.2. The Successful bidder shall have sufficient teams to complete the assignment and submit the deliverables as per scope of work defined in RFP. Non-fulfillment of this requirement or delay in submission of reports would attract penalties.

5.9. Damages/Penalties

5.9.1. As defined in Section 7 of this RFP.

5.10. Contract Period

5.10.1. The Contract Period for engagement of acquirer bank shall be Three (03) years from date of signing of Contract Agreement.

5.10.2. The Contract Period may be extended for a further period of up to 2 years at the sole discretion of IHMCL.

5.11. Insurance

5.11.1. The Successful bidder shall maintain at its own cost, during the Contract period, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to cover third party claims, theft, accidental damage, vandalism, fire, flood, and Force Majeure events.

5.12. Force Majeure

5.12.1. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence of a Force Majeure event which is beyond the control of any of the Parties, including, but without limited to, fire, flood, explosion, acts of God or any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, pandemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

5.12.2. If a Force Majeure arises, the Successful bidder shall promptly notify IHMCL in writing of such condition and the cause thereof. Unless otherwise directed by IHMCL, the Successful bidder shall continue to perform his obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Parties shall be excused from performance of their respective obligations in whole or part as long as such Force Majeure event continues to prevent or delay such performance by the Parties. However, in case such Force Majeure event lasts for a continuous period of 60 days, either Party may terminate the Contract.

5.13. Indemnification

- 5.13.1. The Successful Bidder shall indemnify, defend, save and hold harmless, IHMCL, NHAI and MoRTH and their officers, employees, servants, and agents (hereinafter referred to as the "IHMCL Indemnified Persons") against any direct loss, damage, claims, cost and expense of whatever kind and nature (including without limitation, legal fees, claims and expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of or are based upon any order passed by any statutory authority including Courts, tribunals or other judicial/quasi-judicial authorities, on account of breach of the Successful Bidder's obligations under this Contract or any other related agreement or otherwise, any fraud or negligence attributable to the Successful bidder or its Agents under contract or tort or on any other ground whatsoever, all eventualities of theft, dacoity, robbery, etc., except to the extent that any such suits, proceedings, actions, demands and claims has arisen due to any breach or default of this Contract on the part of IHMCL Indemnified Persons.
- 5.13.2. The Successful Bidder shall indemnify IHMCL Indemnified Persons from all legal obligations in respect of professionals deployed by the Successful Bidder. IHMCL Indemnified Persons shall also stand absolved of any liability on account of death or injury sustained by the Successful Bidder's workmen, staff/employees during the performance of their work and also for any damages or compensation due to any dispute between the Successful Bidder and its workmen, staff/employees.
- 5.13.3. In addition to the aforesaid, the Successful bidder shall fully indemnify, hold harmless and defend IHMCL Indemnified Persons from and against any and all direct loss, damage, cost and expense of whatever kind and nature (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of, or are based upon any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any materials, information, design or process used by the Successful Bidder or by its Agents in performing the Successful bidder's obligations or in any way incorporated in or related to this Contract. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Successful bidder shall make every reasonable effort, by giving a bond (of the type and value as required) or otherwise, to secure the revocation or suspension of the injunction or restraint order and continue to perform its obligations hereunder. If the Successful bidder is unable to secure such revocation within a reasonable time, it shall, at its own expense, and without impairing the Specifications and Standards, shall rectify such defaults and shall also be liable for damages to IHMCL for the corresponding loss during the interim period on this account.
- 5.13.4. The provisions of Clause 5.13 shall survive Termination.
- 5.13.5. The remedies provided under Clause 5.13 are not exclusive and shall not limit any rights or remedies that may otherwise be available to IHMCL Indemnified Persons at law or in equity.

5.14. Termination

- 5.14.1. **ON EXPIRY OF THE CONTRACT:** Subject to the condition mentioned under Clause 5.10, the Agreement shall be deemed to have been automatically terminated on the expiry of the Contract Period unless IHMCL has exercised its option to further renew the Contract Period in accordance with the provisions, if any, of the Contract.
- 5.14.2. **ON ACCOUNT OF FORCE MAJEURE:** Either Party shall have the right to terminate the Contract on account of Force Majeure, as set forth in Clause 5.12.
- 5.14.3. **ON BREACH OF CONTRACT:** IHMCL may terminate the Contract if the Successful bidder causes a **Fundamental Breach** of the Contract. **Fundamental Breach** of Contract includes, but shall not be limited to, the following:
- a) The Successful bidder fails to carry out any obligation under the Contract.
 - b) The Successful bidder submits the IHMCL a statement which has a material effect on the rights, obligations, or interests of the IHMCL and which the Successful Bidder knows to be false.
 - c) The Successful bidder without reasonable excuse fails to commence the work in accordance with relevant clauses.
 - d) Has failed to furnish the required securities or extension thereof in terms of the Contract.
 - e) The Successful bidder stops work and the stoppage has not been authorized by IHMCL;
 - f) The Successful bidder at any time during the term of the Contract becomes insolvent or winds up its business or makes a voluntary assignment of its assets for the benefit of its creditors.
 - g) If the Successful bidder, in the judgment of the Employer, has engaged in the corrupt or fraudulent practice in competing for or in executing the Contract.
 - h) Repeated occurrence of any SLA parameter as mentioned in Section 7 of this RFP.
 - i) Notwithstanding anything stated in this Agreement, in the event that any of the defaults ("Fundamental Breach") specified below shall have occurred, IHMCL shall provide 30 days' notice period to the Successful Bidder [hereinafter referred to as "Cure Period Notice").
 - j) If the Successful Bidder fails to cure the default within the Cure Period, the Successful Bidder shall be deemed to be in default of this Agreement [the "Acquirer Bank's Default"), unless the default has occurred solely as due to Force Majeure or for reasons not attributable to the Successful Bidder. The Cure Period under this Clause shall be calculated from the date of issuance of the notice to the Successful Bidder or when the default comes into the knowledge of the Service Provider, whichever is earlier.
- 5.14.4. The Successful bidder sub-contracts any assignment under this Agreement without written approval of IHMCL.
- 5.14.5. Any other fundamental breaches as specified in the RFP.

5.14.6. Notwithstanding the above, IHMCL may terminate the Contract in its sole discretion by giving 30 days prior notice without assigning any reason. In the event of such a termination, compensation to the successful bidder shall be calculated based on the Termination Payment clause.

5.14.7. Upon Termination (except on account of expiry of Term of this Agreement, Force Majeure or under clause 5.14.6 above), IHMCL shall be entitled at the sole discretion to:

- a) appropriate the entire Performance Security or part thereof as Damages; and
- b) Debar/Blacklist the Successful bidder from participating in NETC programme and/or any other project/assignment/work of IHMCL for a period as determined by IHMCL in its sole discretion.

5.14.8. Without prejudice to any other rights or remedies which IHMCL may have under this Agreement, upon occurrence of Acquirer Bank's Default, IHMCL shall be entitled to terminate this Agreement by issuing a Termination Notice to the Acquirer Bank; provided that before issuing the Termination Notice, the IHMCL shall by a notice inform the Acquirer Bank of its intention to issue such Termination Notice and grant 15 (fifteen) days to the Acquirer Bank to make a representation, and may after the expiry of such 15 (fifteen) days, whether or not it is in receipt of such representation, issue the Termination Notice.

5.15. Appropriation of Performance Security

5.15.1. Upon failure of the Successful bidder to commence the services, for any reason whatsoever, within the period set forth in this Contract or the extended period thereunder, IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to levy Damages as per Clause 5.9 hereinabove.

5.15.2. IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to en-cash and appropriate the relevant amounts from the Performance Security as Damages or any other amounts payable to IHMCL under this Contract as and when such Damages or other amounts become due and payable. Upon such encashment and appropriation from the Performance Security, the Successful bidder shall, within 10 days thereof, replenish, in case of partial appropriation, to its original level of the amount guaranteed under the Performance Security, and in case of appropriation of the entire Performance Security, provide a fresh Performance Security, as the case may be failing which IHMCL shall be entitled to terminate this Agreement in accordance with clause 5.14 hereof.

5.16. Miscellaneous

5.16.1. Standard of Performance

5.16.2. The Successful bidder shall undertake to perform the services with the highest standards of professional and ethical competence and integrity which are, amongst others, ESSENCE of this assignment. Keeping in view the sensitivity involved in such assignments, the personnel deployed should maintain confidentiality/integrity at all

times and should work in a professional manner to protect the interest of IHMCL. The firm shall promptly replace any personnel deployed under this contract that IHMCL considered unsatisfactory.

5.16.3. Representations and Warranties of the Parties

- a) The Parties represents and warrants to the each other that:
- i. it is duly organized and validly existing under the applicable laws, and has full power and authority to execute and perform its obligations under this Contract and to carry out the Scope of Work/transactions contemplated herein this Contract and nothing material has been concealed by the Successful bidder;
 - ii. it has taken all necessary corporate and other actions under applicable laws to authorize the execution and delivery of this Contract and to validly exercise its rights and perform its obligations under this Contract;
 - iii. this Contract constitutes its legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Contract will be legally valid, binding and enforceable obligations against it in accordance with the terms hereof;
 - iv. the information furnished in the Bid and as updated on or before the date of this Contract is true and accurate in all respects as on the date of this Contract;
 - v. the execution, delivery and performance of this Contract will not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
 - vi. there are no actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Contract or which individually or in the aggregate may result in any material impairment of its ability to perform any of its obligations under this Contract;

5.16.4. Waiver of immunity

- a) Each Party unconditionally and irrevocably:
- i. agrees that the execution, delivery and performance by it of this Contract constitute commercial acts done and performed for commercial purpose;
 - ii. agrees that, should any proceedings be brought against it or its assets, property or revenues in any jurisdiction in relation to this Contract or any transaction contemplated by this Contract, no immunity (whether by reason of sovereignty or otherwise) from such proceedings shall be claimed by or on behalf of the Party with respect to its assets;)
 - iii. waives any right of immunity which it or its assets, property or revenues now has, may acquire in the future or which may be attributed to it in any jurisdiction; and

- iv. consents generally in respect of the enforcement of any judgment or award against it in any such proceedings to the giving of any relief or the issue of any process in any jurisdiction in connection with such proceedings (including the making, enforcement or execution against it or in respect of any assets, property or revenues whatsoever irrespective of their use or intended use of any order or judgment that may be made or given in connection therewith).

5.16.5. Waiver

- a) Waiver, including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Contract:
 - i. shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Contract;
 - ii. shall not be effective unless it is in writing and executed by a duly authorized representative of the Party; and
 - iii. shall not affect the validity or enforceability of this Contract in any manner.
- b) Neither the failure by either Party to insist on any occasion upon the performance of the terms, conditions and provisions of this Contract or any obligation there under nor time or other indulgence granted by a Party to the other Party shall be treated or deemed as waiver of such breach or acceptance of any variation or the relinquishment of any such right hereunder.

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; and
 - ii. IHMCL shall not be liable to the Successful bidder by reason of any review, comment, approval, observation or inspection referred to in Sub-clause (a) above.

5.16.7. Exclusion of implied warranties etc.

5.16.8. This Contract expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.

5.16.9. Survival

- a) Termination shall:
 - i. not relieve the Successful bidder or IHMCL, as the case may be, of any obligations hereunder which expressly or by implication survive Termination hereof; and

- ii. except as otherwise provided in any provision of this Contract expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of or caused by acts or omissions of such Party prior to the effectiveness of such Termination or arising out of such Termination.

- b) All obligations surviving Termination shall only survive for a period of 3 (three) years following the date of such Termination.

5.16.10. Entire Agreement

This Contract, the RFP and the Sections hereto together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Contract are abrogated and withdrawn. For the avoidance of doubt, the Parties hereto agree that any obligations of the Successful bidder arising from the Request for Proposals shall be deemed to form part of this Contract and treated as such.

5.16.11. Severability

If for any reason whatever any provision of this Contract is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties will negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the Dispute Resolution Procedure set forth under this Contract or otherwise.

5.16.12. No partnership

This Contract shall not be interpreted or construed to create an association, joint venture or partnership between the Parties, or to impose any partnership obligation or liability upon either Party and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party.

5.16.13. Third parties

This Contract is intended solely for the benefit of the Parties and their respective successors and permitted assigns and nothing in this Contract shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a Party to this Contract.

5.16.14. Successors and assigns

This Contract shall be binding upon and inure to the benefit of the Parties and their respective successors and permitted assigns.

5.16.15. Dispute resolution procedure

- i. Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the “Dispute”) shall, in the first instance, be attempted to be resolved amicably .
- ii. The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith. In the first instance, the Dispute shall be referred to the Chairman of the IHMCL and the Chairman of the Board of Directors (or equivalent) of the Successful Bidder or their nominees for amicable settlement, and upon such reference, the said persons shall meet no later than 7 (seven) business days from the date of reference to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the 7 (seven) business day period or the Dispute is not amicably settled within 15 (fifteen) days of the meeting or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration.
- iii. Any Dispute which is not resolved amicably shall be finally settled by arbitration to be conducted in accordance with the rules of arbitration of the Society for Affordable Redressal of Disputes (SAROD).
- iv. The venue of such arbitration shall be Delhi.
- v. The rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder. The parties unconditionally acknowledge and agree that notwithstanding any dispute between them, each Party shall proceed with the performance of its respective obligations, pending resolution of Dispute in accordance with the procedure agreed herein.

5.16.16. Compensation for Breach

a) Compensation for default by the Successful Bidder

- i. In the event of the Successful Bidder being in breach of this Contract, unless such default or delay is on account of Force Majeure, the Selected Bidder shall pay to IHMCL, by way of compensation, all direct costs suffered or incurred by the IHMCL as a consequence of such breach, within 30 days of receipt of the demand from the IHMCL.
- ii. Without limiting generality of the Clause 5.16.16 (i), the Successful Bidder shall pay to IHMCL by way of compensation, all direct costs suffered or incurred by IHMCL incurred as a result of any and all losses, claims, damages and liabilities (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of , or based upon:
 - a) any untrue statement or misrepresentation of a material fact provided by the Successful Bidder or an omission to state a material fact required to be communicated.
 - b) any non-performance or breach of the roles, responsibilities, representations, warranties, undertakings, and declarations contained herein by the Successful Bidder or its directors, employees, personnel or

representatives, as the case may be.

- c) Negligence, fraud or misconduct of the Successful Bidder or any of its employees, agents, affiliates or advisors.

5.16.17. Limitation of Liability

- a) The Successful Bidder's liability under this Contract shall be determined as per Applicable law. The Successful Bidder shall be liable to IHMCL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Successful Bidder its affiliates, subsidiaries, stockholders, subcontractors, suppliers, directors, officers, employees, assigns and agents, including loss caused to IHMCL on account of defect in goods or deficiency in services on the part of Successful Bidder or his agents or any person / persons claiming through or under said Successful Bidder.
- b) Notwithstanding anything stated herein above, the liability for Acquirer Bank shall NOT exceed ten times the value of Performance Bank Guarantee amount.
- c) This limitation of liability shall not affect Acquirer Bank's liability, if any, for direct loss or damage to Third Parties caused by Acquirer Bank or any person or company acting on behalf of Acquirer Bank in carrying out the Services. The Acquirer Bank is advised to take necessary measures, such as insurance, etc. to cover any direct loss or damages to third party impacted by the services of Acquirer Bank.

5.16.18. Intellectual Property Rights

- a) All Intellectual Property of the respective Parties shall continue to vest with the respective Party and one Party may make use of the Intellectual Property only with the express consent of the other Party. However, it shall be agreed and acknowledged by the Acquirer Bank that intellectual property rights in the Proprietary Information as well as any other data or information/ reports generated during the performance of services as set out in this RFP by the Acquirer Bank shall always vest with IHMCL and Acquirer Bank will not have any right in such IPR whatsoever.
- b) All products and related solutions and fixes provided pursuant to the Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product, the ownership of which shall continue to vest with the product owner. Implementation Agency would be responsible for arranging any licenses associated with products.
- c) "Product" shall mean any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to Purchaser for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

5.16.19. Notices

- a) Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Contract shall be in writing and

shall:

- i. in the case of the Successful bidder, be given by facsimile or e-mail and by letter delivered by hand to the address given and marked for attention of the person set out below or to such other person as the Successful bidder may from time to time designate by notice to IHMCL; provided that notices or other communications to be given to an address outside Delhi may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, air mail or by courier, be sent by facsimile or e-mail to the number as the Successful bidder may from time to time designate by notice to IHMCL;
- ii. in the case of IHMCL, be given by facsimile or e-mail and by letter delivered by hand and be addressed to the [•] of IHMCL with a copy delivered to IHMCL Representative or such other person as IHMCL may from time to time designate by notice to the Successful bidder; provided that if the Successful bidder does not have an office in Delhi it may send such notice by facsimile or e-mail and by registered acknowledgement due, air mail or by courier; and
- iii. any notice or communication by a Party to the other Party given in accordance herewith shall be deemed to have been delivered when in the normal course of post it ought to have been delivered and in all other cases, it shall be deemed to have been delivered on the actual date and time of delivery; provided that in the case of facsimile or e-mail, it shall be deemed to have been delivered on the working day following the date of its delivery

5.16.20. Sub-Contracting

The Successful bidder shall not sub-contract any assignment to a third party.

5.16.21. Confidentiality of the Assignment/Findings

The Successful Bidder shall not, during the term of assignment and within two years after its expiration, disclose any propriety or confidential information relating to the services, this assignment or IHMCL's business or operations without prior written consent of IHMCL.

5.16.22. Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services, may only be made by written agreement between the Parties as the case may be, has been obtained.

5.16.23. Language

All notices required to be given by one Party to the other Party and all other communications, Documentation and proceedings which are in any way relevant to this Contract shall be in writing and in English language.

6. SCOPE OF WORK

Selected Acquirer Bank shall acquire respective ETC transactions via FASTag across Public funded fee plazas as identified in Annexure- 12; and as allocated by the IHMCL as per the terms and conditions of this RFP.

1. The selected bank shall carry out all roles/responsibilities of Acquirer Bank as mentioned below: -
 - a) As defined in the applicable Procedural Guidelines – National Electronic Toll Collection issued by NPCI and amended suitably from time to time.
 - b) Ensure implementation of latest version of Interface Control Document (ICD 2.5 or latest) at acquired fee plaza.
 - c) Other relevant circulars/guidelines under NETC program such as Plaza Allocation Guidelines, SLA for member banks, etc.
 - d) Any other Circulars, Note or Guidelines of NHAI/IHMCL/MoRTH thereafter pertaining to or related to Acquirer services.
 - e) Complete implementation of ICD 2.5 or the latest version of ICD at the acquired fee plaza. The selected bidder/acquirer bank shall be responsible for the up-gradation of ICD requirements at all fee plazas as amended by IHMCL from time to time.

6.1. Broad Responsibility of Acquirer Bank

The broad responsibilities of an acquirer bank under NETC programme are as below:

- Availability of PR/DR.
- Integrate with Fee Plaza system on ICD 2.5
- Blacklist File management
- Providing Portal to IHMCL & Concessionnaire for acquired fee plazas and sharing reports as per requirements of IHMCL
- Setting up of Point of Sale at Fee Plaza
- Toll Fare calculations, discounts, Monthly pass, and Online Monthly pass.
- Processing of ETC Transactions.
- Reconciliation of each ETC Transaction with each Fee Plaza and transfer the funds as per guidelines.
- Violation Processing –Audit of images and processing of the differential fare.
- Chargeback validation and processing –Confirmation of each Chargeback with Fee Plaza
- Taking Liability of any issue pertaining to Bank
- Provide Helpdesk and Support to the Fee Plaza operators.
- Marketing and Promotional activities for the Fee Plaza.

- Regular coordination with System Integrator(s) and tolling agencies/concessionaires and timely resolution of the issues for efficient functioning of the fee plaza.

6.2. Technical Scope

6.2.1. Electronic Toll Collection (ETC) System

In order to remove the bottlenecks and ensure seamless movement of traffic and collection of toll as per the notified rates Electronic Toll Collection (ETC) system has been implemented on national highways with passive Radio Frequency Identification (RFID) based on EPC, Gen-2, ISO 18000-6C Standards tags.

For implementing ETC across the country, a new company under Company's Act, 1956, "Indian Highways Management Company Limited" (IHMCL), was constituted in 2012 with equity partnership from highway developers, financial institutions and National Highways Authority of India (NHAI).

The objective of IHMCL is to implement an electronic, interoperable toll collection system through RFID technology and to manage the project strategically, administratively, legally, technically, commercially and to Implement a Central Clearing House (CCH) system, including help desk support and setting up of Point of Sale (PoS) for ETC System.

6.2.2. Acquisition of Transactions

Through this limited RFP, IHMCL intends to select Acquirer Bank(s) to perform acquisition of all ETC transactions on Public funded fee plazas. The successful bidder shall carry out all roles/responsibilities of Acquirer Bank as defined in the Procedural Guidelines – National Electronic Toll Collection Network 2016 version 1.6 issued by NPCI and amended suitably from time to time, as well as the responsibilities laid down in this RFP.

The successful bidder shall carry out all roles/responsibilities of Acquirer Bank as defined in the documents and circulars/guidelines/directives of NHAI/IHMCL/NPCI.

6.2.3. Business Functionalities

The selected Acquirer bank is required to integrate their systems with fee plaza operators for the purpose of Acquirer transactions on ETC lanes. They would also integrate their system with NPCI's ETC system [ETC Switch and ETC Mapper] to facilitate the toll fare calculation as well as transaction processing.

This solution should cover the following components of the entire transaction life cycle for ETC transactions initiated at the Fee Plaza Server and sent to the Acquirer Host, which then gets processed through the NETC System.

The selected Acquirer bank should undertake the following roles and responsibilities.

- a) To integrate with Fee Plaza System and NETC System.
- b) To contract with fee plaza operators and to deploy the Acquirer host, that includes installation and management of NPCI and/or issuer bank public

keys, adequately protected for integrity.

- c) The host should support online communication with fee plaza operators and in exceptional circumstances in offline mode.
- d) The Acquirer bank should have system having feasibility to support primary and secondary systems to ensure connectivity with multiple endpoints.
- e) Should be capable of processing payment transactions to make payment the fee plaza operators for the processed transactions.
- f) Should be capable to transmit the completed transaction records to the issuer in order to obtain the settlement within TAT.
- g) Should be capable to send all the transactions which are executed at the lane controller to NETC system i.e., successful, fail, decline NETC
- h) Should be capable to keep the image files provided by the fee plaza operators [i.e., AVC profile, Vehicle Image for a period of one year]
- i) Should manage the business rules relating to toll fare calculation and share the exception list, local exemption list (discount file list) with fee plazas.
- j) Should share vehicle class discrepancy (i.e., mismatch between AVC and mapper vehicle class) and exempt vehicle transaction details with fee plaza.
- k) The Acquirer bank need to assist and resolve the disputes raised by Issuers or fee plaza operators. The Acquirer bank is responsible for the resolution of disputes as per the applicable TAT.
- l) Should provide support helpdesk to Fee Plaza operator by means of toll free numbers.

6.2.4. Integration with Fee Plaza System

The fee plaza server will process the transactions in the specified format and send it to the Acquirer host system for toll fare calculation and transaction processing. The communication between fee plaza server and the acquirer host shall be online only. The processing mostly covering interoperability needs to be carried out depending on availability of connectivity. The specifications and processes defined by NPCI / NHAI / MoRTH / IHMCL / any other statutory authority should be adhered to.

6.2.5. Integration with NETC System

- a) The selected Acquirer bank will integrate their host system with the ETC system (ETC Switch and ETC Mapper) hosted by NPCI. The Acquirer bank has to ensure the transaction data is in the specified format as defined by the ETC System interface specifications.
- b) The Acquirer bank's host system should contain the business rules for toll fare

calculation. On receiving the transaction information from the fee plaza server, the acquirer host will check the tag status from the NETC Mapper, calculate the toll fare based on vehicle class received from NETC mapper and present the transaction messages to NETC switch for further processing.

- c) The specifications and processes defined by NPCI / NHAH / MoRTH /IHMCL any other statutory authority should be adhered to.

6.2.6. Online Transaction Processing

- a) The System should support both online and offline means of communication with fee plaza operator for Transaction Processing. It should send all transactions which are executed at the lane controller to NETC system i.e. successful, fail, decline etc. Keep the image files provided by the fee plaza operators [i.e. AVC profile, Vehicle Image etc.] for a period of one year.
- b) The Acquirer bank should manage the business rules relating to toll fare calculation - Check tag status from Mapper. Acquirer host fetches vehicle class, vehicle registration number, tag status & issuer bank ID. The Acquirer host system has to be configured with the applicable toll fare calculation business rules for the acquired fee plaza. The business rules might consist of:
 -
- c) Standard fare rules – This includes the rules for calculating toll fare as per the standard fare defined for the vehicle class.
- d) Exemption rules – This includes different types of concessions be regulated by one or more exemptions applicable for the fee plaza like- Local resident exemption, applicable discounts or concessions on purchase of monthly pass, Distance based toll fare discount or concessions etc.
- e) The standard and exemption rules are defined by the fee plaza operator (as per the norms stated by concerned authorities). The Acquirer host should support all such business rules defined by the fee plaza operator.
- f) Transaction Settlement – The Acquirer bank should undertake end-to-end transactions and settlements within defined TAT.
- g) Violation Management - Acquirer System should have provision to process the violations (due to Vehicle Class Mismatch) raised by the Fee plaza. System should have a mechanism to audit the supporting Images of Violations and raise a Credit or Debit Adjustment based on the auditor's class.
- h) Exception list - Acquirer host should be able to receive the exception list, exemption list from NETC through both offline and online channels. The Acquirer host system has to synchronize the exception list with the fee plaza server. The acquirer can get the exception list using one of the following methods or as defined by NPCI and any statutory authorities.

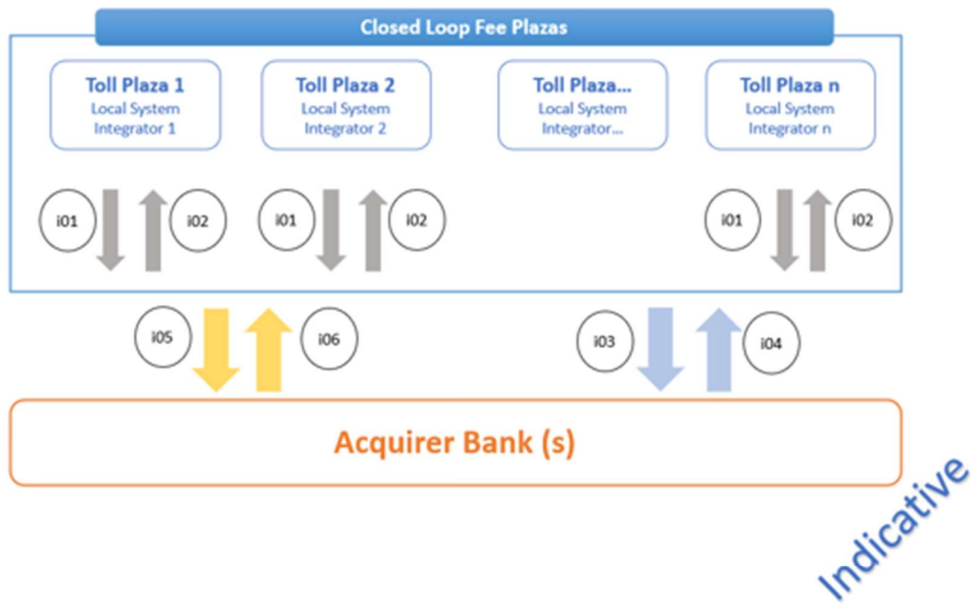
- i) The Acquirer bank's system should periodically fetch the latest exception list from the NETC System and send the same to fee plaza server every 10 minutes. The Fee Plaza server will update this exception list to lane controllers within 10 minutes of its receipt.
- j) The Acquirer system should also have an option to download the exception list from the SFTP server.
- k) Acquirer bank shall provide analytical and raw data for each of the plaza to IHMCL as per the requirements of IHMCL.

6.2.7. Exception List

- a) **Blacklist:** A blacklist is a list of tag ID which will not be accepted at fee plaza. The blacklist category would be as defined by IHMCL/NPCI. NHA/IHMCL can request Service Provider or acquirer to add/remove the tag ID in the blacklist.
- b) **Exempted Vehicle Class List:** Unless otherwise stipulated, no toll fare will be charged for the vehicles that come under this category as defined by the respective authorities from time to time. Few examples can be, as VVIP convoy, Ambulance, Fire brigade, Police Vehicle
- c) **Transaction Reconciliation –** Acquirer host should perform transaction reconciliation on daily basis with Fee Plaza operator data and send the report. Acquirer host should also perform the reconciliation with NETC system data and identify the discrepancy transactions. Acquirer host should settle all the transactions which are accepted by NETC system.
- d) **Dispute Handling –** Acquirer Bank shall have all the liability and responsibility to handle dispute resolution with Fee Plaza operator.
- e) The Acquirer bank system should carry out the transactions as per the applicable guidelines and compliance of NPCI. The clearing and settlement process along with the transaction life cycle will be as per NPCI guidelines released from time to time.

6.2.8. Acquirer Bank as Master System Integrator at Closed Loop fee plazas

- 6.2.8.1. For Closed Loop fee plazas, the Acquirer bank shall also work as Master System Integrator (MSI) and will be the single window to control all the toll plazas in the closed loop project. This will act a centralized system for all the depending services, process workflows and will process transactions for all the plazas as transparent centralized interconnected network. The Broad overview of the transaction process flow is provided as below:



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

6.2.8.2. Acquirer bank 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 to make the final transaction. The FASTag transaction must be clubbed and sent as per defined SLA

6.2.8.3. Acquirer bank shall ensure to capture transactions (FASTag, Non-FASTag and Overloaded as applicable) from all closed loop toll plazas and maintain the same in the database for the entire Contract Period. The FASTag transactions must be settled as per guidelines of NETC programme. However, the Non-FASTag transaction shall be stored plaza wise for the entire Contract Agreement.

6.2.8.4. For the FASTag transactions with violation flag, Acquirer bank shall ensure to collect image evidence (LPIC, ICS Camera images and AVC image). It shall be the responsibility of Acquirer bank to get the image

evidences for violation transactions from the respective Local SI.

- 6.2.8.5. Acquirer bank shall exchange data from all fee plazas. The processing methodology between Acquirer bank with LSI should be API based. The fare calculation and distribution to toll collection agencies/ concessionaire shall be the responsibility of Acquirer bank.
- 6.2.8.6. Acquirer bank 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.
- 6.2.8.7. Acquirer bank shall ensure for integration with the TMCC software for sharing equipment & TMS data.
- 6.2.8.8. Acquirer bank shall ensure to integrate with all LSI system in timebound manner.
- 6.2.8.9. Acquirer bank shall provide report module for generating uniform MIS reports of each toll plaza.
- 6.2.8.10. Acquirer bank 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
- 6.2.8.11. Acquirer bank shall ensure to comply with the Circulars/guidelines of IHMCL for NETC programme, as applicable and released from time to time.
- 6.2.8.12. Acquirer bank shall ensure to complete the integration work with each toll plaza as per the timelines defined by IHMCL. IHMCL shall notify Acquirer bank to add any new fee plaza as and when it is operationalized.
- 6.2.8.13. Acquirer bank shall be responsible for CCH reconciliation. Any CCH transactions to be re-uploaded shall be responsibility of Acquirer bank. Also, sending violation transactions post audit at plaza level along with clear supporting images to CCH shall be responsibility of Acquirer bank. The images should be clear enough to identify the vehicle class. In case, image is not clear then Acquirer bank shall seek for clear image from respective fee plaza.
- 6.2.8.14. Acquirer bank shall ensure security and integrity of data being transferred online through appropriate encryption and other security measures.
- 6.2.8.15. Acquirer bank shall comply with the business rules relating to toll fare calculation and pass management for every designated toll plaza. Acquirer

bank shall ensure 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.

- 6.2.8.16. Acquirer bank shall ensure sharing the status of processing for each transaction.
- 6.2.8.17. Acquirer bank shall ensure to have checks to avoid posting of duplicate transactions.
- 6.2.8.18. In case of any rejection of transaction, Acquirer bank shall provide route cause analysis from concerned System Integrator and submit the liability report to IHMCL, concerned PIU and concerned agencies.
- 6.2.8.19. 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 Acquirer bank. Any other liability arising due to failure of acquiring services shall be the responsibility of the Acquirer bank.
- 6.2.8.20. Acquirer bank shall 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. Acquirer bank shall 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.
- 6.2.8.21. Acquirer bank shall develop its solution in a manner to enable sharing of the entry transaction(FASTag & non-FASTag) details such as Transaction date & time, complete VRN, FASTag Tag Id/TID, etc. of vehicles with respective Local SIs on a real-time basis so that further transaction at exit side can be processed with proper validation by the concerned local SI based on database of entry transaction as shared by Acquirer bank. In case of non-FASTag transaction captured at entry side, Acquirer bank shall get the FASTag Tag id(If available) and VRN of such transactions and share the same with Local SIs. The various scenarios for processing the transactions by Acquirer bank based on entry and exit data received from Local SIs is provided as below:

©	User Payment Mode	Entry Side		Exit Side	
		Local SI	Acquirer bank	Local SI	Acquirer bank
1	Scenario-1 Entry Side - FASTag	Capture the transaction and sent to Acquirer bank	Get the transaction data from LSI and share the entry transaction details with all local SIs	Read the FASTag and validate for entry details in the local database of that vehicle as shared by Acquirer bank. In case entry details are/are not found, process the	Get the transaction data from LSI and pair the transaction based on entry & exit data share will al LSIs.

©	User Payment Mode	Entry Side		Exit Side	
		Local SI	Acquirer bank	Local SI	Acquirer bank
	Exit Side - FASTag			transaction to Acquirer bank	
2	<p>Scenario-2</p> <p>Entry Side - non-FASTag(Cash)</p> <p>Exit Side - non-FASTag(Cash)</p>	Accurate full VRN should be captured in the System and Transaction data sharing with Acquirer bank	<ul style="list-style-type: none"> Get the transaction data from LSI Based on VRN No., get the FASTag Tag id (if available) Share the details with all local SIs 	<ul style="list-style-type: none"> Enter the VRN no. in the lane application to check for entry data of that vehicle as shared by Acquirer bank In case, entry data is found in local database, process the transaction with applicable double amount In case, entry data is not found in local database, ask user to share receipt issued from entry side and process the transaction with applicable double amount 	Get the transaction data from LSI and store the same in the database
3	<p>Scenario-3</p> <p>Entry Side - non-FASTag(Cash)</p> <p>Exit Side - FASTag</p>	Accurate full VRN should be captured in the System and Transaction data sharing with Acquirer bank	<ul style="list-style-type: none"> Get the transaction data from LSI Based on VRN No., get the FASTag Tag id (if available) from Acquirer Bank Share the details with all local SIs 	Read the FASTag and validate for entry details in the local database of that vehicle as shared by Acquirer bank. In case entry details are/are not found, process the transaction to Acquirer bank	Get the transaction data from LSI and pair the transaction based on entry & exit data will all LSIs
4	<p>Scenario-4</p> <p>Entry Side - FASTag</p> <p>Exit Side - non-FASTag(Cash)</p>	Capture the transaction and sent to Acquirer bank	Get the transaction data from LSI and share the entry transaction details with all local SIs	<ul style="list-style-type: none"> Enter the VRN no. in the lane application to check for entry data of that vehicle as shared by Acquirer bank In case, entry data is found in local database, process the transaction with applicable double amount In case, entry data is not found in local database, ask user to share receipt issued 	Get the transaction data from LSI and store the same in the database

©	User Payment Mode	Entry Side		Exit Side	
		Local SI	Acquirer bank	Local SI	Acquirer bank
				from entry side and process the transaction with applicable double amount	
5	<p>Scenario-5</p> <p>Entry Side - non-FASTag(Violation/Run-Through)</p> <p>Exit Side - FASTag</p>	<ul style="list-style-type: none"> • Capture the transaction as violation along with VRN no. captured through License Plate Image Capture/recognition Camera) • In audit module option, Manual enter Full VRN no. of that vehicle based on image evidence • Based on entered VRN no., a transaction shall be generated and sent to Acquirer bank 	<ul style="list-style-type: none"> • Get the transaction data from LSI • Based on VRN No., get the FASTag Tag id (if available) • Share the details with all local SIs 	<p>Read the FASTag and validate for entry details in the local database of that vehicle as shared by Acquirer bank. In case entry details are/are not found, process the transaction to Acquirer bank</p>	<p>Get the transaction data from LSI and pair the transaction based on entry & exit data and sent to Acquirer Bank</p>
6	<p>Scenario-6</p> <p>Entry Side - non-FASTag(Violation/Run-Through)</p> <p>Exit Side – non-FASTag(Cash)</p>	<ul style="list-style-type: none"> • Capture the transaction as violation along with VRN no. captured through License Plate Image Capture/recognition Camera) • In audit module option, Manual enter Full VRN no. of that vehicle based on image evidence • Based on entered VRN no., a transaction shall 	<ul style="list-style-type: none"> • Get the transaction data from LSI • Based on VRN No., get the FASTag Tag id (if available) from Acquirer Bank • Share the details with all local SIs 	<ul style="list-style-type: none"> • Enter the VRN no. in the lane application to check for entry data of that vehicle as shared by Acquirer bank • In case, entry data is found in local database, process the transaction with applicable double amount • In case, entry data is not found in local database, ask user to share receipt issued from entry side and process the transaction with applicable double amount 	<p>Get the transaction data from LSI and store the same in the database</p>

©	User Payment Mode	Entry Side		Exit Side	
		Local SI	Acquirer bank	Local SI	Acquirer bank
		be generated and sent to the Acquirer bank			

6.2.8.22. Summary of scope matrix is presented as below:

S. No	Scope / Activities	Responsibility
A.	Transaction Processing	
1	Timely sharing of FASTag transaction data (Entry/Exit location) with Acquirer bank as per SLA defined in Interface Control Document	LSI
2	Sharing of Acknowledgement for the receipt of transaction data (Entry/Exit location) with the respective Local SIs	Acquirer Bank
3	Clubbing and pairing entry and exit transaction of unique identifier vehicle and sharing the same for further settlement	Acquirer Bank
4	Sharing of Acknowledgement for the receipt of each clubbed transactions with local SIs	Acquirer Bank
5	Timely sharing of non-FASTag transactions including data for overloaded vehicles data (Entry/Exit location) with Acquirer bank	LSI
6	Sharing of Acknowledgement for the receipt of non-FASTag transactions including data for overloaded vehicles data (Entry/Exit location) with the respective Local SIs	Acquirer Bank
7	Timely sharing of image evidence through SFTP with Acquirer bank for the processing of violation FASTag transactions	LSI
8	Timely processing violation transaction along with image evidence as shared by LSI	Acquirer Bank
9	Sharing of Entry Transaction data such as Transaction data & time, Full VRN no. as captured through LSI system (Non-FASTag Transaction), FASTag Tag Id etc of vehicle with all respective Local SIs	Acquirer Bank
B	Exception Codes, INIT files, Blacklist files and Discount files	
1	Timely sharing of Exception Codes, INIT files, Blacklist files and Discount files etc with local SIs	Acquirer Bank
2	Sharing of Acknowledgement for the receipt of Exception Codes, INIT files, Blacklist files and Discount files with the respective Acquirer bank	LSI
3	Timely consumption of Exception Codes, INIT files, Blacklist files and Discount files sent by respective Acquirer Bank	LSI
C	Internet service	
1	Availability of Internet services with static IP at various toll plazas under Closed loop fee plazas	LSI
2	Availability of Internet Services at Acquirer bank end	Acquirer Bank

S. No	Scope / Activities	Responsibility
D Fee/Business rules Management and Master Data sheet of fee plazas		
1	Sharing of fee rules/Fare details with Local SIs of respective fee plazas	IHMCL/PIU/NHAI
2	Updation of fare details at toll plaza system	LSI
3	Calculation of fee rule/business rules for the transactions	Acquirer Bank
4	Calculation of fee rule/business rules for the transactions sent by Local System Integrators	Acquirer Bank
5	Share Plaza master sheet for each plaza with Acquirer Bank	LSI
6	Monthly passes, Discount & local passes	Acquirer Bank
E Web-based application/portal and reconciliation report		
1	Provision for a Web-based application/portal to monitor the real time status of Lanes and Plaza system availability, Traffic Count Monitoring (FASTag & Non-FASTag), Automatic alert system for any downtime beyond 10 min of any lane/plaza.	Acquirer Bank
2	Sharing of link and access of web-based application/portal as follow: -	Acquirer Bank
	· With IHMCL/NHAI – Access to monitor the status of whole expressway	
	· With respective Toll Agencies and Local SIs – Access to monitor the status	
3	· With respective RO/PIU- Access to monitor the status of respective fee plazas	
3	Sharing reconciliation file of FASTag transaction	Acquirer Bank
4	Sharing of reconciliation file with Local SI/ Toll agency for respective fee plaza	Acquirer Bank
5	Provision for generating various reports as mentioned in the RFP through web application/portal	Acquirer Bank
F Storage of Data		
1	Storage of Traffic & Revenue data and images of transactions at Local Plaza server	LSI
2	Storage of Traffic & Revenue data and images of only violation FASTag transactions at Server maintained by Acquirer bank throughout the Contract period	Acquirer Bank
G VRN no. Capturing and Sharing		
1	Mandatory provision for capturing full VRN number in Lane application for Non-FASTag vehicle.	LSI
	No transaction shall be processed at entry side unless full VRN no. is entered/captured in the lane application based on License Plate Image Capture/recognition system	
2	Mandatory provision in the audit module of ETC system for manually entering full VRN no. of transactions which are captured as Violation at entry side due to reasons like run-through.	LSI

S. No	Scope / Activities	Responsibility
	Post entering VRN number in the audit module of such transactions, further the data shall be shared with Acquirer bank to further circulate with all Local Sis	

6.2.9. Integration Support to Global Navigation Satellite System (GNSS) based tolling.

- a. The bank(s) have to provide necessary support including but not limited to integration, modification in switch, mapper, fare logic etc in case MoRTH/NHAI/IHMCL mandates the partial/complete implementation of GNSS based tolling system.

6.2.10. Helpdesk for Fee Plaza operator

- a) The Acquirer bank should provide helpdesk or toll-free services to fee plaza operator for resolving any issues pertaining to NETC Transaction, as per the SLAs provided by IHMCL. It is the responsibility of the Acquirer bank to ensure all the transactional conflicts are resolved for the fee plaza operator as per TAT.

6.2.11. Technical Requirements

- a) The technical requirement for Acquirer system for NETC will be governed by the technical specifications and processes as defined by NHAI / MoRTH / IHMCL or any other statutory authorities.
- b) The Acquirer bank should submit detail diagram, data flow information, security maintenance etc. End to End management of the solution should be covered by the Acquirer bank.
- c) The Acquirer bank should submit declaration that the NETC Acquirer system proposed is fully compliant with NHAI / MoRTH / IHMCL specifications.
- d) Bidders are required to go through NHAI / MoRTH / IHMCL documents on NETC Acquirer and should comply to all technical and functional requirements.

6.2.12. Help Desk Requirements

A 24x7, 365 days per year, robust online customer / Toll operator support facility for all sorts of issuing / Acquirer related queries. Bidder support staff should be well trained to effectively handle queries raised by the customer / employees etc. Bidder should provide MIS reports periodically to IHMCL, for example: Volume of calls / per day, resolution % per day etc. Help desk should support all issuing and Acquirer queries.

6.2.13. Reporting

1. Acquirer Bank within 1 month from the date of issuance of LoA shall provide a Central Monitoring Portal (CMP) to IHMCL. Following reports shall be accessible from the Central Monitoring Portal in the real time manner: -

- a. Summarized Traffic and Revenue Report
- b. Vehicle Class wise Summarized Traffic and Revenue Report
- c. Detailed Transaction Report
- d. Debit Adjustment Status Report
- e. Chargeback status report
- f. Rejected Transaction report (Category wise)
- g. Detailed rejected transaction report
- h. Clean vs Violation Transaction report
- i. Complete details of the POS agents deployed at the Toll plazas
 - a) Daily sale report of FASTag issued by the POS agents
 - b) POS-wise real time stock report of the blank tags available with the POS agents:

S.no.	Name of the Toll Plaza	Name of POS Agent	Mobile no. of POS Agent	Number of Tag available with POS Agent	Number of Tags sold for the day
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Abovementioned report shall be accessible from the web-portal with the format of daily, weekly, fortnightly, Monthly and Half yearly and Yearly basis.

2. On daily basis, Acquirer Bank shall share summarized Traffic and Revenue report and Rejected transaction report in below mentioned format with toll operating agency for the respective fee plaza

Date	XX.XX. XXXX				
S.No	Total Transaction Count	Total Traffic Accepted	Total Revenue Accepted	Total Traffic Rejected	Total Revenue Rejected

Rejected Transaction Report					Date: XX. XX. XXXX
Rejection Category					Total
Data Diff	Invalid Format	Blacklist	Category-x	Category-y	
Count					

3. Acquirer bank shall ensure to share the detailed rejected transaction report on daily basis with the Toll Operating agency along with liability of rejection cases.
4. Acquirer Bank shall ensure to provision for lane wise traffic report in below mentioned format through Central Monitoring Format and Concessionaire/Toll Agency portal: -

Lane Wise Traffic Count Report							
L01	L02	L03	L0N	R01	R02	R03	R04
Traffic Count							

5. Acquirer Bank within 5 days from start of service at the fee plaza shall ensure to maintain the following lane structure at all allocated fee plaza: -
LHS – L01, L02, L03 ,L04...L0n
RHS – R01, R02, R03, R04....R0n
 6. In case, no transaction is received from any fee plaza for more than 30 min, Acquirer Bank shall ensure to send auto generated email with concerned toll operating agency, respective PIU, Respective System Integrator and IHMCL.
 7. Acquirer Bank shall ensure to settle the amount for all rejected transactions where the liability of rejection lies with them in T+1 day. Any delay in settlement shall attract penalty as per SLA.
 8. The traffic data and vehicle image captured data are utmost importance to the Authority and these data may be required by Law enforcing agencies. Therefore, Acquirer bank shall ensure to provide the data as when required by NHAI/IHMCL.
- 6.2.14. Time period for the service

Time period envisaged for the engagement is 3 years. Upon completion of the engagement, IHMCL may consider extending the tenure by another 2 years with same “% of acquired transaction value” as quoted by the L-1 Bidder for the RFP and matched by the respective Acquirer Bank(s).

7. Service Level Agreement

7.1. General Terms

- i. The Acquirer Bank shall meet the service levels specified herein and shall be subject to levy of default charge by IHMCL in case of any deficiency in service levels, at the rates and manner specified herein. These default charges shall be over and above compensation of any loss caused to other participants/ parties, bearing of transactions amount (in part or full) due to any default in service and any penalties/ default charges levied under *inter se* agreements between participants.
- ii. IHMCL shall issue notice to Acquirer Bank on report of deviance in service levels as per this Service Level Agreement (SLA) document leading to levy of default charges (T – Date of Intimation).
- iii. Acquirer Bank may provide responses in their clarification along with supporting evidences within T + 5 calendar days. In the event of no response from the Acquirer Bank, the claim will be deemed accepted and the default charges shall be imposed as per SLA.
- iv. For deduction of default charges, IHMCL shall raise an invoice in the name of respective Acquirer bank mentioning the total default charges. Acquirer bank shall ensure depositing the default charges in IHMCL bank account within 5 calendar days from the date of invoice raised by IHMCL. In case of any deviation, IHMCL reserves the right to descope the plaza(s) and take appropriate action as deemed fit.
- v. IHMCL shall review the responses/ clarifications from Acquirer Bank and consider the same while working out the default charges. The decision of IHMCL shall be final in this regard.
- vi. The Service Level Agreement (SLA) parameters shall be monitored, and default charges will be computed on monthly basis (except where otherwise specified).
- vii. The following exemptions shall be allowed in monitoring of service levels for imposition of default charges:
 - a. Any downtime due to scheduled/ planned maintenance activities (not exceeding one instance of maximum 8 hours per month) by any party carried out with minimum three working-days advance intimation to IHMCL, Central Clearing house (CCH) and other parties impacted.
 - b. Force majeure events, vandalism, disruption of internet services and any other event beyond reasonable control of the affected party, allowed by IHMCL.

The above exemptions shall be allowed only if the party concerned has taken all reasonable actions to avoid/ minimize downtime due to the above events.

- viii. The formula for calculation of uptime/ availability shall be as follows:

System Uptime = $[1 - \{A/(B - C)\} * 100]$, where

A = Time for which system is down per month

B = Total time in a month

C = Scheduled downtime (as mentioned in (VI) above)

- ix. Acquirer Bank shall submit system-generated logs/ reports, as specified for various SLA parameters, duly certified by an authorized officer of the bank within 7 days of sub-sequent month. IHMCL shall also take into consideration the escalations/ evidences from various project stakeholders such as Concessionaires, Toll Operators, Customers, Central Clearing house (CCH), Issuer Banks, etc. to assess the SLA deviations.
- x. All technical terms shall be in line with the definition provided in the Interface Control Document (ICD) version 2.4/ 2.5 or as amended from time to time, as applicable.
- xi. Calendar day mean any day in a calendar month. Working day shall mean any working day as declared by the RBI.
- xii. Default charges payable by the Acquirer Bank to IHMCL for a month shall be capped at ten percent (10%) of the total Acquirer fee for the Bank for the given month. This capping shall not include compensation to the toll operator/ other member participants for any default in service levels or any other reasons.
- xiii. The default charges as defined in this document shall be applicable from the date of issuance of this document.
- xiv. In case of repetitive defaults from the Acquirer Bank (three or more instances of total default charges hitting the monthly cap in a continuous period of 12 months), IHMCL reserves the right to take appropriate steps as deemed fit, which may include termination of the Agreement and /or debarring the defaulting bank from the NETC Programme.
- xv. The Acquirer bank shall submit and maintain a NACH mandate of Rs. 10,000,00 (Rupees ten lakhs) to IHMCL for recovery of default charges.
- xvi. IHMCL, in its sole discretion, may review the SLAs on yearly basis and may amend the same in consultation with Acquirer Bank and other participants of NETC. Till such time, any revision is mutually agreed, the existing SLAs will continue to be in force.

7.2. SLA for Acquirer Banks

The Service Levels and corresponding Default Charges for the Acquirer Banks shall be as under:

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
1.	Processing of Toll Transaction	<u>In case of ICD 2.4 Implementation</u> The Acquirer Bank shall ensure processing of toll	Rs. 50,000 per drop of 1% or part thereof from the specified service level requirements	The service level shall be measured based on certified log/ reports provided by the Acquirer Bank to IHMCL

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
		<p>transactions within following time limits (transaction reaching Central Clearing house (CCH) switch from the time it is placed by Fee plaza SI on its SFTP server):</p> <ul style="list-style-type: none"> • 99% transactions within 10 minutes • 100% transactions within 1 hour <p><u>In case of ICD 2.5 Implementation</u></p> <p>The Acquirer Bank shall ensure processing of toll transactions within following time limits (transaction reaching Central Clearing house (CCH) switch from the time it is pushed by Fee plaza SI to Acquirer Bank's system):</p> <ul style="list-style-type: none"> • 99% transactions within 5 seconds • 100% transactions within 1 hour 		
2.	Processing of blacklists updates	<p>The Acquirer bank shall ensure that :</p> <ul style="list-style-type: none"> • SFTP folder of Toll Plaza is updated every 3 minutes (3 minutes will be calculated from the time of Blacklist_Diff file uploaded at SFTP). (ICD 2.4) 	Rs. 50,000 per fee plaza in case the number of instances of delays are more than 10 for a fee plaza in a month.	The service level shall be measured based on log/ reports provided by the Acquirer Bank to IHMCL

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
		<ul style="list-style-type: none"> Latest status of the Tag is available for SI to pull from Acquiring host within 3 minutes of publishing by Clearinghouse (For ICD2.5)" 		
3.	Sharing blacklist INIT file	The Acquirer Bank shall ensure that SFTP folder of Toll Plaza is updated once every week-with cutoff of Monday 23:59:59. The File to be shared every Tuesday before 02:00 AM.	Rs. 1,000 per fee plaza per instance of delay in case the number of instances of delays are more than 1 for a fee plaza in a month.	The service level shall be measured based on log/ reports provided by the Acquirer Bank to IHMCL
4.	Entry of discount tag in blacklist file	The Acquirer Bank shall ensure that no tag in discount list (Monthly pass, Local Monthly pass and Global Exemption) is included in the blacklist file.	Rs. 2,000 per wrong entry of tag in blacklist file per day.	The penalty will be charged based on the complaints received to IHMCL
5.	Duplicate Transactions	Acquirer Banks to reject duplicate transactions at Acquirer host.	Rs. 1,000 in case the number of wrong/ fraudulent transactions not filtered out are more than 10 in a month	The service level shall be measured based on log/ reports provided by the Acquirer Bank/ NPCI to IHMCL
6.	Sharing of TRC (Transaction Reconciliation) and VRC (Violation Reconciliation) files	The Acquirer Bank shall ensure that the TRC and VRC files are pushed on Fee plaza SFTP server in case of ICD 2.4 implementation or available for pull by Fee plaza SI in case of ICD 2.5	Rs. 2,000 per fee plaza per instance of delay in case the number of instances of delays are more than 2 for a fee plaza in a month.	The service level shall be measured based on log/ reports provided by the Acquirer Bank to IHMCL

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
		implementation: <ul style="list-style-type: none"> • 99% within 30 minutes of day completion • 100% within 5 hours of day completion 		
7.	Sharing of Chargeback details with Toll Operator post receipt in EGCS	The Acquirer Bank shall ensure that Chargeback transaction details with relevant supporting details are pushed informed/shared with Fee plaza operator within T+1 day. (T= Chargeback raised by issuer bank)	Rs. 2,000 per instance of delay beyond 2 instances of delays for a fee plaza in a month.	The service level shall be measured based on log/ reports provided by the Acquirer Bank to IHMCL
8.	Settlement of transactions (clean transactions as well as violation transactions)	Acquirer Bank shall transfer the amount payable for all clean and violation transactions to the Toll Operator's bank account within T+1 day minutes of receiving funds from Central Clearing house (CCH) for each settlement cycle (on working days).	Rs. 20,000 per instance of delay in transfer of funds to the Toll Operator (over and above the interest payable to the Toll Operator for delay in transfer of funds at the rate equal to RBI's Bank Rate + 5%), on daily basis)	The service level shall be measured based on log/ reports provided by the Acquirer Bank to IHMCL
9.	Adherence to TAT defined in PG/ICD	Acquirer Bank shall ensure that all activities at its end are carried out within the turn-around time (TAT) specified in latest versions of Procedural Guidelines/ ICD documents	Rs. 1,000 if no. of instances of delay beyond specified TAT exceeds 10 in a month	This service level shall include all such activities for which separate SLAs have not been specified. The service level shall be measured based on log/ reports provided by the Acquirer Bank to IHMCL.
10.	Availability of Acquirer host system	The Acquirer Bank shall ensure availability of Acquirer host system to a level of 99.50% or more	Acquirer Host System Availability <ul style="list-style-type: none"> • More than 99.0% up to 99.5% - Rs. 50,000 • More than 98.0% up to 	The service level shall be measured based on log/ reports provided by Acquirer Bank to IHMCL

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
			99.0% -Rs. 1 lakh <ul style="list-style-type: none"> Less than or equal to 98.0% - Rs. 1.5 lakh + Rs. 1 lakh for each one per cent drop or part thereof beyond 98% 	
11.	Mapping of Toll Operator's bank account for settlement of funds	Acquirer Bank shall map the bank account details as per instruction by NHAI/ IHMCL with effective date as directed by NHAI/IHMCL.	Rs. 50,000 per day of delay in mapping of bank account details. The default charge shall be over and above: <ul style="list-style-type: none"> the interest payable to the Toll Operator for delay in transfer of funds at the rate equal to RBI's Bank Rate + 5%), on daily basis, and Complete liability of wrong transfer of funds to the old bank account. 	IHMCL/NHAI shall give minimum 2 working days' advance intimation to Acquirer Bank for mapping of bank account.
12.	Fee plaza Roll-over	The Acquirer Bank shall ensure smooth roll-over of fee plaza in case of change of the Acquirer Bank	Default charge of Rs. 1 lakh in case any transactions are lost due to issue in roll-over (over and above bearing the loss of toll operator)	The default charge shall be imposed on outgoing or incoming acquirer bank depending upon the responsibility for the loss of transactions.
13.	Filtering out wrong/ fraudulent transactions	The Acquirer Bank shall filter out and reject wrong/ fraudulent transactions such as duplicate transactions, manual transactions etc.	Rs. 10,000 in case the number of wrong/ fraudulent transactions not filtered out are more than 100 in a month	The service level shall be measured based on log/ reports provided by the Acquirer Bank/ Central Clearing house (CCH) to IHMCL
14.	Setting up of FASTag Point-of- Sale (PoS) at Fee plaza	Acquirer Bank shall set up at least one dedicated Point of Sale (PoS) for issuance and recharge of FASTag at each fee plaza acquired by it. The POS shall be operational between 9 AM to 6 PM on all	Rs. 1,000 per day for each working day on which the Point-of-sale (PoS) is not available/ working at the fee plaza.	The service level shall be measured based on log/ reports/attendance provided by the Acquirer Bank/ Toll Operator to IHMCL. IHMCL reserved the rights to monitor the attendance of the Point of Sale (POS) representatives through

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
		working days.		mobile application or any other methods.
15.	Complaints by Toll Operators/ Concessionaires to IHMCL/NHAI	The Acquirer Bank shall ensure zero complaints from Toll Operators/ Concessionaires to IHMCL/ NHAI	Default charge of Rs. 1 lakh if no. of complaints received from Toll Operators/ Concessionaires are equal to or more than in a month: <ul style="list-style-type: none"> • 5 complaints of Severity level 1 • 3 complaints of Severity level 2 • 1 complaint of Severity level 3 	<ul style="list-style-type: none"> • Severity level 1 complaint means issues causing inconvenience to the Toll Operator/ Concessionaire but not impacting it financially (such as delay in providing reports/ MIS etc.) • Severity level 2 complaint means issues impacting toll operator/ concessionaire moderately (such as frequent delay in updating INIT files, blacklist updates etc.) • Severity level 3 complaint means issues impacting toll operator/ concessionaire significantly (such as frequent delays in transfer of funds, delays in resolution of chargeback/ violation transactions etc.).
16.	Compliance with decisions/ directions of NETC Steering Committee	The Acquirer Bank shall comply with the decisions/ directions of NETC Steering Committee, within the timelines prescribed in such decisions/ directions.	Default charge between Rs. 50,000 to Rs. 5,00,000 (depending upon the nature of directions, extent of non-compliance, etc.) per instance of non-compliance or part-compliance.	
17.	Compliance with applicable laws and guidelines/ directions of Govt. authorities	The Acquirer Bank shall comply with all the applicable laws and guidelines/ directions of Govt. authorities (including Reserve Bank of India, Ministry of Electronics and IT)	Default charge between Rs. 50,000 to Rs. 5,00,000 (depending upon the nature and extent of non-compliance) per instance of non-compliance or part-compliance.	

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
		issued from time-to-time including but not limited to KYC, cyber security, data security, data privacy etc.		
18.	Designated Officer to respond to RTIs and public grievances forwarded by IHMCL	The Acquirer Bank will designate an Officer to respond to RTIs and public grievances forwarded by IHMCL and dealing with complaints received from consumer courts.	Default charge of Rs. 2,000 per day of delay in designating the Officer.	
19.	Timely response to RTIs and public grievances forwarded by IHMCL	The Acquirer Bank shall submit its response to RTIs and public grievances along with all required information within two working days to IHMCL.	Default charge of Rs. 5,000 per delayed response per day of delay.	
20.	Timely response/ compliance to IHMCL's requests regarding consumer courts matters	The Acquirer Bank shall submit its response/ comply with IHMCL's requests related consumer courts matters, within the time specified by IHMCL.	Default charge of Rs. 5,000 per day of delay in response/ compliance.	
21.	Settlement of transactions (rejected transactions)	Acquirer Bank shall ensure to settle the amount for all rejected transactions where the liability of rejection lies with them in T+1 day.	Rs. 10,000 for a fee plaza in a month – For more than 5 instances of default reported to IHMCL/NHAI in a calendar month. Additionally, any losses to the Toll Operator/Concessionaire shall be borne by Acquirer bank.	The service level shall be measured based on any incidence reported to IHMCL.
22.	Due diligence in Debit	Acquirer Bank shall ensure to audit the	Rs. 10,000 for a fee plaza in a month – For	The service level shall be measured based on any

Sl. No.	Service Description	Service Level Requirement	Default Charges (In addition to financial liability) payable to IHMCL	Remarks, if any
	Adjustment raised to issuer banks	violation cases thoroughly raised by Toll Operating Agency/ Concessionaire and raise the debit adjustment of the genuine cases with concerned issuer banks.	more than 5 instances of default reported to IHMCL/NHAI in a calendar month. Additionally, any losses to the Toll Operator/Concessionaire shall be borne by Acquirer bank.	incidence reported to IHMCL.

7.3. SLA for Acquirer Banks as Master System Integrator

7.3.1. Acquirer bank shall be responsible for adhering to the minimum SLA standards while performing its Scope of Work as a Master System Integrator, failing which it shall be liable for deduction of damage from its payment as specified in this RFP. Acquirer bank needs to adhere with SLA as defined below, in case of failure in meeting SLA , penalty shall be imposed as applicable.

7.3.1.1. Delay in commencement of services for a particular plaza/stretch: -

- a) Acquirer bank shall ensure to commence the services at allocated plaza/stretch within 15 calendar days in coordination with local System Integrator. Local SI shall intimate the date for Go Live readiness (T Day), post such intimation, Acquirer bank shall complete the all testing, UAT etc in coordination with NPCI and make the plaza/location live with CCH within T+15 calendar days.
- b) Failure to adhere the timeline of T+15 calendar days for Go Live with CCH as above, shall attract the damages 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)

7.3.1.2. Damages pertaining to deviation in processing FASTag Transaction

a) Delay in Posting of FASTag Transaction

Acquirer bank shall ensure to post the transactions within the SLA as defined in the Interface Control Document. Any instance of rejection of transaction due to delay in posting of transaction by Acquirer bank, applicable loss of revenue shall be recovered.

b) Missing transaction

Acquirer bank shall ensure that no transaction shall be missed to be uploaded for settlement

c) Invalid format

Acquirer bank shall ensure that to post all FASTag transactions in a valid format as defined in the Interface Control Document.

Failure of the Acquirer bank to adhere the abovementioned shall attract penalty of Rs 1000 per instance. Any loss of revenue shall also be recovered from the Acquirer bank.

7.3.1.3. Damages for events of Double deduction/Overcharging in FASTag

Acquirer bank shall 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. Acquirer bank 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**

7.3.1.4. Uptime of Services (Application for transaction processing with Local SI and Data Storage & Retrieval)

The uptime availability of services shall be 99.99% per month excluding the scheduled and approved preventive maintenance activity which shall preferably be carried out during night time (11 PM to 5 AM) and shall not exceed two instances in a quarter and each instance shall not exceed 4 hours.

In case of any deviance, penalty shall be imposed for downtime as below –

Service Availability (Monthly)	>=99.99 %	<99.99 % to >=99.50%	<99.50 % to >=99.00%	< 99.00%
Damage	No Damage	Rs. 25,000	Rs. 50,000	Rs. 1,00,000 (per 0.50 % drop or part thereof subject to minimum of Rs. 1 Lakh.)

8. ANNEXURE

8.1. Annexure 1: Bid Covering Letter

(In the letterhead of the Bidder)

To

Chief Operating Officer
Indian Highways Management Co. Ltd. (IHMCL)
G-5&6, Sector 10 Dwarka
New Delhi 110 075

Subject: Limited Request for proposal (RFP) for Selection of Acquirer Bank at National Highways Fee Plazas

Ref. No. RFP. No. _____ dated _____ -

Dear Sir,

1. I/We, the undersigned, have carefully examined the contents of the document including amendments/ addendums (if any) thereof and undertake to fully comply and abide by the terms and conditions specified therein and hereby submit our Bid. Our Bid is unconditional and unqualified.

2. I/We undertake that, in competing for (and, if the award is made to us), for executing the above contract, we will strictly observe the laws against fraud and corruption in force in India.

3. I/We understand that:

- a. this Bid/Proposal, if found incomplete in any respect and/ or if found with conditional compliance or not accompanied with the requisite Bid fee and/ or prescribed supporting document shall be summarily rejected.
- b. if at any time, any averments made or information furnished as part of this Bid is found incorrect, then the Bid will be rejected
- c. IHMCL is not bound to accept any/ all Bid (s) it will receive.

4. I/We declare that:

- a) I/We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to submit Proposals for Selection of Acquirer Bank at National Highways Fee Plazas, without incurring any liability to the Bidders, in accordance with relevant clause of the RFP Document
- b) We undertake that in case, due to any change in facts or circumstances during the Bidding Process, we become liable to be disqualified in terms of the provisions of disqualification, we shall intimate IHMCL of the same immediately.
- c) We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, we shall have any claim or right of whatsoever nature if the contract is not awarded to us or our Proposal is not opened.
- d) We undertake that none of the hardware/software/other component being proposed

by us infringes on any patent or intellectual property rights as per the applicable laws.

- e) I/We have not been **blacklisted or debarred** by any government department/agency/PSU for material non-performance or contractual non-compliance in the last 3 years as on bid due date.
 - f) I/We undertake that we shall adhere with the scope of work, technical requirement and Service Level Agreement as set out in this RFP for the fee plazas allocated to us by IHMCL.
 - g) I/We undertake that we are certified Acquirer Bank under NETC program and the certification is valid as on the bid due date.
5. I/We declare that our bid is valid for 180 days.

Name

Designation/ Title of the Authorized Signatory.....

8.2. Annexure 2: Brief Information about the Bidder

(In the letterhead of the Bidder)

Subject: Selection of Acquirer Bank Across all Public funded fee plazas on National Highways

1. Bidder Details

- a. Name of Bidder:
- b. Year of establishment:
- c. Registered Address:
- d. Constitution of the Bidder entity e.g. Government enterprise, private limited company, limited company, etc.

2. Address for correspondence with Telephone/ Fax numbers/ e-mail address:

- (a) Authorized Person with Complete postal address:
- (b) Fixed telephone number
- (c) Mobile number
- (d) E-mail address
- (e) Official Bank (for returning EMD)
- (f) Bank Account Name, Number, IFSC Code (for returning EMD)

Name

Designation/ Title of the Authorized Signatory.....

8.3. Annexure 3: Undertaking

(In the letterhead of the Bidder)

Subject: Selection of Acquirer Bank Across all Public funded fee plazas on National Highways

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our Company/firm M/s _____ have abandoned any work of National Highways Authority of India/IHMCL nor any contract awarded to us for such works have been rescinded, during last three years prior to the date of this bid.
3. The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by IHMCL to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that IHMCL may ask for further qualifying information, and agrees to furnish any such information at the request of IHMCL.
5. We confirm that we have not been blacklisted or debarred by any government department/agency/PSU for material non-performance or contractual non-compliance in the last 3 years as on bid due date.
6. We confirm that no criminal proceeding is pending against our company/firm or any of its Directors/ Partners in any court of law.
7. We confirm that we have not been convicted by any court of law for any of the offences under any Indian laws.

(Signed by an Authorized Officer of the bidder)

Title of Officer

Name of bidder

DATE

8.4. Annexure 4: Anti-Collusion Certificate

(In the letterhead of the Bidder)

To

Chief Operating Officer
Indian Highways Management Co. Ltd. (IHMCL)
G-5&6, Sector 10 Dwarka
New Delhi 110 075

Subject: Limited Request for proposal (RFP) for Selection of Acquirer Bank at National Highways Fee Plazas

Ref. No. RFP. No. _____ dated _____ -

Dear Sir,

- i. I / We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- ii. I/We hereby certify and confirm that in the preparation and submission of our Proposal, I/we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.
- iii. I/We further confirm that we have not proposed nor will proposal any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

(Signed by an Authorized Officer of the bidder)

Title of Officer

Name of bidder

DATE

8.5. Annexure 5: Self Certification on Experience

(In the letterhead of the Bidder)

Subject: Selection of Acquirer Bank Across all Public funded fee plazas on National Highways

1. Undertaking Details

a. **Name of Bidder:**

b. **Details of Fee Plazas where acquiring services have been provided by the bidder for more than one year:**

Sl. No.	Name of Fee Plaza	Go -Live Date	Duration for which Acquiring Services provided (till Bid Due Date)

Name

Designation/ Title of the Authorized Signatory.....

8.6. Annexure 6: Power of Attorney/Letter of Authorization

Know all men by these presents, we, M/s..... (Name of Firm/ Company and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr. / Ms..... son/daughter/wife of..... And presently residing at, who is presently employed with us and holding the position of..... as our true and lawful attorney (hereinafter referred to as the “**Authorized Signatory or Attorney**”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our quotation for empanelment as the agency for -----, proposed by Indian Highways Management Co. Ltd., including but not limited to signing and submission of all bids, proposals and other documents and writings, and providing information/ responses to IHMCL, representing us in all matters before IHMCL, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with IHMCL in all matters in connection with or relating to or arising out of our proposal for the said assignment and/or upon award thereof to us.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Signatory or Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL HAVE PURSUANT TO THE RESOLUTION DATED OF THE BOARD OF DIRECTORS IN THAT BEHALF CAUSED ITS COMMON SEAL, EXECUTED THIS

POWER OF ATTORNEY ON THIS..... DAY OF, 2024

For.....
(Signature, name, designation and address)

Witnesses:

1.

2.

Notarized

Accepted

.....

(Signature, name, designation and address of the Attorney)

Notes:

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. **The Power of Attorney should be executed on a non-judicial stamp***

paper of appropriate denomination and should be registered or duly notarized by a notary public.

Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, Bidders from countries that have signed The Hague Legislation Convention 1961 need not get their Power of Attorney legalized by the Indian Embassy if it carries a conforming Apostles certificate.

Note: It is clarified that Bidders may submit equivalent documents (for example, delegation of power, board resolution copy), in lieu of this document, as applicable

8.7. **Annexure 7: Format for Performance Bank Guarantee**

To,
Chief Operating Officer,
Indian Highways Management Company Ltd
G-5&6, Sector 10 Dwarka
New Delhi – 110075, India

WHEREAS _____ [Name and address of Agency] (hereinafter called “the Service Provider”) has decided to apply to IHMCL for providing services, in pursuance of IHMCL letter of work award No. _____ dated dd/mm/yyyy for “**Limited Request for Proposal (RFP) For Selection of Acquirer Bank Across all Public funded fee plazas on National Highways**”

” (hereinafter called the “Contract”).

1. AND WHEREAS it has been stipulated by IHMCL in the said letter that the Service Provider shall furnish a Bank Guarantee for the sum specified therein as security for compliance with his obligations in accordance with the terms & conditions of the Contract Agreement.

2. AND WHEREAS we have agreed to give the Service Provider such a Bank Guarantee:

3. NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider up to a total of `/- (Rupees) only, such sum

being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of ` /- as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

4. We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

5. We further agree that no change or addition to or other modification of the terms of the service provider or of the works to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

6. We undertake to pay to the IHMCL any money so demanded notwithstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Service Provider(s) shall have no claim against us for making such payment.

7. The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Service Provider or of the Bank.

8. This guarantee shall also be operable at our _____ branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension/ renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.

9. This bank guarantee shall be valid from

10. Notwithstanding anything contained herein:

(i) Our liability under this Bank Guarantee shall not exceed `/-

(ii) The Bank Guarantee shall be valid up to.....

(iii) We are liable to pay the Guarantee amount or any part thereof under this Guarantee only and only if you serve upon us a written claim or demand on or before

Name:

Date:

Designation:

Employee Code Number:

Telephone Number:

Name of issuing bank branch _____

Address _____

Telephone number _____

E-mail: _____

Name of bank branch at New Delhi _____

Address _____

Telephone number _____

E-mail: _____

Name of controlling bank branch _____

Address _____

Telephone number _____

E-mail: _____

Note: - The Bank Guarantee needs to be verified through SFMS package. IHMCL bank account details for SFMS package are mentioned as below: -

A/c Holder Name = Indian Highways Management Company Limited

Bank Name = Canara Bank

A/c No. = 8598201006217

IFSC = CNRB0008598

Branch = Delhi NHAI Dwarka Branch New Delhi-110075

8.8. Annexure 8: Format for Bank Guarantee for EMD

B.G. No.

Dated:

To,

COO,

Indian Highways Management Company Ltd (IHMCL)

G-5&6, Sector 10 Dwarka

New Delhi – 110075

1. WHEREAS M/s..... (a company registered under the Companies Act, 2013) and having its registered office at) (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors, administrators, successors and assigns) desires to submit bids for "<RFP Name>" against IHMCL's RFP No. _____

2. AND WHEREAS the said RFP requires the bidder(s) to furnish an Earnest Money Bank Guarantee (EMBG) along with their bids for the sum specified therein as security for compliance with his obligations in accordance with the said RFP.

3. AND WHEREAS at the request of the Bidder, we (..... Name of the Bank) having our registered office at..... and one of its branches at (hereinafter referred to as the "Bank"), have agreed to issue such a Bank Guarantee.

4. NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder for the sum of INR 10 (Rupees Ten Lakh) only, and we undertake to pay you, upon your first written demand and without cavil or argument, and without reference to the Bidder, any sum or sums within the limits of INR 10 Lakh (Rupees Ten Lakh) only as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

5. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the RFP Documents (hereinafter referred to as "Bidding Documents") shall be final, conclusive and binding on the Bank.

6. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not, merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its Bid open during the Bid validity period as set-forth in the said Bidding Documents for any reason whatsoever. Any such demand made on

the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee.

7. This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days after the Bid Due Date. The claim period shall be 60 (sixty) days thereafter or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.

8. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its Bid open during the Bid validity period set forth in the said Bidding Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other Authority.

9. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

10. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Bid validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

11. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

12. We undertake to make the payment on receipt of your notice of claim on us addressed to name of Bank along with branch address and delivered at our above branch which shall be

deemed to have been duly authorized to receive the said notice of claim. This guarantee shall also be operable at our _____ branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension/ renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.

13. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

14. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.

15. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

16. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to INR 10 lakh (Rupees Ten Lakh). The Bank shall be liable to pay the said amount or any part thereof only if.

the Authority serves a written claim on the Bank in accordance with relevant paragraph hereof, on or before (indicate date falling 180+60 days after the Bid Due Date).

(Signature of the Authorized Signatory)

(Official Seal)

Name:

Date :

Designation:

Employee Code Number:

Telephone Number:

Name of issuing bank branch _____
Address _____
Telephone number _____

E-mail: _____

Name of bank branch at New Delhi _____
Address _____
Telephone number _____
E-mail: _____

Name of controlling bank branch _____
Address _____
Telephone number _____
E-mail: _____

Note: - The Bank Guarantee needs to be verified through SFMS package. IHMCL bank account details for SFMS package are mentioned as below: -

A/c Holder Name = Indian Highways Management Company Limited

Bank Name = Canara Bank

A/c No. = 8598201006217

IFSC = CNRB0008598

Branch = Delhi NHAI Dwarka Branch New Delhi-110075

8.9. Annexure 9: Document Checklist for Technical Bids

S.No.	Annexure Number	Annexure Description	Upload Status (Yes/No)	Reference to Technical Proposal, page no. etc.
1.	Annexure 1	Bid Covering Letter		
2.	Annexure 2	Brief Information about the Bidder		
3.	Annexure 3	Undertaking		
4.	Annexure 4	Anti-Collusion Certificate		
5.	Annexure 5	Self-Certification on Experience		
6.	Annexure 6	Power of Attorney/Letter of Authorization/ delegation of power/ board resolution copy etc., as applicable		
7.	Annexure 8	Format for Bank Guarantee for EMD/ Submission proof of EMD in IHMCL Bank account/DD as applicable		
8.	Annexure 13	List of Fee plazas preferred (for Award Criteria purpose)		
9.	Any other relevant document in support of Eligibility Criteria			

8.10. Annexure 10: Pre-bid Query Format

(To be submitted in Excel Format ONLY)

Name of Bidder: _____

SI #	Ref to RFP (Clause, Page no.)	Category of Query (Technical/ Legal/ General/ Others)	Original Clause of RFP	Clarification Sought
		Technical		
		Legal		
		General		
		Others		

Bidders are required to submit their queries in the above format ONLY.

8.11. Annexure 11: Format for Financial Proposal

(To be submitted **ONLY** via in the excel format uploaded on the **e-tender website**) The following format is included for reference only

Name of the Project:	
Selection of Acquirer Bank across Selected Public funded fee plazas on National Highways (RFP No. IHMCL/NETC/Acquirer bank/2024/01)	
Name of Bidder:	
RFP Publishing Date	DD XX 2024

Parameter	Quoted Value (In Percentage) *
% of acquired ETC transaction value for each transaction – “Acquirer Rate” <i>(Up to max. 2 decimal points)</i>	
In words	

**Excluding GST*

Note: Any digit(s) beyond 2 decimal point will not be considered for evaluation.

8.12. Annexure 12: List of Public funded fee plazas on National Highways

The list of fee plazas as mentioned in Annexure- 12 is indicative only.

A. Live Plazas (based on May 2024 data received from NPCI)

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
1		Delhi Mumbai Vadodara Expressway (19 Plazas)	Bhopal	Ratlam	873,022	398,574,350
2	154001	Gharonda Toll Plaza	Chandigarh	Ambala	1,381,830	361,881,405
3	9001	Shahjahanpur Toll Plaza	Jaipur	Jaipur	828,676	350,297,890
4	1002	Bharthana Toll Plaza	Gandhinagar	Bharuch	1,295,495	343,155,760
5	2004	Choryasi Toll Plaza	Gandhinagar	Bharuch	1,365,987	310,918,050
6	154003	Ladowal Toll Plaza	Chandigarh	Ambala	1,065,826	265,056,870
7	60001	Krishnagiri Plaza	Chennai	Krishnagiri	1,338,050	217,256,035
8		Trans Haryana (15 Plazas)	Chandigarh	Bhiwani	636,934	215,975,359
9	2001	Boriach Toll Plaza	Gandhinagar	Surat	1,232,431	207,370,225
10	375032	Bhagada Narayanpur Toll Plaza	Bhubaneswar	Balasore	470,033	198,256,660
11	2003	Bhagwada Toll Plaza	Gandhinagar	Surat	973,908	194,228,885
12	336018	Mokha Toll Plaza	Gandhinagar	Palanpur	405,973	185,948,640
13	9002	Manoharpura Toll plaza	Jaipur	Jaipur	751,080	182,812,635
14		Amritsar Jamnagar Expressway (18 Plazas)	Jaipur	Jodhpur	210,791	182,028,330
15		Bangalore -Mysore section (2 Plazas)	Bangalore	Ramanagara	900,175	165,373,440
16	40001	Khaniwade Toll Plaza	Gandhinagar	Thane	890,836	163,293,865
17	340019	Baswant Toll Plaza	Mumbai	Nashik	702,759	159,966,310
18	2002	Charoti Toll Plaza	Gandhinagar	Surat	803,154	150,200,265
19	392008	Rasoiya Dhamna Toll Plaza	Ranchi	Hazaribagh	344,144	148,431,515

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
20	360049	Paranur	Chennai	Kancheepuram	1,476,315	145,662,275
21	352056	VeeraValli TOLL PLAZA	Vijayawada	Rajahmundry	419,506	142,527,925
22	125002	Choundha	Jabalpur	Gwalior	519,172	139,255,095
23	7001	Kherki Daula Toll Plaza	Delhi	Dwarka	1,564,648	139,160,995
24	187003	Ronahi Toll Plaza	Lucknow - West	Lucknow	585,553	139,083,260
25	9003	Daulatpura Toll Plaza	Jaipur	Jaipur	590,457	135,807,930
26	360032	Nallur Toll Plaza	Chennai	Chennai	937,907	134,363,875
27	352024	Marur Toll Plaza	Vijayawada	Anantpur	398,277	122,343,355
28	336006	Mandva Toll Plaza	Gandhinagar	Bharuch	1,474,519	122,075,475
29	326007	Bhadarabad TOLL PLAZA	Dehradun	Roorkee	813,973	121,331,645
30	336012	Makhel Toll Plaza	Gandhinagar	Palanpur	285,196	119,716,465
31	125003	Baretha or Jajau	Jabalpur	Gwalior	485,398	118,775,350
32	392013	Ghanghri Toll Plaza	Ranchi	Dhanbad	286,241	116,111,075
33	187002	Ahmadpur Toll Plaza	Lucknow - West	Lucknow	564,840	115,746,810
34	340057	Gananguru Toll Plaza	Bangalore	Ramanagara	655,918	114,147,665
35	352022	Nathavalasa	Vijayawada	Vishakhapatnam	432,990	112,663,340
36	360030	Athur Toll Plaza	Chennai	Kancheepuram	1,090,198	112,396,840
37	345055	Mehra Toll Plaza	Jabalpur	Gwalior	335,652	110,576,595
38	520036	Faridpur Toll Plaza	Lucknow - West	Bareilly	408,332	110,233,335
39	185001	Chaukadi Toll Plaza	Varansi (UP-East)	Gorakhpur	448,035	109,712,990
40	356017	Bagepalli Toll Plaza	Bangalore	Bangalore	469,738	108,597,050
41	352025	Kasepalli Toll Plaza	Vijayawada	Anantpur	377,474	108,134,345

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
42	375016	Gudipada or Gangapada	Bhubaneswar	Dhenkanal	351,947	107,839,745
43	352026	Amakthadu Toll Plaza	Vijayawada	Anantpur	353,942	105,257,140
44	378006	Madanpur Toll Plaza	Guwahati	Guwahati	461,741	103,967,310
45	318004	Bann Toll Plaza	Jammu	Jammu	460,868	103,054,450
46	340052	Taroda-Kasba Toll Plaza	Nagpur	Amravati	282,897	102,975,050
47		Neelmangla - Tumkur (2 Plazas)	Bangalore	Chitradurga	2,260,387	102,359,665
48	352054	Gadanki toll plaza	Vijayawada	Tirupati	493,447	102,314,890
49	187001	Nawabganj Toll Plaza	Lucknow - West	Lucknow	604,256	101,185,260
50	380012	Saukala Toll Plaza	Patna	Sasaram	346,193	101,184,680
51	352027	Kalaparru Toll Plaza	Vijayawada	Vijayawada	771,039	97,980,630
52	350029	Bhiknoor Toll Plaza	Hyderabad	Nirmal	479,153	97,331,425
53	350027	Manoharabad	Hyderabad	Nirmal	547,940	97,185,325
54	318007	Lakhanpur Toll Plaza	Jammu	Jammu	328,691	96,826,950
55	340067	Moura Fee Plaza	Shimla	Mandi	404,172	95,857,515
56	375011	Gurapali Toll Plaza	Bhubaneswar	Behrampur	322,658	94,433,300
57	350007	Rolmamda Toll Plaza	Hyderabad	Nirmal	318,220	94,414,020
58	44002	Kini Toll Plaza	Mumbai	Kolhapur	747,778	93,182,890
59	116001	Bangalore-Nelamangala Plaza	Bangalore	Bangalore	2,174,821	92,672,380
60	370034	Panikauri Toll Plaza	Kolkata	Siliguri	398,206	92,078,800
61		Chenani-Nashri (2 Plazas)	Jammu	Jammu	302,244	91,847,085
62	312047	Ghamroj Sohna Road Toll Plaza	Delhi	Rewari	882,778	90,506,320
63	350031	Komalla Fee Plaza	Hyderabad	Warangal	452,911	90,345,215

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
64	132001	IDTL Toll Plaza-A	Bhopal	Indore	568,128	89,527,328
65	378005	Nazirakhat Toll Plaza	Guwahati	Guwahati	385,547	89,350,085
66	545104	Tarapoungi plaza	Raipur	Raipur	463,631	89,008,245
67	349012	Bhojpuri Toll Plaza	Raipur	Bilaspur	391,491	88,831,735
68	360028	SURAPATTU TOLL PLAZA	Chennai	Chennai	706,947	88,627,480
69	536075	Dakan Kotra	Jaipur	Udaipur	332,570	88,239,975
70	352030	Madapam Toll Plaza	Vijayawada	Vishakhapatnam	372,819	87,297,215
71	520034	Hauj Fee Plaza	Varansi (UP-East)	Mirzapur	331,493	84,346,000
72	370013	Sali Bamandanga	Kolkata	Krishnagar	306,337	84,184,905
73	341401	Hiwargaon pavasa toll plaza	Mumbai	Pune	480,639	84,169,920
74	352039	Pottipadu	Vijayawada	Vijayawada	720,099	83,405,175
75	320130	Kaithi plaza	Varansi (UP-East)	Varanasi	323,167	83,043,765
76	360031	SriPerumbadur	Chennai	Kancheepuram	150,574	81,695,960
77	352020	Mahasamudram	Vijayawada	Tirupati	489,803	79,824,635
78	239400	Rohad Toll Plaza	Chandigarh	Sonepat	510,868	79,046,810
79	375019	Banajodi	Bhubaneswar	Keonjhar	289,080	78,867,765
80	186001	Mandawnagar Toll Plaza	Varansi (UP-East)	Gorakhpur	310,529	78,769,630
81	370014	Paschim Madati	Kolkata	Jalpaiguri	303,265	78,297,685
82	350028	Pippalwada	Hyderabad	Nirmal	247,489	78,237,725
83	320060	Badauri Toll Plaza	Lucknow - West	Kanpur	394,443	77,776,140
84	341101	Chalakhwadi toll plaza	Mumbai	Pune	451,743	77,137,380
85	536057	Maigalganj Toll Plaza	Lucknow - West	Bareilly	246,288	75,790,380

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
86	370022	Surjapur Toll Plaza	Kolkata	Jalpaiguri	266,767	75,098,165
87	318006	Kaichachkoot Toll Plaza	Jammu	Srinagar	468,039	74,883,215
88	330104	Kishorepura Toll Plaza	Jaipur	Kota	224,092	74,795,595
89	340056	Dalsagar Toll Plaza	Patna	Patna	237,208	73,131,560
90	320080	Sarsawa Toll Plaza	Lucknow - West	Roorkee	333,242	72,598,010
91	320098	Chhapar TOLL PLAZA	Dehradun	Roorkee	888,573	71,736,025
92	375013	Srirampur toll plaza	Bhubaneswar	Bhubaneswar	150,922	71,445,575
93	360045	Boothakudi Toll Plaza	Madurai	Trichy	487,389	71,338,260
94	340037	Nashirabad Toll Plaza	Nagpur	Jalgaon	334,478	70,835,160
95	375033	Darjing Toll Plaza	Bhubaneswar	Rourkela	197,148	70,778,460
96	545107	Limha Toll Plaza	Raipur	Bilaspur	235,342	70,617,230
97	312035	Sirohi Bahali TOLL PLAZA	Delhi	Rewari	210,478	69,741,160
98	536067	Sub Gavhan Kh Toll Plaza	Nagpur	Jalgaon	236,872	69,710,660
99	176003	Pudurpandiyapuram	Madurai	Tuticorin	436,684	69,216,775
100	326008	Lachiwala Toll Plaza	Dehradun	Vasant Vihar	634,877	68,403,760
101	336019	Kathpur Toll Plaza	Gandhinagar	Ahmedabad	603,710	68,012,360
102	392019	Edalhatu Toll Plaza	Ranchi	Ranchi	280,689	67,473,375
103	360034	Vanagaram Toll Plaza	Chennai	Chennai	1,019,946	67,430,070
104	360043	Chittampatti Toll Plaza	Madurai	Trichy	464,528	67,376,500
105	375030	Kandra Toll Plaza	Bhubaneswar	Keonjhar	300,539	66,837,415
106	47001	Tatiawas Toll Plaza	Jaipur	Reengus	818,272	66,033,525
107	375012	SERGARH TOLL PLAZA	Bhubaneswar	Balasore	400,635	65,884,300

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
108	345051	Panihar	Jabalpur	Gwalior	238,134	65,199,795
109	520031	Pratappur Toll Plaza	Varansi (UP-East)	Mirzapur	143,821	64,567,450
110	360033	Chennasamaduram Toll Plaza	Chennai	Kancheepuram	842,289	63,832,480
111	176002	Elliyarpathy	Madurai	Tuticorin	417,563	63,787,855
112	350008	Gamjal Toll Plaza	Hyderabad	Nirmal	378,399	62,643,880
113	336017	Vavadi Toll Plaza	Gandhinagar	Ahmedabad	244,057	62,579,210
114	345052	Mud Kheda	Jabalpur	Gwalior	203,745	62,317,658
115	375028	Khireitangiri Toll Plaza	Bhubaneswar	Keonjhar	173,608	61,774,690
116	350040	Singarenipalli Toll Plaza	Hyderabad	Khammam	248,647	60,996,970
117	392017	KOKPARA TOLL PLAZA	Ranchi	Jamsedhpur	178,944	60,348,675
118	352028	Agnampadi Toll Plaza	Vijayawada	Vishakhapatnam	483,019	59,891,665
119	536073	Kurankhed Toll Plaza	Nagpur	Amravati	202,478	59,755,310
120	52002	Bharudi Toll Plaza	Gandhinagar	Rajkot	820,644	59,264,650
121	536048	Dasarkhed Toll Plaza	Nagpur	Amravati	258,403	58,734,740
122	370036	Barai Toll Plaza	Kolkata	Malda	288,144	58,647,280
123	312027	Badarpur faridabad Toll Plaza	Delhi	Mathura	2,040,365	58,506,173
124	340058	Kiratpur fee plaza	Lucknow - West	Aligarh	340,855	57,799,670
125	350043	Baiti Kala Plaza	Varansi (UP-East)	Varanasi	211,505	57,537,715
126	370035	Husludanga Toll Plaza	Kolkata	Siliguri	308,179	57,441,015
127	370017	Rangalibazna Fee Plaza	Kolkata	Jalpaiguri	220,058	57,081,955
128	320063	Katoghan Toll Plaza	Lucknow - West	Kanpur	326,351	56,343,165
129	520038	Basheerapur Toll Plaza	Lucknow - West	kannauj	213,223	55,999,050

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
130	242001	Mayar Toll Plaza	Chandigarh	Hisar	435,013	55,983,390
131	378008	Raha	Guwahati	Guwahati	285,776	55,819,935
132	312024	MilkMajra Toll Plaza	Chandigarh	Chandigarh	445,808	55,055,205
133	546028	Nalluru Devanahalli	Bangalore	Banglore	372,605	55,034,865
134	392018	Nagwan Toll plaza	Ranchi	Ranchi	257,133	52,735,370
135	375017	Hasanpur	Bhubaneswar	Keonjhar	214,928	52,649,955
136	355076	Jamudihi Toll Plaza	Bhubaneswar	Rourkela	172,037	50,449,340
137	320070	Bara Toll Plaza	Lucknow - West	Lucknow	275,157	50,217,285
138	320131	Tarwa Deva	Lucknow - West	Aligarh	186,236	49,915,040
139	380033	Kulhariya fee plaza	Patna	Patna	218,766	49,501,170
140	330109	Sitarampura Toll Plaza	Jaipur	Jaipur	271,160	49,234,965
141	380014	Saidpur Patedha Toll Plaza	Patna	Chhapra	381,943	48,873,960
142	320109	Aaspur Toll Plaza	Lucknow - West	Aligarh	231,416	48,666,715
143	330100	Akhepura	Jaipur	Reengus	568,733	48,319,499
144	176001	Valvanthankottai	Madurai	Thanjavur	531,361	47,871,945
145	356106	Nalavadi	Bangalore	Dharwad	243,203	47,810,805
146	330123	Kathuwas Toll Plaza	Delhi	Rewari	232,899	47,293,340
147	352023	S.V Puram Toll Plaza	Chennai	Chennai	311,425	47,022,500
148	312023	Landhari Toll Plaza	Chandigarh	Hisar	371,580	47,021,680
149	340031	Haladgao TOLL PLAZA	Nagpur	Yavatmal	246,974	47,011,620
150	52001	Pithadiya Toll Plaza	Gandhinagar	Rajkot	626,383	46,951,419
151	360042	Mathur Toll Plaza	Chennai	Chennai	434,061	46,944,250

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
152	314027	Behram	Chandigarh	Jalandhar	378,096	46,648,075
153	340045	Dhumka Tondgaon Toll Plaza	Nagpur	Washim	159,249	46,636,645
154	314021	Dharer Azizpur Toll Plaza	Chandigarh	Chandigarh	637,322	46,479,290
155	320076	Asroga Toll Plaza	Lucknow - West	Lucknow	222,551	46,379,740
156	379006	Pahammawlein Toll Plaza	Guwahati	Haflong	272,531	45,943,650
157	41001	JATL Dhillwan Toll Plaza	Chandigarh	Amritsar	566,196	45,554,870
158	352040	Davaluru	Vijayawada	Vijayawada	325,542	44,977,680
159	375031	Jharpokharia Toll Plaza	Bhubaneswar	Balasore	131,799	44,225,210
160	350042	Taddanpally Toll Plaza	Hyderabad	Sangareddy	237,452	44,080,195
161	312029	Saini Majra Toll Plaza	Chandigarh	Ambala	283,629	44,078,510
162	375015	Pipili Toll Plaza	Bhubaneswar	Bhubaneswar	365,960	43,755,120
163	312032	Jaloli Fee Plaza	Chandigarh	Chandigarh	397,705	43,096,075
164	336025	Bhadbhid Fee Plaza	Gandhinagar	Bhavnagar	286,501	42,890,130
165	330108	Hingonia Toll Plaza	Jaipur	Jaipur	203,349	41,740,655
166	336016	Pithai Toll Plaza	Gandhinagar	Ahmedabad	240,450	41,519,980
167	314018	Usma Toll Plaza	Chandigarh	Amritsar	130,362	40,947,790
168	345080	Harshili Toll Plaza	Bhopal	Bhopal	144,084	40,370,180
169	340048	Borgaon Toll Plaza	Mumbai	Kolhapur	264,779	40,345,675
170	336015	Gadoi Toll Plaza	Gandhinagar	Somnath	249,761	40,166,205
171	392023	Putru Toll Plaza	Ranchi	Jamsedhpur	217,922	39,962,645
172	536061	Mithegaon Toll Plaza	Varansi (UP-East)	Raebareli	151,218	39,748,910
173	320077	Kurana Toll Plaza	Lucknow - West	Meerut	214,335	39,651,785

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
174	330102	Malera	Jaipur	Udaipur	130,357	39,477,725
175	352060	Marripalem Toll Plaza	Vijayawada	Vishakhapatnam	298,697	38,916,860
176	330110	Mandana Toll Plaza	Jaipur	Kota	324,027	38,619,157
177	314015	Badbar	Chandigarh	Bhatinda	281,048	38,567,140
178	326009	Jagtapur Patti Toll Plaza	Dehradun	Najibabad	250,936	38,495,275
179	320132	ATRAILA SHIV GULAM Toll	Lucknow - West	Mirzapur	117,897	38,205,455
180	380031	Shahpur Toll Plaza	Patna	Begusarai	189,496	38,173,545
181	318011	Ujroo toll plaza	Jammu	Srinagar	124,749	38,000,980
182	314017	Kalajhar Toll Plaza	Chandigarh	Chandigarh	256,287	37,828,145
183	345053	Milanpur Toll Plaza	Nagpur	Nagpur	160,400	37,558,235
184	352059	Dukkavanipalem Toll Plaza	Vijayawada	Vishakhapatnam	281,941	37,537,005
185	242000	Madina Toll Plaza	Chandigarh	Hisar	347,689	37,453,940
186	546031	Newada Toll Plaza	Lucknow - West	Kannauj	239,194	37,256,110
187	312031	Khatkar Toll plaza	Chandigarh	Hisar	203,062	37,159,270
188	314028	Bachhwan	Chandigarh	Jalandhar	412,678	36,563,020
189	350032	Komatipalli Fee Plaza	Hyderabad	Warangal	190,518	36,171,145
190	318012	Lamber toll plaza	Jammu	Srinagar	123,522	35,942,270
191	340062	Karigawan fee	Patna	Patna	161,437	35,544,745
192	545097	Bagwada Fee Plaza	Bhopal	Bhopal	126,397	35,423,215
193	370023	Guabari Toll Plaza	Kolkata	Jalpaiguri	219,905	34,970,510
194	103001	Jat Gangaicha Toll Plaza	Chandigarh	Bhiwani	162,978	34,856,395
195	336026	Dharampur Danta Toll Plaza	Gandhinagar	Rajkot	301,963	34,821,290

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
196	336010	Dari Toll Plaza	Gandhinagar	Somnath	244,923	34,255,300
197	330128	Beer Mandi Toll Plaza	Jaipur	Kota	114,154	34,203,755
198	375029	Janasanpur Toll Plaza	Bhubaneswar	Keonjhar	147,176	34,202,570
199	520039	Mirzapur / Kyampur Toll Plaza	Varansi (UP-East)	Gorakhpur	167,387	34,187,035
200	340030	Ashiv TOLL PLAZA	Nagpur	Nanded	230,297	33,842,792
201	350041	Mandamarri Toll Plaza	Hyderabad	Mancherial	216,020	33,794,400
202	317003	Sanwara Toll Plaza	Shimla	Shimla	461,236	33,458,485
203	545108	Jhalmala Toll Plaza	Raipur	Korba	132,585	33,404,410
204	340046	Ankadhal	Mumbai	Solapur	211,924	33,311,719
205	356025	K N Huindy TOLL PLAZA	Bangalore	Ramnagara	417,989	32,913,535
206	330129	Biratiya Toll Plaza	Jaipur	Jodhpur	187,560	32,850,825
207	356107	Halligudi Fee Plaza	Bangalore	Dharwad	163,860	32,375,955
208	312072	Pudapada Nildungri Toll Plaza	Bhubaneswar	Sambalpur	126,787	32,286,715
209	345043	Khambara Toll Plaza	Nagpur	Nagpur	131,821	32,103,340
210	336007	Vantada Toll Plaza	Gandhinagar	Ahmedabad	374,029	31,848,030
211	41002	JATL Nijjerpura Toll Plaza	Chandigarh	Amritsar	461,737	31,835,870
212	345081	Shahpura Toll Plaza	Jabalpur	Jabalpur	186,305	31,781,430
213	345071	Sonkacch TOLL PLAZA	Bhopal	Bhopal	189,991	31,386,665
214	546042	Bhuni Toll Plaza	Lucknow - West	Baghpat	208,748	31,161,085
215	314025	BHAGOMAJRA TOLL PLAZA	Chandigarh	Chandigarh	361,680	30,757,243
216	340051	Salava Jharoda Toll Plaza	Nagpur	Washim	169,883	30,723,110
217	375018	Kantaghar	Bhubaneswar	Keonjhar	180,821	30,674,255

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
218	345079	Vishankheda Toll Plaza	Bhopal	Bhopal	419,611	30,544,875
219	320087	Harro Toll Plaza near Ganne	Varansi (UP-East)	Prayagraj	152,715	30,309,465
220	340021	Patanswangi Toll Plaza	Nagpur	Nagpur	208,248	30,187,435
221	330103	Gogunda	Jaipur	Udaipur	139,705	30,044,145
222	330130	Binaswas Toll Plaza	Jaipur	Jodhpur	170,897	29,697,190
223	312017	Bhavdeen Plaza	Chandigarh	Hisar	264,499	29,410,400
224	536051	Patnipratapur	Lucknow - West	Baghpat	218,161	29,329,995
225	314019	Zidda Toll Plaza	Chandigarh	Bhatinda	132,732	29,204,615
226	378004	Mikirati Hawgaon Toll Plaza	Guwahati	Guwahati	201,671	29,157,365
227	536066	Jagaheri fee plaza	Lucknow - West	Baghpat	192,569	29,007,855
228	103002	Dighal Toll Plaza	Chandigarh	Bhiwani	310,693	28,986,145
229	349010	Kumhari	Raipur	Raipur	761,852	28,962,450
230	350104	Dharmaram Toll Plaza	Hyderabad	Sangareddy	99,269	28,808,990
231	340024	Bhamb Raja Toll Plaza	Nagpur	Yavatmal	133,920	28,724,230
232	330079	Similiya Toll Plaza	Jaipur	Kota	202,590	28,338,140
233	330030	Kadisahena Toll Plaza	Jaipur	Sawaimadhopur	110,245	28,313,922
234	340036	Valsang Toll Plaza	Mumbai	Solapur	316,309	28,195,495
235	536088	Ashta Toll Plaza	Nagpur	Nanded	190,784	28,090,545
236	375020	Khamara Toll Plaza	Bhubaneswar	Dhenkanal	133,653	27,721,840
237	340029	Husnapur Toll Plaza	Nagpur	Yavatmal	146,029	27,558,850
238	360036	VAGAIKULAM Toll Plaza	Madurai	Tuticorin	263,618	27,366,020
239	340039	Karodi Toll Plaza	Nagpur	Aurangabad	219,343	27,047,665

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
240	375022	Govindpur Toll Plaza	Bhubaneswar	Sambalpur	137,119	27,025,960
241	314020	Dhareri Jattan Toll Plaza	Chandigarh	Chandigarh	488,325	27,016,616
242	380017	Barsoni Toll Plaza	Patna	Purnia	145,964	26,912,930
243	320099	Jiwana Toll plaza	Lucknow - West	Baghpat	161,089	26,813,125
244	356029	Hirehalli Toll plaza	Bangalore	Chitradurga	154,715	26,564,975
245	314016	Lehra Begga Toll Plaza	Chandigarh	Bhatinda	257,701	26,447,020
246	375024	Padmanavapur Toll Plaza	Bhubaneswar	Balasure	144,680	26,250,220
247	380029	Khaikhat Toll Plaza	Patna	Darbhanga	108,355	26,146,910
248	330111	Netra	Jaipur	Jodhpur	161,679	26,111,965
249	340047	Ichgaon	Mumbai	Solapur	199,328	26,071,225
250	326006	Bhagwanpur Toll Plaza	Dehradun	Roorkee	323,300	25,692,785
251	340044	Chachadgaon Toll Plaza	Mumbai	Nashik	195,192	25,519,845
252	349015	Paraghat Toll Plaza	Raipur	Bilaspur	160,297	25,320,410
253	340043	Champa Toll Plaza	Nagpur	Nagpur	290,649	25,308,235
254	536101	Malegaon Toll Plaza	Nagpur	Nanded	126,673	25,136,830
255	536081	Amora Moiddinpur Kala Plaza	Varansi (UP-East)	Varanasi	140,502	25,012,855
256	536102	Thiruvangad Toll Plaza	Kerala	Kozhikode	218,954	24,816,600
257	380020	Kharik	Patna	Begusarai	151,144	24,593,065
258	320108	Puraini Toll Plaza	Dehradun	Najibabad	224,891	24,461,930
259	314023	Paind Toll Plaza	Chandigarh	Bhatinda	153,922	24,374,435
260	320133	Lohari Toll Plaza	Lucknow - West	Chhatarpur	132,203	24,020,400
261	356108	Jajirakallu Toll Plaza	Bangalore	Hospet	151,169	23,717,985

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
262	367006	Thiruvallam Toll Plaza	Kerala	Cochin/Kochi	194,378	23,416,315
263	320064	Jindpur Toll Plaza	Varansi (UP-East)	Raebareli	104,213	23,303,965
264	104002	Dahar Toll Plaza	Chandigarh	Rohtak	238,304	23,263,715
265	336009	Okhamadi Toll Plaza	Gandhinagar	Dwarka	196,775	23,047,575
266	312048	Jharoti Toll Plaza	Chandigarh	Sonepat	179,512	22,632,315
267	350047	Baloh Toll Paza	Shimla	Mandi	281,416	22,514,705
268	375025	Sukhuapada Toll Plaza	Bhubaneswar	Balasore	145,754	22,442,990
269	345094	Bela Toll Plaza	Jabalpur	Chhatarpur	124,075	22,430,240
270	536060	Chatrapatti Toll Plaza	Madurai	Dindigul	186,975	22,305,760
271	367004	Poonarimangalam	Kerala	Cochin/Kochi	272,435	22,276,940
272	320079	Sayyad Mazra Toll Plaza	Lucknow - West	Roorkee	417,323	22,186,955
273	370018	Satbhaiya Fee Toll Plaza	Kolkata	Jalpaiguri	151,626	22,181,565
274	320083	Shahabpur Toll Plaza	Lucknow - West	Lucknow	369,580	22,160,060
275	312071	Tamsabad Toll Plaza	Lucknow - West	Baghpat	221,591	22,094,865
276	312073	Kiranj Toll Plaza	Delhi	Mathura	264,454	21,969,685
277	392021	Pupunki Toll Plaza	Ranchi	Dhanbad	102,710	21,882,830
278	330080	Fatehpur Toll Plaza	Jaipur	Kota	101,868	21,705,660
279	536099	Nipaniya Fee Plaza	Bhopal	Ujjain	138,993	21,531,700
280	345063	Pandutala Toll Plaza	Jabalpur	Jabalpur	71,008	21,462,480
281	177001	Pondicherry Tindivanam Toll P	Chennai	Vellupuram	378,683	21,215,365
282	314014	Chak Bamniya Toll Plaza	Chandigarh	Jalandhar	99,299	21,113,660
283	345082	Khiriya Fee Plaza	Bhopal	Bhopal	95,557	21,106,190

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
284	330078	Doli Toll Plaza	Jaipur	Jodhpur	141,319	21,056,960
285	380015	Maranga Toll Plaza	Patna	Begusarai	110,309	21,042,550
286	345090	Sarasdol Toll Plaza	Jabalpur	Jabalpur	92,169	20,761,095
287	379007	Deingpasoh Toll Plaza	Guwahati	Haflong	99,439	20,650,235
288	340060	Penur Toll Plaza	Mumbai	Pandharpur	161,285	20,540,040
289	340066	Khuian Sarvar Plaza	Chandigarh	Bathinda	114,342	20,465,565
290	330113	6 ML Toll Plaza	Jaipur	Hanumangarh	123,074	20,395,880
291	360047	Tirupachethi	Madurai	Karaikudi	232,396	20,262,464
292	320081	Koyla TOLL PLAZA	Dehradun	Rudrapur	291,081	20,182,095
293	350044	Pudur Toll Plaza	Madurai	Madurai	117,149	20,071,275
294	546039	Palkhanda	Bhopal	Ujjain	198,141	19,978,175
295	392020	Pata Toll Plaza	Ranchi	Jamsedhpur	323,330	19,957,595
296	314029	Chaukiman Toll plaza	Chandigarh	Ludhiana	253,331	19,923,435
297	313003	Morwala Toll Plaza	Chandigarh	Rohtak	136,476	19,862,640
298	392011	Murma Toll Plaza	Ranchi	Ranchi	156,932	19,812,800
299	352045	Bandapalli	Vijayawada	Kadapa	184,929	19,776,590
300	104001	Makrauli Kalan Toll Plaza	Chandigarh	Rohtak	146,996	19,679,935
301	345072	Kachnaria TOLL PLAZA	Bhopal	Bhopal	108,943	19,672,310
302	349007	Chotiya TOLL PLAZA	Raipur	Korba	115,147	19,598,095
303	546026	Madanpur	Raipur	Kobra	161,632	19,415,680
304	320075	Kunwarpur	Varansi (UP-East)	Raebareli	128,336	19,315,470
305	349009	Mashora Toll Plaza	Raipur	Dhamtari	134,478	19,092,875

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
306	546041	Sarandi	Hyderabad	Mancherial	79,969	19,011,265
307	349013	Jagtara TOLL PLAZA	Raipur	Dhamtari	186,711	18,987,670
308	380018	Runni Shaidpur Toll Plaza	Patna	Muzaffarpur	136,299	18,978,745
309	356026	Kannole TOLL PLAZA	Bangalore	Gulbarga	167,564	18,796,125
310	330112	Tankala	Jaipur	Jodhpur	132,015	18,729,065
311	392012	Sosokhurd Toll Plaza	Ranchi	Dhanbad	209,615	18,664,405
312	336020	Kobadi Toll Plaza	Gandhinagar	Bhavnagar	268,217	18,466,575
313	314026	GHULAL Toll Plaza	Chandigarh	Chandigarh	149,485	17,933,980
314	356027	Harwal TOLL PLAZA	Bangalore	Gulbarga	94,498	17,395,960
315	340035	Hatnoor Toll Plaza	Nagpur	Aurangabad	149,182	17,389,825
316	345070	Johariya Sheikh Toll Plaza	Jabalpur	Sagar	108,742	17,352,980
317	320116	Shrishikalan Toll Plaza	Varansi (UP-East)	Raebareli	142,782	17,233,080
318	340063	Lebhera Toll Plaza	Lucknow - West	Bareilly	208,467	17,105,530
319	312030	Thana Village Toll Plaza	Chandigarh	Ambala	133,434	17,076,710
320	360062	Kallakudi Toll plaza	Chennai	Villupuram	127,408	16,989,615
321	392010	Tand Balidih Toll Plaza	Ranchi	Dhanbad	186,365	16,935,435
322	320095	Ramnagar Gansiyari	Varansi (UP-East)	Prayagraj	176,253	16,762,590
323	312066	Bamla Toll Plaza	Chandigarh	Sonepat	223,074	16,383,215
324	330076	Harimma	Jaipur	Reengus	79,583	16,301,445
325	352048	Gollaprolu TOLL PLAZA	Vijayawada	Rajahmundry	195,878	16,275,140
326	336008	Kuchadi Toll Plaza	Gandhinagar	Dwarka	115,098	16,221,510
327	356023	Brahamarakotlu Toll Plaza	Bangalore	Mangalore	342,295	16,034,625

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328	330081	Nekawala Toll Plaza	Jaipur	Jaipur	122,856	15,952,775
329	546025	Parwa Toll Plaza	Jaipur	Bikaner	129,736	15,870,130
330	312026	Chhara Toll Plaza	Chandigarh	Sonepat	100,347	15,653,625
331	536105	Mengaon Toll Plaza	Bhopal	Indore	102,824	15,629,205
332	330082	Limdi Toll Plaza	Jaipur	Godhra	82,112	15,597,075
333	360046	Bogalur	Madurai	Karaikudi	161,809	15,256,935
334	330106	Rabawata	Jaipur	Dausa	183,900	15,074,050
335	320065	Aihar Toll Plaza	Varansi (UP-East)	Raebareli	92,262	14,880,160
336	546024	Gogelao	Jaipur	Bikaner	98,711	14,806,630
337	360051	Lechchumanapatti	Madurai	Karaikudi	281,358	14,602,030
338	330101	Mundiyyar Toll Plaza	Jabalpur	Gwalior	58,033	14,418,065
339	330115	Kuchera Toll Plaza	Jaipur	Ajmer	84,122	14,351,075
340	360029	Pattarai Toll Plaza	Chennai	Chennai	211,752	14,269,405
341	330032	Pallai	Jaipur	Sawaimadhopur	81,709	14,204,125
342	345050	Sonvarsha Toll Plaza	Jabalpur	Jabalpur	92,705	14,049,475
343	349014	Badaiyiguda	Raipur	Dhamtari	118,677	14,045,995
344	536091	Semalkhedhi Fee Plaza	Bhopal	Ujjain	108,789	13,922,420
345	536052	Tarana Toll Plaza	Gandhinagar	Rajkot	69,940	13,901,940
346	380022	Bhagalpur Toll plaza	Patna	Munger	160,941	13,605,500
347	352053	Jodi Dharmapuram Toll Plaza	Vijayawada	Anantpur	80,901	13,602,890
348	320089	Bharatkhund TOLL PLAZA	Lucknow - West	Raebareli	221,035	13,525,480
349	320097	Umapur TOLL PLAZA	Varansi (UP-East)	Prayagraj	90,676	13,376,055

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350	345048	Khadda Toll Plaza	Jabalpur	Jabalpur	102,203	13,345,795
351	336022	Gorsar Toll Plaza	Gandhinagar	Somnath	94,066	13,029,170
352	330075	Nimbi Jodha	Jaipur	Reengus	75,719	12,956,350
353	536078	Akwabad Toll Plaza	Lucknow - West	Kanpur	61,130	12,862,745
354	352058	Jawahar Nagar Toll Plaza	Hyderabad	Warangal	122,817	12,850,275
355	340038	Selu Toll Plaza	Mumbai	Nagpur	68,631	12,761,275
356	320066	Gulalpurva Toll Plaza	Lucknow - West	Lucknow	140,757	12,733,880
357	570041	Bahala Toll Plaza	Jaipur	Dausa	230,358	12,731,585
358	320085	Mohammad Ibrahimpur	Lucknow - West	Moradabad	97,077	12,730,690
359	345054	Ramnagar	Jabalpur	Gwalior	45,463	12,619,190
360	350005	Kadthal Toll Plaza	Hyderabad	Hyderabad	245,818	12,560,365
361	340050	Pimparwadi Toll Plaza	Mumbai	Nashik	108,233	12,535,945
362	330116	Bagaliya Toll Plaza	Jaipur	Ajmer	126,924	12,524,820
363	330088	Jasnathnagar Toll Plaza	Jaipur	Jodhpur	118,186	12,330,670
364	314038	Balluana Toll Plaza	Chandigarh	Bhatinda	147,041	12,262,640
365	360064	Upparpatti	Chennai	Dindigul	211,889	12,170,160
366	352062	Danamaiahgaaripalli Toll Plaza	Vijayawada	Chittoor	86,995	12,081,350
367	345075	Pachwara Toll Plaza	Jabalpur	Chhatarpur	84,609	11,898,740
368	330117	Baggar Toll Plaza	Jaipur	Ajmer	109,677	11,834,791
369	350103	Gummadidala Toll Plaza	Hyderabad	Hyderabad	144,012	11,825,495
370	350102	Chitlapalli Toll Plaza	Hyderabad	Hyderabad	82,152	11,756,870
371	536049	Baharagaon Toll Plaza	Bhopal	Harda	48,835	11,698,430

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
372	536100	Undewadi Toll Plaza	Mumbai	Pandharpur	113,149	11,677,585
373	320091	Belon TOLL PLAZA	Lucknow - West	Moradabad	66,814	11,669,830
374	320094	Aindhi TOLL PLAZA	Varansi (UP-East)	Raebareli	68,750	11,639,335
375	312018	Khuian Malkna	Chandigarh	Hisar	114,556	11,513,060
376	345066	Majhgawan	Jabalpur	Jabalpur	80,157	11,389,305
377	352037	Basapuram Toll Plaza	Vijayawada	Kadapa	108,831	11,142,865
378	380024	Sonho Fee Plaza	Patna	Chhapra	77,980	11,103,350
379	340025	Kelwad	Jabalpur	Chindwara	107,265	11,088,720
380	349011	Mudhipar TOLL PLAZA	Raipur	Bilaspur	79,536	11,075,610
381	360050	Lembalakudi	Madurai	Karaikudi	250,909	11,075,550
382	350046	Mudiveedu Toll Plaza	Vijayawada	Kadapa	98,554	10,875,030
383	352031	Badava Toll Plaza	Vijayawada	Vijayawada	99,535	10,840,520
384	330107	Methoon Toll Plaza	Jaipur	Kota	102,450	10,804,665
385	345078	Devgaon Toll Plaza	Jabalpur	Chhatarpur	86,911	10,736,685
386	352051	Medapi Toll plaza	Vijayawada	Amravati - BZA	112,231	10,670,205
387	320096	Dularpur	Lucknow - West	Lucknow	71,617	10,608,315
388	345062	Saliwada Toll Plaza	Jabalpur	Jabalpur	133,427	10,517,955
389	352067	Annampalli Toll Plaza	Vijayawada	Rajahmundry	121,832	10,388,050
390	545106	Mudiyapara Fee Plaza	Raipur	Raipur	65,841	10,206,960
391	360044	Buchireddypalem Toll Plaza	Vijayawada	Nellore	141,541	10,166,147
392	314022	Kot Karora Kalan Plaza	Chandigarh	Bhatinda	120,090	10,157,055
393	312028	Peont	Chandigarh	Rohtak	79,543	10,134,793

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S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
394	356109	Rajatadripura Toll Plaza	Bangalore	Tumkur	147,025	10,046,685
395	330119	Patroda Toll Plaza	Jaipur	Bikaner	65,150	10,036,235
396	350034	Dilawarpur fee plaza	Hyderabad	Nirmal	111,521	9,987,395
397	352055	Bathalapalli Toll Plaza	Vijayawada	Anantpur	87,632	9,985,260
398	352063	Bandlapalli Toll Plaza	Vijayawada	Amravati - BZA	92,254	9,799,095
399	381000	Managethi Toll Plaza	Chennai	Villupuram	100,872	9,746,280
400	352038	Durgamvaripalli Toll Plaza	Vijayawada	Tirupati	106,298	9,717,210
401	320053	Aaini Toll Plaza	Lucknow - West	Lucknow	141,701	9,642,675
402	345047	Mungwari Toll Plaza	Jabalpur	Chhatarpur	104,563	9,629,920
403	345057	Shadol/Dhuwar	Jabalpur	Jabalpur	122,541	9,578,105
404	352052	Pandillapalli Toll plaza	Vijayawada	Amravati - BZA	103,348	9,507,180
405	352044	Jellipalli Toll Plaza	Vijayawada	Anantpur	83,717	9,411,820
406	330114	Badi Ghati Toll Plaza	Jaipur	Ajmer	99,008	9,404,410
407	536070	Dongrale Toll Plaza	Mumbai	Nashik	80,958	9,331,625
408	132002	IDTL Toll Plaza-B	Bhopal	Indore	309,698	9,328,735
409	379004	Pasyih Toll Plaza	Guwahati	Haflong	72,781	9,168,530
410	375027	Rangamatia Toll Plaza	Bhubaneswar	Sambalpur	65,811	9,110,105
411	330093	Khachrol	Jaipur	Chittorgarh	73,701	9,087,340
412	360041	D C Palli Toll Plaza	Vijayawada	Nellore	81,391	9,039,175
413	312025	Kitlana	Chandigarh	Rohtak	115,314	8,820,280
414	330105	Titoli	Jaipur	Dausa	66,053	8,795,670
415	340032	Selu Amba Toll Plaza	Nagpur	Nanded	127,137	8,766,710

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
416	370016	Ghogarkuthi Fee Toll Plaza	Kolkata	Jalpaiguri	109,304	8,668,170
417	345046	Fulara Toll Plaza	Jabalpur	Chindwara	88,801	8,628,045
418	360068	Thirupathisaram Toll Plaza	Chennai	nagercoil	189,907	8,602,830
419	320073	Nuruddinpur toll plaza	Varansi (UP-East)	Raebareli	60,200	8,592,455
420	320082	Mungari	Varansi (UP-East)	Prayagraj	81,167	8,480,565
421	330025	Rajora Khurd	Jaipur	Dausa	61,637	8,340,860
422	345061	Sehatganj	Bhopal	Bhopal	140,994	8,319,730
423	352043	Yerradoddi Toll Plaza	Vijayawada	Anantpur	68,665	8,312,380
424	360054	Shenbagampettai Toll Plaza	Madurai	Karaikudi	76,902	8,298,610
425	320134	Belgada Toll Plaza	Lucknow - West	Gorakhpur	65,455	8,287,000
426	352049	Chinaganjam Fee Plaza	Vijayawada	Nellore	82,069	8,272,040
427	360065	Vallam Toll Plaza	Chennai	Tiruvannamalai	212,190	8,135,375
428	320135	Sarai Sundarpur Fee Plaza	Lucknow - West	Bareilly	147,760	8,113,275
429	320136	Hitouta Toll Plaza	Lucknow - West	Bareilly	98,989	7,948,675
430	320084	Nainsar	Varansi (UP-East)	Gorakhpur	169,432	7,924,880
431	320093	Amdi TOLL PLAZA	Varansi (UP-East)	Azamgarh	46,301	7,867,375
432	336021	Nageshri Toll Plaza	Gandhinagar	Bhavnagar	78,867	7,817,725
433	340053	Shembal Toll Plaza	Nagpur	Chandrapur	119,412	7,802,260
434	320137	Baleni Fee Plaza	Lucknow - West	Meerut	118,534	7,731,775
435	320078	Sherpur Chamraha Toll Plaza	Varansi (UP-East)	Gorakhpur	66,815	7,693,205
436	330092	Gumanpura	Jaipur	Sawaimadhopur	76,285	7,618,025
437	345077	Mahauri Toll Plaza	Bhopal	Chhatarpur	99,852	7,591,395

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
438	536119	Dhulepura Toll Plaza	Jaipur	Chittorgarh	106,894	7,541,485
439	352047	Halaharvi TOLL PLAZA	Vijayawada	Anantpur	83,103	7,536,890
440	380025	Pokhraiira Fee Plaza	Patna	Chhapra	85,729	7,525,095
441	545110	Lodam Toll Plaza	Raipur	Korba	44,759	7,416,125
442	370026	Kalapathar Toll Plaza	Kolkata	Durgapur	44,310	7,268,220
443	330084	Nimbayani Toll Plaza	Jaipur	Barmer	58,302	7,091,990
444	360059	Ponnalagaram Toll Plaza	Chennai	Salem	126,059	7,075,375
445	536090	Pimparkhed User Fee Plaza	Mumbai	Nashik	69,304	6,980,435
446	360066	Enamkariyandal Toll Plaza	Madurai	Tiruvannamalai	166,855	6,970,005
447	352061	Thenepalli Plaza	Vijayawada	Tirupati	103,291	6,936,745
448	345060	Ujara	Jabalpur	Chhatarpur	69,209	6,910,412
449	326005	Banushi Toll Plaza	Dehradun	Rudrapur	149,878	6,901,405
450	352066	Munjuluru Toll Plaza	Vijayawada	Vijayawada	103,085	6,834,111
451	330085	Hathitala Toll Plaza	Jaipur	Barmer	54,234	6,733,435
452	350101	Munnanur Toll Plaza	Hyderabad	Hyderabad	77,152	6,673,645
453	314035	Ludana Toll Plaza	Chandigarh	Sonepat	78,520	6,624,030
454	330127	Chhoti Villor Fee Plaza	Jaipur	Barmer	96,558	6,621,865
455	536069	Reddypalem Toll Plaza	Vijayawada	Vijayawada	54,220	6,550,905
456	330089	Khanori Toll Plaza	Jaipur	Jodhpur	63,510	6,532,580
457	345044	Jungawani	Jabalpur	Chindwara	37,765	6,458,565
458	536120	Jaswantpura Toll Plaza	Jaipur	Ajmer	62,003	6,430,110
459	352057	Vaddupalli Toll Plaza	Vijayawada	Anantpur	81,553	6,376,270

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
460	360058	Keezhkuppam Toll Plaza	Chennai	Salem	94,453	6,364,985
461	340040	Undri Toll Plaza	Nagpur	Amravati - NGP	80,195	6,334,810
462	370025	Mejia Toll Plaza	Kolkata	Durgapur	57,481	6,247,900
463	360048	Palaya Gandharvakottai	Madurai	Karaikudi	90,785	6,239,555
464	340027	Dumbarwadi TOLL PLAZA	Mumbai	Ahmednagar	76,899	6,217,980
465	356112	Ganebail Toll Plaza	Bangalore	Dharwad	170,056	6,214,190
466	378010	Manderdisa	Guwahati	Guwahati	25,804	6,029,255
467	314033	Chahar Toll Plaza	Chandigarh	Ludhiana	144,002	5,977,580
468	330086	Bor Charnan Toll Plaza	Jaipur	Barmer	54,200	5,969,765
469	350030	Gowraram Toll Plaza	Hyderabad	Khammam	71,126	5,855,385
470	314042	Darapur Toll Plaza	Chandigarh	Ludhiana	82,002	5,759,235
471	536083	Nunmath Toll Plaza	Bhubaneswar	Sambalpur	54,968	5,641,330
472	536086	Kadaligarh Toll Plaza	Bhubaneswar	Sambalpur	41,438	5,593,750
473	380027	Chapwa	Patna	Gorakhpur	104,626	5,577,655
474	340034	Kharbi Toll Plaza	Nagpur	Chandrapur	105,172	5,575,915
475	536079	Hirapur Toll Plaza	Nagpur	Chandrapur	68,757	5,429,265
476	520037	Gopalpur Toll Plaza	Varansi (UP-East)	Mirzapur	100,184	5,425,660
477	330074	Nimbasar	Jaipur	Barmer	49,569	5,424,815
478	536063	Patrachauli	Ranchi	Ranchi	116,732	5,400,795
479	545111	Maharajpur Toll Plaza	Raipur	Korba	44,449	5,148,805
480	340026	Dhoki TOLL PLAZA	Mumbai	Ahmednagar	77,736	4,947,725
481	320072	Pidhi Toll Plaza	Varansi (UP-East)	Raebareli	29,995	4,830,850

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
482	340028	Badewadi TOLL PLAZA	Mumbai	Ahmednagar	73,047	4,796,995
483	352032	Bhramanapalli Toll Plaza	Vijayawada	Nellore	51,139	4,768,055
484	320090	Akshda TOLL PLAZA	Varansi (UP-East)	Gorakhpur	48,943	4,760,775
485	340065	Mopidevi Toll Plaza	Vijayawada	Vijayawada	84,828	4,741,550
486	345045	Jaitpur Toll Plaza	Jabalpur	Chindwara	35,520	4,595,555
487	350036	Yerkaram Toll Plaza	Hyderabad	Khammam	58,878	4,527,705
488	345059	Pathoroundi Toll Plaza	Jabalpur	Jabalpur	49,943	4,520,855
489	356028	Kannegala TOLL PLAZA	Bangalore	Ramnagara	95,761	4,441,180
490	380026	Chapraitha Fee Plaza	Patna	Chhapra	42,544	4,407,605
491	360060	Kodikottai Toll Plaza	Madurai	Karaikudi	102,410	4,343,245
492	350035	Singarajupally Toll Plaza	Hyderabad	Khammam	73,935	4,311,985
493	330072	Chilla Chond Toll Plaza	Jaipur	Dausa	56,465	4,253,500
494	349008	Pachira	Raipur	Korba	92,920	4,165,245
495	356024	Yeddore Toll Plaza	Bangalore	Ramnagara	73,118	4,144,145
496	375023	Bolangir	Bhubaneswar	Sambalpur	45,370	4,101,265
497	536043	Seetharampuram Toll Plaza	Vijayawada	Rajahmundry	68,298	4,070,795
498	380030	Toda Toll Plaza	Patna	Patna	40,292	3,981,610
499	520032	Jorwara Toll Plaza	Varansi (UP-East)	Raebareli	57,568	3,957,995
500	330031	Lal ka Khera	Jaipur	Sawaimadhopur	37,819	3,874,385
501	380019	Balgudar Toll Plaza	Patna	Munger	41,939	3,870,355
502	330099	Ramdevara	Jaipur	Jaisalmer	39,174	3,847,650
503	330098	Lathi	Jaipur	Jaisalmer	34,625	3,835,865

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
504	314040	Karahewala Toll Plaza	Chandigarh	Ludhiana	68,107	3,806,630
505	380028	Brindawan Fee Plaza	Patna	Chhapra	65,781	3,704,240
506		Kalamb-Ralegaon-Wadki section (2 Plazas)	Nagpur	Yavatmal	68,137	3,660,079
507	330120	Narsana	Jaipur	Barmer	40,776	3,642,070
508	380032	Babhaniyawan Toll Plaza	Patna	Patna	34,399	3,640,625
509	352033	Chinthalapalem toll plaza	Vijayawada	Tirupati	68,665	3,602,735
510	345083	Newli Fee Plaza	Bhopal	Bhopal	23,924	3,475,945
511	352036	Rapur Toll Plaza	Vijayawada	Tirupati	29,700	3,454,515
512	520035	Bamhori Kumari Toll Plaza	Lucknow - West	Kanpur	55,726	3,381,425
513	314034	Shekhpura Toll Plaza	Chandigarh	Bhatinda	31,293	3,299,815
514	330091	Para Toll Plaza	Jaipur	Ajmer	17,694	3,201,790
515	330087	Kair Fakir Ki Dhani toll plaza	Jaipur	Barmer	29,044	3,124,395
516	320114	Semra Toll Plaza	Varansi (UP-East)	Gorakhpur	85,459	3,123,675
517	330069	Banthri	Jaipur	Ajmer	24,985	3,091,645
518	352034	Mekalavaripalli Toll Plaza	Vijayawada	Amravati - BZA	50,406	3,063,970
519	330122	THIRPALI BADI Toll Plaza	Jaipur	Reengus	41,502	3,053,580
520	360067	Thennamadevi Toll Plaza	Chennai	Tiruvannamalai	62,014	2,936,693
521	330071	Kondar Toll Plaza	Jaipur	Dausa	42,949	2,899,740
522	314024	Chiddan Toll Plaza	Chandigarh	Amritsar	54,699	2,887,805
523	352035	Raviguntapalli Toll Plaza	Vijayawada	Amravati - BZA	50,352	2,818,625
524	330118	Raisinghnagar Toll plaza	Jaipur	Bikaner	50,530	2,752,064
525	314037	Ferozeshah Toll Plaza	Chandigarh	Ludhiana	60,043	2,702,335

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
526	320110	Badagaon Toll Plaza	Lucknow - West	Lucknow	69,792	2,670,005
527	350026	Konetipuram	Hyderabad	Hyderabad	97,723	2,622,400
528	550024	Kothagudem Toll Plaza	Hyderabad	Khammam	27,087	2,611,465
529	392016	Kothiya	Ranchi	Sahibganj	47,660	2,598,065
530	350045	Abul Khurana	Chandigarh	Bathinda	47,538	2,580,350
531	330121	Balana Toll Plaza	Jaipur	Barmer	46,244	2,517,160
532	330126	Barsalpur Toll Plaza	Jaipur	Bikaner	14,104	2,507,850
533	360061	Vennathur Toll Plaza	Madurai	Karaikudi	65,461	2,496,310
534	352064	Cholasamundram Toll Plaza	Vijayawada	Anantpur	36,184	2,487,025
535	330070	Tamdoli	Jaipur	Ajmer	13,546	2,447,005
536	380023	Bishunpurwa Toll Plaza	Patna	Motihari	40,498	2,415,570
537	340049	Vaidyakinhi Toll Plaza	Nagpur	Aurangabad	50,863	2,332,495
538	320086	Sabli Toll Plaza	Lucknow - West	Bareilly	31,217	2,327,000
539	314036	Kala Tibba Toll Plaza	Chandigarh	Bhatinda	33,859	2,286,915
540	330124	Gangajali Toll Plaza	Jaipur	Bikaner	13,496	2,237,030
541	350004	Chinthapally Toll Plaza	Hyderabad	Khammam	31,059	2,205,330
542	330090	Leelamba Toll Plaza	Jaipur	Ajmer	12,583	2,079,805
543	370019	Sulkhapara Fee Plaza	Kolkata	Jalpaiguri	27,753	2,055,630
544	352046	Millampali	Vijayawada	Amravati - BZA	35,548	2,046,290
545	536085	Tuptakli Toll Plaza	Nagpur	Washim	48,364	2,041,425
546	313005	Bisalwas Toll Plaza	Chandigarh	Sonepat	37,062	2,018,335
547	313004	Bass Toll Plaza	Chandigarh	Sonepat	27,043	2,005,181

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
548	345067	Chikhalikala	Jabalpur	Chindwara	21,716	1,996,610
549	345074	Patariya Goyal Toll Plaza	Bhopal	Bhopal	36,592	1,958,150
550	546023	Ratirampura	Jabalpur	Gwalior	56,989	1,857,560
551	314041	Bhagupur Toll Plaza	Chandigarh	Amritsar	22,516	1,853,330
552	320111	Gulhaura Toll Plaza	Varansi (UP-East)	Gorakhpur	39,245	1,787,125
553	345076	Mandwara Toll Plaza	Bhopal	Indore	43,613	1,702,580
554	350033	Muthojipet	Hyderabad	Warangal	29,837	1,691,500
555	392015	Navasari	Ranchi	Dhanbad	45,496	1,605,500
556	340061	Bhadesar Toll Plaza	Patna	Purnia	32,386	1,553,955
557	570055	Daulatpura Fee Plaza	Jaipur	Sawaimadhopur	34,491	1,417,025
558	345093	Palhan Toll Plaza	Jabalpur	Jabalpur	25,459	1,373,845
559	345091	Talen Mirzapur Toll Plaza	Bhopal	Bhopal	35,001	1,350,790
560	352050	Chittimitti Chinthala	Vijayawada	Kadapa	21,548	1,306,730
561	345092	Goragaon Toll Plaza	Jabalpur	Gwalior	11,931	1,285,475
562	320092	Hadwa TOLL PLAZA	Varansi (UP-East)	Gorakhpur	44,998	1,254,970
563	352068	Gorribanda Toll Plaza	Vijayawada	Vishakhapatnam	29,127	1,236,295
564	314039	Manan Toll Plaza	Chandigarh	Amritsar	19,556	1,231,930
565	536084	Chottian User fee Plaza	Chandigarh	Chandigarh	14,001	1,102,880
566	336023	Bhordu Toll Plaza	Gandhinagar	Palanpur	17,676	1,054,040
567	330125	Seora Toll Plaza	Jaipur	Bikaner	5,037	785,315
568	7002	IGI Toll Plaza	Delhi	Gurgaon	25,191	645,655
569	336024	Panthawada toll plaza	Gandhinagar	Palanpur	14,924	565,350

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
570	570047	Karel Toll Plaza	Jaipur	Udaipur	7,937	385,065
571	330094	Morani Toll Plaza	Jaipur	Jodhpur	8,869	264,275
572	345095	Para Fee Plaza	Bhopal	Gwalior	5,966	243,308
573	370024	Namkhana Fee Toll Plaza	Kolkata	Kolkata North	11,936	223,515
574	378011	Balachera Toll Plaza	Guwahati	Haflong	1,539	177,960
575	536087	Thuvakudi Plaza	Madurai	Karaikudi	2	2,350
576	154002	Ghagghar Toll Plaza	Chandigarh	Ambala	3	990
577	536072	Gadha Plaza	Bhopal	Harda	-	-
578	536080	BhitahaToll Plaza	Varansi	Gorakhpur	-	-
579	536104	Velampatti fee plaza	Chennai	Coimbatore	-	-
580		Jonnada Toll Plaza	Vijayawada	Vishakhapatnam	-	-
581		Chhegaon Makhan fee plaza	Bhopal	Khandwa	-	-
582		Belkuri fee plaza	Kolkata	Purulia	-	-
583		Tetla fee plaza	Kolkata	Purulia	-	-
584	536121	Jeerangachh fee plaza	Patna	Purnia	-	-
585	536183	Linglapura fee plaza	Bangalore	Tumkur	-	-
586	536122	Routara Fee Plaza	Patna	Purnia	-	-
587		Medshi-Sawarkheda Toll Plaza	Nagpur	Washim	-	-
588		Balenahalli Toll Plaza	Banglore	Chitradurga	-	-
589		Kotthatai Toll Plaza	Chennai	Puducherry	-	-
590		Devikulam Toll Plaza	Kerala	Cochin	-	-
591	536089	Maroud Toll Plaza	Jaipur	Dhamtari	-	-

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
592		Phulwaria Toll Plaza	Patna	Motihari	-	-
593	536138	Pardi Makta toll Plaza	Nagpur	Nanded	-	-
594		Gangarampalayam Toll Plaza	Chennai	Puducherry	-	-
595		Mamrezpur Toll Plaza	Patna	Hajipur	-	-
596		Medipally Toll Plaza	Hyderabad	Warangal	-	-
597		Kundi fee plaza	Bhopal	Bhopal	-	-
598		Bhirandiyara Toll Plaza	Gujarat	Gandhidham	-	-
599		Hulikunte Toll Plaza	Banglore	Banglore	-	-
600		Kauwakhoh Toll Plaza	Ranchi	Daltonganj	-	-
601		Rohisa Fee Plaza	Gujarat	Bhavnagar	-	-
602		Khadaka Fee Plaza	Nagpur	Nagpur	-	-
603	314032	Jagjitpura Toll Plaza	Chandigarh	Ludhiana	-	-
604	317002	Dolhu Nallah Fee Toll Plaza	Shimla	Mandi	-	-
605	340041	Osargaon Toll Plaza	Mumbai	Kolhapur	-	-
606	340042	Hativale Fee Plaza	Mumbai	Kholapur	-	-
607	340064	Takoli Plaza	Shimla	Mandi	-	-
608	379005	Lomshinong Toll Plaza	Guwahati	Haflong	-	-
609	536068	Derhi Toll Plaza	Varansi (UP-East)	Varanasi	-	-
610	367005	Kuripuzhu	Kerala	Thiruvananthapuram	-	-
611		Gantiyada Fee Plaza	Vijayawada	Vizianagaram	-	-
612		Velva Fee Plaza	Gujarat	Bhavnagar	-	-
613		Turup Toll Plaza	Ranchi	Ranchi	-	-

Limited RFP for Selection of Acquiring Bank Across all Public Funded Toll Plazas on National Highways

S. No.	Plaza Code	Plaza Name	RO	PIU	FASTag Count for May'24	FASTag Collection Amount for May'24
614		Chota Mawana Fee Plaza	Delhi	Meerut	-	-
615		Bhanera Fee Plaza	Delhi	Meerut	-	-

8.13. Annexure 13: List of Fee plazas preferred (for Award Criteria purpose)

(The bidder to submit in order of their preference, subject to RFP Clause 3.20)

The list should include all the fee plaza as list provided in the RFP -separately as below:

SI #	NETC Plaza Code	Name of Fee Plaza	FASTag Collection Amount for May 2024 as per Annexure 12 above

In case of any discrepancy/mismatch, the amount as provided in Annexure 12 for the FASTag collection shall be considered. The S. No., Plaza Code, Name of Fee Plaza should be similar to that provided in Annexure -12.