

RESPONSE TO PREBID QUERIES
REQUEST FOR PROPOSAL FOR IMPLEMENTATION OF AUDIT CAMERA SYSTEM FOR VEHICLE COUNT & CLASSIFICATION AT TOLL PLAZAS
RFP No. IHMCL/ACS/2025/01 published on dated 19.02.2025

Date: 20.03.2025

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1	108	1.3. Brief Scope of Work:	i. The Successful Bidder shall carry out site survey of locations as identified for implementing the proposed solution. Additionally, the Successful Bidder will compare the vehicular traffic data from the independent ATCC system with the toll traffic data provided by IHMCL for the plaza , and generate a report on the analysis, highlighting any discrepancies. The Successful Bidder must also provide proper video evidence of any discrepancies in the vehicular traffic (Class M and N of CMVR 1989) while reporting. The Successful Bidder shall investigate and submit a detailed report in case of any deviations or significant discrepancies in the vehicular traffic at the toll plaza	Request you to provide the data format,type and transfer mode including content of the format as per clause " toll traffic data provided by IHMCL for the plaza "	Toll traffic data shall be provided as per TMS report of the plazas, comprising the data fields. The data format, types etc. will be arranged during project execution phase upon award of work.
2	111	2. Functional Requirement	1.2: General : The proposed solution shall compare the vehicular traffic data from the video-based non-intrusive ATCC system with the toll traffic data provided by IHMCL for the plaza, and generate a report on the analysis, highlighting any discrepancies. The report of discrepancies shall be submitted along with videographic evidence to IHMCL including, but not limited to, following fields: <input type="checkbox"/> Vehicle registration number (VRN) <input type="checkbox"/> Tollable class (as per NH Fee Rules) <input type="checkbox"/> Date and time of incident <input type="checkbox"/> Direction of travel	We understand that ANPR technology with OCR functionality is essential to fulfill the requirement for Vehicle Registration Number (VRN) recognition. Please confirm	As per RFP. Please refer Functional requirement clause 1.5 General.
3	112	2. Functional Requirement	1.3: General The Count and Classification accuracy of the proposed solution should be as below: <input type="checkbox"/> Vehicle Count accuracy – Not less than 99.5% <input type="checkbox"/> Vehicle Classification accuracy – Not less than 98%	Count and classification accuracy review will be conducted on a daily, weekly, or monthly basis. Please confirm	The accuracy will be measured on the monthly traffic basis.
4	112	2. Functional Requirement	1.5: General : The Successful Bidder shall design a comprehensive solution leveraging Automatic Number Plate Recognition (ANPR) technology integrated with Artificial Intelligence (AI)/ Machine Learning.	We understand that ANPR technology with OCR functionality is essential to fulfill the requirements outlined in Clause 1.5: General, which specifies the integration of Automatic Number Plate Recognition (ANPR) technology with Artificial Intelligence (AI)/Machine Learning. Please confirm	Yes. The understanding is line with RFP clause.
5	113	2. Functional Requirement	2.2 Camera based Automatic Traffic Count & Classification (ATCC) Camera shall be mounted in such a way that occlusions do not generally obstruct view of the traffic and vehicle axles must be visible in the recording.	IA can utilize the existing infrastructure (like pole installed on each lane, gantry etc) available at the toll plaza for the installation and mounting of necessary equipment. In case new infrastructure is mandatory for mounting cameras, cables, racks, electricity, etc., the necessary permissions (including installation of poles on each lane, gantries on or near the toll plaza, electricity connection, etc.) will be arranged by either IHMCL or the bidder. Please confirm.	As per RFP. Refer RFP clause functional requirement 2.1
6	114	2. Functional Requirement	4.4 : Software for ATCC with analytical capability : The system shall be capable of recording, for later analysis, on an individual vehicle basis, time/date, speed, direction. Number of axles.	We understand that the vehicle speed is not intended for enforcement purposes. Please confirm	Yes. The understanding is correct.
7	123	1. Service Level Agreement	1.7. Penalty for Incorrect Reporting of vehicle count and classification at toll plaza	We understand that the maximum liability for the plaza is 30% of the quarterly O&M amount. A 30% deduction in O&M payments for three consecutive months due to a breach of this SLA may result in IHMCL reserving the right to consider project termination. Please confirm	As per RFP.
8	18	3.1	The Sole Bidder must have an average annual turnover of minimum INR 50 Crores over the last three (3) Financial Years FY 2021-22, FY 2022-23 and FY 2023-24	We are an AI based Video analytics company but doesn't meet the turnover requirement. We should be given relaxation.	Refer Corrigendum # 1

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9	19	5	The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) must have been awarded and implemented at least one project of contract value minimum INR 5 crore(excl. GST) involving video-based Automatic Traffic Count & Classification (ATCC) systems for vehicles along with video analytics during last 10 years as on bid due date for Central/State Government departments/entities, or Law Enforcement Authorities, or PSUs in India or Abroad.	As an startup doesn't have single order of 5Cr value. We should be given relaxation.	Refer Corrigendum # 1
10	110	1.3 Scope of work (x)	IA shall ensure that the poles erected to mount cameras are good, both qualitatively and aesthetically. IA shall coordinate with concerned NHAI PIU and toll operators for installation of poles and cameras. IA shall ensure that physical look of the installation area returns to neat & tidy conditions after installation of poles, cantilevers etc. The placement shall be designed keeping in mind the normal flow of vehicular traffic and pedestrian movement is not disturbed.	Please clarify who would be responsible for the protecting the installations from vandalism, pilferage, etc.?	As per RFP.
11	112	1.3	The Count and Classification accuracy of the proposed solution should be as below: <input type="checkbox"/> Vehicle Count accuracy – Not less than 99.5% <input type="checkbox"/> Vehicle Classification accuracy – Not less than 98%	Please clarify which baseline against which the accuracy percentages would be calculated?	Data from proposed solution, TMS data, and other data sources as available with IHMCL
12	112	2. Functional Requirement 1.3 General	The Count and Classification accuracy of the proposed solution should be as below: <input type="checkbox"/> Vehicle Count accuracy – Not less than 99.5% <input type="checkbox"/> Vehicle Classification accuracy – Not less than 98%	We request the authority to revise the asked accuracy thresholds based on practical deployment challenges across real-world scenarios. The Count and Classification accuracy of the proposed solution should be as below: <input type="checkbox"/> Vehicle Count & Vehicle Classification accuracy – Not less than 90% Industry standard-90% accuracy threshold ensures a balance between practical feasibility, system efficiency, and cost-effectiveness	As per RFP.
13	113	3.1 & 3.2 Camera for monitoring Cash Lane/ Extra-wide Lane	The System shall also provide surveillance for any unauthorized activity such as usage of handheld point of sale (POS) device/ electronic ticketing machine, lane closure, collection of cash, etc. in Cash Lane/ Extra-wide Lane.	We request the authority to provide clarification on the definition of unauthorized activity. On what parameters or criteria should the system use to differentiate between authorized and unauthorized Understanding the aspects will allow us to design a system that aligns accurately with the practical expectations.	As per RFP.
14	114	4.8 Software for ATCC with analytical capability	Axle Bifurcation: Should provide single, tandem, and tridem axle bifurcation.	Field of view to cater multi axle vehicle is different from the field of view required for vehicle classification. So, in order to get multi-axle vehicle classification, system should be integrated with Vahan database. For accurate multi-axle vehicle classification, integration with the VAHAN database would be beneficial.	Bidder may propose their solution accordingly in order to achieve the RFP requirements.
15	115	Software for ATCC with analytical capability	NA	Please include the following as an additional clause: All the communication among the servers, Edge device and clients shall be secured and the system shall support the SSL and TLS communication. It shall have options of encryption with AES 128, 256 and RSA 1024 and 2048 encryption standards. It shall support secure communication between the camera and the server using SRTP and RTSPS protocols. ATCC software system shall be compliant to OWASP guidelines & have secured Vulnerability Assessment and Penetration Testing (VAPT) Certificate.	As per RFP.
16	115	5.2	The LPUs shall handle data processing and transmission independently, ensuring seamless communication with the Cloud Server without the need for any on-premises server installations at the plaza.	Please relax the criteria to allow on-premises server installations at the plaza for video storage.	As per RFP.
17	116	6.4	The IA needs to ensure that the data is stored and replicated as per latest guideline provided by MeitY. In case of failure, Successful bidder should be able to restore the complete system in another data centre.	Please clarify if this means that a Disaster Recovery Centre is required? If so, would it be an active-active DR?	As per RFP.
18	116	6.4	The IA needs to ensure that the data is stored and replicated as per latest guideline provided by MeitY. In case of failure, Successful bidder should be able to restore the complete system in another data centre.	Please specify if a DR is required, what would be the RTO and RPO?	As per RFP.
19	117	2	Provide and install a high-resolution 84-inch LED screen for real-time display of critical information, dashboards, and alerts, view of video feed as per requirements.	Please specify the KPIs, figures that would need to be displayed in the dashboard. Also please specify the alerts that would need to be generated along with frequency and triggers?	The KPIs, dashboard etc shall be designed in consultation with IHMCL during project execution phase as per requirements
20	117	2	The screen must be compatible with the software used for monitoring and analytics and positioned for optimal visibility by executives.	Please specify where the LED screen would need to be installed and would it require any civil work?	As per RFP.
21	124	1.7	Penalty for Incorrect Reporting of vehicle count and classification at toll plaza - Penalty deduction	We request that the three penalty slabs be relaxed to 5%, 3% and 2% respectively. Also the clause on termination is requested to be relaxed to 5% for three consecutive months.	As per RFP.

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22	112	1.3	The Count and Classification accuracy of the proposed solution should be as below:- Vehicle Count accuracy – Not less than 99.5% -- Vehicle Classification accuracy – Not less than 98%	It may please be clarified as to how shall the accuracy of results be determined ? We request the authority to revise the asked accuracy thresholds based on practical deployment challenges across real-world scenarios. The Count and Classification accuracy of the proposed solution should be as below: Vehicle Count & Vehicle Classification accuracy – Not less than 90% . This is practically feasible and as the soln stabilises , the accuracy may gradually be revised to upwards of 90% .	As per RFP.
23	18	3.1.3	The Sole Bidder must have an average annual turnover of minimum INR 50 Crores over the last three (3) Financial Years FY 2021-22, FY 2022-23 and FY 2023-24., In the case of a Consortium, the Lead Member shall meet at least 70% requirement of minimum average annual turnover and the other member shall meet at least 20% of minimum average annual turnover. For avoidance of doubt, it is further clarified that the Consortium must collectively and individually satisfy the above qualification criteria, i.e., consortium shall cumulatively/collectively fulfil the 100% requirement.	Is Overseas company's Turnover considered ?	Annual turnover of bidding entity shall be considered for evaluation.
24	18	3.1.2	The Sole Bidder or any Member(s) of the Consortium must have at least five (5) years of experience in the implementation of projects in the field of Information Technology (IT) solutions, or Intelligent Transportation System (ITS) as on bid due date.	Is Overseas company's Work Order considered ?	Work order awarded in the name of bidding entity shall be considered for evaluation.
25	19	3.1.5	The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) must have been awarded and implemented at least one project of contract value minimum INR 5 crore (excl. GST) involving video-based Automatic Traffic Count & Classification (ATCC) systems for vehicles along with video analytics during last 10 years as on bid due date for Central/State Government departments/entities, or Law Enforcement Authorities, or PSUs in India or Abroad.	Our organization has done Sensor based ATCC surveys for Govt. agencies also we have Video based ATCC but we don't have any work order specific to Video ATCC, Will our ATCC (Sensor Based) experience accepted for this tender.	As per RFP and Corrigendum.
26	18	3.1.3	The Sole Bidder must have an average annual turnover of minimum INR 50 Crores over the last three (3) Financial Years FY 2021-22, FY 2022-23 and FY 2023-24., In the case of a Consortium, the Lead Member shall meet at least 70% requirement of minimum average, In the case of a Consortium, the Lead Member shall meet at least 70% requirement of minimum average annual turnover and the other member shall meet at least 20% of minimum average annual turnover. For avoidance of doubt, it is further clarified that the Consortium must collectively and individually satisfy the above qualification criteria, i.e., consortium shall cumulatively/collectively fulfil the 100% requirement.	Can you please reduce the Annual turnover to 25 Crores to make this bid more competitive?	As per RFP and Corrigendum.
27	19	5	Relevant Experience #1 - The Sole Bidder or any Mem	Kindly allow bidder with experience in vehicle classification using any other technology like road embedded sensors, or any other sensors	As per RFP.
28	22	3.1 (b) (vi)	The 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.	Kindly allow startups as OEMs without restriction of 3 yrs of business clause. As the technology is evolving new startups can offer better solution for the problem.	As per RFP.
29	112	2	Camera based Automatic Traffic Count & Classification (ATCC)	The RFP asks for only camera based count and classification system, while there are other ways of achieving this requirement. We request to allow other technologies also for vehicle classification while keeping video evidence and ANPR requirement intact.	As per RFP.
30	10	15, 16		The two clauses define the number of vehicle classifications. 20 Classes in Vehicle Mapper while only 7 in Tag Vehicle class. Kindly confirm how many number of classes are required from the audit system.	All tollable vehicles classes as per the NH Fee Rules 2008 shall have to be classified by the proposed solution.
31	116	6.1	<i>The Successful Bidder shall be required to host all requisite software application and data on MeitY empanelled cloud service provider (CSP). The proposed CSP must have GPU based machines and should have native AI/ML services capabilities.</i>	The technology offered may or may not required GPU or AI/ML services in the cloud. You are requested to remove the GPU requirement from the cloud provider to allow technology OEM to select most optimum solution meeting the RFP requirement and SLA	As per RFP.

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1	17	3. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA 3.1. PRE-QUALIFICATION CRITERIA PQ – 1 Legal Entity	The Sole Bidder or the Lead Member, in case of a consortium, must be a business entity incorporated in India under the Companies Act, 1956/2013 or the Limited Liability Partnerships Act, 2008. In case of a consortium, the other Member of the consortium should be incorporated in India under the Companies Act, 1956/2013 or the Limited Liability Partnerships Act, 2008, subject to the following conditions: i. maximum number of members in the Consortium shall be Two, including the Lead member. ii. members of the Consortium shall nominate one member as the lead member (the "Lead Member"), who shall be responsible for all interactions with IHMCL; iii. all members in the Consortium shall be jointly and severally liable; iv. no bidder applying individually or as a member of a Consortium, as the case may be, can be member of another Consortium. v. Proposal/Bid should contain the information required for each member of the Consortium; vi. Proposal/Bid should include a brief description of the roles and responsibilities of individual members; The Sole Bidder / all members in case of a consortium should be registered with GST in India.	The Sole Bidder or the Lead Member, in case of a consortium, must be a business entity incorporated in India under the Companies Act, 1956/2013 or the Limited Liability Partnerships Act, 2008. In case of a consortium, the other Member of the consortium should be incorporated in India under the Companies Act, 1956/2013 or the Limited Liability Partnerships Act, 2008, subject to the following conditions: i. maximum number of members in the Consortium shall be Two, including excluding the Lead member. ii. members of the Consortium shall nominate one member as the lead member (the "Lead Member"), who shall be responsible for all interactions with IHMCL; iii. all members in the Consortium shall be jointly and severally liable; iv. no bidder applying individually or as a member of a Consortium, as the case may be, can be member of another Consortium. v. Proposal/Bid should contain the information required for each member of the Consortium; vi. Proposal/Bid should include a brief description of the roles and responsibilities of individual members; The Sole Bidder / all members in case of a consortium should be registered with GST in India. We request the authority to consider allowing a maximum of two consortium members, excluding the Lead Member, instead of the current restriction of two members, including the Lead Member. This amendment will enable broader collaboration by integrating specialized expertise for complex projects, ensuring efficient	As per RFP
32	18	3. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA 3.1. PRE-QUALIFICATION CRITERIA PQ – 3 Annual Turnover	<i>The Sole Bidder must have an average annual turnover of minimum INR 50 Crores over the last three (3) Financial Years FY 2021-22, FY 2022-23 and FY 2023-24.</i> <i>In the case of a Consortium, the Lead Member shall meet at least 70% requirement of minimum average annual turnover and the other member shall meet at least 20% of minimum average annual turnover. For avoidance of doubt, it is further clarified that the Consortium must collectively and individually satisfy the above qualification criteria, i.e., consortium shall cumulatively/collectively fulfil the 100% requirement.</i>	The Sole Bidder must have an average annual turnover of minimum INR 50 Crores over the last three (3) Financial Years FY 2021-22, FY 2022-23 and FY 2023-24. In the case of a Consortium, the Lead Member shall meet at least 70% requirement of minimum average annual turnover and the other member shall meet at least 20% of minimum average annual turnover . For avoidance of doubt, it is further clarified that the Consortium must collectively and individually satisfy the above qualification criteria, i.e., consortium shall cumulatively/collectively fulfil the 100% requirement. We respectfully suggest that the financial eligibility criteria for the Consortium be reconsidered to allow collective fulfillment of the turnover requirement. Since all Consortium members are jointly and severally liable, financial capability should be assessed jointly, ensuring accountability while enabling broader participation. The current clause disproportionately burdens the Lead Member, limiting flexibility in forming competent consortia. Allowing combined financial strength aligns with industry best practices and fosters competitive bidding. We request a revision permitting the Consortium's collective turnover to meet the requirement without individual constraints while maintaining joint and several liability.	Refer Corrigendum # 1
33				Extension of Bid Due Date till 31st March 2025	Refer Corrigendum # 1
34				Extension of Bid Due Date by 15 days	Refer Corrigendum # 1
35				Extension of Bid Due Date till 31st March 2025	Refer Corrigendum # 1
36	29	6.3 (b).ii	The maximum number of Zones that can be awarded to any Bidder is limited up to 1 (one), subject to condition set out in (v) below.	In case the bidder has the financial capacity, team strength and performance experience and capability to perform at Pan-India level, we request this limitation be removed and bidders may be awarded more than one zone. This will also lead to economies of scale allowing for price advantages to be passed on to IHMCL. Additionally, it would lead to more robust Systems Development for Reporting, Monitoring and Auditing across the entire IHMCL Ecosystem	As per RFP.
37	18	3.1.(a).2	The Sole Bidder or any Member(s) of the Consortium must have at least five (5) years of experience in the implementation of projects in the field of Information Technology (IT) solutions, or Intelligent Transportation System (ITS) as on bid due date.	While this is a Toll Audit Project, we believe the success of this project also depends on skill sets related to IT & Technology Audit Technology Consulting Financial Audit Data Analytics and Reporting Operations Management Managed Services Hence we request that these areas of experience also be taken into account	As per RFP.
38	19	3.1.(a).5	The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) must have been awarded and implemented at least one project of contract value minimum INR 5 crore (excl. GST) involving video-based Automatic Traffic Count & Classification (ATCC) systems for vehicles along with video analytics during last 10 years as on bid due date for Central/State Government departments/entities, or Law Enforcement Authorities, or PSUs in India or Abroad.	We request revising the minimum awarded and implemented project contract value criterion from INR 5 Crore to INR 15 Crore to better reflect the scale and complexity of the project undertaken in the past.	As per RFP.

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39	19	3.1.(a).6	The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) must have been awarded and implemented at least one project involving supply, installation and commissioning of minimum 100 IPbased CCTV cameras during last 10 years as on bid due date for Central/State Government departments/entities, or Law Enforcement Authorities, or PSUs in India or Aboard. Note: For the purpose of this criterion, only those projects shall qualify which shall involve any TWO or more of the following components: i. Automatic Number Plate Recognition (ANPR) system ii. Surveillance Camera system iii. Traffic/Speed Enforcement system iv. Advanced video analytics	Based on our understanding and experience, implementation of cameras or CCTV is just one part of the solution. The success of the project will also depend on leveraging experience from IT & Technology Audit Digital & Technology Implementations Financial Audit Data Analytics and Reporting Operations Management Hence we request that these areas of experience also be taken into account	As per RFP.
40	17	3.1.(a).1.i.	Maximum number of members in the Consortium shall be Two, including the Lead member.	We request that maximum number of members in the Consortium be increased to Three.	As per RFP.
41	122	Schedule C	The Service Level Agreement (SLA) is outlined in Schedule C, detailing specific SLA requirements along with associated penalties for non-compliance.	We request you to incorporate a performance-based incentive structure in addition to the penalties outlined in Schedule C. This would reward the Implementation Agency for consistently meeting or exceeding SLA requirements, fostering higher service quality and reliability	As per RFP.
42	29	6.1.2.(b).	The Financial Bid Evaluation will be based on Lowest "Total Quoted Value" (L1) by the bidder in the Financial Bid Form F-1.	We request you to consider the Quality and Cost-Based Selection (QCBS) methodology to ensure a balanced evaluation that considers both technical competence and financial proposals, leading to the selection of the most value-driven bidder.	As per RFP.
43			Null	While the RFP emphasizes the bidding entity's credentials, we request including and evaluating the team's professional track record and expertise to ensure a comprehensive assessment.	As per RFP.
44	Page No. 19	3. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA 3.1. PRE-QUALIFICATION CRITERIA	Relevant Experience #1 The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) must have been awarded and implemented at least one project of contract value minimum INR 5 crore (excl. GST) involving video-based Automatic Traffic Count & Classification (ATCC) systems for vehicles along with video analytics during last 10 years as on bid due date for Central/State Government departments/ entities, or Law Enforcement Authorities, or PSUs in India or Abroad.	Request to you kindly change eligibility criteria as below: The Sole Bidder or any Member(s) of the Consortium individually or combined (in case of Consortium) must have been awarded and implemented at least one project of contract value minimum INR 5 crore (excl. GST) involving video-based Automatic Traffic Count & Classification (ATCC) systems/ Automatic Number Plate Recognition (ANPR) for vehicles along with video analytics during last 10 years as on bid due date for Central/State Government departments/ entities, or Law Enforcement Authorities, or PSUs in India or Abroad. Kindly amend the same.	Refer Corrigendum # 1