

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
1.	18	PQ- 3 – Relevant Work Experience of Sub-Contractor (SI)	The Sub-Contractor (SI) should have successfully implemented Multi-Lane Free Flow tolling systems in at least 200 kilo-meters (cumulative) toll roads, either in India or abroad , in 10 years preceding the Bid due date. Additionally, the project should have been in operational phase for at least 2 years.	Considering that IHMCL is allowing for international experience of MLFF to be showcased to meet the PQ, we request that experience of parent/sister/group company be allowed for this criterion. Further, the SI claiming such experience should establish the ownership/relationship of the Indian entity by/with the group company.	As per RFP
2.	18	PQ- 3 – Relevant Work Experience of Sub-Contractor (SI)	The Sub-Contractor (SI) should have successfully implemented Multi-Lane Free Flow tolling systems in at least 200 kilo-meters (cumulative) toll roads, either in India or abroad , in 10 years preceding the Bid due date. Additionally, the project should have been in operational phase for at least 2 years.	As per this clause, a Sub-Contractor (SI) firm registered in a foreign country with requisite experience in MLFF of 200kms or more can become a sub-contractor to a Bank and participate in the RFP. Kindly advise if this foreign firm can execute the work via it's group company / subsidiary company / sister company already established in India. This will also help in clearing ambiguity about the partnership/MoU between Bank and SI.	As per RFP
3.	30	6.3. WARRANTY AND GAURANTEE	Bidder is solely responsible for function and maintenance of MLFF System equipment/components provided by bidder should have five years of warranty .	The tenure of the contract will be 3 years post Go Live. We suggest that warranty tenure should be the same as tenure of the contract as the bidder will not be able to support warranty post end of term of the contract. Kindly modify the same. Further, the RFP does offer an option of extension of contract. This extension may or may not materialize at the end of 3 years. In such a scenario it will not be appropriate for the bidder to offer warranty for the extension period.	As per RFP
4.		6.4 PERFORMANCE SECURITY	The Acquirer bank shall furnish a Performance Security totaling Rs. 15,00,00,000/- consisting of (a) a crossed account payee demand draft/pay order amounting to Rs. 7,50,00,000/- (Rupees Seven Crore and Fifty Lakh Only) (an amount equal to 50% of the total PBG value) and (b) a bank guarantee amounting to Rs. 7,50,00,000/- (Rupees Seven Crore and Fifty Lakh Only) (an amount equal to 50% of the total PBG value)	Considering that the payments in the RFP / contract are in OPEX mode over 3 years, we request IHMCL to reduce the amount of Performance Security to 5,00,00,000 Cr to enable: i) cash flow management and ii) to avoid undue financial cost loading on the bid. Kindly consider.	As per RFP
5.	78	7. Electricity Power Management:	Power Supply for MLFF system (Gantry/existing Plaza): The Bidder shall ensure a 24x7 power supply for the Command-and-Control Centre and MLFF field equipment, with the primary source being the Electricity Department. This supply should be supported by UPS systems, renewable energy sources (such as solar power), and a DG set of adequate capacity. The Bidder shall make all necessary arrangements for the electricity needed for the execution of the Works and O&M period for the entire period of tContract. The raw power will be supplied bNHAI .	As per our understanding, bidder has to provide backup power only. Main Power will be provided by NHAI and the charges for the same will be borne by NHAI. Main/Raw Power from electricity will be arranged by NHAI. However, Bidder shall ensure carrying out maintenance activity of Main electricity supply throughout the Contract period and shall incur all electricity expenses at it own cost.	As per RFP
6.	93	1.2.35. Consequence of Termination	i. During (3 Months Development period) + O&M Period (36 months): I. Depreciated value of the equipment(s) and shall take into possession the installed equipment(s). In such a	While the clause offers the depreciated value of equipment in the event of termination by convenience, we request that O&M charges till the point of termination be paid to the bidder.	As per RFP

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			case the depreciating cost of the equipment shall be calculated.		
7.	97	1.2.42. Exit Management (8)	Hand-over of the entire software including source code, program files, configuration files, setup files, project documentation, etc.	<p>The clause suggests handing over of the source code of the software to IHMCL at the end of contract. Since the IPR of the software lies with the SI and the SI has business interests based on the IPR, sharing of source code will add a substantial financial burden on the bid.</p> <p>We suggest that IHMCL considers options of seeking issue-based support from the SI post tenure completion and keeping the source code in an escrow account which can be accessed in the event of denial of support by SI. Charges for support to be worked out mutually.</p>	Refer Corrigendum -1
8.	102	b) Development of the Multi Lane Free Flow (MLFF) based Tolling Project	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS).	This is a plaza on which toll collection system is already operating. Kindly advise how and when the existing system will switched off when MLFF system becomes Live.	Refer Corrigendum -1
9.	102	b) Development of the Multi Lane Free Flow (MLFF) based Tolling Project	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.	As per our understanding, if the bidder chooses the option of deploying MLFF System on the existing plaza, then the bidder has to deploy the system on 16 lanes only. Out of these 16 lanes 12 lanes will be primary and 4 lanes will be as standby. Kindly confirm.	Understanding is correct
10.	102	b) Development of the Multi Lane Free Flow (MLFF) based Tolling Project	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.	Please elaborate on 4 redundant lanes. Is the bidder allowed to use these lanes as spare lanes if any component or lane (out of the 12 primary lanes) is down during MLFF operations. This will enable that a minimum of 12 lanes are operational and the SLA will be applicable only for the time required to switch over to redundant lane.	Understanding is correct
11.	113	Process Flow of E-Notice Module (b)	Issuance Timeline: E-notices must be issued within 24 hours of a vehicle's passage through the toll plaza, following thorough verification and due diligence of the vehicle's FASTag details.	The Current ETC guidelines mandate that the bank has to try to process the transaction for 72 hours, while this clause suggests that e-notice be generated if toll fare is not collected from the associated FASTag within 24 hours. Kindly advise if the bank has to generate e-notice after 24 hours of 72 hours.	As per RFP
12.	117	10. Transaction Processing Cases	Exempted FASTag (Settled): For exempted Vehicles - In such cases, MLFF system shall detect the vehicle through RFID reader and ANPR cameras installed at Toll Plaza and validate it from database. If the database has details of the vehicle under exempted category, then it shall be considered under clean (Settled) transactions.	FASTags in exempt category will be handled by the system automatically. For VRN based exemption, list of vehicles will be provided by IHMCL/NHAI. Kindly confirm.	The process for exempted FASTag will be carried out in compliance with the NH Fee Rules and NETC guidelines.
13.	117	10. Transaction Processing Cases	VRN based transaction processing: Vehicle fail to identify an RFID (FASTag) passes at toll plaza	As per our understanding, if a vehicle is detected via ANPR cameras and a FASTag is identified via query from NPCI, then	Refer Corrigendum -1

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			<p>or there is no FASTag affixed on the vehicle– In such cases, MLFF system shall capture the Vehicle number plate through high resolution Automatic Number Plate Recognition (ANPR) cameras and carry out VRN based transactions through MLFF.</p> <p>Action to be taken If FASTag is issued on the Vehicle-Transaction shall be processed as per Sr. no.1 & 3 above. If FASTag is not affixed , e-Notices shall be issued as per e-Notice module.</p>	<p>bidder has to process a normal transaction. Kindly confirm.</p> <p>If yes, then please change 'If FASTag is not affixed , e-Notices shall be issued as per e-Notice module.' to 'If FASTag is not issued on the vehicle, e-Notices shall be issued as per e-Notice module'.</p> <p>It will be very difficult for the SI to identify manually if the TAG was fixed on the windscreen or not. Kindly consider.</p>	
14.	120	11. Service Level Agreement	E-Notice for end users: The E-Notice shall be generated within 24 hrs as per e-Notice Module.	We suggest that this timeline be revised to match with the current timeline of 72 hours to process the transaction.	Refer Corrigendum -1
15.	120	11. Service Level Agreement	Vehicle Count (For Tollable only): 99% Vehicle count (on daily basis)	As per our understanding, exempt vehicles will not be considered for vehicle count accuracy. Kindly confirm.	Refer Corrigendum -1
16.	120	11. Service Level Agreement	<p>Vehicle Count (For Tollable only): 99% Vehicle count (on daily basis) - Penalties:</p> <p>a) For any missing count of any vehicle in the accuracy, a penalty of Rs 100,000 shall be applicable Per day.</p> <p>b) Below 98% accuracy, shall be considered as breach.</p>	<p>As per our understanding, no penalty will be applicable if accuracy is 99% or more. Penalty of 100,000 Rs. Per day will be applicable for cases lying between 98% & 99%.</p> <p>Kindly confirm.</p>	Refer Corrigendum -1
17.	120	11. Service Level Agreement	Un availability of Images and video: The vehicle passed through the lane, Acquirer Bank must account for the vehicle through ANPR (front and back) and audit surveillance cameras. Images and videos are not available it will be considered instance of unaccounted vehicle. IHMCL shall get the video from various cameras processed through third-party on sample or complete basis and arrive on count of vehicles that have passed through each lane.	<p>The SLAs provide for 99% vehicle count accuracy. As per understanding, system allows 1% vehicles to be missed / unaccounted.</p> <p>If yes, please modify this SLA accordingly. It will not be possible for bidder to generate images/video of 1% missed vehicles.</p>	As per RFP
18.	20 of 167	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	e) OEM for each product or technology quoted should be in the business of that product or solution or technology for at least 3 years as on the date of release of the RFP.	Request for Clarification as in point "i) Each of the proposed OEMs for active components shall have MLFF experience in India or abroad.", it is required for OEM to submit 3 years of business on active equipment in MLFF for experience. Is the authority asking for project details for experience from OEM as well as per form T-4 ?	Yes. As per RFP
19.	Page-18 of 167	3.1 PQ-3	The Sub-Contractor (SI) should have successfully implemented Multi Lane Free Flow tolling systems in at least 200 kilometers (cumulative) toll roads, either in India or abroad, in 10 years preceding the Bid due date. Additionally, the project should have been in operational phase for at least 2 years.	As this is the first project in India, therefore no company has any experience in India. Majorly all companies who have done MLFF outside India have an Indian entity registered in India in the same name but only for Indian projects therefore this company do not have exp of MLFF however the master company has the same. Therefore please allow master company experience	As per RFP

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20.	General Point		Clarification of Blacklisted vehicles	Please clarify if Bank will receive same amount of share (as getting for settled transaction) incase vehicle was blacklisted	As per RFP
21.	14 of 167	1. INTRODUCTION 1.1. BACKGROUND	03 Months (Design, Development and Implementation period) and 36 Months as O&M period (After successful completion/com missioning of the MLFF based tolling System) extendable to additional 24 months	We Request the authority for 4 months of Installation and 2 months of testing, as civil works are also required in this project.	As per RFP
22.	157 of 167	2.11 Indicative Minimum Bill of Quantity (BOQ):	1. MLFF Through Gantry:	Request for clarification of Quantity of Lidar mentioned in the Indicative minimum Bill of Quantity	The specified quantities represent the minimum requirements. Bidders must meet or exceed these quantities as needed to ensure compliance with the Service Level Agreement (SLA).
23.	120 of 167	Accuracy - Vehicle Count and classification	8. Vehicle Classification (For Tollable only) - 99% Vehicle Classification (on daily basis)	Request for the clarification on the types of classes that is required to be monitored, as in India there are multiple non standard vehicles and in MLFF it becomes almost impossible to predict all classes and as per RFP it is required for 99% accuracy which is not possible, request for clarification on the requirement of AVC accuracy.	As per RFP
24.	General Point		Clarification incase project gets terminated before due time	Please clarify, in case the project gets terminated (not related to bidder), how will the bidder recover its money	As per RFP
25.	111	8. E-Notice Module	Process Flow Diagram of E-Notice Module for Blacklisted/Low Balance	1.For violation cases of non fastag/hotlist/blacklist, how acquirer can notify the NPCI and then issuer system vise versa? 2.Is it a API communication or file based communication. Please confirm and provide the specifications	Refer Corrigendum -1
26.	111	8. E-Notice Module	Process flow of E-Notice Generation with the provision of 7 days of contest	1. For the vehicles which are having temporary reg number (newly purchased vehicles), how Acquirer can send the vehicle details to NPCI for e-notice process?. 2. What details of the vehicles should be provided to the NPCI. Please check and define the process for those kind of scenarios?	Refer Corrigendum -1
27.	111	8. E-Notice Module	Process flow of E-Notice Generation with the provision of 7 days of contest	For the non fastag violations, how NPCI will identify the issuer bank for notification. Please confirm and provide the non fastag e-notices and its settlement process.	Refer Corrigendum -1
28.	111	8. E-Notice Module	Process flow of E-Notice Generation with the provision of 7 days of contest	1.For the vehicles which are having temporary reg number (newly purchased vehicles), how acquirer can send the vehicle details to NPCI for e-notice process.	Refer Corrigendum -1
29.	111	8. E-Notice Module	Process flow of E-Notice Generation with the provision of 7 days of contest	1.For the vehicles which are having multiple closed tags, which bank tag details will be consider by NPCI to notify the issuer.	The Active Tag will be considered

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					as per OVOT policy
30.	111	8. E-Notice Module	Process flow of E-Notice Generation with the provision of 7 days of contest	How acquirer will share the vehicle details to IHMCL/NPCI. Please provide the specifications.	As per RFP
31.	113	Process Flow of E-Notice Module	b) Issuance Timeline: E-notices must be issued within 24 hours of a vehicle's passage through the toll plaza, following thorough verification and due diligence of the vehicle's FASTag details.	Incase acquirer is unable to generate E-notices within 24 hours, then what is the further action items for those scenarios? please check and confirm	Refer Schedule-B, Clause-11, Service Level Agreement, S#-6.
32.	113	Process Flow of E-Notice Module	Generation of e-Notices: The Acquirer Bank / Bidder shall generate e-Notices in the prescribed format on the MLFF Tolling Portal (developed by Bidder) for vehicles either without FASTag or with an invalid FASTag e.g., blacklisted, hotlisted, etc. (as per the PG guidelines amended by IHMCL / NPCI from time-to-time.)	Only for blaclisted rejected transactions (i.e., HotList, Lowbalance, Blaclist, Closed Replaced) and non fastag transactions, e-notices should be processed ?. For transactions which rejected with other reasons like invalid lane, invalid transaction time stamp and invalid tag etc., e-notices process will not applicable ?. Please confirm	Refer Corrigendum -1
33.	113	Process Flow of E-Notice Module	d) Authorization and Responsibility: The e-Notices generated by the Bank shall be authorized on the portal by representatives from IHMCL / NHAI. For clarity, the Bank shall be fully responsible for the correctness and accuracy of the e-Notices	As the e-notices are generated and maintained by NIC, How the IHMCL/NHAI will be authorized on acquirer portals? Should the acquirer system provide the separate portal for E-Notices and those will be verified and approved by representatives from IHMCL/NHAI, then only acquirer should notify the NPCI for E-notice? Please confirm. ?	Refer Corrigendum -1
34.	113	Process Flow of E-Notice Module	e) Revenue Share: The Bank shall be entitled to a revenue share (as quoted in F-1) of 50% of the e-Notice amount, provided the notices are accurate, correct and substantiated by clear photographs of the vehicle (front and rear).	1. How vehicle owner will do payments for his e-notices ? It will be handle by NIC system. Please confirm 2. What is settlement process flow for e-notice payments ? Please provide the specifications also. 3. How this 50% share will be calculated? Please provide the details.	As per RFP
35.	113	Process Flow of E-Notice Module	f) Revenue Share Adjustment: The Bank shall be entitled for adjusting revenue share of e-notices cases from the user fee collection only after 14 days of the authorization of e-notices. For avoidance of doubt, the applicable revenue share of e-notice cases authorized in week one (1) shall be adjusted by bank from collected user fee in week three (3) duly considering the SLAs.	This is not clear. Request to elaborate.	As per RFP
36.	113	Process Flow of E-Notice Module	i) MIS Report: The application shall have the feature to generate MIS reports and other related reports based on parameters as required by IHMCL from time to time.	Provide the list of MIS reports and the formats	Refer Schedule-B, clause 2.9
37.	117	10. Transaction Processing Cases	For every clean transaction having sufficient balance: In such case transactions amount shall be debited from the end user and collected by the Acquirer Bank on real time account through NETC/ NPCI for further settlement	Acquirer bank shall collect the revenue from the MLFF system and deposit the same to IHMCL/NHAI. Query - Clean transactions settlement should be done as per usual process between Acquirer and NETC Switch for the MLFF or it should not be part?	Yes, as per RFP
38.	153	MLFF Application Software	The MLFF application shall be integrated with the VAHAN database of NIC through an API to retrieve the	Request you to provide the pupose of integrating MLFF with VAHAN of NIC.	The required API for integration

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			Gross Vehicle Weight (GVW) of vehicles passing through the gantry/lanes based on Vehicle Registration Number (VRN) or Vehicle Identification Number (VIN).	Is Vahan system is the existing NETC Vahan system which is providing by NPCI OR it will be new Vahan system to get the vehicle details along with owner details and Does IHMCL provides access to Vahan System?	with the Vahan database will be provided by IHMCL/NHAI.
39.	105	Display of Rate of User Fee and User Fee Notification	Display of Rate of User Fee and User Fee Notification	Is it a overhead digital display board with details that change at schedules or fixed Hoardings.	The display board for user fee shall be provided by NHAI. However, the user fee rates shall be update by the acquirer bank from time-to-time as per the directions from NHAI/IHMCL.
40.	111	E-Notice Module	Process Flow Diagram of E-Notice Module for Blacklisted/Low Balance:	1. What if customer address is not available in VAHAN / DMV to generate the e-notices by NIC. 2. What is next process if the customer has not responding to e-notices.	As per RFP
41.	102	Schedule B 1 .c .ii	Installing new Gantries (minimum 02 (Main & redundant) for each direction for MLFF based tolling within approx. 200m of existing fee plaza. In case, the bidder opts c (ii), above, detailed design drawings including design calculations of new gantries should be approved from any of the Indian Institute of Technology (IIT)/ National Institute of Technology (NIT).	1. Are there any design specifications that are provided by IIT / NIT? 2. Does IHMCL / NHAI facilitate this design approval process? 3. Is there additional time provided for this design approval in the implementation period?	As per RFP
42.	127	Standards and Specification of all MLFF Sub System 1.1 RFID Reader:	Operating Temperature: -10°C to +55°C (Ambient)	Requesting IHMCL consider our submission to increase the Operating Temperature requirement to be -10 to +65 Degree C or Min of -10 to +60 Degree C for MLFF sub system? Operating Temperature +65 Degrees should be considered for operational efficiencies	As per RFP. The mentioned specifications listed in the RFP are minimum requirement, bidders are allowed to use any better or higher specifications to meet the SLA.
43.	127	Standards and Specification of all MLFF Sub System 1.1 RFID Reader:	4 ports, N-type Female, Antenna ports switching time < 10 ms	Switching time of up to 10 ms is very high and will result in lowering down the performance With the 4 Port system the switching should be <1 ms.	As per RFP
44.	128	Specification of all MLFF Sub System 1.2 RFID Antenna:	2 Gain 10 dBi ± 1 dB	Will 10dBi gain not be very low power equipment? What is the requirement of beamwidth?	As per RFP.

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				10dBi gain might limit coverage range and read reliability in environments requiring high-performance or long-range Higher-gain antennas (e.g., 12-14 dBi) might be more appropriate for multi-lane scenarios where tags are at varying distances. Beamwidth: Narrower horizontal beamwidth for precise lane targeting - a 3dB beamwidth of <30 Degrees Wider vertical beamwidth for accommodating varied vehicle heights.	The mentioned specifications listed in the RFP are minimum requirement, bidders are allowed to use any better or higher specifications to meet the SLA.
45.	133	1.6 Detector-Lidar	1.6 Detector-Lidar	Specification does no specify technology with in Lidar e.g. 2D or 3D Lidar is preferred? 3D Preferred for Vehicle classification	Please refer RFP, Section C, 2.6. f
46.	116	Integration with TMCC	Integration with TMCC	What kind of analytical data and what are specifications to integrate with IHMCL & Traffic Management Control Center Application (TMCC)?	Refer Schedule – B, clause -9 (r).
47.	113	8. E-Notice Module	Process flow of E-Notice Generation with the provision of 7 days of contest	What is process if acquirer unable to identify the vehicle details due to bad plate for Low balance/Hotlist/Blacklist/ Non fastag.	As per RFP
48.	29	6.2.a SELECTION AND AWARD CRITERIA	The bidder who has quoted second Lowest revenue share shall be kept in reserve and may be invited to match the bid submitted by the lowest revenue share bidder in case such lowest revenue share bidder withdraws or is Not awarded the contract for any reason. If the second Lowest revenue share bidder does not match the bid of the lowest bidder, the Authority may, on its discretion, shall invite fresh bids.	insert "not" awarded	Refer to Corrigendum -1
49.	29	6.2.a SELECTION AND AWARD CRITERIA	The bidder who has quoted second Lowest revenue share shall be kept in reserve and may be invited to match the bid submitted by the lowest revenue share bidder in case such lowest revenue share bidder withdraws or is Not awarded the contract for any reason. If the second Lowest revenue share bidder does not match the bid of the lowest bidder, the Authority may, on its discretion, shall invite fresh bids.	allow L3 to match	As per RFP
50.	30	6.4 PERFORMANCE SECURITY	7.5 cr of DD & BG of 7.5cr	allow one form of payment as ot leads to multiple charges	As per RFP
51.	84	1.2.19 b Payment Terms	The Bank shall be entitled to a revenue share (as quoted in F-1) of 50% of the e-Notice amount, provided the notices are accurate, correct and substantiated by clear photographs of the vehicle (front and rear or the	add "or the profile image or the radar image of the vehicle with clear time stamp/date"	As per RFP

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			profile image or the radar image of the vehicle with clear time stamp/date		
52.	87	1.2.23 Audit	Audit	audit to be done with prior intimation which is the usual practice followed by regulator as it involves extensive data and documentary exercise	As per RFP
53.	Page 102	Schedule B, Point 1, C, i	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility	What would be the process to close remaining lanes i.e NON-MLFF Lanes and materials used for Permanent/temporary barricating for closing remaining lanes should be in NHAH Scope.	Yes, the understanding is correct
54.	Page 105	Point 3, d, 2 : d. Change in the Rate of User Fee	The proposal on the revised User Fee with the supporting calculations shall be submitted by the bidder/bank to concerned NHAH PIU at least 7 days prior to the actual applicable date. NHAH will give approval within 7 days. Delay in submission of proposal shall be considered as material breach.	Need understanding on this point, As per current process bank receives new tariff from NHAH/IHMCL and no proposals are sent from acquiring bank end. So which proposal is referred in this point.	As per RFP
55.	Page 153	Point 2.9, 7	The MLFF application shall be integrated with the VAHAN database of NIC through an API to retrieve the Gross Vehicle Weight (GVW) of vehicles passing through the gantry/lanes based on Vehicle Registration Number (VRN) or Vehicle Identification Number (VIN).	As now E-Notices are generated from NPCI end, so kindly confirm what shall be use of integration of Vahan in transactions flow, as this is having financial impact on each transactions.	The required API for integration with the Vahan database will be provided by IHMCL/NHAH.
56.	Page 89	Point 7	Cleanliness & Maintenance of Toilets, Control Center & Surrounding Areas	As this bid is more of technical implementation and operation of plaza, so it shall not be possible for banks to manage works mentioned in point 7. We request to remove this from bidder scope as thus is not part of RBIs' outsourcing guidelines applicable for Banks.	As per RFP
57.	Page 116	Point 9, S	Future integration with advanced technologies: The Bidder's solution should include API based integration with future tolling technologies like GNSS and NHAH Applications like Raj Marg Yatra etc. or , Advance Traffic Management System(ATMS), any other similar system at no extra cost	Implementation of GNSS is big architectural change at SI and Bank end, so further integration should be chargeable basis the requirements	As per RFP
58.	Page 115	Point 9, K	The bidder/bank shall be responsible for Integration of MLFF system and sub-systems with the IHMCL Central Command Centre, or TMCC or any other projects as per the requirement raised from time to time by IHMCL or its authorized agency.	Any new implementation and Integration other than MLFF at Gharunda Toll Plaza shall be chargeable considering the development effort and other details required for new implementation and integration	As per RFP
59.	General	General	TSP & System Integrator Conflict	Can the TSP of an Acquirer Bank, can act or be part of the System Integrator providing services for MLFF.	As per RFP
60.	Page 18	Point 3, 3.1, PQ- 2 – Eligibility of Sub-Contractor (SI)	The bidder may sub-contract the system implementation work to a Sub-Contractor (SI), subject to condition that the Sub-Contractor (SI) should be incorporated in India under the Companies Act,	The Sub-Contractor is incorporated outside India, so is it required for them to setup their own team in India or they can give POA to one person in India and outsource manpower of Validator, Technician, Managers etc.	As per RFP

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			1956/2013 or the Limited Liability Partnerships Act, 2008 or any equivalent foreign act.		
61.	Page 18	Point 3, 3.1, C, PQ- 2 – Eligibility of Sub-Contractor (SI)	c) Notarized MOU Agreement between bidder and Sub-Contractor (SI) including roles and responsibilities of Sub- contractor to be included along with technical bid.	Finalizing Sub-Contractor and Singning MoU shall take deep discussion and analysis considering tech, compliance and legal involvement in MoU from both parties, so this doc should be excluded from technical bid. While singed MoU shall be shared with IHMCL within 30 days from Issuance of LOA to Bank.	As per RFP
62.	Page 93	Point 1.2.35, point 2.i, I, a & b	Upon Termination on account of Clause 1.2.35 (b), the Authority shall make Termination Payment as under: The depreciation value of the indicated equipment in Form F-2 of the financial bid shall be reduced by 33.33% every year to the rate mentioned for the respective items, subject to the provision of Note 3 of Form F-2.	If contract is terminated within 18 months, the bidder should be compensated with 100% of the actual value of the devices installed.	As per RFP
63.	General	General	MLFF Bidder (Acquiring Bank) and Acquiring bank allotted by IHMCL for Gharaunda Toll.	In any scenario Bidder and Acquiring bank shall remain same for MLFF Project	Bidder shall be responsible for the MLFF project implementation including the acquiring services also.
64.	General	General	Complete Security of Plaza Operation and Hardwares	End to End security of plaza should be in NHAI/IHMCL scope.	As per RFP
65.	General	General	In the event of delay or non-performace due to force majeure events or natural calamities.	Bank shall not be liable for any losses or penalty for events happened due to natural calamities, force majeure or any equivalent scenarios.	As per RFP
66.	Page 90	Point 1.2.30	Force Majeure	At Gharaunda plaza there is Dense Fog for Month of December and January and this shall directly impacts on free flow working of hardwares. So we request you to kindly include Dense Fog in Force Majeure/Natural Clamities.	As per RFP
67.	General	General	What shall happned in case of Single bidder.	Please clarify the procedure if only a single bid is received for this RFP? Will the bid process continue, or is there a contingency plan in place for such a scenario?	As per RFP
68.	Page 119 to 122	Point 11. Service Level Agreement	All Penalties mentioned in Point 1 to point 15	As MLFF Installation is first of its kind in India, so all these penalties should be reviewed and there shouldn't be any penalty for first year of this project. Learning phase of 1 year where new issues can be handled and enhancements and automation can be done in MLFF. Further post 1 year the penalty should not be higher the amount of the transaction amount of respective vehicle	As per RFP
69.	Page 121	Point 12:Incorrect Manual Transaction	A penalty of Rs 100000 per instance shall be applicable on each manual entry.	As MLFF shall involve higher no of manual validation due to free flow, so there shouldn't be any penalty for atleast a year. Further post 1 year the penalty should not be higher than the amount of the transaction amount of respective vehicle	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
70.	Page 122	Point 13: Wrong e-notices	A penalty of Rs 10000 per instance shall be applicable on each wrong e-Notices issue and admitted by bidder.	As MLFF shall involve higher no of e-notices considering it shall be sent to all Blacklist/Low Balance/Hotlist vehicles, so there shouldn't be any penalty for atleast a year. Further post 1 year the penalty should not be higher than the amount of the transaction amount of respective vehicle. Along with this as Final approver is NHAH of all E-Notices so penalty shouldn't be on Bank	As per RFP
71.	Page 119	Point 1: Supply, Installation, Testing and Commissioning, (Go-Live)	90 days from the acceptance of LoA - 2.5 Lakhs per week for initial two week of delay, further 5 Lakhs for four weeks and after 6 weeks, 10 Lakhs per week. The maximum penalty during development and installation shall not be more than 1Cr. Furthermore, IHMCL may terminate the contracts.	No Penalties should be applicable in case of delay on below scenarios: 1. Delivery / Supply of imported material delayed due to any unavoidable scenarios. 2. Delay in Installation, testing and commissioning due to natural calamities, force majeure or any equivalent scenarios. 3. Delay in software deployment due to unavailability or gap in requirement/understanding from authority. Maximum penalty during development and installation shall not be more than 1 lakh for entire period.	As per RFP
72.	General	General	Change in Scope of Work or new requirement	Any changes or any new requirement received post acceptance of LOA, which is not mentioned in RFP shall be considered on chargeable basis.	As per RFP
73.	Page 120	12.Service Level Agreement, Accuracy - Vehicle Count and classification, sr. 7 Vehicle Count (Tollable and Non Tollable)	99% Vehicle count (on daily basis)	MLFF system is combination of subsystems and there are various factors depend on accuracies especially Counting of the vehicles. In Different environments, various external factors play vital role. Hence, relaxation of accuracy should be allowed. We suggest 98% Vehicle count (on daily basis)	Refer Corrigendum -1
74.	Page 120	Service Level Agreement, Accuracy - Vehicle Count and classification, Sr. 8 Vehicle Classification	99% Vehicle Classification (on daily basis)	MLFF system is combination of subsystems and there are various factors depend on accuracies especially Counting of the vehicles. In Different environments, various external factors play vital role including vehicle standardization Hence, relaxation of accuracy should be allowed. We suggest that 98% Vehicle Classification (on daily basis) of Standard vehicles	As per RFP
75.		Service Level Agreement, Control Centre Equipment and Software #3. Availability of all Equipment/ Software in Control center	Maximum permissible downtime for all Equipment shall be 44 minutes per lane per month. Scheduled downtime is defined as a period of time when the system will remain unavailable for conducting necessary preventive maintenance, urgent repairs, etc. The maximum scheduled downtime for any Site shall be 4 hours per month for plaza system.	Will it be counted as downtime if a single component gets faulty and lane is operational? Please advise if preventive maintenance also included in 44 mins. We suggest that Preventive maintenance not be included in the downtime.	As per RFP
76.		Service Level Agreement, Lane Equipment, Lane Down Time	The permissible downtime for lane shall be 44 minutes per lane per month.	We suggest that Preventive maintenance not be included in the downtime.	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
77.	Page 14	Point 1.1, B	3 Months (Development and Implementation Phase) and 36 months (Operation & Maintenance)	As this project is first of its kind and multiple integrations with authorities and complete new developments are required, so 3 month shall be very less to develop, test and implement the 100% hardware and softwares. So kindly extend it to 6 months for smooth and successful implementation.	As per RFP
78.	Page 24	Point 5.1.i	All pages of the RFP and all the subsequent corrigendum shall be signed by authorised signatory and stamped confirming that bidder is complying to all the functional and technical terms and conditions of the RFP (and subsequent corrigendum).	Do Bank need to upload signed copy of RFP in technical bid	As per RFP
79.	Page 102	Point 1. C. i	The Bidder shall develop MLFF based tolling facility at either of the locations	As Gharaunda Toll Plaza is curretly live and all Toll Infra is already in place, So for implementation of MLFF, Can bank use the existing DG, Poles, Gantry, Electric wires, Ducts, Data Cables, Cabinets, UPS, UFD, OHLS, Traffic Light, Loops, RFID Readers, Bulding Cameras, Lane Cameras, PTZ Camera and rest of usable items which can be utilised in successfully implementation of MLFF.	Refer Corrigendum -1
80.	Page 78	Point 7, a	Raw Power Shall be Provided By NHAI	Bank shall not be liable for any loss due to	As per RFP
81.	Page 81	Point 1.2.16.	Time Schedule - 3 days trial for Go-Live	As MLFF is first of its kind in India so minimum 50 days trial period should be there so that basis testing required enhancements can be done in system, if required.	As per RFP
82.	Page 102	Schedule B, Point 1, C, i	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility. OR ii. Installing new Gantries (minimum 02 (Main & redundant) for each direction for MLFF based tolling within approx. 200m of existing fee plaza.	Can Bank use One New Gantry as Main Gantry and Existing Staggered Fee Plaza as redundant or vice versa	Refer Corrigendum -1
83.	Page 102	Schedule B, Point 1, C, i	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.	If bank decides to use existing staggered fee plaza, then how currently running TMS hardwares shall be operated. As bank shall need to close entire lanes for installation and testings. NHAI should help in lane closure and diversion of traffic and other operational helps required during implementation and testing.	Refer Corrigendum -1
84.	Page 99	Point 1.1.2.	MLFF Control center Design layout (Tentative)	Do bank need to setup complete physical building at plaza location or just need to install required control centre equipments in existing bulding	As per RFP, refer Schedule-B, clause -9 (f)
85.	Page 111	8. E-Notice Module:	Process flow of reverse settlement	There should be an option to pay E-Notice directly via Issuer FASTag wallet/account and settlement details should be shared with NPCI and further information shall be shared with NIC and Acquirer Bank.	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
				This process shall allow user to pay the penalty in more convinient and easy way for reactivation of their FASTag	
86.	20 of 167	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	e) OEM for each product or technology quoted should be in the business of that product or solution or technology for at least 3 years as on the date of release of the RFP.	Request for Clarification as in point "i) Each of the proposed OEMs for active components shall have MLFF experience in India or abroad.", it is required for OEM to submit 3 years of business on active equipment in MLFF for experience. Is the authority asking for project details for experience from OEM as well as per form T-4 ?	As per RFP
87.	Page-18 of 167	3.1 PQ-3	The Sub-Contractor (SI) should have successfully implemented Multi Lane Free Flow tolling systems in at least 200 kilometers (cumulative) toll roads, either in India or abroad, in 10 years preceding the Bid due date. Additionally, the project should have been in operational phase for at least 2 years.	As this is the first project in India, therefore no company has any experience in India. Majorly all companies who have done MLFF outside India have an Indian entity registered in India in the same name but only for Indian projects therefore this company do not have exp of MLFF however the master company has the same. Therefore please allow master company experience	As per RFP
88.	14 of 167	1. INTRODUCTION 1.1. BACKGROUND	03 Months (Design, Development and Implementation period) and 36 Months as O&M period (After successful completion / commissioning of the MLFF based tolling System) extendable to additional 24 months	We Request the authority for 4 months of Installation and 2 months of testing, as civil works are also required in this project.	As per RFP
89.	157 of 167	2.11 Indicative Minimum Bill of Quantity (BOQ):	1. MLFF Through Gantry:	Request for clarification of Quantity of Lidar mentioned in the Indicative minimum Bill of Quantity	As per RFP
90.	120 of 167	Accuracy - Vehicle Count and classification	8. Vehicle Classification (For Tollable only) - 99% Vehicle Classification (on daily basis)	Request for the clarification on the types of classes that is required to be monitored, as in India there are multiple non standard vehicles and in MLFF it becomes almost impossible to predict all classes and as per RFP it is required for 99% accuracy which is not possible, request for clarification on the requirement of AVC accuracy.	As per RFP
91.	General Point		Carification incase project gets terminated before due time	Please clarify, incase the project gets terminated (not related to bidder), how will the bidder recover its money	As per RFP
92.	69 of 167	Form F-2: Format for Equipment Cost	Bidders must fill in the quantities and unit rates for the equipment / services / software.	1. Why are the Infra/Software/Services costs already fixed at INR 5 Cr.? Also, is the assumption correct that IHMCL would only pay INR 5 Cr. across 3 Years for required Infra/Software/Services, and that too via Revenue Share only?	As per RFP
93.	78 of 167	7. Electricity Power Management:	Power Supply for MLFF system (Gantry/existing Plaza): The Bidder shall ensure a 24x7 power supply for the Command-and-Control Centre and MLFF field equipment, with the primary source being the Electricity Department. This supply should be supported by UPS systems, renewable energy sources (such as solar power), and a DG set of adequate capacity. The Bidder shall make all necessary arrangements for the electricity needed for the execution of the Works and O&M period for the entire	As per our understanding, bidder has to provide backup power only. Main Power will be provided by NHAI and the charges for the same will be borne by NHAI.	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
			period of the Contract. The raw power will be supplied by NHAI.		
94.	102 of 167	b) Development of the Multi Lane Free Flow (MLFF) based Tolling Project	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS).	This is a plaza on which toll collection system is already operating. Kindly advise how and when the existing system will be switched off when MLFF system becomes Live, or, if existing Plaza system would also run in parallel to MLFF? Please clarify.	As per RFP
95.	102 of 167	b) Development of the Multi Lane Free Flow (MLFF) based Tolling Project	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.	As per our understanding, if the bidder chooses the option of depolying MLFF System on the existing plaza, then the bidder has to deploy the system on 16 lanes only. Out of these 16 lanes 12 lanes will be primary and 4 lanes will be as standby. Kindly confirm.	As per RFP
96.	102 of 167	b) Development of the Multi Lane Free Flow (MLFF) based Tolling Project	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.	Please elaborate on 4 redundant lanes. Is the bidder allowed to use these lanes as spare lanes if any component or lane (out of the 12 primary lanes) is down during MLFF operations. This will enable that a minimum of 12 lanes are operational and the SLA will be applicable only for the time required to switch over to redundant lane.	As per RFP
97.	115 of 167	9. Roles & Responsibilities of a Bidder/Bank	<p>d. The scope of the works under this RFP is deployment of Multi Lane Free Flow (MLFF) System on Turnkey basis by the bidder/bank.</p> <p>e. The 'bidder/bank hereafter may be called as 'bidder/bank shall conduct the field survey, preparation of design drawings and supply of MLFF equipment and materials, spare parts, test equipment, tools and materials, factory inspection (inspection of equipment & materials upon delivery), training, transportation, and site. delivery, construction and installation, preparation of as-built drawings, testing and commissioning of the MLFF system.</p> <p>g. The bidder / bank shall also undertake the works that are not specifically mentioned in this RFP but essential for the efficient implementation and operations of the MLFF System to meet the functional requirements specified in the RFP.</p> <p>h. The bidder/bank shall propose the MLFF solution and equipment to fully meet the functional requirements of this RFP. The quantity and the technical specification of the equipment shall be proposed by the bidder/bank for each MLFF sub-system, unless until specified in this RFP, such that each sub-system fully meets the</p>	<p>If IHMCL is already aware of infra to be installed & its associated Costs, then as per its standard practices IHMCL can procure the same from its empaneled SI's via Tender, thus, why such infra is part of Acquiring Services for Banks? Procuring, Implementation & Maintenance of any kind of Infra, including providing any kind of Manpower/Professional Services, is not any Bank's line of work/business, and thus should not be part of Bank's SoW in the Tender.</p> <p>Thus request IHMCL procures required Infra from its empaneled SI's via a separate Tender.</p>	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
			functional requirement as per the site conditions and SLA requirements. j. The Bank shall quote for the entire system and facilities on a “ single responsibility ” basis.		
98.	117 of 167	10. Transaction Processing Cases	For every clean transaction having sufficient balance: In such case transactions amount shall be debited from the end user and collected by the Acquirer Bank on real time account through NETC/ NPCI for further settlement	Acquirer bank shall collect the revenue from the MLFF system and deposit the same to IHMCL / NHAI. So the Query is: Should Clean transactions settlement be done as per usual process between Acquirer and NETC Switch for the MLFF or it should not be part?	As per RFP
99.	119 of 167	11. Service Level Agreement	11. Service Level Agreement	SLA are too stringent, request relaxation for these. Required Scope is for SI to implement and manage and such scope is not Bank's business.	As per RFP
100.	22	Site visit	<i>Before the pre-bid meeting date, bidders are strongly advised and encouraged to conduct site visits,</i>	The timing of the procedure severely hinders the execution of site visits before the pre-bid meeting date. We strongly suggest postponing the bid due date and allow more time for site visits.	As per RFP
101.	102	Schedule B 1.c.ii	Installing new Gantries (minimum 02 (Main & redundant) for each direction for MLFF based tolling within approx. 200m of existing fee plaza	We understand that the new Gantries are supposed to be built in the stretch of road between the two staggered toll plaza. Is that correct?	As per RFP
102.	102	Schedule B 1.c.ii	In case, the bidder opts c (ii), above, detailed design drawings including design calculations of new gantries should be approved from any of the Indian Institute of Technology (IIT)/ National Institute of Technology (NIT).	We understand that, in case the bidder opts for option (ii) design calculations are expected in Phase 2 of the Time Schedule outlined in .1.2.16, i.e. at “Submission of System requirement and design Document”. Is that correct?	As per RFP
103.	99	Schedule A 1.1.2	MLFF Control center Design layout (Tentative)	What is the distance between teh MLFF Control Centre and a) the two existing staggered toll plazas and b) the farthest point where the gantries may be built?	Refer clause 4.1 of Part-I of RFP
104.	114	Schedule A 9 MLFF Project	The MLFF Project shall broadly include, but not limited to the following components to be provided as per the functional and technical specifications mentioned in Schedule- C. The quantity and the technical specification of the equipment shall be proposed by the bidder/bank for each MLFF sub-system, unless until specified in this RFP, such that each sub-system fully meets the functional requirement as per the site conditions and SLA requirements.	We understand that the solution, provided it respects the service level requested, may not use certain components. Is that correct?	As per RFP
105.	157	Schedule C 2.11 Indicative Minimum Bill of Quantity (BOQ)	6 Lanes (6 Lanes (3-RHS and 3-LHS)	We assume that the number of lanes is fixed and not subject to modification. Is that correct?	As per RFP
106.	157	Schedule C 2.11 Indicative Minimum	Field Equipment	We assume the numbers indicated per each type of device is indicative. I.e, provided that the solution respects the service level requested, Bidders are free to propose their solution,	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
		Bill of Quantity (BOQ)		where device numbers may differ, and certain sensors be absent. Is that correct?	
107.	127	Standards and Specification of all MLFF Sub System 1.2 RFID Antenna:	5 Polarization Linear or Circular	All the FASTAG (s) are installed in same orientation hence is there a need of considering circular polarized antenna?	As per RFP
108.	120	Vehicle Count (Tollable and Non Tollable)	99% Vehicle count (on daily basis)	Is 99% count on the basis if inputs from all the sensors on the gantry and also includes manual review of images and videos?	The mentioned accuracy is expected from the Hardware deployed.
109.	20	3.2. CONFLICT OF INTEREST OF INTEREST A constituent1 of Bidder For this clause the word "constituent" shall include Promoter, Director, shareholder, Partner, Agent, representative etc.	For this clause the word "constituent" shall include Promoter, Director, Shareholder, Partner, Agent, representative etc.	Are the SI / Tier 2 supplier's constituent also covered under this clause and subsequently the definition, those are not bidding or contracting with IHMCL directly but may be the subcontractor of Bidder (Acquiring bank)?	The said clause is applicable for "Bidder"
110.	140	1.4 Automatic Number Plate Recognition Systems	The Camera should have feature and functionalities to capture number plate and video evidence from t-5 to t+5 sec of the Toll violation at maximum speed of 150KM/Hr or higher and should also be recorded (t being the instant at which the infraction occurred).	The video can be captured at Video Management Software, if cameras support it, will you consider that as compliant?	Functional requirement of the RFP to be met in totality.
111.	140	1.4 Automatic Number Plate Recognition Systems	Progressive scan (CMOS) Day/Night Camera. The cameras Lens shall have P-iris technology	Is not P-Iris technology limiting the available cameras option, are there any advantages / technical reasons of choosing specifying it?	As per RFP
112.	129	Schedule - C Standards & Specification Page No 129 1.3 Audit Surveillance Camera S.No 2	Lane Coverage Up to 6 lanes (3.5Mtr Per Lane)	As referred as an audit surveillance camera do we really need six lane coverage for the same, we are kindly requesting for some clarification for this point.	As per RFP The mentioned specifications/quantities listed in the RFP are minimum requirement, bidders are allowed to use any better or higher specifications/quantities to meet the SLA.
113.	129	Schedule - C Standards & Specification	Protocols Strobe Mod	We kindly request for clarification over this because there is no specific protocol mentioned for the same.	Refer Corrigendum -1

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
		Page No 129 1.3 Audit Surveillance Camera S.No 14			
114.	129	Schedule - C Standards & Specification Page No 129 1.3 Audit Surveillance Camera S.No 19	Certification Strobe Mod	We kindly request for clarification over this because there is no specific certification mentioned for the same.	Refer Corrigendum -1
115.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems S No. 2 (i)	Protection rating NEMA 4X, IP-IP66 or Better (protection against water and dust ingress), Resistance to corrosion in harsh environments	Nema4x, apparently share same protection as IP66 against dust and moisture, so we are suggesting if there is one among the two i.e (Nema4x or IP66) the protection will be somehow same for this case.	Refer Corrigendum -1
116.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems S No. 2 (L)	Power 24/48V DC or compatible	It as OEM specific for such a Heavy duty camera the power transmission provided is an AC Power Supply. (Power Supply 100 –240 VAC (50 Hz/60 Hz).	As per RFP
117.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems S No. 2 (P)	Camera Housing (The housing shall have built-in heater and blower)	The camera model provided from OEM is capable of working at a temperature of –40 °C to +65 °C (–40 °F to +149 °F), we are referring here that heater blower is usually used for lens to remain clear during cold or warm weather but we have already mentioned operating temperature for our camera, so there would not be necessity for such heater or blower to be there.	As per RFP
118.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems S No. 2 (F)	Typical Range 40 meters. or better	As we are providing this camera for license plate capture, from a OEM perspective IR range of 30m is more than enough, because this range is enough for a camera is capture a vehicle on a running or busy highway.	As per RFP
119.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic	Preferred OEMs	we submit that dahua is a Global Reputed brand for cctv surveillance system, so kindly consider " Dahua " as Approved Brand.	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
		Number Plate Recognition Systems S No. 2 (r)			
120.	19	ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	<p>OEM of below listed component shall have MLFF experience or experience in any other use case with free flow traffic, in India or abroad;</p> <ol style="list-style-type: none"> 1. RFID Reader 2. RFID Antenna 3 ANPR 4. Audit Surveillance Camera 5. Radar 6i. Lidar 7. Multi Lane Free Flow Software <p>j) 3.2. Adequate supporting documents pertaining to the above points, along with a summary compliance table, should be submitted in the technical proposal by the Bidder.</p>	"We kindly request you to allow the participation of another OEM that has proven experience in supplying cameras for expressway and highway projects. The existing clause currently restricts this OEM from participating in the tender."	As per RFP
121.	20	3.1.1. ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA:	<p>i) OEM of below listed component shall have MLFF experience or experience in any other use case with free flow traffic, in India or abroad;</p> <ol style="list-style-type: none"> i. RFID Reader ii. RFID Antenna iii. ANPR iv. Audit Surveillance Camera v. Radar vi. Lidar vii. Multi Lane Free Flow Software 	<p>This is the second official RFP for Multi-Lane Free Flow in India, in parallel MLFF dwarka expressway is first and both project is live for now. The clause is restrictive for Indian OEMs due to no opportunities in India to gain such experience. Indian OEMs including us having good experience of highways, smart & safe cities projects.</p> <p>We therefore request an amendment to allow broader participation for potential Indian OEMs too. i) Each of the proposed OEMs shall have prior experience in highways/Smart & Safe Cities in India or abroad.</p>	As per RFP
122.	130	Schedule C Standards & Specification, 1.4 Automatic Number Plate Recognition Systems	<p>1. General :The Camera should have feature and functionalities to capture number plate and video evidence from t-5 to t+5 sec of the Toll violation at maximum speed of 150KM/Hr or higher and should also be recorded (t being the instant at which the infraction occurred). The system should have capability to detect both Retroreflective and Non-Retroreflective number plates for the vehicles during the day as well as nighttime as per the accuracy levels specified. System should be capable of generating a video in any of the standard industry formats.</p>	<p>Request you to amend the clause as mentioned below to ensure proposed technology/solution is already integrated with VAHAN and operational in india and all the OCR Image's and video evidence must be stored in SSD storage for faster data access, higher reliability, and better handling of continuous writing. Amended clause</p> <p>1. General :The Camera and its processing unit should have feature and functionalities to capture number plate for OCR and video evidence from t-5 to t+5 sec of the Toll violation at maximum speed of 150KM/Hr or higher and should also be recorded on SSD storage in the processing unit (t being the instant at which the infraction occurred). The system should have capability to detect both Retroreflective and Non-Retroreflective number plates for the vehicles during the day as well as nighttime as per the accuracy levels specified. System should be capable of generating a video in any of the standard industry formats. Same ANPR technology/product/system must be integrated with VAHAN</p>	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
123.	131	Schedule - C Standards & Specification, 1.4 Automatic Number Plate Recognition Systems	r. Preferred OEMs : Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile or equivalent Equivalent means :OEMs equipment used in Multilane Free Flow Tolling System in India or Abroad and operational for at least 2 years.	<p>NIC database in one MLFF/ Highway/Smart & Safe Cities projects and operational for at least 2 years.</p> <p>The MLFF system includes various components, such as CCTV cameras, processing units, and analytics applications. The specified clause, which lists preferred OEMs (Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile, or equivalent with equipment operational in Multi-Lane Free Flow Tolling Systems in India or abroad for at least 2 years), is restrictive and favors foreign OEMs. This is particularly limiting as this is the first official RFP for Multi-Lane Free Flow in India.</p> <p>We request to amend this clause to ensure broader participation and equal opportunity for Indian OEMs.</p> <p>r. Preferred OEMs : Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile or equivalent Equivalent means :OEMs equipment used in Multilane Free Flow Tolling System/Highway//Smart & Safe Cities in India or Abroad and operational for at least 2 years including VAHAN database integration for echallaning/handshaking the data the data for captured VRN through ANPR.</p>	As per RFP
124.	131	Schedule - C Standards & Specification, 1.4 Automatic Number Plate Recognition Systems	6. Pelco/Avigilon, Axis, Vivotek FETCI, Tattile or equivalent Equivalent means :OEMs equipment used in Multilane Free Flow Tolling System in India or Abroad and operational for at least 2 years.	<p>The MLFF system includes various components, such as CCTV cameras, processing units, and analytics applications. The specified clause, which lists preferred OEMs (Pelco/Avigilon, Axis, Vivotek, FETCI, Tattile, or equivalent with equipment operational in Multi-Lane Free Flow Tolling Systems in India or abroad for at least 2 years), is restrictive and favors foreign OEMs. This is particularly limiting as this is the first official RFP for Multi-Lane Free Flow in India.</p> <p>We request to amend this clause to ensure broader participation and equal opportunity for Indian OEMs.</p> <p>6. Pelco / Avigilon, Axis, Vivotek FETCI, Tattile or equivalent.</p> <p>Equivalent means: OEMs equipment used in Multilane Free Flow Tolling System// Highway //Smart & Safe Citie in India or Abroad and operational for at least 2 years including VAHAN database integration for echallaning/handshaking the data for captured VRN through ANPR.</p>	As per RFP
125.	132	Schedule - C Standards & Specification, 1.5 IR Illuminator	2. Wavelengths : Narrowband: NIR (850 nm), blue (470 nm), or Broadband: white spectrum 3. Optical Output : Lighting Device max. 2400W (pulsed) Total radiant flux 190W (pulsed) Intensity variation<1% Flash power is programmable	Different solution providers use varied hardware configurations to achieve optimal results based on customer requirements. The technical specifications for the IR illuminator are currently highly specific and no such technical specification incorporated for ANPR system in prior RFP's published by IHMCL for ATMS/VIDES requirements.	As per RFP

Sr.	RFP Pg.	Clause	RFP Statement	Query	Remarks
			<p>5. Trigger Mode: (1) Strobe Mode (flashes upon input pulse - up to 75 Hz for traffic bursts and image sequences) (2) Vehicle Safety Mode (strobe combined with continuous white light to limit the impacts on drivers when using white/blue flash) 6. Pulse Mode: Programmable or controlled by input pulse width Maximum pulse width for full intensity: 2.2-3.3ms etc.</p>	<p>Ref. RFPs 1. SITC and O&M of VIDES on Bangalore Ring Road (BRR) of NH-648, RFP No. IHMCL/ATMS/BRR/2024/02 2. SITC and O&M of ATMS on Dwarka Expressway (NH-248BB) and existing Delhi Gurgaon section of NH-48, RFP No. IHMCL/ATMS/2023/01 3. SITC and O&M of ATMS on Lucknow Ring Road (LRR) of NH-230, RFP No. IHMCL/ATMS/LRR/2024/01</p> <p>We understand bidder can propose the similar or suitable hardware configuration, to meet the functional requirements and SLA of the RFP effectively.</p> <p>Kindly confirm if our understanding is correct.</p>	
126.	149	<p>1. Functional Requirements of all MLFF Sub System</p> <p>2.3 ANPR and Application</p>	<p>I. Integration: ANPR technology should be embedded within security cameras (also known as ANPR Cameras) to ensure accurate readings regardless of the shape and color of the license plates.</p>	<p>As per clause, we understand, ANPR technology should be embedded within security cameras (also known as ANPR Cameras) or its local processing unit to ensure accurate readings regardless of the shape and color of the license plates same as technologies requested in other RFP's floated by IHMCL for ATMS/VIDES.</p> <p>Same ANPR technology must be integrated with VAHAN NIC database in one MLFF/ Highway / Smart & Safe Cities projects and operational for at least 2 years.</p> <p>For ref: 1. SITC and O&M of VIDES on Bangalore Ring Road (BRR) of NH-648, RFP No. IHMCL/ATMS/BRR/2024/02 2. SITC and O&M of ATMS on Dwarka Expressway (NH-248BB) and existing Delhi Gurgaon section of NH-48, RFP No. IHMCL/ATMS/2023/01 3. SITC and O&M of ATMS on Lucknow Ring Road (LRR) of NH-230, RFP No. IHMCL/ATMS/LRR/2024/01</p>	As per RFP
127.	150	<p>1. Functional Requirements of all MLFF Sub System</p> <p>2.3 ANPR and Application</p>	<p>d) If connectivity to server is not established due to network/connectivity failures, then all data shall be stored on site on the Edge system / LPU and will be transferred once the connectivity is re-established automatically. There shall also be a facility of physical transfer of data on portable device whenever required. There should be a provision to store minimum one week of data at each site on a 24x7 basis.</p>	<p>Request you to amend the clause as mentioned below to store the data on SSD storage including pre & post (t-2, t+2) event video.</p> <p>In case of connectivity to server is not established due to network/connectivity failures then all data shall be stored (SSD storage) on site on the Edge system / LPU at least for 7 days (provision of scalability upto 15days) transactions including pre & post (t-5, t+5) event video as an proof and will be transferred once the connectivity is re-established automatically. There shall also be a facility of physical transfer of data on portable device whenever required</p>	As per RFP
128.	151	<p>1. Functional Requirements of all MLFF Sub System</p>	<p>a. The bidder shall propose appropriate technical solution/ product to check speed, count the number of</p>	<p>As per clause " 1. The bidder shall propose appropriate technical solution/ product to check speed, count the number of vehicles and classification of the passing vehicle at each lane".</p>	As per RFP

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		2.6 Detector- LiDAR & RADAR	vehicles and classification of the passing vehicle at each lane. c. The detection device shall operate reliably under various weather conditions, including sunshine, heavy rain, and fog. The Bidder shall clearly specify the Placement of the detector (Count, Speed) for each lane.	We understand that the bidder may propose an appropriate technical solution/product or technology — whether Detector – LiDAR / RADAR / VIDEO, or a combination thereof—to capture requested functionality. Please confirm if our understanding is correct.	
129.	19	ELIGIBLE ORIGINAL EQUIPMENT MANUFACTURER (OEM) CRITERIA	i). OEM of below listed component shall have MLFF experience or experience in any other use case with free flow traffic, in India or abroad; 1. RFID Reader 2. RFID Antenna 3 ANPR 4. Audit Surveillance Camera 5. Radar 6i. Lidar 7. Multi Lane Free Flow Software j) 3.2. Adequate supporting documents pertaining to the above points, along with a summary compliance table, should be submitted in the technical proposal by the Bidder.	The current criteria is a restrictive clause that prevents Indian OEMs from participating in the tender. Therefore, we request you to consider other projects such as state highways, Smart City, Safe City, ITMS, etc. to ensure equal and wider participation	As per RFP
130.	129	Schedule - C Standards & Specification Page No 129 1.3 Audit Surveillance Camera	2. Lane Coverage: Up to 6 lanes (3.5Mtr Per Lane)	Requesting coverage of 6 lanes through a 12mm lens is technically not justified, as the maximum width achievable with a 12mm lens is 12 meters. However, the coverage for 6 lanes requires a width of 21 meters. I kindly request you to revisit this requirement and make the necessary corrections	As per RFP The mentioned specifications/quantities listed in the RFP are minimum requirement, bidders are allowed to use any better or higher specifications/quantities to meet the SLA
131.	129	Schedule - C Standards & Specification Page No 129 1.3 Audit Surveillance Camera	11. Frame Rate: Up to 50/60 fps (50/60 Hz) in all resolutions	Requesting you to accept 50/60fps at 1920 x 1080 resolution instead of all resolutions, as most OEMs offer 50/60fps at 1920 x 1080 resolution and rest resolution @ 25/30fps.	Refer Corrigendum -1
132.	129	Schedule - C Standards & Specification Page No 129 1.3 Audit Surveillance Camera	14. Protocols Strobe Mod	The requested protocol is specific to a particular OEM, so I kindly ask you to remove this point in order to make the requirement more generic	Refer Corrigendum -1
133.	129	Schedule - C Standards & Specification Page No 129 1.3 Audit Surveillance Camera	19. Certification: Strobe Mod	The requested Certificate is specific to a particular OEM, so I kindly ask you to remove this point in order to make the requirement more generic	Refer Corrigendum -1
134.	130	Schedule - C Standards & Specification	i. Protection rating: NEMA 4X, IP-IP66 or Better (protection against water and dust ingress), Resistance to corrosion in harsh environments	NEMA 4X and IP66 provide similar protection against dust and water. Therefore, we suggest that either NEMA 4X or IP66 can	Refer Corrigendum -1

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		Page No. 130 1.4 Automatic Number Plate Recognition Systems		be used, as the protection would be essentially the same in this case	
135.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems	j. Communication 10/ 100/ 1000 Base-T Ethernet interface Static IP/ DHCP support for IP address assignment & network configuration Image transfer over Ethernet (FTP and/ or TCP/IP) NTP (network time protocol) time synchronization	Asking for a 10/100/1000 Base-T Ethernet port is not recommended or required for a 5MP camera, as the maximum bandwidth needed for a 5MP camera is 10Mbps. Therefore, a 1000Mbps Ethernet port is unnecessary. We request you to amend the requirement to a 10/100 Base-T Ethernet port to ensure equal and wider participation	As per RFP. Bidder may propose solution with camera model capable of adequate bandwidth to meet RFP functional requirement.
136.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems	n. Frame Rate: Upto 50/60 fps at all resolutions with controllable bit rate and frame rate	Requesting you to accept 50/60fps at 1920 x 1080 resolution instead of all resolutions, as most OEMs offer 50/60fps at 1920 x 1080 resolution and rest resolution @ 25/30fps.	Refer Corrigendum -1
137.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems	P. Camera Housing: (The housing shall have built-in heater and blower)	With current technology, a heater and blower are not required in the camera, as it operates within a temperature range of -30°C to +65°C, which is more than sufficient. Therefore, there is no need for a built-in heater and blower. I kindly request that you make this feature optional to encourage equal and wider participation	As per RFP
138.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition	F. Typical Range 40 meters. or better	As per OEM standard for license plate capture the IR range of 30m is more than sufficient from an ANPR Camera. This range is adequate for the camera to capture a vehicle number plate on a moving or busy highway.	As per RFP
139.	130	Schedule - C Standards & Specification Page No. 130 1.4 Automatic Number Plate Recognition Systems	r. Preferred OEMs: Pelco/Avigilon, Axis, Vivotek, FETCI, BOSCH, Tattile or equivalent Equivalent means: OEMs equipment used in Multilane Free Flow Tolling System in India or Abroad and operational for at least 2 years.	We are requesting you to incorporate CP-PLUS make as it is reputed Indian OEM. Limiting the tender to only foreign OEMs restricts other well-established Indian OEMs from participating.	As per RFP
140.	102	c) The Bidder shall develop MLFF based tolling facility at either of the locations:	i. The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km	In case of option (i), will the existing lane structure to be used or need to redesign? Means the lane partition structure to be broken?	Refer Corrigendum-1

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			<p>111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.</p> <p>OR</p> <p>ii. Installing new Gantries (minimum 02 (Main & redundant) for each direction for MLFF based tolling within approx. 200m of existing fee plaza.</p> <p>In case, the bidder opts c (ii), above, detailed design drawings including design calculations of new gantries should be approved from any of the Indian Institute of Technology (IIT)/ National Institute of Technology (NIT).</p>		
141.	119	1.1 Service Level Agreement Supply, Installation, Testing and Commissioning, (Go-Live)	90 days from the acceptance of LoA	In Anticipation of Potential hindrance necessary permission for Civil work, Importing specialized instrumentions, Please revise the Project Go-live timelines and relook at Penalties for delays. Given that it's the first project in India, SI to adopt the India environment / challenges to stabalise the system and to ensure NO revenue leakages, request to consider implementation period of 180days.	As per RFP
142.	120	1.1 Service Level Agreement Un availability of Images and video	The vehicle passed through the lane, Acquirer Bank must account for the vehicle through ANPR (front and back) and audit surveillance cameras. Images and videos are not available it will be considered instance of unaccounted vehicle.	Penalties should incur the case of Tollable vehicles only	Refer Corrigendum -1
143.	121	1.1 Service Level Agreement Incorrect Manual Transaction	In case of any incorrect VRN based manual transaction done as per NHAI Manual Transaction Policy	Since this is first adoption int the country, lets be fair to everyone to see whats the challenges. For the first 6 months 50 unacceptable transactions/Pm should be allowed to reverse. By this time learnings shall be adopted. Subsequently there should be mechanism for transaction reversal upto 10 Instances per month and Penalties beyond set-limit. Penalty should be commensurate with value of transaction.	As per RFP
144.	102	C) The Bidder shall develop MLFF based tolling facility at either of the locations:	The existing staggered fee plaza comprises a total of 23 lanes, with 13 lanes at Km 111.300 (LHS) and 10 lanes at Km 111.650 (RHS). Out of these, 16 lanes (08 on the LHS and 08 on the RHS) will be implemented and dedicated to the MLFF system, while 02 lanes on each direction (total 04 lanes) will remain in standby mode as redundant lanes to ensure operational flexibility.	<p>remaing Lanes (outside 16 lanes under MLFF) should be closed permanantly to ensure All Tollable vehicles are passing through MLFF lanes.</p> <p>The Vendor will be given permssions to make necessary changes to make Toll Plaza Lanes MLFF compliant.</p>	As per RFP
145.	79	1.2.12. Duration and Extension of Contract	The period of engagement may be extended on a yearly basis for up to 2 additional years, under the same terms and conditions of the Contract Agreement, subject to the	IMHCL should clearly define the tenure either 3 Or 5 years to provide most optimum Financial Bid	As per RFP

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			satisfactory performance of the Bidder and at the sole discretion of IHMCL.		
146.	15	KEY DATES	Last date/ time for online submission of bids (i.e., Bid due date)	Requesting to extend bid submission by 3-4 weeks	Refer Corrigendum -1
147.	99	Toll Plaza /MLFF Control Centre Location	MLFF Control center Design layout	Based on site Visits, current status, Toll Plaza building / MLFF Control Center Location is still development. What are readiness Timelines ?	As per RFP