

Response to Pre-bid Queries

Dated: 27.01.2025

Sub.: Request for Proposal for Selection of Implementation Agency for Design, Development, and Operations of Centralized ITS Monitoring and Advanced Data Analytics Centre

Ref: RFP No. IHMCL/IMAC/ 2025/01 dated 08.01.2025

Sr. No.	Page No. of RFP	Clause	RFP Statement	Query	Remarks	Reply IHMCL
1	31 / 135	6.1.2. Second Stage: Technical Qualification/ Technical Scoring c) Detailed Technical Scoring TEC - B2	<p>The bidder should have experience in the implementation of projects involving end-to end development and maintenance of cloud based data lake/data warehouse along with analytics solution, leveraging Artificial Intelligence/ Machine Learning (AI/ML) technologies and Business Intelligence (BI) tools, in India during last seven years for Central/ State Government departments/Law Enforcement Authorities/entities/ PSUs as on the bid due date.</p> <p>Marks shall be allotted as given below: <input type="checkbox"/> Each qualifying project - 5 marks</p> <p>Note: For the purpose of this criterion, only those projects shall be considered where the component of AI/ML technologies and BI tool <u>is specifically mentioned in the Contract Agreement/ Work order</u></p>	<p>We request the authority to amend the said clause as:</p> <p>"The bidder should have experience in the implementation of projects involving end-to end development and maintenance of cloud based data lake/data warehouse along with analytics solution, leveraging Artificial Intelligence/ Machine Learning (AI/ML) technologies and Business Intelligence (BI) tools, in India during last seven years for Central/ State Government departments/Law Enforcement Authorities/entities/ PSUs as on the bid due date.</p> <p>Marks shall be allotted as given below: <input type="checkbox"/> Each qualifying project - 5 marks</p> <p>Note: For the purpose of this criterion, only those projects shall be considered where the component of AI/ML technologies and BI tool is <u>specifically mentioned in the Contract Agreement/ Work order/RFP snipping where bidder to prove such technology is being used if asked"</u></p>	<p>We request the authority to consider allowing experience in either AI/ML technologies and BI tools, as both are distinct yet advanced domains requiring specialized expertise. In our many domain we are using such services However, having such specific word on Work Order and/or Contract Agreement is difficult to manage.</p> <p>For Example, Agriculture based/Cloud-based data lake/warehouse projects are designed to focus on either AI/ML-driven predictive analytics and BI tools for reporting and visualization, depending on the client's specific needs.</p> <p>Allowing experience in by proving the same via RFP snipping and justify the same from technology side will ensure participation from highly competent bidders who can deliver innovative and impactful solutions, thereby fostering a fair and competitive process without compromising the project's technical requirements.</p>	As per RFP
2	-	Project Tenure	01 Year 03 Months including 03 months of implementation timeline extendable by 01 year at the sole discretion of IHMCL	<p>We suggest authority to have project tenure of minimum 5 years of such Centralized ITS software.</p> <p>Please note that such bespoke software development which includes so must ATMS and Toll Plaza integration touch points it has lots of software development efforts involved with it. Furthermore, by increase the operational timeline IHMCL will get more benefits for insights generated by this software over the period of time based on predictive analysis and maturity of software w.r.t. time.</p>		Refer Corrigendum-1
3	26 / 135	5.3. BID COMPOSITION	NOTE: Original documents in physical form – The physical submission of the original Bid Security, POA for signing the Bid, POA in favour of lead member of JV, if any, JBA for JV, if any, Integrity Pact, and experience certificates apostle at foreign origin, if any, shall be submitted after declaration of Bid Evaluation Result by the Authority.	<p>As both these points are contradicting, we hereby request the authority to confirm our understanding as per below mentioned points:</p> <ol style="list-style-type: none"> Submission of hard copy of any document is not at all required at this bidding stage. Submission of hard copies of Bid Security, POA for signing the Bid, POA in favour of lead member of JV, if any, JBA for JV, if any, Integrity Pact will be done by bidder after the evaluation process. Amend the said point in the Technical Bid covering letter accordingly. 	Confirm our understanding is correct or not and please do the needful.	Refer RFP Clause 5.3.2
4	47 / 135	7.1. Form T-1 Technical Bid Covering Letter	9. The documents in original accompanying the bid document have been submitted in a separate envelope as envisaged in the RFP document and marked appropriately.			Refer RFP Clause 5.3.2

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5	28 / 135	6. BID EVALUATION CRITERIA AND SELECTION PROCEDURE	A bid will be declared nonresponsive in case: e) If the Authorized Signatory holding Power of Attorney (POA) or the person executing/delegating such POA and Digital Signatory are not the same.	We propose that the authority amend the clause to read: "A bid will be declared nonresponsive in case (e) If the Authorized Signatory holding Power of Attorney (POA) is not authorized by the Digital Signatory for executing the bid submission on their behalf." This amendment would uphold the integrity of the bidding process while allowing organizations the flexibility to structure their authorization processes in accordance with internal governance. We hope the authority will consider this request to encourage broader participation without compromising transparency or compliance.	We request the authority to reconsider and amend the clause that states. This clause imposes a restrictive condition that may unnecessarily disqualify genuine bidders due to operational or organizational structures. It is common practice for organizations to appoint a Digital Signatory for e-procurement compliance while authorizing a separate individual through a valid POA to execute the bid. Such delegation ensures operational efficiency while maintaining legal accountability.	As per RFP																								
6	76	7.17. Appendix A- Form F-1: Format for Financial Bid Submission**	Monthly Opex charges per ATMS Project integrated and on-boarded as per requirement under Module – 1 <u>(Total 200 projects as per Schedule A)</u> Unit: Project-Month Quantity: 4*200	We understand that Module - 1 of Centralizes ITS software has scope of work of 200 ATMS projects and up to 15,000 unique equipment monitoring. However, we understand that project Go-live milestone will be achieved by integrating initial 6 ATMS projects with Module - 1 of the system in initial 3 months. Please confirm.	We seek clarification on this point to design our techno-commercial proposal.	For Clause 7.17 Form F-1: Refer Corrigendum-1 For Clause 1.2.16 Time schedule: As per RFP. The understanding on the requirement for Go-Live within 3 months for initial 6 ATMS projects is correct.																								
7	86	1.2.16. Time Schedule	<input type="checkbox"/> Go-Live of Module – 1: Centralized Real-Time Monitoring <u>of 6 ATMS projects allocated by IHMCL</u> specified in the Schedule A - within T + 3 months Note: For any additional ATMS projects integration in addition to original allocated projects, IA shall be required to complete the integration within 1 week from the date of allocation by IHMCL.																											
8	101	Schedule - A, Project Details	(b) The scope of work involves monitoring of 200 Advanced Traffic Management System (ATMS) projects, encompassing around 15,000 units of equipment. An indicative list of projects are provided as below:	The said scope of work is for 200 ATMS project. However, detailed Table mentioned in the RFP having such ATMS project list (RFP Page Number - 101 to 108) have 175 Highway Names/Projects descriptions. We assume that availability of these initial 6 ATMS system to integrate with Centralized ITS at the time of implementation is in IHMCL's scope. Failure to have lack of availability of system to integrate with analytics software bidder should not liable for any penalty. Please confirm. We request authority to provide clarity on below points, 1. How many projects out of these 175 is under operations for ATMS project scope? 2. Please share Project wise System Integrator (SI) or Contractor Name who handles ATMS project along with it's Go-live/Operational Acceptance month and year data.	We seek clarification on this point to design our techno-commercial proposal. We request IHMCL to share such data as project is on OPEX model/monthly billing wherein bidder is unable to define cashflow of the project without such information.	The details of ATMS projects shall be shared with Successful bidder during project duration.																								
9	-	PRICE BID FORMAT	<table border="1"> <thead> <tr> <th>Sno</th> <th>Line Item</th> <th>Unit</th> <th>Quantity</th> <th>Unit Rate (in Rs.)</th> <th>Total Amount (in Rs.)</th> </tr> <tr> <th></th> <th>(A)</th> <th>(B)</th> <th>(C)</th> <th>(D)</th> <th>(E) = C*D</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Module - 1: Centralized Real-Time Monitoring of ATMS projects</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>(i)</td> <td>Monthly Opex charges per ATMS Project integrated and on-boarded as per requirement under Module - 1 (Total 200 projects as per Schedule A)</td> <td>Project-Month</td> <td>200</td> <td>1</td> <td>2,400</td> </tr> </tbody> </table>	Sno	Line Item	Unit	Quantity	Unit Rate (in Rs.)	Total Amount (in Rs.)		(A)	(B)	(C)	(D)	(E) = C*D	1	Module - 1: Centralized Real-Time Monitoring of ATMS projects					(i)	Monthly Opex charges per ATMS Project integrated and on-boarded as per requirement under Module - 1 (Total 200 projects as per Schedule A)	Project-Month	200	1	2,400	We assume that Total Amount (in RS) coming in PRICE BID is calculating on annual basis. (i.e., Quantity (C) X Unit Rate (D) X 12). Please confirm. We assume that it is for evaluation perspective. However, billing will on monthly basis. Note: It is for each line-item given in the 'PRICE BID' format Excel.	We seek clarification on this point to design our techno-commercial proposal.	Yes, understanding is correct. For billing purpose, please refer Clause 1.2.19. Payment Terms.
Sno	Line Item	Unit	Quantity	Unit Rate (in Rs.)	Total Amount (in Rs.)																									
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1	Module - 1: Centralized Real-Time Monitoring of ATMS projects																													
(i)	Monthly Opex charges per ATMS Project integrated and on-boarded as per requirement under Module - 1 (Total 200 projects as per Schedule A)	Project-Month	200	1	2,400																									

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10	120	1.6.2. Module – 2: Real-time NH traffic congestion monitoring at Fee Plazas	Module - 2 Module – 2: Real-time NH traffic congestion monitoring at Fees Plazas a. The solution shall be deployed across 300 Fee plazas across the country.	The said scope of work is to integrate with 300 Fee Plazas across India. We request authority to provide clarity on below points, 1. We request IHMCL to provide/add minimum 6 to 10 Fee Plazas Integration with Central ITS software to achieve Module - 2 Go-live Milestone. (Note: It is inline with Module 1 Go-live milestone wherein it is linked with initial 6 ATMS project out of 200 projects) 2. How many projects out of these 300 toll plazas is under operations for TCS (i.e., Toll Collection System) project scope? 2. Please share Project wise System Integrator (SI) or Contractor Name who handles TCS/toll plazas project along with it's Go-live/Operational Acceptance month and year data.	We seek clarification on this point to design our techno-commercial proposal. We request IHMCL to share such data as project is on OPEX model/monthly billing wherein bidder is unable to define cashflow of the project without such information.	As per RFP.
11	-	-	General - Liquidated Damages on Monthly basis	We request authority to add maximum capping of penalty imposed during Operations & Maintenance (O&M) phase is 10% of total monthly billing. Please note that it is inline with OPEX based procurement and contracts.	We strongly recommend authority to amend and/or add this clause as it contains high risk towards project participations because of legal risk involved in such procurement.	As per RFP
12	133	3.4. Incorrect Reporting of SLA Breaches/ Health Status of Equipment under Module 1 & 4	i. More than 4 instances of incorrect reporting of SLA breaches / health status in a calendar month as verified at site. No Monthly O&M payment for the Module	We request authority to add maximum capping of penalty imposed during Operations & Maintenance (O&M) phase is 10% of total monthly billing. Please note that it is inline with OPEX based procurement and contracts. Please amend this as follows, "i. More than 4 instances of incorrect reporting of SLA breaches / health status in a calendar month as verified at site. No Monthly O&M payment for the Module 10 percent deduction of monthly O&M payment for Module 2"	We strongly recommend authority to amend and/or add this clause as it contains high risk towards project participations because of legal risk involved in such procurement.	As per RFP
13	133	3.4. Incorrect Reporting of SLA Breaches/ Health Status of Equipment under Module 1 & 4	If there are no monthly O&M payments for two consecutive month due to a breach of this SLA, IHMCL reserves the right to consider termination of the project in accordance with the terms of the contract.	We request authority to add maximum capping of penalty imposed during Operations & Maintenance (O&M) phase is 10% of total monthly billing. Please note that it is inline with OPEX based procurement and contracts. Please amend this as follows, "If there are no 10% of monthly O&M payments for two consecutive month due to a breach of this SLA, IHMCL reserves the right to consider termination of the project in accordance with the terms of the contract.	We strongly recommend authority to amend and/or add this clause as it contains high risk towards project participations because of legal risk involved in such procurement.	As per RFP

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14	134	3.5. SLA for Congestion Monitoring Software	<p>Twenty (20) or more instances of incorrect reporting of Congestion in a calendar month as verified through live video feeds or any such means.</p> <p><u>No monthly O&M payment for Module -2</u></p>	<p>We request authority to add maximum capping of penalty imposed during Operations & Maintenance (O&M) phase is 10% of total monthly billing.</p> <p>Please note that it is inline with OPEX based procurement and contracts.</p> <p>Please amend this as follows, "Twenty (20) or more instances of incorrect reporting of Congestion in a calendar month as verified through live video feeds or any such means.</p> <p><u>No monthly O&M payment for Module -2 10 percent deduction of monthly O&M payment for Module 2"</u></p>	We strongly recommend authority to amend and/or add this clause as it contains high risk towards project participations because of legal risk involved in such procurement.	As per RFP
15	77	7.17. Appendix A- Form F-1: Format for Financial Bid Submission**	<p>ii. For Module 1 and Module 4, <u>pro-rata payments shall be made for each additional project integrated and onboarded during</u> the contract period, calculated at the same unit rate quoted by the Bidder for the initially defined scope.</p>	<p>We understand the objective of IHMCL where in they need Centralized ITS to start with for monitoring of ATMS. Toll Plaza (TCS), and MLFF (in future).</p> <p>However, there is no clarity given about total running system out of total scope of work given in the RFP which makes it difficult for solution provider to define the project plan and predict the revenue cashflow from the said project.</p> <p>Hence, we request authority to provide clarity on availability on the systems to design the techno-commercial solution. We have asked such queries in separate points.</p>	<p>We seek clarification on this point to design our techno-commercial proposal.</p> <p>We request IHMCL to share such data as project is on OPEX model/monthly billing wherein bidder is unable to define cashflow of the project without such information.</p>	As per RFP
16	121	1.7.1. Hosting of application and data	<p>1. AWS cloud services shall be provided by IHMCL. The IA shall be required to host all requisite software application and data on AWS and co-ordinate with AWS team. Separate account needs to be created in the name of IHMCL and administrative rights should be provided to IHMCL for verification of usage of resources.</p>	<p>Please clarify below points,</p> <ol style="list-style-type: none"> 1. We understand that IHMCL will provide development, testing, staging, and Production Environment on AWS cloud. Successful Bidder will provide required server sizing required to host Centralized ITS application including all 4 modules. Please confirm. 2. We assume that hosting including DC and DR will be on cloud facilitated by IHMCL via AWS cloud services. Please confirm. 3. We assume that cost towards cloud hosting including any additional cloud services required based on solution will be directly borne by IHMCL. Please confirm. 	<p>We seek clarification on this point to design our techno-commercial proposal.</p> <p>This information is essential to design the system architecture in compliance with IHMCL's requirements, ensuring proper deployment planning and adherence to MieTY guidelines for data replication and disaster recovery.</p>	The charges for cloud services shall be borne by IHMCL as per RFP. However, it shall be the responsibility of the successful bidder to coordinate with cloud service provider for necessary technical requirements and compliances from time to time, during contract period.
17	-	-	General - Data Retention Policy	<p>We assume that the data at the Central ITS software level will remain in live mode for 6 months and then move to archival mode for the entire contract period. Please confirm.</p>	We need clarification on this point.	The data archival process shall be as per project requirements and shall be worked during project execution phase.

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18	101	Schedule - A - Project details - 1)	1. Site Location – Location shall be provided by IHMCL in Delhi, NCR.	<p>We request the authority to provide the specific address of the Command Control Centre (CCC), which will be utilized for the holistic overview of the application.</p> <p>Please note that this information is required to estimate internet connectivity-related charges and design our techno-commercial solution.</p> <p>Additionally, we kindly request information regarding the tentative total size of the CCC in square feet, along with a layout (if available) indicating operational zones and areas allocated for equipment and staff.</p>	This information is critical to understand the existing capabilities and constraints of the Command Centre, enabling accurate planning for infrastructure enhancements and ensuring that the proposed solution aligns with operational and environmental requirements.	The details shall be shared with Successful bidder during project duration.
19	-	-	General - CCC	<p>We assume that any interior and furniture-related scope at the CCC is not within the bidder's scope. Please confirm.</p> <p>The bidder is required to supply a minimum of 2 LED TVs, 5 workstations (1 per supervisor), and 5 IP phones to be provided at the existing CCC. Please confirm.</p>	We seek clarification on this point to design our techno-commercial proposal.	Refer Schedule C.
20	-	-	General - Electricity	<p>We assume that the coordination and payment of electricity bills at the CCC will fall under the bidder's scope. However, these expenses will be reimbursed by IHMCL at actuals. Please confirm.</p> <p>We understand that there will be a separate meter or sub-meter provisioned for CCC equipment's meant for this project on the name of IHMCL and bidder will pay the cost towards electricity bill which will be reimbursed by IHMCL. Please confirm.</p> <p>Note: This is in line with the scope of work mentioned in the RFP under sub-clause 1.3: "The IA shall undertake the following activities."</p>	We need clarification on this point.	Refer Schedule B, Clause 1.3. (k) and (l)
21	86	1.2.16. Time Schedule	<p>Integration of Central Software Application with ATMS projects for equipment health status and SLA monitoring as per RFP requirement</p> <p><input type="checkbox"/> Go-Live of Module – 1: Centralized Real-Time Monitoring of 6 ATMS projects allocated by IHMCL specified in the Schedule A - <u>within T + 3 months</u></p> <p><u>T+ 3 months</u></p>	<p>We understand the urgency of implementing state-of-the-art Centralized ITS software that enables the authority to monitor the entire ATMS and Toll Plaza system from an operational standpoint. However, we would like to highlight that such a solution, particularly in the major 4 sub-modules, involves significant coordination and multiple integration touchpoints across systems and contractors.</p> <p>In such a scenario, the implementation of this solution within 3 months for Modules 1, 2, and 3 is very challenging.</p> <p><u>Hence, we request the authority to provide at least 6 months of implementation timeline as a minimum tenure.</u></p>	We seek clarification on this point to design our techno-commercial proposal.	As per RFP
22	128	1.1. Video Wall	The video wall will be supplied by IHMCL , and the Implementation Agency will be responsible for integrating it with their software to display various modules.	<p>We assume that video wall will be supplied by IHMCL at CCC location. Please confirm.</p> <p>Bidder's scope will be limited to Install & Commissioning part of video wall inline with line-item give in 'Financial Bid</p>	We seek clarification on this point to design our techno-commercial proposal.	<p>For 1.1.Video wall -Refer Schedule C.</p> <p>For 7.17 Form F1 - Refer Corrigendum 1.IA is required</p>

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23	77	7.17. Appendix A-Form F-1: Format for Financial Bid Submission**	Installation, commissioning of video wall as and when procured by IHMCL at control centre	Please Confirm. To evaluate the cost towards such installation services, we request authority to provide information such as number of cubes of videowall, size of each cubes and Make & Model (if possible) at this juncture.		to integrate video wall as and when procured by IHMCL.
24	128	1.3. IP Phone and Licenses	a. The Implementation Agency shall provide IP phone along with <u>requisite licenses to all executives for coordination with ATMS Contractors, RO, PIUs etc.</u>	Please clarify below points, 1. Does bidder needs to provide PRI Line and unique Toll Free Number to redirect it to IP Phones? 2. ATMS Contractor, RO, PIUs can be connected via normal calls from CCC by Executives based at CCC. If it is feasible we request authority to remove 'requisite license' (i.e., PRI Lines, and Toll Free Number) part from the bidder's scope.	We seek clarification on this point to design our techno-commercial proposal.	As per RFP. No PRI line or toll free number is required to be provided under this project.
25	117	1.6.1. Module 1: Centralized Real-Time Monitoring of ATMS projects:	The software <u>shall fetch all SNMP (Simple Network Management Protocol) data from all ATMS equipment</u> , including but not limited to system health metrics, fault notifications, and performance statistics and ensure compatibility with diverse hardware and provide robust security.	We understand the challenge faced by IHMCL, wherein the authority intends to onboard a third-party solution provider for Centralized ITS software to independently evaluate the uptime of edge devices, ensuring the overall success of the ATMS and Toll Plaza system. However, to enable such a system, the following prerequisites must be met, and the respective contractors will need to provide their support during both the execution and operational phases which is difficult at times. We assume that IHMCL will provide necessary support to obtain this information and act as the nodal agency to instruct each contractor to fulfil these requirements in a timely manner. Please confirm. The required information is as follows: 1. The respective contractors must share a list of unique IP addresses for each piece of equipment within their scope of work. 2. All such edge hardware must available at Public IP to access it and check it availability from centralized cloud based system which is generally not possible in ATMS system. 3. All edge devices must be SNMP-enabled or compatible for remote pinging as and when required. 3. Connectivity at the edge device level (i.e., network) falls under the respective contractor's purview. Each contractor must ensure access is provided to the Centralized ITS system to directly ping edge devices.	We seek clarification on this point to design our techno-commercial proposal.	As per RFP
26	101	2. Scope for Module 1: Centralized Real-Time Monitoring of ATMS projects	(b) The scope of work involves monitoring of 200 Advanced Traffic Management System (ATMS) projects, <u>encompassing around 15,000 units of equipment.</u>	We request authority to use both approach while the primary uptime of edge device will be via SMPS based pings. We also suggest to integrate Centralized ITS software with respective EMS-NMS software provided by ATMS and Toll Plaza solution provider as a secondary source of truth to make the system more transparent via API based integration.	We provide this suggestion based on our technical acumen.	As per RFP
27	118	1.6.1. Module 1: Centralized Real-Time Monitoring of ATMS projects:	IA shall provision <u>redundant internet bandwidth of at least 100 Mbps or higher at the Control Centre to ensure</u> uninterrupted data transmission.	We request authority to add line-item for Internet Connectivity line-item in '7.17. Appendix A-Form F-1: Format for Financial Bid Submission**'	-	Refer Corrigendum 1.

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28	-	-	General - Integrations across software's	<p>We assume that the integration with ATMS systems and Toll Plaza systems will be facilitated via APIs, and the respective contractors will provide the necessary support to customize and integrate data with the Centralized ITS software.</p> <p>Additionally, we assume that IHMCL will provide the required support to obtain this information and act as the nodal agency to instruct each contractor to fulfil these requirements in a timely manner. Please confirm.</p> <p>Additionally, if any cost implications related to the development or provision of these APIs asked by respective contractor it will be taken care by IHMCL.</p>	-	As per RFP
29	-	-	General	<p>During the integration process if any legacy version of applications available at ATMS sites or Toll Plaza sites, the responsibility for complete upgradation and ensuring the required API format lies with the ATMS contractor/respective contractor. Please confirm.</p>	<p>This clarification is critical to ensure that the IA's scope does not extend to addressing legacy application limitations at individual ATMS sites</p>	As per RFP
30	-	-	General	<p>Kindly provide details of the existing ICC, EMS, or ATMS systems currently in use across the project sites, including their specifications, protocols, and integration capabilities.</p>	-	As per RFP
31	117	1.6.1. Module 1: Centralized Real-Time Monitoring of ATMS projects	<p>15. Data Acquisition and Connectivity: ii. Provision of internet connectivity at field locations is not in the scope of the Service Provider.</p>	<p>We understand that here Service provider means Implementation Agency (IA)/bidder. Please confirm. If understanding is correct</p> <p>Please amend it as, " ii. Provision of internet connectivity at field locations is not in the scope of the Service-Provider: Implementing Agency (IA)/bidder."</p>		Yes, understanding is correct
32	108	Scope for Module 2: Real-time NH traffic congestion monitoring at Fee Plazas	General	<p>Kindly provide a detailed list of all toll plazas covered under this project, including their names, exact locations, and the number of lanes available at each plaza</p>	<p>https://tis.nhai.gov.in/ -- Website has more than 300 fee plaza data available, Need clarity of the fee plaza under scope in this project.</p>	<p>The details shall be shared with Successful bidder during project duration. Also, refer RFP 1.6.2. Module – 2: Real-time NH traffic congestion monitoring at Fee Plazas, SI no. 11 (b).</p>
33		General	General	<p>Please provide details of any third-party systems or software platforms that need to be integrated with the centralized solution, such as toll management systems, eChallan systems, or any other related applications. Kindly provide their functional requirements.</p>	<p>This information is crucial to accurately estimate the efforts required for integration with third-party systems. Understanding their functionalities, APIs, and protocols allows for precise planning, resource allocation, and development timelines, ensuring seamless interoperability."</p>	Refer Schedule B
34	116	1.6.1. Module 1: Centralized Real-Time Monitoring of ATMS projects & 1.3. The IA shall undertake the following activities:	<p>14. Real-Time Monitoring: i. The health status of ATMS equipment shall be retrieved through real-time monitoring software. ii. Each ATMS device must be assigned a unique ID for integration with the monitoring system. (e) Integrate with various ATMS sub-components/sub-system for live view of camera feeds</p>	<p>We understand that real-time monitoring will be alert-based only, with no requirement for continuous monitoring, playback, or storage at the Central Platform. Kindly confirm if this understanding is correct.</p>		As per RFP

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35	132	3.4. Incorrect Reporting of SLA Breaches/ Health Status of Equipment under Module 1 & 4	More than 4 instances of incorrect reporting of SLA breaches / health status in a calendar month as verified at site.	1) In the context of integrating multiple ATMS systems into a centralized system, if any individual ATMS system provides erroneous EMS reports (e.g., incorrect SLA or health status data), what approach should be adopted for accountability? 2) Specifically, how IHMCL will address such issue to ensure that the centralized system is not penalized for inaccuracies originating at the source ATMS level?	This clarification is essential to define the scope of responsibility for the centralized system and the individual ATMS systems	As per RFP
36	116	1.6.1. Module 1: Centralized Real-Time Monitoring of ATMS projects	13. The system must retrieve the details of E-challans or violations recorded in the e-Challan system by the ATMS software implemented across various projects.	Centralized ITS software will provide reports of e-challan (In excel/pdf) required with high-level details. However, details of actual e-challan generated may not be available at Centralized ITS software level. Please confirm if the understanding is correct.	This clarification is essential to ensure alignment with the project scope and deliverables.	As per RFP. The system should be capable to provide the details of e-Challan available in the ATMS as software.
37	-	-	General - Integration Push - Pull Mechanism	Please specify the mode of data transfer across system. Does ATMS and Toll Plaza system will share information in predefined format at regular interval or Centralized ITS system will request for such data at regular interval and upon request respective native system will share such data. Please confirm. Please provide clarity on regular interval based timeframe to get the data sync. on central ITS system.	-	As per RFP
38	-	-	General - Volume	Please share tentative daily basis of regular data in terms of transaction (in number of count) and volume (in GB) expected on Centralized ITS portal?	-	The details shall be shared with Successful bidder during project execution.
39	-	-	General - Dashboard and Reporting	Does authority want aggregated numbers on daily/weekly/monthly timeframe for list of alerts coming from ATMS and Toll Plaza system or authority need list view in tabular manner for all alerts coming from ATMS system for insights and hardware downtime? Please clarify such point.	-	As per RFP
40	77	7.17. Appendix A- Form F-1: Format for Financial Bid Submission**	Module – 4: Centralized Monitoring of roadside infrastructure for MLFF Tolling Systems Monthly Opex charges per MLFF Project integrated and onboarded as per requirement under Module – 4 (Total 30 projects as per Schedule A). Project Month =4*30	The project tenure for Centralized ITS as of now is for 1 year and 3 months. The said MLFF is at RFP stage with separate RFP process is going on, it is obvious that there will be no availability of even 1 MLFF project during this tender's contract period. Hence, we request authority to clarify on this and considering project tenure if possible remove it from the scope of work in realistic manner as MLFF system itself will take time to implement and become mature to share desired data in API formats.	-	Refer Corrigendum-1 for Contract Agreement duration. The timelines for Module - 4 as provided in the RFP.
41	91	1.2.23	IHMCL/NHAI at its sole discretion may conduct regular /forensic audit of the services under this Contract Agreement. The Bank shall cooperate and provide all required documentation, access to IT system during such audit, failing which, it shall be considered as breach of Contract Agreement on part of Bidder under Clause No. 1.2.32	Since the tender is for Centralised ITS Monitoring system, we believe this clause is inadvertently added, request to delete the same.	-	As per RFP

Sr. No.	Page No. of RFP	Clause	RFP Statement	Query	Remarks	Reply IHMCL
42	95	1.2.32	the Bidder abandons or manifests intention to abandon the implementation or O&M of the Project without the prior written consent of the Authority	Since the term manifests intention being a vague term and can lead to unnecessary dispute in future request to kindly amend the clause as under: "the Bidder abandons or-anifests intention to abandon the implementation or O&M of the Project without the prior written consent of the Authority		As per RFP
43	96	1.2.33	Notwithstanding anything stated in this Contract Agreement, in the event of any defaults on part of the Bidder, IHMCL shall issue a notice to the Bidder (hereinafter referred to as Cure Period Notice) setting out specific defaults / deviances / omissions / noncompliances / non-performances and providing a notice of Fifteen (15) days ("Cure Period") to enable such defaulting party to remedy the default committed	Request to kindly consider keeping the cure period of atleast 30 days and hence amend the clause as under: "Notwithstanding anything stated in this Contract Agreement, in the event of any defaults on part of the Bidder, IHMCL shall issue a notice to the Bidder (hereinafter referred to as Cure Period Notice) setting out specific defaults / deviances / omissions / noncompliances/ non-performances and providing a notice of <u>atleast Thirty (30) Fifteen (15)</u> days ("Cure Period") to enable such defaulting party to remedy the default committed		As per RFP
44	97	1.2.35	Upon Termination on account of Clause 1.2.34 (b), the Authority shall make Termination Payment as under: i. The Implementation Agency shall be compensated for the ongoing month along with an additional month for all work and deliverables that have been completed and formally accepted as of the effective date of contract closure	Since the whole model of payment is on a opex mode request to kindly consider payment for atleast 6 months in case of termination due to convenience : "Upon Termination on account of Clause 1.2.34 (b), the Authority shall make Termination Payment as under: i. The Implementation Agency shall be compensated for the ongoing month along with an additional <u>six</u> month for all work and deliverables that have been completed and formally accepted as of the effective date of contract closure		As per RFP
45	97	1.2.35	c) Upon Termination on account of Clause 1.2.34 (c), the provisions of Clause 1.2.30 shall be applicable	Since clause 1.2.30 doesn't specify the payment terms request to modify the current clause as under: "c) Upon Termination on account of Clause 1.2.34 (c), the provisions of Clause 1.2.30 <u>and payment as per clause 1.2.35 (b)</u> shall be applicable		As per RFP

Sr. No.	Page No. of RFP	Clause	RFP Statement	Query	Remarks	Reply IHMCL
46	98	1.2.38	The Bidder shall indemnify, defend, save and hold harmless, IHMCL and NHAI and M/o Road Transport and Highways (MoRTH) and its Officers, Agents, Engineer, 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, such as fees and expenses 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 Bidder's obligations under this Contract Agreement or any other related agreement or otherwise, any fraud or negligence attributable to the Bidder or its Agents or Sub-Contractors (SI), 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 Agreement on the part of IHMCL.	Since the tender is for Centralised ITS Monitoring system, request to modify the clause as below for proper allocation of indemnification: "The Bidder shall indemnify, defend, save and hold harmless, IHMCL and NHAI and M/o Road Transport and Highways (MoRTH) and its Officers, Agents, Engineer, against any direct loss, damage, claims, cost and expense of whatever kind and nature (including without limitation, reasonable legal fees, claims and expenses incurred in connection with any suit, action or proceeding or any claim asserted, such as fees and expenses 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 Bidder's obligations under this Contract Agreement or any other related agreement or otherwise, any fraud or negligence attributable to the Bidder or its Agents or Sub-Contractors (SI), 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 Agreement on the part of IHMCL or any third parties ."		As per RFP
47	99	1.2.40	The limitations described in Clause 1.2.40 (a) above will not apply to IA's obligations under Clauses 1.2.25 [Confidentiality of the Assignment/Findings] or 6.9 [Indemnity].	Since the bidder is providing indemnities in the clause 1.2.38 request to modify as below: "The limitations described in Clause 1.2.40 (a) above will not apply to IA's obligations under Clauses 1.2.25 [Confidentiality of the Assignment/Findings] or 6.9 [Indemnity]. "		As per RFP
48	101	1.2.42.8.g	Hand-over of the entire software including source code, program files, configuration files, setup files, project documentation, etc	Since the solution might contain proprietary material request to kindly modify as below: "Hand-over of the License to entire software including source code, program files, configuration files, setup files, project documentation, etc"		Refer Corrigendum-1
49	134	3.7	3.7. Damages for Data Breach or Misuse of Data As per provisions of Digital Personal Data Protection Bill, 2023 or any other relevant acts or rule notified by the Government. The Implementation Agency will be governed as a Data Fiduciary and the principles so prescribed under the DPDPB'23 Act.	Since the solution would be provided for IHMCL and beneficiary of the project would IHMCL, IA would be data processor and IHMCL would be the data fiduciaries as even the cloud would be provided by IHMCL. Hence request to delete the clause		As per RFP
50	46 / 135	7.1. Form T-1 Technical Bid Covering Letter	v. I /We hereby declare that as on the date of bid submission, neither we nor our parent, subsidiary, or sister concern, have been engaged by NHAI, IHMCL, or any Concessionaire for Advanced Traffic Management System (ATMS) projects on National Highways across the country that are either under implementation or in the Operation and Maintenance phase as of the RFP release date. We further undertake that we shall not be take up projects pertaining to ATMS, Multi-Lane Freeflow tolling for National Highways in India during the Contract Period.	We request the authority to remove the lines "We further undertake that we shall not be take up projects pertaining to ATMS, Multi-Lane Freeflow tolling for National Highways in India during the Contract Period." from both the forms.	We request the authority to reconsider the clause requiring bidders to undertake that they will not take up projects related to Advanced Traffic Management Systems (ATMS) or Multi-Lane Free-Flow Tolling for National Highways in India during the contract period. While we understand the intent to ensure focus and avoid conflicts of interest, this restriction may unintentionally exclude highly capable bidders with proven expertise in these domains. This could ultimately limit competition and stifle innovation.	As per RFP

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51		7.13. Form-T:13 – Format for the declaration of No conflict of interest	I /We hereby declare that _____, as on the date of bid submission, neither we nor our parent, subsidiary, or sister concern, have been engaged by NHA, IHMCL, or any Concessionaire for Advanced Traffic Management System (ATMS) projects on National Highways across the country that are either under implementation or in the Operation and Maintenance phase as of the RFP release date. We further undertake that we shall not be take up projects pertaining to ATMS, Multi-Lane Free-flow tolling for National Highways in India during the Contract Period.		Organizations like ours have significant experience in ITS monitoring and the development of bespoke software portals for advanced data analytics and bulk data processing. The skills and expertise required for these domains are complementary rather than conflicting. Engaging in both types of projects will not compromise our ability to deliver on the objectives of this tender. On the contrary, our diverse expertise enables prospective bidders to bring a holistic approach and advanced insights to the project, thereby enhancing its overall success.	As per RFP
52	71 / 135				Additionally, such a clause may inadvertently discourage specialized agencies with expertise in ATMS and tolling solutions from participating, as their capabilities are integral to the ITS domain. We propose revising the clause to allow bidders to participate in future ATMS and tolling tenders, subject to appropriate disclosures and measures to avoid conflicts of interest. This revision would foster fair competition and ensure that the most qualified agencies contribute to the success of this initiative. For example, as part of appropriate measures, IHMCL could introduce specific penalty clauses for unique cases of conflict. Additionally, IHMCL could require an independent third-party audit on a yearly or half-yearly basis to evaluate the authenticity and alignment of the solution provider with the scope's objectives. Restricting participation outright may lead to fewer technically sound bidders competing for the project, resulting in a less competitive landscape. This could ultimately lead to the selection of less technically capable bidders to design and develop a state-of-the-art centralized ITS software solution, potentially yielding less impactful outcomes.	As per RFP
53	c) Detailed Technical Scoring, Point- A3	Page-31	The Sole bidder should be at least CMMi level 3 organization as on bid due date. Marks shall be allocated as below: <input type="checkbox"/> CMMi Level 3 organization = 3 marks <input type="checkbox"/> CMMi Level 5 organization = 5 marks	Request an amendment to CMMi Level 3 certification for 5 Marks for better participation in the bid.		As per RFP
54	94	1.2. GENERAL CONDITIONS OF CONTRACT 1.2.28. No partnership	This Contract Agreement 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 act as an agent or representative of, or to otherwise bind, the other Party.	The clause restricts the formation of partnerships or consortiums. Considering the complexity and scale of the project, allowing partnerships/consortiums is essential for enabling wider participation and collaboration among technical and financial partners. This is a common practice in similar RFPs issued by IHMCL/NHA and aligns with standard IT procurement guidelines.	We request the modification of this clause to allow partnerships or consortiums, where the technical and financial criteria can be fulfilled collectively by the consortium members, with one member designated as the lead partner. This flexibility will ensure broader participation, foster collaboration, and strengthen the technical and financial capabilities of the bidding entities, ultimately contributing to successful project implementation.	As per RFP

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55	21	3. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA 3.1. PRE-QUALIFICATION CRITERIA 5 Command & Control Center Implementation Experience	The Bidder should have experience of implementing at least one project of centralized/integrated command & control center in India during last 10 years as on bid due date for Central/State Government departments/entities, or Law Enforcement Authorities, or PSUs as on the bid due date in the field of Smart City, Advanced Traffic Management System (ATMS), Intelligent Transportation System (ITS), City Surveillance/Safe City.	For wider participation please modify as below: The Bidder should have experience of implementing at least one project of centralized/integrated command & control center in India during last 10 years as on bid due date for Central/State Government departments/entities, or Law Enforcement Authorities, or PSUs as on the bid due date in the field of Smart City, Advanced Traffic Management System (ATMS), Intelligent Transportation System (ITS), City Surveillance/Safe City or utility services.	We request the inclusion of projects related to the implementation of command and control centers for utility services (e.g., power distribution, water management, or similar utility sectors) to be considered as eligible experience. Utility command and control centers involve comparable technical expertise, operational complexity, and integration requirements as those listed in the clause. Allowing such projects will enable broader participation and leverage the experience of organizations with relevant capabilities, ensuring successful execution of the project.	As per RFP
56	16	1.1	Implementation period - 3months	Given the quantum of work where multiple systems need to be integrated and a user dashboard is required to be created, the time period allowed in the tender is too less. We request the same to be increased to 6 months		As per RFP
57	General Query			for integraion work APIs are requiered from the existing Sis. We request IHMCL to ensure that the required APIs are provided without any commercial implication to the IA		As per RFP
58	89	1.2.19	Payment terms	All payments in opex mode are beginning only after 100 % integrationn of the systems. In case some systems are not integrated for the reasons not attributable to the IA, we request that Prorata payments may be started.		As per RFP
59	110	5	List of Locations	Though the Scope of work requires 30 nos. of MLFF projects to be integrated but the RFP gives details of only 2 nos which are also in bidding stage. Kindly confirm on the locations or the time lines by which these will be available		As per RFP
60	117	1.6.1 (13)	The system must retrieve the details of E-challans or violations recorded in the e- Challan system by the ATMS software implemented across various projects.	IHMCL is requested to provide the APIs for retrieval of this information without any commercial implication to IA		As per RFP
61	118	1.6.1 (19)(ii)	Ensuring GIS-based mapping for incident detection systems across multiple projects requires standardized data formats and protocols for interoperability.	IHMCL is requestesd to provide the GIS locations of the assests		As per RFP
62	30	Detailed Technical Scoring	Manpower Strength: Number of full-time employees on the payroll of the Bidder as on bid due date. Marks: Equal to or greater than 100 employees = 5 marks, 75-99 = 4 marks, 50-74 = 3 marks, less than 50 = 0 marks.	We request a reduction in the minimum manpower requirement to encourage participation from startups and MSEs. Proposed: 25-49 employees = 2 marks instead of 0 marks for less than 50 employees	This will allow startups with potential to compete effectively.	As per RFP
63	21	Eligibility and Pre-qualification	The Bidder should have experience implementing at least one centralized/integrated command & control center project in India in the last 10 years for Central/State Govt, Law Enforcement, or PSUs in Smart City, ATMS, ITS, or City Surveillance projects.	We request the inclusion of Enterprise Entities for project experience under ICCC projects in the relevant fields.	This broadens eligibility for capable bidders who may have executed similar projects outside the scope.	As per RFP
64	127	Schedule C	Centralized Real-Time Monitoring - Specifications and Modules required for Module 1 are not clearly defined.	Request detailed specifications so that the centralized software can adequately conduct Real time Monitoring, heath status checks of all ATMS equipment, and SLA Monitoring .	Detailed specifications will help in aligning our solutions effectively.	As per RFP
65	119	Scope of Work	Module 2: Real-time NH traffic congestion monitoring at Fee Plaza	Kindly provide detailed specifications for the congestion monitoring system.It is noted that PTZ cameras require no analytics; however, the live feed will be utilized to validate congestion alerts. Kindly provide detailed specifications to ensure the system accurately reports real-time waiting times at the Fee Plazas, meeting compliance requirements as per NHA1, MoRTH, etc., guidelines.	Specifications are necessary for an accurate technical response.	As per RFP

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66	120	Module 3: AI-Based Traffic Analysis Hub	The IA shall develop a centralized repository to store and manage nationwide traffic and incident data, enable advanced analytics and insights for operational and strategic use	Kindly clarify the features and requirements of the database to be used for managing the centralized repository. Can we propose using a PostgreSQL Enterprise Database, given its proven capabilities in handling large-scale analytics and data management? A detailed feature set is attached for your consideration	Specifications are necessary for an accurate technical response, and clarification on database options will allow us to align the proposal with project expectations.	As per RFP
67	89	Payment Terms	Commencement of monthly OPEX charges for Module 2: Plaza Congestion Monitoring Software Application for 300 fee plazas as per RFP.	Kindly amend the clause to allow for payments proportional to the number of plazas integrated, rather than awaiting the integration of all 300 plazas. This amendment will help bidders manage cash flow effectively and align with industry-standard practices for milestone-based payments	Aligns with industry practices and ensures cash flow sustainability for bidders.	As per RFP
68	77	Appendix A-Form F-1: Format for Financial Bid Submission	Bill of Quantity	Please specify the number of workstations and IP phones required for the project in the BOQ.	Precise BOQ requirements ensure accurate pricing.	Refer Schedule C, Clause 1.5.(i)
69	85	Scope of Work	Data Security and Protection: The Bidder shall ensure compliance with IT Act 2000 and DPDP Act 2023, including measures to safeguard data, prevent unauthorized access, and maintain confidentiality.	Please clarify the bidder's scope regarding data security. To comply with DPDP Act 2023, will the bidder need to provide roles such as Data Fiduciary, Data Processor, Consent Manager, Independent Data Auditor, and Data Protection Officer? Clarification on the scope of these roles is essential to ensure full compliance with the DPDP Act 2023 and avoid ambiguity during project execution.	Explicit roles and responsibilities will prevent ambiguities during execution.	As per RFP
70				Is MSE exemption allowed for turnover and experience as we could not find it in the RFP No. IHMCL/IMAC/2025/01. I would like to know if we need OEM Certificate for the specification provided for the Hardware and Software. Looking for your prompt response.		As per RFP